

EA02-027

**FORD 8/5/03
LETTER TO ODI**

APPENDIX A

**5 BOXES
BOX 1 OF 5**

PART 3 OF 3

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 445 - AS PER TEAM LEADER
DOCUMENT: ANALYST: SHOLLOWA SHANE HOLLOWAY
ACTION DATA/COMMENTS:

2001/10/01

12.11.42 CUSTOMER SAYS: CUSTOMER DOES NOT WANT TO PAY THE 5K DOLLARS TO HAVE THE DEALER BUY BACK THE VEHICLE (RAV LEVEL AS OF NOV) PER CUSTOMER, DEALER SAYS: CANNOT FIX- BUT WHEN CAN BUY YOUR CAR BACK (PAYMENTS WOULD BE THE SAME) 5K DOLLARS WOULD COST COST TO BUY VEHICLE BACK SAID TO CUSTOMER THAT IT WOULD NOT COST A CENT FOR CUSTOMER CAC ADVISED: TRANSFERRED CALL TO ON LINE SUPERVISOR (ORSON) TO HANDLE CALL DUE TO THE DEMAND OF THE CUSTOMER

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC010 - UNABLE TO CONTACT CUSTOMER TO DATE
DOCUMENT: ANALYST: 3025RT ROBIN TANSIL
ACTION DATA/COMMENTS:

2001/10/05

17.03.09 ***E-MAIL FROM CUSTOMER'S FATHER [REDACTED] ADDRESSED TO JACQUES NASSER RECEIVED 10/2***
E-MAIL STATES: VEHICLE HAS BEEN IN SHOP SEVERAL TIMES FOR CONCERN WITH ENGINE QUITTING WHILE DRIVING DOWN THE ROAD AND STEERING AND BRAKES BECOME INEFFECTIVE. THE DEALER HAS EXPERIENCE THE CONCERN, BUT CAN NOT CORRECT IT. CUSTOMER WAS OFFERED A BUY BACK AT NO EXTRA COST PER MONTH, BUT CUSTOMER WOULD HAVE TO PAY \$5,000.00 PLUS ANOTHER YEAR OF PAYMENTS. CUSTOMER SEEKS ASSISTANCE. MESSAGE LEFT ON CUSTOMER'S ANSWERING MACHINE ADVISING THAT THE E-MAIL HAS BEEN RECEIVED AND ONCE REVIEWED FURTHER, CUSTOMER WOULD RECEIVE A CALL BACK. ALSO LEFT A MESSAGE FOR ALEX, CSM TO CALL ME WITH STATUS.

CONSUMER AFFAIRS

06/18/2002 MMFAFTRG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 11 BOSTON	ZONE: E1	CASE NBR: 0652783470
VIN: 1FMYU02121KE74479	ENGINE: 1	OPENED: 09/17/2001
	VEH TYPE: T	CLOSED: 10/08/2001

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC096 - CUST SAT REST TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: 3025RT ROBIN TANSIL
ACTION DATA/COMMENTS:

2001/10/08

12.18.47 ***UPDATE***
RECEIVED MESSAGE FROM ALEX, CSM, THAT FORD IS REPLACING THIS VEHICLE. FSE WAS INVOLVED. ALEX SAID THAT INFORMATION WAS UPLOADED TO RAV A FEW WEEKS AGO. CRS CALLED CUSTOMER AND ADVISED OF THIS INFORMATION. CUSTOMER WAS NOT CLEAR ON ALL OF THE DETAILS. ADVISED CUSTOMER TO STAY IN CONTACT WITH THE DEALER FOR THE MOST UP TO DATE INFORMATION. MESSAGE LEFT FOR ALEX ADVISING THAT SOMEONE NEEDS TO CONTACT CUSTOMER TO EXPLAIN THE PROCESS.

EP02-027 22105

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: 27 WASHINGTON	REGION ISSUE	CASE NBR: 0677142761
VIN: 1FMYU03181KE72301	ZONE: G1	OPENED: 11/27/2001
	ENGINE: 1	CLOSED: 11/27/2001
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	YORKTOWN	STATE:	VA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	22000				
DEALER NAME:	WILLIAMSBURG MOTORS	SALES CODE:	F27486	F & A:	06644
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: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/11/27

16.05.52 **CUSTOMER DEMAND LETTER DATED 11-20-2001**
CI RECEIVED 11-27-2001
CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING
**CUSTOMER SEEKS REPLACEMENT VEHICLE OR REFUND OF PURCHASE
PRICE PAID FOR VEHICLE UNDER VIRGINIA LEMON LAW**
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER
**SCANNED LETTER AND FORWARDED TO REGIONAL OFFICES FOR
FURTHER HANDLING**

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

16.19.37

EA82-827 22186

ORIGIN: CAC005 - MANUAL - TEAM LEADERS COMMUNICATION: OTHER
ACTION: 507 - ISSUE TRANSFERRED TO ANOTHER DEALER
DOCUMENT: ANALYST: RWAINMAN RICHARD WAINMAN
ACTION DATA/COMMENTS:

2001/11/28

15.41.50 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: ISSUE TRANSFERRED TO DEALER WHERE ALL REPAIRS COMPLETED-
- WILLIAMSBURG MOTORS

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

1

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 27 WASHINGTON	REGION ISSUE	CASE NBR: 0677142761
VIN: 1FMYU03181KE72301	ZONE: G1	OPENED: 11/27/2001
	ENGINE: 1	CLOSED: 12/11/2001
	VEH TYPE: T	

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC107 - CONSUMER REACH OFFER - ACCEPTED BY CUSTOMER
DOCUMENT: ANALYST: RKELLEMA KELLEMAN, ROBERT (R.J.)
ACTION DATA/COMMENTS:

2001/12/11

10.26.26 CLOSED PER DEALER.

END-827 22107

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: 72 SAN FRANCISCO	REGION ISSUE	CASE NBR: 0717863551
VIN: 1FACU03101RE98319	ZONE: A2	OPENED: 01/11/2002
	ENGINE: 1	CLOSED: 01/11/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HONOLULU STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 8000
DEALER NAME: CUTTER FORD, INC. SALES CODE: 872204 P & A: 07908
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: PHONE
ACTION: C1101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2002/01/11

15.31.03 **CUSTOMER DEMAND LETTER DATED 12-31-2001**
CI RECEIVED 01-11-2002
**CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING.
CUSTOMER HAS TAKEN VEHICLE BACK TO THE DEALERSHIP TO
HAVE CONCERNS LOOKED AND VEHICLE STILL REMAINS UNREPAIRED.
CUSTOMER IS WAITING FOR REPLACEMENT ENGINE**
**CUSTOMER SEEKS FINAL RESOLUTION TO VEHICLE CONCERNS
UNDER HAWAII LEMON LAW**
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER
**SCANNED LETTER AND FORWARDED TO REGIONAL OFFICES FOR
FURTHER HANDLING**

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

15.41.19

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: EBUCHAN1 BUCHANAN, BELINDA (B.)
ACTION DATA/COMMENTS:

2002/01/15

18.45.33 SPOKE WITH SERVICE MANAGER ALLAN WHO ADVISED THAT THE VEHICLE
HAD THE ENGINE REPLACED. VEHICLE IS READY FOR PICK UP

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

2002-027 22188

1

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: 09/13/2001
VIN: 1FMYU04141KB28110 ENGINE: 1 VEH TYPE: T CLOSED: 09/13/2001

LAST NAME: [REDACTED] STATUS: CANCEL
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: 4000
DEALER NAME: RISER FORD LINCOLN SALES CODE: F23547 P & A: 07563
REASON CODE: 25DL CI - 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: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/09/13

16.59.00 **CUSTOMER DEMAND LETTER DATED 09-07-01, CI RECEIVED
09-12-01**
**CUSTOMER STATES CURRENT CONCERNS ARE WITH THEIR VEHICLE
STALLING. CUSTOMER TOOK VEHICLE TO THE DEALERSHIP AND
WERE UNABLE TO DUPLICATE PROBLEM. CUSTOMER PAST CONCERNS
WERE THE 3 WINDOWS ON THE PASSENGER SIDE OF THE VEHICLE**
**CUSTOMER SEEKS REPLACEMENT VEHICLE UNDER ARKANSAS
LEMON LAW**
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

17.06.13

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: 8182DH DAN HUBER
ACTION DATA/COMMENTS:

2001/09/14

13.32.36 THIS IS A DUPLICATE OF ANOTHER 04 ISSUE. DAN HUBER CSR

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: 72 SAN FRANCISCO REGION ISSUE CASE NBR: 0756142821
ZONE: A2 OPENED: 10/31/2001
VIN: 1FMYU041X1KF86234 ENGINE: 1 VEH TYPE: T CLOSED: 10/31/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]

E002-027 22100

CITY: LAHAINA STATE: HI ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 12000
DEALER NAME: VALLEY ISLE MOTORS SALES CODE: F72444 P & A: 07839
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 507593 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:

2001/10/31
13.26.28 **CUSTOMER DEMAND LETTER DATED 10-24-01**
CI RECEIVED 10-31-01
**CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING
WHILE GOING DOWNHILL**
CUSTOMER SEEKS REPLACEMENT UNDER HAWAII LEMON LAW
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER
**SCANNED LETTER AND FORWARDED TO REGIONAL OFFICES FOR
FURTHER HANDLING**

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/11/01
07.47.57

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: B-DEFOE BETH DEFOE
ACTION DATA/COMMENTS:

2001/11/06
18.33.13 VEHICLE STALLS IN SHOP, 11/5/01.

CONSUMER AFFAIRS 06/18/2002 MMFAFPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 72 SAN FRANCISCO	ZONE: A2	CASE NBR: 0756142821
VIN: 1FMYU041X1KF86234	ENGINE: 1	OPENED: 10/31/2001
	VEH TYPE: T	CLOSED: 11/08/2001

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2001/11/08
09.20.44 ***CI RECEIVED ADDITIONAL COPY OF 10/24 LETTER, 'LETTER TO THE
MANUFACTURER GIVING NOTICE OF MOTOR VEHICLE DEFECT'. DID NOT
RESPOND TO CUSTOMER, SCANNED DEFECT NOTICE TO REGION FOR
REVIEW.*** *****

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE

8082-027 22118

ACTION: DAC092 - FIELD - OPEN REGION ISSUE
DOCUMENT: ANALYST: JSCHER JASON SCHER
ACTION DATA/COMMENTS:

2001/11/09

14.06.47 CONTACTED DEALER AND LEFT MESSAGE TO REVIEW WARRANTY HISTORY
. PHONED CUSTOMER TO LET HER KNOW THAT I AM LOOKING INTO CON
CERN AND WILL CALL HER BACK WHEN I REVIEWED WITH DEALER.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: JSCHER JASON SCHER
ACTION DATA/COMMENTS:

2001/11/15

17.12.37 DEALER AND DOM ARE WORKING WITH CUSTOMER IN TRADING HER OUT
OF HER ESCAPE INTO AN EXPLORER. THE CUSTOMER CONCERN HAS NOT
BEEN DUPLICATED.

CONSUMER AFFAIRS

06/18/2002 MCFAXPRQ

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 24 ORLANDO REGION ISSUE CASE NBR: 1305871041
ZONE: D2 OPENED: 08/24/2001
VIN: 1FMCU03141KF42807 ENGINE: 1 VEH TYPE: T CLOSED: 08/24/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TALLAHASSEE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 4414
DEALER NAME: TALLAHASSEE FORD SALES CODE: F24527 P & A: 04044
REASON CODE: 2512 CI - GEORGIA 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: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2001/08/24

13.12.33 ***DEMAND LETTER DATED 08/21/01*** **CI RECEIVED 08/24/01
***CUSTOMER STATES: ENGINE STALLS COASTING DOWNHILL, CAUSES
LOSS OF POWER ASSISTED, BRAKING AND STEERING.
***CUSTOMER SEEKS: FINAL RESOLUTION UNDER GEORGIA LEMON LAW
***CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT TO CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ER02-027 22111

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CA0016 - CORRECTION OF INFORMATION IN PREVIOUS ACTION
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

13.15.48 CORRECT DEALERSHIP ON MVDN IS THOMASVILLE SALES, IN THOMASVILLE, GEORGIA.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

14.24.56

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: JTARANTI JENNIFER TARANTINO
ACTION DATA/COMMENTS:

2001/08/30

17.92.05 I HAVE CALLED TWICE, BUT THERE IS NO ANSWERING MACHINE SET UP AT THIS PHONE NUMBER. I WILL OVERNIGHT A LETTER IF I DO NOT GET IN TOUCH WITH HER TOMORROW. JT CSM

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 24 ORLANDO	ZONE: D2	CASE NBR: 1305871041
VIN: 1FMCU03141KP42807	ENGINE: 1	OPENED: 08/24/2001
	VEH TYPE: T	CLOSED: 08/31/2001

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC009 - SERVICE APPOINTMENT SCHEDULED
DOCUMENT: ANALYST: JTARANTI JENNIFER TARANTINO
ACTION DATA/COMMENTS:

2001/08/31

16.15.54 I OVERNIGHTED A LETTER TO THIS CUSTOMER (AIRBILL NUMBER 6510 670386) BECAUSE WE WERE NOT ABLE TO REACH HER BY PHONE. IN THE LETTER, I SCHEDULED HER FOR A FINAL ON SEPT. 5. JT CSM

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: JTARANTI JENNIFER TARANTINO
ACTION DATA/COMMENTS:

2001/09/10

09.21.49 THE CUSTOMER DID NOT SHOW UP FOR THE FINAL, NOR DID SHE CALL THE DEALERSHIP TO RESCHEDULE. JT CSM

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC009 - SERVICE APPOINTMENT SCHEDULED
DOCUMENT: ANALYST: JTARANTI JENNIFER TARANTINO
ACTION DATA/COMMENTS:

2001/09/12

18.44.35 THIS CUSTOMER ORIGINALLY MISSED HIS FINAL REPAIR ATTEMPT AND NEVER CONTACTED THE DEALER. SINCE THEN, HE HAS CALLED AND ASKED IF HE COULD RESCHEDULE. IT IS NOW RE-SCHEDULED FOR SEPTEMBER 12. JT CSM

0002-027 22112

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

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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: 1361550453
VIN: 1FNUU01B91KE83477	ZONE: C1	OPENED: 02/14/2002
	ENGINE: B	CLOSED: 02/14/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BALTIMORE STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 19789
DEALER NAME: BOB DAVIDSON FORD I SALES CODE: F27032 P & A: 00088
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: TRAINER1 ONE TRAINER
ACTION DATA/COMMENTS:

2002/02/14
10.02.35

**** DEMAND LETTER DATED 02/06/02**** CI RECEIVED 02/14/01
*** CUSTOMER STATES: CONCERNS WITH VEHICLE STALLING
DEALERSHIP VERIFIED CUSTOMER AS SUBSEQUENT OWNER
*** CUSTOMER SEEKS: REPLACEMENT
*** CI SCAN A COPY OF THE LETTER TO THE REGIONAL OFFICE FOR
REVIEW. SENT CUSTOMER A FLEM LETTER

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TRAINER1 ONE TRAINER
ACTION DATA/COMMENTS:

10.10.48

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: DRYMAN DARRYN HYMAN
ACTION DATA/COMMENTS:

2002/03/07

06.57.55 THE DEALERSHIP MADE A REPAIR TO THIS VEHICLE ON FEBRUARY 5TH
OF THIS YEAR AND THEY HAVE NOT HEARD FROM THE CUSTOMER SINCE.
E.

E002-027 22113

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 23 MEMPHIS	REGION ISSUE	CASE NBR: 1371472121
VIN: 1FMYU03131KA14990	ZONE: A2	OPENED: 08/15/2001
	ENGINE: 1	CLOSED: 08/15/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SHERWOOD STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 6200
DEALER NAME: CRAIN FORD LINCOLN SALES CODE: F23541 P & A: 03897
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: JDECHAUS JACINTA DECHAUSAY
ACTION DATA/COMMENTS:

2001/08/15

14.25.07 CUSTOMER SAYS: I HAVE SENT A LETTER TO FORD MOTOR COMPANY,
IN REGARDS TO THE LEMON LAW TO REPLACE THE VEH. FORD RESPON
DED BY SENDING A DSB APPLICATION. THE VEH HAS BEEN TO THE
DLR THREE TIMES FOR THE SAME CONCERN. THE THIRD TIME, THE D
LR REPLACED A PART IN THE VEH. DO I NEED TO CONTINUE THE PR
OCESSE OF THE DSB PER CUSTOMER, DEALER SAYS: NONE CAC ADV
ISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 B
USINESS DAYS - INITIATED MAILING OF DSB APPLICATION - FORW
ARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGI
ONAL OFFICE INFERENCE CASE ID: 1975

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ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC088 - LINK TO MORSII
DOCUMENT: ANALYST: J-WRIGHT27 CRAIN FORD
ACTION DATA/COMMENTS:

2001/08/16

12.44.51 CAR HAS BEN IN AT NORTH POINT FORD FOR REPAIRS. CUSTOMER IS H
APPY AT THIS TIME WITH REPAIRS MADE. CALLED CUSTOMER ON 08-1
6-01, PLEASE CLOSE .JIM WRIGHT

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 8182DH DAN HUBER
ACTION DATA/COMMENTS:

2001/08/21

09.51.52 I AM CLOSING THIS CASE PER THE SVC. MGR'S COMMENTS.
DAN HUBER CSE MEMPHIS

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 24 ORLANDO REGION ISSUE CASE NBR: 1399751241
ZONE: A2 OPENED: 02/18/2002
VIN: 1FMYU03121KA16097 ENGINE: 1 VEH TYPE: T CLOSED: 02/18/2002

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: 12192
DEALER NAME: FORD OF CORAL GABLE SALES CODE: F24004 P & A: 03896
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: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2002/02/18

10.54.28 CI RECEIVED DEMAND LETTER DATED 02/14/02 ON 02/18/02***
CUSTOMER STATES: CONCERNS WITH VEHICLE STALLING HISTORY AND
FRONT PASSENGER WINDOW REPAIR HISTORY. CUSTOMER SAYS SHE HAS
LITTLE FAITH IN THE VEHICLE RELIABILITY OR SAFETY.
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 FAXED TO REGION
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

11.02.19

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 1318MA MARY P ARVEN
ACTION DATA/COMMENTS:

2002/02/20

10.51.13
ERNIE, PLEASE CONTACT CUSTOMER.
THANKS,
MARY ARVEN

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 24 ORLANDO REGION ISSUE CASE NBR: 1399751241
ZONE: A2 OPENED: 02/18/2002
VIN: 1FMYU03121KA16097 ENGINE: 1 VEH TYPE: T CLOSED: 02/20/2002

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: ICD002 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY

5882-827 22115

DOCUMENT: ANALYST: E-PER12 FORD OF CORAL GABLES
ACTION DATA/COMMENTS:

2002/02/20

18.31.40 SPOKE WITH CUSTOMER LOOKS LIKE EVERYTHING WORKING PROPERLY A
T THIS TIME CUSTOMER JUST NOT HAPPY WITH VEH. CAN NOT HELP C
USTOMER. ERNIE PEREZ SERVICE DIRECTOR.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: MARVEN ARVEN, MARY (M.P.)
ACTION DATA/COMMENTS:

2002/02/21

15.35.37 VEHICLE WAS REPAIRED PRIOR TO DEMAND LETTER. CUSTOMER ACKNO
WLEDGED VEHICLE IS REPAIRED.

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: 74 SEATTLE	REGION ISSUE	CASE NBR: 1465991511
VIN: 1FMCU04191KD97939	ZONE: A1	OPENED: 12/21/2001
	ENGINE: 1	CLOSED: 12/21/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	MUKILTEO	STATE:	WA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	20000				
DEALER NAME:	HARRIS FORD INC	SALES CODE:	F74024	P & A:	08736
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

ENG2-027 22116

DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/12/21

11.00.08 **CUSTOMER DEMAND LETTER DATED 12-01-2001**
CI RECEIVED 12-21-2001
**CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING.
CUSTOMER CLAIMS THAT THIS HAS HAPPENED TO THEM ON 4
OCCASIONS. CUSTOMER IS ALSO NOT SATISFIED WITH THE VEHICLE'S
PAINT FINISH**
**CUSTOMER SEEKS REFUND OF PURCHASE PRICE FOR
VEHICLE UNDER WASHINGTON LEMON LAW**
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER
**SCANNED LETTER AND FORWARDED TO REGIONAL OFFICES FOR
FURTHER HANDLING**

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

11.03.42

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC098 - CI DEMAND LETTER - CUSTOMER DOES NOT QUALIFY (SEATTLE REGION ONLY)
DOCUMENT: ANALYST: DWERNER3 DAVID WERNER
ACTION DATA/COMMENTS:

2002/03/20

12.31.22 VEHICLE HAS NOT BEEN DOWN FOR 30 DAYS AND HAS NOT BEEN TO A
DEALERSHIP 4 OR MORE TIMES FOR THE SAME CONCERN. NO REPLACEM
ENT OR REPURCHASE 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

REGION: 16 PHILADELPHIA ZONE: E1 CASE NBR: 1510673301
VIN: 1FMYU04181KP54432 ENGINE: 1 VEH TYPE: T OPENED: 12/07/2001
CLOSED: 12/07/2001

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: 11000
DEALER NAME: BESHORE AND KOLLER SALES CODE: F16518 P & A: 00167
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 NICKELSON
ACTION DATA/COMMENTS:

2001/12/07

11.28.15 DEMAND LETTER DATED: 11/26/01 *** CI RECEIVED: 12/7/01 *** C
USTOMER STATES: PROBLEMS WITH ENGINE STALLING WHILE DRIVING.
*** CUSTOMER SEEKS: NO SPECIFIC RESOLUTION SOUGHT. *** CI S
ENT CUSTOMER FLEM LETTER. SCANNED TO REGION. **** **

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT

ES02-027 22117

ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

13.35.04

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: R-SCHAFF RICK SCHAFFNER
ACTION DATA/COMMENTS:

17.05.45 VEHICLE STALLS WHEN SLOWING AT TIMES. DEALER HAS DONE EVERY REPAIR AND ADJUSTMENT AS PER FORD DSE MARK VALESSEY. DEALER WOULD LIKE DSE TO ASSIST WITH REPAIR OF THIS VEHICLE. THIS CUSTOMER IS PROBABLY ONE OF OUR BEST CUSTOMERS, AND DESERVES FORDS UTMOST ATTENTION IN GETTING THIS ISSUE RESOLVED. TECHNICIAN JOHN KLINE HAS SPOKEN TO DSE AND FORD HOTLINE ON SEVERAL OCCASIONS CONCERNING THIS VEHICLE AND HAS FOLLOWED ALL IT HEI INSTRUCTIONS.X

CONSUMER AFFAIRS

06/18/2002 MCFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 16 PHILADELPHIA	ZONE: E1	CASE NBR: 1510673301
VIN: 1FMYU04181KF54432	ENGINE: 1	OPENED: 12/07/2001
	VEH TYPE: T	CLOSED: 12/11/2001

=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: J-BESHOR JOHN BESHORE
ACTION DATA/COMMENTS:

2001/12/11

10.24.23 DEALERSHIP TECHNICIAN HAS DONE EVERYTHING ACCORDING TO FORD HOTLINE AND FORD DSE MARK VALESSEY, AND CUSTOMER STILL SAYS TH AT HIS ESCAPE STALLS AT TIMES. DEALER SPOKE TO DSE MARK VALESSEY ON 12-11-2001 AND INFORMED HIM OF CUSTOMERS CONCERNS. DSE SAID THAT IF CUSTOMER WILL RETURN FOR THE 5TH REPAIR ATTEMPT, TO RUN ALL NEEDED TESTS, AND IF NOTHING SHOWS UP, TO PUT IN A TECH REPAIR ASSISTANCE WITH THE DSE.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC050 - CUST. SAT. REST. TOOL UTILIZED - ESP PLAN OFFERED AND ACCEPTED
DOCUMENT: ANALYST: ANASH9 ALLYSON NASH (ANASH9)
ACTION DATA/COMMENTS:

2002/01/08

17.16.45 ***ALLYSON NASH CSM/RMM*** FSE MARK VALESSEY INSPECTED VEHICLE AND PERFORMED REPAIR FOR STALLING CONCERN ON CUSTOMER'S ESCAPE. CONTACTED DEALERSHIP TO OFFER ESP TO CUSTOMER TO RESTORE CONFIDENCE IN VEHICLE. ESP OFFER ACCEPTED.

6482-827 22118

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	REGION ISSUE	CASE NBR: 1549471641
VIN: 1FMYU04L2LRF62994	ZONE: D3	OPENED: 06/13/2001
	ENGINE: 1	CLOSED: 06/13/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	WINSTON SALEM	STATE:	NC	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	7000				
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				

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/06/13

15.15.47 **CUSTOMER LETTER DATED 06-04-2001, CI RECEIVED 07-13-2001**
CUSTOMER IS ORIGINAL OWNER
**CUSTOMER STATES: REPEATED PROBLEMS WITH ENGINE STALLING.
CUSTOMER HAS HAD VEHICLE AT DEALERSHIP PREVIOUSLY FOR
SAME CONCERNS. CUSTOMER ALSO STATES THAT WHEN THE ENGINE
HAS BEEN WARM (DRIVEN 15-20 MINUTES), THE DASHBOARD LIGHTS
REMAIN LIT, AND THE RADIO CONTINUES TO PLAY**
CUSTOMER SEEKS REFUND OF PURCHASE PRICE PAID FOR VEHICLE
CUSTOMER CITES WEST VIRGINIA LEMON LAW
SENT CUSTOMER FLEMM LETTER

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 7119DR DAVID RETTEN
ACTION DATA/COMMENTS:

2001/06/15

22.10.39 PER SVC MGR ... REPAIRED AND TESTED

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/07/06

13.24.50

1002-027 22110

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	REGION ISSUE	CASE NBR: 1549471641
VIN: 1FMYU04121KP62994	ZONE: D3	OPENED: 06/13/2001
	ENGINE: 1	CLOSED: 08/16/2001
	VEH TYPE: T	

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2001/08/16
15.36.24

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CA0016 - CORRECTION OF INFORMATION IN PREVIOUS ACTION
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

15.38.37 CI RECEIVED DUPLICATE LETTER DATED 7/12/01 FROM CUSTOMER. FA
DD LETTER SENT TO CUSTOMER

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

ER82-827 22128

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 72 SAN FRANCISCO REGION ISSUE CASE NBR: 1559153171
 ZONE: A4 OPENED: 11/29/2001
 VIN: 1FMYU01B91KB84850 ENGINE: B VEH TYPE: T CLOSED: 11/29/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: OAKLAND STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
 MILEAGE: 4000
 DEALER NAME: MICHAEL STEAD'S HIL SALES CODE: F72016 P & A: 00669
 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:

2001/11/29

11.19.14 **CUSTOMER DEMAND LETTER DATED 11-18-2001**
 CI RECEIVED 11-29-2001
 **CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING
 ON THE FREEWAY. CUSTOMER HAS TAKEN VEHICLE BACK TO THE
 NUMEROUS TIMES IN ORDER TO HAVE THIS CONCERN CORRECTED**
 **CUSTOMER SEEKS FINAL RESOLUTION UNDER CALIFORNIA LEMON
 LAW**
 SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER
 **SCANNED LETTER AND FORWARDED TO REGIONAL OFFICE FOR
 FURTHER HANDLING**

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
 ACTION: CI210 - LETTER FAXED TO REGION
 DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
 ACTION DATA/COMMENTS:

12.13.59

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
 DOCUMENT: ANALYST: H-GIFFRO HILLTOP FORD
 ACTION DATA/COMMENTS:

13.11.31 THIS CUSTOMER HAD HER VEHICLE ON SEVERAL OCCASIONS, THE LAST
 TIME HOLLY GIFFROW THE SERVICE MANAGER, CONTACT FORD AND TH
 EY AUTHORIZED A OAC IN THE AMOUNT OF \$5,000.00. THE DECLINE
 D THIS OFFER AND TOWED THE VEHICLE OUT OF OUR SHOP WITHOUT I
 NFORMING ANY OF US. NO COMMUNICATION WHATSOEVER EVER HAS BEEN
 TO HILLOFTOP FORD FROM THE CUSTOMER. THE OAC OFFERED TO CUS
 TOMER IS DECLINED DUE TO THIS. UNKNOWN WHAT CUSTOMER HAS DO
 NE WITH VEHICLE. 11.29.01

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 72 SAN FRANCISCO REGION ISSUE CASE NBR: 1559153171
 ZONE: A4 OPENED: 11/29/2001
 VIN: 1FMYU01B91KB84850 ENGINE: B VEH TYPE: T CLOSED: 12/03/2001

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
 ACTION: DAC053 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND REJECTED

E982-027 22121

DOCUMENT: ANALYST: MPATRIC3 MIRANDA PATRICK
ACTION DATA/COMMENTS:

2001/12/03
17.49.14

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 24 ORLANDO	REGION ISSUE	CASE NBR: 1629011021
VIN: 1FNUU01B91KE84936	ZONE: C2	OPENED: 09/12/2001
	ENGINE: B	CLOSED: 09/12/2001
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	ORLANDO	STATE:	FL	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	BESCAPE XLS 4X2		
MILEAGE:	1				
DEALER NAME:	SUN STATE FORD INC	SALES CODE:	F24213	P & A:	01172
REASON CODE:	2511 C1 - FLORIDA MVDN				
SYMPTOMS:	607593 STALL/QUITE ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1101 - OPEN REGION CONTACT

EP82-827 22122

DOCUMENT: ANALYST: SCHAMP12 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/09/12

13.19.59 **FLORIDA MVDN DATED 09-06-01, CI RECEIVED 09-12-01**
**CUSTOMER STATES THAT BATTERY LIGHT TURNS ON INTERMITTENTLY
AND HEAD LAMP FLASHES, STOP AT GAS STATION TO GET FUEL AND
VEHICLE WILL NOT START, ENGINE STALLS AND WOULD NOT START
(3 TIMES)**
CUSTOMER SEEKS FINAL RESOLUTION UNDER FLORIDA LEMON LAW
SENT CUSTOMER AN ACKNOWLEDGEMENT POST CARD
PLEASE SCHEDULE CUSTOMER FOR REPAIRS WITHIN 10 DAYS

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: SSENZIG SUZANNE SENZIG
ACTION DATA/COMMENTS:

2001/09/13

13.24.53 SENT CUSTOMER A CERTIFIED LETTER FOR THE FINAL REPAIR ATTEMPT
T TO BE PERFORMED AT SUN STATE FORD ON MONDAY SEPTEMBER 24 A
T 8 AM WITH BRAD KNIGHT. SSENZIG, CSM

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: SSENZIG SUZANNE SENZIG
ACTION DATA/COMMENTS:

2001/09/21

17.35.02 CUSTOMER STATES THAT THE VEHICLE WAS REPAIRED AT THE THIRD R
EPAIR ATTEMPT, BUT IT WAS AN INTERMITTANT PROBLEM THAT SHE D
ID NOT KNOW WAS REPAIRED. SHE HAS BEEN OFFERED A 5/75 PREMIU
M CARE ESP FOR CUSTOMER GOODWILL. SSENZIG, CSM

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	REGION ISSUE	CASE NBR: 1721431632
VIN: 1FMYU04111KC22235	ZONE: H1	OPENED: 06/12/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: OPEN
TITLE:				MI:
ADDRESS:				
CITY:	FIGHTELL	STATE:	NY	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	1			
DEALER NAME:	POUGHKEEPSIE FORD I	SALES CODE:	F13537	P & A: 03624
REASON CODE:	2365 DSB - NO DSB AVAILABLE IN NEW YORK			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 652 - ADVISE CUST NO DSB PROCESS IN NY; ADVISE OBC WILL BE MADE TO DLR
DOCUMENT: ANALYST: PGRIZZELE PAMELA GRIZZELE
ACTION DATA/COMMENTS:

2002/06/12

19.45.02 VLC068UCUSTOMER 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 HESITATES 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

END-827 22123

D ON FILING FOR NEW YORK LEMON LAW - I JUST WANT THIS RESOLVED OR TO GET INTO ANOTHER VEH OR FOLLOW THROUGH WITH ARBITRATION PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - DSB UNAVAILABLE IN THE STATE OF NEW YORK - OBC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO STATE ARBITRATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INFERENCE CASE ID: 104

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: PGRIZZLE PAMELA GRIZZLE
ACTION DATA/COMMENTS:

2002/06/13

12.55.07 VLC068UCUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -OBC TO DLR TO SPEAK WITH CHRISTINE WALDO CRM - I ORDER TO HELP RESOLVE CONCERN WITH CUST PRIOR TO ARBITRATION - MAUREEN HAS BEEN SCHEDULING AN APPOINTMENT TO COME IN TO SEE ME SINCE THE THIRD OF JUNE THEN THE 5TH THEN THE 6TH THEN THE 11TH AND SHE HAS NOT COME IN YET - THE FIRST TIME SHE CAME IN WAS APRIL 25 @ 15303 MILES THEN ON MAY 11 PERFORMED TSB AND THEN MAY 31 I SPOKE WITH HER AND SHE WAS HAVING PROBLEMS AGAIN BUT I HAVE NOT SEEN THE VEH AGAIN - THE MOST IMPORTANT THING IS THAT SHE GETS IT IN RIGHT NOW - IF

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: 1721431632
VIN: 1FMYU0411KC22235	ZONE: H1	OPENED: 06/12/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

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2002/06/13

12.55.07 SHE WANTS TO BRING IT HERE I WILL BE MORE THAN HAPPY TO HELP HER OUT BUT I CAN NOT GET TO THE FACTORY INVOLVED IF SHE IS NOT GOING TO SHOW UP ***** -CSR WILL F/U WITH CUST TO INFORM THAT THIS HAS BEEN ESCALATED AND SOMEBODY WILL CONTACT HER FROM THE REGION TO RESOLVE CONCERN - CSR WILL F/U @ 6PMET AT HOME NUMBER

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: PGRIZZLE PAMELA GRIZZLE
ACTION DATA/COMMENTS:

18.19.35 VLC068UCUSTOMER SAYS: -I SPOKE WITH CHRISTINE TODAY AND I TOLD HER I WAS CONCERNED WITH THE LACK OF COMMUNICATION - THEY NEVER DOCUMENTED THAT THEY DID RUN DIAGNOSIS- SHE SAID A REGIONAL PERSON WILL LOOK AT IT - THAT IS THE ONLY REASON I AGREED TO TAKE THE VEH BACK TO THAT DLR -I FEEL MUCH BETTER KNOWING THAT THERE ARE BRINGING SOMEONE REGIONAL INTO IT -I JUST WANT TO MAKE SURE THAT THE VEH DOES NOT HAVE ALL THESE ISSUES FOR ITS LIFE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -OBC TO CUST TO INFORM THAT THIS HAS BEEN ESCALATED TO THE REGION FOR REVIEW AND SOME ONE WILL BE IN CONTACT WITH HER

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: 21 ATLANTA	PRIORITY ISSUR	CASE NBR: 0490160241
VIN: 1FMYU04121K857116	ZONE: E3	OPENED: 09/20/2001
	ENGINE: 1	CLOSED: 09/20/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: CARY	STATE: NC	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 11245		
DEALER NAME: CROSSROADS FORD, IN	SALES CODE: F21026	P & A: 00996
REASON CODE: 2503 CI - CONSUMER PROTECTION AGENCY		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

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ORIGIN: CALINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI100 - OPEN PRIORITY CONTACT
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/09/20

11.37.04

** CPA/NC AG LETTER DATED 09/14/01** **CI RECEIVED 09/19/01
CUSTOMER STATES: CONCERNS WITH VEHICLE TURNING OFF WITHOUT
WARNING THERE HAS BEEN REPAIR ATTEMPTS AND AT THIS TIME DEA
LERSHIP UNABLE TO DUPLICATE CONCERN. CUSTOMER ALSO CONCERNED
WITH ELECTRICAL SYSTEM ALL OF THE DASHBOARD INDICATORS CAME
ON AT ONCE, VEHICLE WAS LEAKING BRAKE FLUID, GAS FUMES IN
CABIN AND METALLIC RATTLE UNDER THE HOOD.
**CI SENT REFERRING PARTY POSTCARD OF ACK. WILL SEND CLOSIN
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: CALINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI305 - CLOSE PRIORITY CONTACT
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/09/26

15.58.03

CI CLOSING PER CSM'S NOTES:
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
. MRS. WILSON VERIFIED THAT SHE UNDERSTOOD THAT WE COULD NO
T VERIFY THE CONCERN BUT WISHES TO PURSUE THIS ISSUE FURTHER
IF SHE EXPERIENCES THE CONCERN AGAIN. NO ASSISTANCE CAN BE

8082-027 22125

OFFERED AT THIS TIME. CI SENT LETTER TO AGENCY STATING
VEHICLE IS CURRENTLY OPERATING ACCORDING TO FORD'S SPECS.
NO FURTHER ACTION PROPOSED UNABLE TO DUPLICATE CONCERN.

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	PRIORITY ISSUE	CASE NBR: 0490160241
VIN: 1FMYU04121KE57116	ZONE: E3	OPENED: 09/20/2001
	ENGINE: 1	CLOSED: 10/15/2001
	VEH TYPE: T	

=====

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI312 - REOPEN CONTACT
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/10/15

15.38.41 CI RECEIVED A 2ND CPA COMPLAINT. THE CUSTOMER INFORMED THEM
THAT THE VEHICLE IS AGAIN HAVING THE SAME CONCERNS. CUSTOMER
IS NOW REQUESTING THAT THE VEHICLE BE REPLACED. FORWARDED
INFORMATION TO THE REGION. SENT AGENCY ACKNOWLEDGEMENT
POST CARD.
LETTER DATED 10-5-01 CI RECEIVED 10-15-01.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2001/10/25

10.03.07 CI RECEIVED LETTER DATED 10/15/01 ON 10/25/01 FROM CUSTOMER.
LETTER ADVISES OF NUMEROUS TIMES PROBLEM HAS BEEN DOCUMENTED
HOWEVER, NO ADDITIONAL INFORMATION PROVIDED. CASE HAS BEEN
FORWARDED TO FIELD AS AGENCY CASE. NO FADD LETTER SENT

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/10/26

15.04.51 CI RECEIVED A DUPLICATE 2ND LETTER FROM AGENCY DATED 10-17-0
1 ON 10-24-01. ADDED LETTER TO FILE NO FURTHER ACTION PROPOS
ED.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC097 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED
DOCUMENT: ANALYST: PJONE129 PATRICIA JONES (PJONE129)
ACTION DATA/COMMENTS:

2001/10/29

10.25.25 CUSTOMER WAS OFFERED AN OAC FOR \$7000 AND ACCEPTED. NO FURT
HER ASSISTANCE IS NEEDED.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

EE82-827 22126

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	PRIORITY ISSUE	CASE NBR: 0490160241
VIN: 1FMYU04121KF57116	ZONE: B3	OPENED: 09/20/2001
	ENGINE: 1	CLOSED: 10/29/2001
	VEH TYPE: T	

=====

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI305 - CLOSE PRIORITY CONTACT
DOCUMENT: ANALYST: CJACK884 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/10/29

15.15.33 CI CLOSING PER CSM CUSTOMER WAS OFFERED AND ACCEPTED
\$7,000 OAC. SENT LETTER TO AGENCY STATING RESOLUTION.
NO FURTHER ACTION PROPOSED.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: CJACK884 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/10/31

08.46.55 CI RECEIVED LETTER DATED 10-15-01 ON 10-31-01 CUSTOMER
STATING SAME CONCERNS. ADDED LETTER TO FILE DUE TO ISSUE
RESOLVED AFTER LETTER DATED. NO FURTHER ACTION PROPOSED.

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: 47 CINCINNATI	PRIORITY ISSUE	CASE NBR: 1503533010
VIN: 1FMYU04131KE57672	ZONE: A1	OPENED: 09/19/2001
	ENGINE: 1	CLOSED: 09/19/2001
	VEH TYPE: T	

=====

LAST NAME:

TITLE:

ADDRESS:

FIRST NAME:

STATUS: CLOSED

MI:

E082-027 22127

CITY: CINCINNATI STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 10791
DEALER NAME: WALT SWEENEY-WEST H SALES CODE: F47005 P & A: 01909
REASON CODE: 2501 CI - ATTORNEY GENERAL
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI100 - OPEN PRIORITY CONTACT
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2001/09/19

08.45.55 ***AG LETTER DATED 09/13/01 ** ** CI RECEIVED 09/18/01 **
***CUSTOMER STATES: VEHICLE STALLS OUT WHILE DRIVING, BATTERY LIGHT STAYS ON, AND MOONROOF LEAKS.
***CUSTOMER SEEKS: REPAIR VEHICLE, REPLACE, REFUND PURCHASE COST.
**CI SENT REFERRING PARTY POSTCARD ACKNOWLEDGEMENT:09/19/01
**CI REQUESTS 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: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: WMURPHY1 MURPHY, WALT (W.R.)
ACTION DATA/COMMENTS:

10.44.53 INFORMED CSM, JUDY MCLAUGHLIN OF THE CONCERN AND REPAIR HISTORY.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI305 - CLOSE PRIORITY CONTACT
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2001/09/27

15.38.50 PER CSM CUSTOMER HAS BEEN OFFERED A 5/75 ESP OR A \$3,000 QAC. CUSTOMER WILL MEET WITH CSM AND DEALERSHIP WEEK OF 10/01/01 TO DECIDE WHICH OFFER HE WILL ACCEPT. LETTER TO AG ADVISING OF INFORMATION. BASED ON INFORMATION, NO FURTHER ACTION IS PROPOSED.

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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PRIORITY ISSUE CASE NBR: 1503533010
REGION: 47 CINCINNATI ZONE: A1 OPENED: 09/19/2001
VIN: 1FMYU04131KE57672 ENGINE: 1 VEH TYPE: T CLOSED: 09/28/2001
=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: JMCLAUGHS MCLAUGHLIN, JUDY (J.B.)
ACTION DATA/COMMENTS:

2001/09/28

14.46.26 CSM/SM DISCUSSED CASE AND OPTIONS 9-27. SM CALLED CUSTOMER AND OFFERED HIM EITHER AN ESP (5.75,000) OR A \$3,000 QAC. CUSTOMER CALLED BACK IS COMING TO DEALER MONDAY EVENING TO RUN THE NUMBERS AND LOOK AT VEHICLES.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT

END-827 22128

ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: JMC LAUGH MCLAUGHLIN, JUDY (J.B.)
ACTION DATA/COMMENTS:

2001/10/02

13.38.06 CUSTOMER CONCERN: STALLING GOING DOWNHILL WITH AC ON. (CONCERN HAS NOW BEEN VERIFIED.) CUSTOMER WAS OFFERED A \$3,000 OAC. CUSTOMER WENT TO DEALER 10-1 TO GET A TRADE IN VALUE AND LOOK AT PURCHASING A NEW VEHICLE. AFTER VISITING DEALER CUSTOMER DECLINED OAC OFFER. REASON: ACCORDING TO THE CUSTOMER HE THOUGHT HE WAS COMING IN TO GET A NEW VEHICLE AND \$3,000 DOLLARS. CSM/JUDY MCLAUGHLIN WAS SITTING IN FRONT OF S.M. WHEN HE CALLED CUSTOMER AND EXPLAINED WHAT THIS MEANT AND WHAT HE HAD TO DO AND THE MONEY HAD TO BE SPENT ON A NEW FORD/L/M VEHICLE.

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: 13 NEW YORK	DSB ISSUE	CASE NBR: 0341100031
VIN: 1FMYU04111KF17898	ZONE: E1	OPENED: 05/28/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS:	OPEN
TITLE:				MT:	
ADDRESS:					
CITY:	CHESTER	STATE:	NJ	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	23500				
DEALER NAME:	FULLERTON FORD	SALES CODE:	F13476	P & A:	20651
REASON CODE:	23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB108 - OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/05/28

08.58.58 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBLEMS. SIX REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS VEHICLE TO BE REPLACED.
SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION: FAX

EP02-627 22129

ACTION: DSB300 - DEMARS MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2002/05/29

12.01.37 DEALER NAME
DEALER NAME
DEALER NAME
DEALER NAME

MENDHAM FORD
FULLERTON FORD
ED CARNEY FORD

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: 4725AJ ALLINE JOHNSON
ACTION DATA/COMMENTS:

2002/05/31

16.11.00

SCHEDULED 7/12 FOR THE NEW YORK BOARD

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	DSB ISSUE	CASE NBR: 0341100031
VIN: 1PMYU04111KP17898	ZONE: E1	OPENED: 05/28/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

=====

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2002/06/04

11.38.16 ED CARNEY FORD

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: FMOLDENH PATRICIA MOLDENHAUER
ACTION DATA/COMMENTS:

2002/06/06

15.44.15 FULLERTON FORD

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2002/06/10

13.38.17 MENDHAM FORD

EA02-027 22130

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	DSB ISSUE	CASE NBR: 0363560572
VIN: 1FMYD04141KA46278	ZONE: E1	OPENED: 03/18/2002
	ENGINE: 1	CLOSED: 03/18/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	STEPHENS CITY	STATE:	VA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	27315			
DEALER NAME:	WINCHESTER FORD, IN	SALES CODE:	F27464	P & A: 03568
REASON CODE:	23111	DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR		
SYMPTOMS:	607593	STALL/QUITS ACCELERATION ALL ENGINE TEMP		

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: 2598CW C NEAKS
ACTION DATA/COMMENTS:

2002/03/18

12.42.55 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING PROBLEMS WITH
STALLING, LOSS OF POWER AND HESITATION. FIVE REPAIR
ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS TO
HAVE VEHICLE REFUNDED.
SHARON

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB300 - DEMARS MAKS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2002/03/20

15.05.51 DEALER NAME WINCHESTER FORD
DEALER NAME

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: LNAIZE LAVERNE NAIZE
ACTION DATA/COMMENTS:

2002/03/22

11.29.34 BOARD MEETING SCHEDULED FOR DC#2,4/24/02

END-027 22131

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT

DOCUMENT: ANALYST: PMOLDENH PATRICIA MOLDENHAUER
ACTION DATA/COMMENTS:

15.50.32 WINCHESTER FORD

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	DSB ISSUE	CASE NBR: 0363560572
VIN: 1FMYU04141KA46278	ZONE: E1	OPENED: 03/18/2002
	ENGINE: 1	CLOSED: 04/11/2002
	VEH TYPE: T	

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB502 - PRIOR RESOLVE - VEHICLE REFUND-MEETS PRESUMPTION OF LEMON LAW
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/04/11

14.11.49 DATE OF LETTER TO CUSTOMER 04-11-2002
40 DAY DELAY CODE 0
WE HAVE BEEN ADVISED THAT THE CUSTOMER HAS ACCEPTED A REFUND

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DSB902 - PRIOR RESOLVE AWARD COMPLETED
DOCUMENT: ANALYST: LNAIZE LAVERNE NAIZE
ACTION DATA/COMMENTS:

2002/04/15

12.12.16 04-12-2002
0
CUSTOMER ACCEPTS REFUND OFFER FROM DRS', WITH MILEAGE CHARGE
S ASSESSED AT FIRST REPAIR OF 11,563MILES, MULTIPLIED BY .15
5 A MILE. UPLOAD COMPLETED AND TRANSMITTED 4/12/02

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ERR2-827 22132

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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	DSB ISSUE	CASE NBR: 0373660512
VIN: 1FMCU03151KB70541	ZONE: A1	OPENED: 02/20/2002
	ENGINE: 1	CLOSED: 02/20/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	MERRIAM	STATE:	KS	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	7068			
DEALER NAME:	SHAWNEE MISSION FOR SALES CODE: F53010	P & A:	05325	
REASON CODE:	23121 DSB-REPLACE/REFUND RQST-DLR CAN'T REPAIR			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
 ACTION: DSB108 - OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION
 DOCUMENT: ANALYST: 2598CW C WEAKS
 ACTION DATA/COMMENTS:

2002/02/20
 10.22.46 CUSTOMER STATES CONCERNS WITH VEHICLE STALLING AND
 HAVING EMISSION PROBLEMS. THREE REPAIR ATTEMPTS HAVE BEEN
 MADE ON THE VEHICLE. CUSTOMER SEEKS TO HAVE VEHICLE
 REPLACED OR REFUNDED.
 SHARON

=====

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
 ACTION: DSB300 - DEMARS MAILS REQUESTS FOR DEALER REPORTS
 DOCUMENT: ANALYST: 0885FL FELICITA LAZU
 ACTION DATA/COMMENTS:

2002/02/21
 14.56.33 DEALER NAME SHAWNEE MISSION FORD

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
 ACTION: DSB907 - CSM - MAIL SENT - DSB
 DOCUMENT: ANALYST: ETOMLIN1 BRIKA TOMLINSON
 ACTION DATA/COMMENTS:

2002/02/26
 15.20.40 THE ST. LOUIS BOARD MEETS ON 3-20-2002.

=====

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
 ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
 DOCUMENT: ANALYST: R-ANDE87 RONDA ANDERSON
 ACTION DATA/COMMENTS:

17.55.34 SHAWNEE MISSION FORD

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: 53 KANSAS CITY	DSB ISSUE	CASE NBR: 0373660512
VIN: 1FMCU03151KB70541	ZONE: A1	OPENED: 02/20/2002
	ENGINE: 1	CLOSED: 03/13/2002
	VEH TYPE: T	

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
 ACTION: DSB500 - PRIOR RESOLVE - VEH REPLACEMENT MEETS PRESUMPTION OF LEMON LAW

6082-827 22133

DOCUMENT: ANALYST: 2598CW C WEAKS
ACTION DATA/COMMENTS:

2002/03/13

13.01.56 DATE OF LETTER TO CUSTOMER 03-12-2002
40 DAY DELAY CODE 0
WE HAVE BEEN ADVISED THAT THE VEHICLE IS BEING REPLACED
WITH NO MILEAGE CHARGE PER STATE OF KANSAS.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB902 - PRIOR RESOLVE AWARD COMPLETED
DOCUMENT: ANALYST: ETOMLINI ERIKA TOMLINSON
ACTION DATA/COMMENTS:

15.22.41 03-13-2002
0
THE REPLACEMENT UPLOAD WAS COMPLETED ON 3-13-2002.

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	DSB ISSUE	CASE NBR: 0382682751
VIN: 1FMYU03151KC57913	ZONE: C1	OPENED: 12/06/2001
	ENGINE: 1	CLOSED: 12/06/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	TUSTIN	STATE:	CA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 412		
MILEAGE:	3083				
DEALER NAME:	FAIRWAY FORD	SALES CODE:	F71009	P & A:	05476
REASON CODE:	23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ENR2-827 22134

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: PHONE
ACTION: DSB101 - OPEN-DEALER PROVIDED APPLICATION-NO ORAL PRESENTATION

DOCUMENT: ANALYST: 259BCW C WEAKS
ACTION DATA/COMMENTS:

2001/12/06

11.55.40 CUSTOMER STATES CONCERNS WITH THE VEHICLE STALLING. CUSTOMER
SEEKS THE VEHICLE TO BE REPLACED.

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB300 - DEMARS MAKES REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2001/12/07

15.43.07 DEALER NAME FAIRWAY FORD
DEALER NAME

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: RGOLDEN KANISE GOLDEN
ACTION DATA/COMMENTS:

2001/12/11

15.56.52 THE LA# 1 BOARD MEETS 01-06-02

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2001/12/13

10.42.10 FAIRWAY FORD

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

=====PO=====CASE NBR: 0382682751
REGION: 71 CALIFORNIA DSB ISSUE ZONE: C1 OPENED: 12/06/2001
VIN: 1FMYU03151KC57913 ENGINE: 1 VEH TYPE: T CLOSED: 01/14/2002
=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: PHONE
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: S-LEN23 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/01/14

16.33.10

LAI
01-08-2002
01-10-2002
D
YES

CONCERNS: STALLING REQUE
STB: REPLACE DECISION: R/R, THE OWNER TO PAY FOR 1,452 MT.
USAGE, USE THE 120K FORMULA, MILEAGE IS BASED ON THE FIRST R
EPORTED REPAIR ATTEMPT. FIVE REPAIR ATTEMPTS HAVE FAILED TO
RESOLVE THE STALLING CONCERN. A SUBST. MONC. THAT RELATES TO
THE SAFETY OF THIS VEHICLE.

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB803 - ACCEPTANCE FORM RECEIVED-CALIFORNIA
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

0682-827 22135

2002/01/24
16.31.50

01-24-2002

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB906 - DSB- RAVFAST UPLOAD COMPLETED
DOCUMENT: ANALYST: RGOLDEN KANISH GOLDEN
ACTION DATA/COMMENTS:

2002/02/19
16.22.15

02-13-2002

TRANSMITTED REPLACEMENT UPLOAD IN RAVFAST ON 2-13-2002.

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB335 - OBC TO CUST TO CONFIRM AWARD PERP
DOCUMENT: ANALYST: M-CONTR6 MIKE CONTRERAS
ACTION DATA/COMMENTS:

2002/02/28

16.33.32 LEFT ACTION PERFORMANCE MESSAGE ON 02/27/02.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 71 CALIFORNIA DSB ISSUE CASE NBR: 0382682751
VIN: 1FMYU03151KC57913 ZONE: C1 OPENED: 12/06/2001
ENGINE: 1 VEH TYPE: T CLOSED: 03/22/2002

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB904 - CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: M-CONTR6 MIKE CONTRERAS
ACTION DATA/COMMENTS:

2002/03/22
09.32.41

02-13-2002

0

EA02-827 22136

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	DSB ISSUE	CASE NBR: 0384721131
VIN: 1FKYU01BX1KA03710	ZONE: B3	OPENED: 04/23/2001
	ENGINE: B	CLOSED: 04/23/2001
	VEH TYPE: T	

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LAST NAME:		STATUS: CLOSED
TITLE:		MI:
ADDRESS:		
CITY: FAIRFIELD	STATE: CA	ZIP:
HOME PHONE:		
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4x2	
MILEAGE: 4000		
DEALER NAME: GREEN VALLEY FORD	SALES CODE: F72461	P & A: 07757
REASON CODE: 23121 DSB-REPLACE/REFUND ROST-DLR CAN'T REPAIR		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: LMILLI71 LATASHA WILLIS
ACTION DATA/COMMENTS:

2001/04/23

10.41.12 CUSTOMER STATES CONCERNS WITH VEHICLE STALLING, AND
HAVING A LACK OF POWER.
CUSTOMER SEEKS THIS VEHICLE TO BE REPLACED OR REFUNDED.

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ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB300 - DEMARS MAILE REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: JBURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2001/04/24

12.17.21 DEALER NAME GREEN VALLEY FORD

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: MMYSKAVE MATTHEW WYSCAVER
ACTION DATA/COMMENTS:

2001/04/26

09.10.22 THIS CASE IS SCHEDULED FOR 5/15/01 SACRAMENTO BOARD.

=====

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: JBURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

ER02-027 22137

2001/04/30
15.45.46 GREEN VALLEY FORD

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: 72 SAN FRANCISCO	DSB ISSUE	CASE NBR: 0384721131
VIN: 1FMYU01EK1KA03710	ZONE: B3	OPENED: 04/23/2001
	ENGINE: B	CLOSED: 05/21/2001
	VEH TYPE: T	

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: LWILLI71 LATASHA WILLIS
ACTION DATA/COMMENTS:

2001/05/21
14.40.54

SACRA
05-15-2001
05-17-2001
0
Y

CONCERNS: STALLING, LACK OF POWER
REQUEST: REFUND OR REPLACE
DECISION: REFUND OR REPLACE VEHICLE. MILEAGE CHARGE
CALCULATED AT 2462 MILES, USING 120K FORMULA, BASED
ON RO#77459, THE FIRST REPAIR ATTEMPT FOR THE STALLING
AND LACK OF POWER. THE BOARD ALSO REQUESTS CUSTOMER
BE REIMBURSED FOR CAR RENTAL; CUSTOMER SUBMITTED A
RECEIPT AT THE TIME OF THE ORAL PRESENTATION. BASED
ON ALL DOCUMENTATION, AS WELL AS THE CUSTOMER'S ORAL
PRESENTATION, THE BOARD CONCLUDED THAT THE CONTINUING
PROBLEMS OF STALLING AND LACK OF POWER REPRESENT A
SAFETY ISSUE OF A SUBSTANTIAL NON CONFORMITY.

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB803 - ACCEPTANCE FORM RECEIVED-CALIFORNIA
DOCUMENT: ANALYST: JBURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2001/05/29
14.48.44

05-29-2001

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DSB906 - DSB- RAVFAST UPLOAD COMPLETED
DOCUMENT: ANALYST: MNYSKAVE MATTHEW NYSCAVER
ACTION DATA/COMMENTS:

2001/06/14
10.34.43

06-14-2001

AWARD UPLOADED ON 6/14/01.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

EN82-827 22138

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 72 SAN FRANCISCO	DSB ISSUE	CASE NBR: 0384721131
VIN: 1FMYU01BX1KA03710	ZONE: B3	OPENED: 04/23/2001
	ENGINE: B	CLOSED: 07/12/2001
	VEH TYPE: T	

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ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB904 - CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: 0892RA RONDA ANDERSON
ACTION DATA/COMMENTS:

2001/07/12
17.34.02

06-14-2001
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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: 47 CINCINNATI	DSB ISSUE	CASE NBR: 0470580362
VIN: 1FMYU04161KE70853	ZONE: A1	OPENED: 02/19/2002
	ENGINE: 1	CLOSED: 02/19/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]

0602-027 22138

CITY: CINCINNATI STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 24368
DEALER NAME: WALT SWEENEY-WEST H SALES CODE: F47005 P & A: 01909
REASON CODE: 23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DSB101 - OPEN-DEALER PROVIDED APPLICATION-NO ORAL PRESENTATION
DOCUMENT: ANALYST: BLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/02/19

11.09.07 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING AND
DOOR PROBLEMS. FIVE REPAIR ATTEMPTS HAVE BEEN MADE ON THE
VEHICLE. CUSTOMER SEEKS VEHICLE TO BE REPLACED.
SHAWN

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2002/02/25

09.18.42 THE CASE IS DUE BEFORE THE CINCINNATI BOARD ON 3-19-02.
THE COMPANY REPORT IS DUE ON 3-8-02(REGION 47).

ORIGIN: CADN - DEMARS COMMUNICATION: MAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: 0865FL FELICITA LAEU
ACTION DATA/COMMENTS:

2002/02/26

17.33.14 WALT SWEENEY FORD

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB347 - INITIAL CALL MADE TO CUSTOMER
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2002/03/04

11.50.59 I LEFT A MESSAGE WITH THE CUSTOMER ADVISING HER OF
THE BOARD DATE AND LOCATION.

CONSUMER AFFAIRS

06/18/2002 MWFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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 DSB ISSUE CASE NBR: 0470580362
 REGION: 47 CINCINNATI ZONE: A3 OPENED: 02/19/2002
 VIN: 1FMYU04161KE70853 ENGINE: 1 VEH TYPE: T CLOSED: 03/05/2002
 =====

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB310 - OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2002/03/05

11.06.45 I TRIED TO REACH THE CUSTOMER AGAIN TODAY AND COULD NOT.
I WILL SEND A LETTER OUT TODAY.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB341 - UNABLE TO CONTACT CUST - LETTER SENT
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR

BP02-027 22148

ACTION DATA/COMMENTS:

11.07.14

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
 ACTION: DSB312 - INBOUND CALL FROM CUSTOMER
 DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
 ACTION DATA/COMMENTS:

2002/03/06

08.27.12 THE CUSTOMER DID CALL YESTERDAY. I ADVISED HER TO DISREGARD
 THE LETTER THAT WAS SENT BECAUSE I COULD NOT REACH HER.
 I ADVISED HER OF THE BOARD DATE AND LOCATION AND DISCUSSED
 HER VEHICLE CONCERNS.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
 ACTION: DSB334 - COMPANY REPORT SUBMITTED
 DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
 ACTION DATA/COMMENTS:

08.27.30

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
 ACTION: DSB716 - RECORD DETAILS OF BOARD DECISION - REPAIRS
 DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
 ACTION DATA/COMMENTS:

2002/03/22

15.15.17 CONCERNS STALLING, DOOR
 REQUESTS REPLACE
 DECISION FURTHER REPAIR. THE BOARD FINDS THAT THE STALLING
 CONCERN STILL EXISTS AS PER THE CUSTOMER APPLICATION LETTER
 ON P. 1 IN THE CASE FILE. HOWEVER, THE BOARD DENIES THE CUS-
 TOMER'S REQUEST BECAUSE IT FINDS THAT THE DEALERSHIP NEEDS
 FURTHER OPPORTUNITY TO REPAIR THE STALLING CONCERN, AS PER

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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	DSB ISSUE	CASE NBR: 0470580362
REGION: 47 CINCINNATI	ZONE: A1	OPENED: 02/19/2002
VIN: 1FMYU04161KE70853	ENGINE: 1	CLOSED: 03/22/2002
	VEH TYPE: T	

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2002/03/22

15.15.17 THE WARRANTY HISTORY ON PAGE 4 IN THE CASE FILE. THE BOARD
 FINDS THAT THE DOOR CONCERN HAS BEEN REPAIRED AS PER THE WA-
 RRANTY HISTORY.
 SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
 ACTION: DSB801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
 DOCUMENT: ANALYST: PMOLDENH PATRICIA MOLDENHAUER
 ACTION DATA/COMMENTS:

2002/04/01

12.47.02

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
 ACTION: DSB311 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
 ACTION DATA/COMMENTS:

2002/04/16

16.26.43 I NOTIFIED THE DEALER OF THE BOARD AWARD OF FURTHER REPAIR.
 I AM WAITING FOR THE DEALER TO SET UP AN APPOINTMENT WITH
 THE CUSTOMER.

E882-827 22141

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB336 - REPAIRS SCHEDULED
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2002/04/17

08.46.41 I SPOKE TO MATT AND HE WILL LOOK AT VEHICLE ASAP.
HE STATED THAT THERE WAS NO PROBLEM FOUND BEFORE AND HE WILL
LOOK AT VEHICLE AGAIN AND FAX THE COMPLETED REPAIR ORDER.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB900 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2002/04/24

11.35.02 I RECEIVED THE COMPLETED REPAIR ORDER FROM MATT VOLLRATH
SERVICE MGR AT WALT SWEENEY FORD TODAY. THE REPAIRS WERE
COMPLETED ON 4/23/02; WITHIN 30 DAYS.

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 DSB ISSUE CASE NBR: 0481922331
VIN: 1FMYU03161KE59398 ZONE: C3 OPENED: 08/21/2001
ENGINE: 1 VEH TYPE: T CLOSED: 08/21/2001
LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: 1910 LITTLE NECK RD
CITY: BLOOMINGDALE STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 16640
DEALER NAME: J.C. LEWIS MOTOR CO SALES CODE: F21209 F & A: 04927
REASON CODE: 23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/08/21

13.26.32 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBL-
EMS. FIVE REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE.
CUSTOMER SEEKS VEHICLE TO BE REPLACED.
SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB300 - DEMARS MAKS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: JBURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2001/08/22

13.45.39

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: DOWENS16 DAMON OWENS

ERR2-027 22142

ACTION DATA/COMMENTS:

2001/08/24

13.22.09 BOARD DATE 09/05/01.

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
 ACTION: DSB509 - PRIOR RESOLVE - ESP
 DOCUMENT: ANALYST: C-WEAKS CHARISE WEAKS
 ACTION DATA/COMMENTS:

2001/08/30

15.52.29 WE HAVE BEEN ADVISED THAT THE CUSTOMER IS BEING PROVIDED WITH
 A FIVE YEAR/75,000 MILE PREMIUM CARE EXTENDED SERVICE PLAN
 WITH A \$50 DEDUCTIBLE.

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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	DSB ISSUE	CASE NBR: 0483922331
REGION: 21 ATLANTA	ZONE: C3	OPENED: 08/21/2001
VIN: 1FMYU03161KE59398	ENGINE: 1 VEH TYPE: T	CLOSED: 09/05/2001

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
 ACTION: DSB902 - PRIOR RESOLVE AWARD COMPLETED
 DOCUMENT: ANALYST: DOWENS16 DAMON OWENS
 ACTION DATA/COMMENTS:

2001/09/05

10.51.28 DRS E-MAILED RAV TO IMPLEMENT 5/75 PREMIUMCARE ESP W/ \$50 DE
 DUCTIBLE.

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
 ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
 DOCUMENT: ANALYST: J-BURGOL JESSICA BURGOL
 ACTION DATA/COMMENTS:

14.24.06 J.C. LEWIS FORD

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	DSB ISSUE	CASE NBR: 0511703601
VIN: 1FMYU04111KB22703	ZONE: I1	OPENED: 01/16/2002
	ENGINE: 1	CLOSED: 01/16/2002
	VEH TYPE: T	

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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: 6276
DEALER NAME: MCMAHON FORD SALES CODE: F13441 P & A: 04166
REASON CODE: 23131 DSB-LEASE TERMINTN REQUEST-DLR CAN'T REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DSB104 - OPEN-CAC, FORD 800# PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/01/16

10.02.10 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING AND B-
RAKE SYSTEM PROBLEMS. TWO REPAIR ATTEMPTS HAVE BEEN MADE ON
THE VEHICLE. CUSTOMER SEEKS LEASE TO BE TERMINATED ON THE
VEHICLE.
SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB300 - DEMARS MAKES REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2002/01/17

13.06.01

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: PMOLDENH PATRICIA MOLDENHAUER
ACTION DATA/COMMENTS:

2002/01/23

16.10.44 MCMAHON FORD

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: 4725AJ ALLISE JOHNSON
ACTION DATA/COMMENTS:

2002/01/28

10.00.08

SCHEDULED 2/8/02 FOR THE NEW YORK BOARD.

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	DSB ISSUE	CASE NBR: 0511703601
VIN: 1FMYU04111KB22703	ZONE: I1	OPENED: 01/16/2002
	ENGINE: 1	CLOSED: 02/18/2002
	VEH TYPE: T	

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DSB716 - RECORD DETAILS OF BOARD DECISION - REPAIRS
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/02/18

13.32.47 CONCERNS STALLING, BRAKES
REQUESTS LEASE TERMINATION
DECISION THE BOARD DETERMINED THAT THE CONCERNS ARE UNRESOLVED BASED UPON THE PRESENTATION OF THE CUSTOMER. THE BOARD DIRECTED THAT FURTHER REPAIR SHOULD BE PERFORMED UNDER THE DIRECTION OF AN FSE. LEASE TERMINATION DENIED.
SHAWN

ORIGIN: CADM - DENARS COMMUNICATION: MAIL
ACTION: DSB801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: F-LAZU FELICITA LAZU
ACTION DATA/COMMENTS:

2002/02/25

17.38.45

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB900 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: 4725AJ ALLISE JOHNSON
ACTION DATA/COMMENTS:

2002/03/25

07.53.40

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 4725AJ ALLISE JOHNSON
ACTION DATA/COMMENTS:

07.54.42 NO# 77364 FOR THE FURTHER REPAIR.

CONSUMER AFFAIRS

06/18/2002 MMFAFPG

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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	DSB ISSUE	CASE NBR: 0526141931
VIN: 1FMYU04171KA33959	ZONE: B2	OPENED: 08/28/2001
	ENGINE: 1	CLOSED: 08/28/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]

2002-027 22148

CITY: MASON STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XL7 4X4
MILEAGE: 3500
DEALER NAME: INTERSTATE FORD INC SALES CODE: P47211 P & A: 02100
REASON CODE: 23121 DSB-REPLACE/REFUND RQST-DLR CAN'T REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DSB109 - OPEN-OTHER PROVIDED APPLICATION-NO ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/08/28

11.54.28 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING, LOSS OF POWER, AND ELECTRICAL SYSTEM PROBLEMS. THREE REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS REFUND ON THE VEHICLE.
SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB100 - DEMARS MAILED REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: J-BURG01 JESSICA BURGOS
ACTION DATA/COMMENTS:

2001/08/29

13.13.23

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: JSCHWAL7 JULIE SCHWARTZ
ACTION DATA/COMMENTS:

2001/08/31

09.55.53 COL#2 BOARD DATE: 9-25

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: P-LAEU FELICITA LAEU
ACTION DATA/COMMENTS:

2001/09/10

15.30.30 INTERSTATE FORD

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 47 CINCINNATI DSB ISSUE CASE NBR: 0526141931
VIN: 1FMYU04171KA33959 ENGINE: 1 VEH TYPE: T OPENED: 08/28/2001
CLOSED: 10/01/2001

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: C-WEAKS CHARISE WEAKS
ACTION DATA/COMMENTS:

2001/10/01

10.03.23 CONCERNS: STALLING & ELECTRICAL SYSTEM REQUESTS: REFUND PLUS INCIDENTAL AND CONSEQUENTIAL DAMAGES, COLLATERAL CHARGES AND ATTORNEY FEES DECISION: R/R BASED ON THE WARRANTY HISTORY THERE HAVE BEEN THREE REPAIR ATTEMPTS AND THE STALLING CONCERN REMAINS UNRESOLVED. THE BOARD COULD NOT DETERMINE WHETHER OR NOT THE ELECTRICAL CONCERN WAS RESOLVED. THE BOARD D

0602-027 22145

ID NOT AWARD INCIDENTAL DAMAGES AS NONE WERE DOCUMENTED IN THE CASE FILE. ADDITIONALLY, THE BOARD DID NOT ADDRESS THE REQUEST FOR CONSEQUENTIAL DAMAGES, COLLATERAL CHARGES OR ATTORNEY FEES AS THOSE TYPES OF AWARDS ARE OUTSIDE THE BOARD'S JURISDICTION. COSTS TO FMC.

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: CA0016 - CORRECTION OF INFORMATION IN PREVIOUS ACTION
DOCUMENT: ANALYST: 2598CW C WEAKS
ACTION DATA/COMMENTS:

2001/10/02
13.11.55 CORRECTING BOARD NAME.

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: 2598CW C WEAKS
ACTION DATA/COMMENTS:

13.12.30 PLEASE SEE PREVIOUS CLOSING COMMENTS.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB811 - CUSTOMER DID NOT RETURN A/R FORM
DOCUMENT: ANALYST: JSCHWA17 JULIE SCHWARTZ
ACTION DATA/COMMENTS:

2001/10/17
10.46.21

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: 47 CINCINNATI	DSB ISSUE	CASE NBR: 0526141931
VIN: 1FMYU04171KAJ3959	ZONE: B2	OPENED: 08/28/2001
	ENGINE: 1	CLOSED: 10/22/2001
	VEH TYPE: T	

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ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB806 - REJECTION FORM RECEIVED EXCEPT CALIFORNIA
DOCUMENT: ANALYST: F-LAEU FELICITA LAEU
ACTION DATA/COMMENTS:

2001/10/22
11.13.11

ERG2-027 22147

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: 44 PITTSBURGH	DSB ISSUE	CASE NBR: 0645603550
VIN: 1FMYU04181XP16621	ZONE: C4	OPENED: 10/30/2001
ENGINE: 1	VEH TYPE: T	CLOSED: 10/30/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	MENTOR	STATE:	OH	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE ILT 4X4	
MILEAGE:	19895			
DEALER NAME:	MULLINAX EAST INC	SALES CODE:	F44006	F & A: 02157
REASON CODE:	23121 DSB-REPLACE/REFUND ROST-DLR CAN'T REPAIR			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB108 - OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/10/30

10.25.56 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBLEMS. FOUR REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS REFUND ON THE VEHICLE.
SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB300 - DEMARS MAKS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2001/10/31

15.39.07

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: LSHELLY LUCY SHELLY

END-827 22148

ACTION DATA/COMMENTS:

2001/11/06

10.15.57 COL 2 BOARD 11/27 -- LUCY SHELLY

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

17.53.02 MULLINAX EAST INC.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 44 PITTSBURGH DSB ISSUE CASE NBR: 0645603550
VIN: 1FMYU04181KF16621 ZONE: C4 OPENED: 10/30/2001
ENGINE: 1 VEH TYPE: T CLOSED: 11/07/2001

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB504 - PRIOR RESOLVE - REPLACE/REFUND-MEETS PRESUMPTION OF LEMON LAW
DOCUMENT: ANALYST: SLEM1856 SHANN LEWIS
ACTION DATA/COMMENTS:

2001/11/07

15.39.47 WE HAVE BEEN ADVISED THAT CUSTOMER HAS ACCEPTED THE OPTION
OF REPLACEMENT OR REFUND.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB900 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: LSHELLY LUCY SHELLY
ACTION DATA/COMMENTS:

2001/12/12

12.05.44

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB910 - DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: KMITRE MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

2002/01/15

16.10.53

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 72 SAN FRANCISCO	DSB ISSUE	CASE NBR: 0738462860
VIN: 1FMCU03151KD97261	ZONE: B1	OPENED: 03/23/2001
	ENGINE: 1	CLOSED: 03/23/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAN JOSE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 10900
DEALER NAME: PENINSULA FORD OF F SALES CODE: F72012 F & A: 02651
REASON CODE: 23121 DSB-REPLACE/REFUND RQST-DLR CAN'T REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: 2598CW C WEAKS
ACTION DATA/COMMENTS:

2001/03/23

10.41.30 CUSTOMER STATES CONCERNS WITH THE VEHICLE STALLING AND
HAVING LOSS OF POWER. ALSO, PROBLEMS WITH STEERING.
TWO REPAIR ATTEMPTS. CUSTOMER SEEKS THE VEHICLE TO BE
REPLACED OR REPURCHASED.

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB300 - DEMARS MAKES REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: JBURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2001/03/27

12.46.34

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: 4463AW ANDREA WILLIAMS
ACTION DATA/COMMENTS:

2001/04/05

09.38.29 SACRAMENTO BRD. 4-17-01

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: JBURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

16.26.11 PENINSULA FORD OF PALO ALTO

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 72 SAN FRANCISCO	DSB ISSUE	CASE NBR: 0738462860
VIN: 1FMCU03151KD97261	ZONE: B1	OPENED: 03/23/2001
	ENGINE: 1	CLOSED: 05/04/2001
	VEH TYPE: T	

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: LWILLI71 LATASHA WILLIS
ACTION DATA/COMMENTS:

2001/05/04

11.15.13 CONCERNS: STALLING, LOSS OF POWER, STEERING
REQUEST: REFUND/REPLACE
DECISION: REFUND/REPLACE OWNER PAYS 8574 MILES. THE MILEAGE
BASED ON THE FIRST REPAIR FOR THE STALLING CONCERN. THE
BOARD FINDS THE STALLING, LOSS OF POWER AND STEERING
CONCERNS ALL RELATED AND ALL ARE SUBSTANTIAL NON CONFORMITY'
BASED ON USE/VALUE OR SAFETY ISSUES, THE CUSTOMER'S ORAL
PRESENTATION, # OF UNSUCCESSFUL REPAIR ATTEMPTS AND
THE CASE FILE. FORD MOTOR COMPANY 100% RESPONSIBLE. 120K
FORMULA.

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB803 - ACCEPTANCE FORM RECEIVED-CALIFORNIA
DOCUMENT: ANALYST: JBURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2001/05/22

13.03.27

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB312 - INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: AWILL109 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

2001/06/22

10.38.20 THE CUSTOMER HAS PICKED UP HER REFUND CHECK.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB813 - ADD 30 DAY DELAY CODE
DOCUMENT: ANALYST: AWILL109 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

10.48.50

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: AWILL109 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

2001/06/27

16.01.27 PER RAPHEAL AT DEALERSHIP, THE SIGNED RAV FORMS WERE SENT BA

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: 72 SAN FRANCISCO	DSB ISSUE	CASE NBR: 0738462860
VIN: 1FMCU03151KD97261	ZONE: B1	OPENED: 03/23/2001
	ENGINE: 1	CLOSED: 06/27/2001
	VEH TYPE: T	

=====

2001/06/27

16.01.27 CK TO FORD ON 6/21/01.

E982-827 22151

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB906 - DSB- RAVFAST UPLOAD COMPLETED
DOCUMENT: ANALYST: AWILL109 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

2001/07/03
11.43.26 UPLOADED COMPLETED 5/24/01

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB908 - RAV CHECK RECEIVED IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: MWYSCAVE MATTHEW WYSCAVER
ACTION DATA/COMMENTS:

2001/07/06
06.05.32

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB910 - DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: MWYSCAVE MATTHEW WYSCAVER
ACTION DATA/COMMENTS:

06.05.53

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB909 - LIEN HOLDER CHECK MAILED FROM CONSUMER AFFAIRS
DOCUMENT: ANALYST: MWYSCAVE MATTHEW WYSCAVER
ACTION DATA/COMMENTS:

06.06.15

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB904 - CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: 7161MC MIKE CONTRERAS
ACTION DATA/COMMENTS:

10.51.37

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB812 - ADD 40 DAY DELAY CODE
DOCUMENT: ANALYST: 8311RW ROSALYN WHITEFIELD
ACTION DATA/COMMENTS:

2001/08/08
14.56.16

CONSUMER AFFAIRS 06/18/2002 MMFAZPRG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 24 ORLANDO DSB ISSUE CASH NBR: 1305871041
ZONE: D2 OPENED: 11/07/2001
VIN: 1FMCU03141KP42807 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TALLAHASSEE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 6082
DEALER NAME: TALLAHASSEE FORD SALES CODE: F24527 P & A: 04044
REASON CODE: 23111 DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR
SYMPTOMS: 507593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

0002-027 22152

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB106 - OPEN-FTC, BBB, AG, ETC. PROVIDED APP-YES ORAL PRESENTATION

DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/11/07

11.50.29 CUSTOMER STATES CONCERNS WITH THE VEHICLE HAVING A STALLING
PROBLEM. 4 REPAIR ATTEMPTS. CUSTOMER SEEKS THE VEHICLE TO BE
REFURCHASED.
AUDRY

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB300 - DEMARS MALES REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZIELLI SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2001/11/09

13.42.03

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: DSCOTT38 DORIS SCOTT
ACTION DATA/COMMENTS:

2001/11/15

11.11.45 CASE SCHEDULED FOR ALTA MONTE SPRINGS BOARD MEETING 12-13-01

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-BURGOL JESSICA BURGOL
ACTION DATA/COMMENTS:

2001/11/19

13.35.20 TALLAHASSEE FORD EAST

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	DSB ISSUE	CASE NBR: 1305871041
VIN: 1FMCU03141KF42807	ZONE: D2	OPENED: 11/07/2001
	ENGINE: 1	CLOSED: 11/29/2001
	VEH TYPE: T	

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB502 - PRIOR RESOLVE - VEHICLE REFUND-MEETS PRESUMPTION OF LEMON LAW
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/11/29

16.19.34 WE HAVE BEEN ADVISED THAT THE CUSTOMER HAS ACCEPTED A REFUND

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DSB902 - PRIOR RESOLVE AWARD COMPLETED
DOCUMENT: ANALYST: DSCOTT38 DORIS SCOTT
ACTION DATA/COMMENTS:

2001/12/07

14.22.13

EP02-027 22153

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: 23 MEMPHIS	DSB ISSUE	CASE NBR: 1371472121
VIN: 1FMYU03131KA14990	ZONE: A1	OPENED: 09/18/2001
	ENGINE: 1	CLOSED: 09/18/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 7000
DEALER NAME: NORTH POINT FORD SALES CODE: F23205 P & A: 06033
REASON CODE: 23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

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ORIGIN: CADG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB109 - OPEN-OTHER PROVIDED APPLICATION-MO ORAL PRESENTATION
DOCUMENT: ANALYST: ELEMIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/09/18

10.06.16 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING, POWER
STEERING, AND EMISSION LIGHT PROBLEMS. FOUR REPAIR ATTEMPTS
HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS VEHICLE TO BE
REPLACED.
SHAWN

=====

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB300 - DEMARS MAKS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: PMOLDEME PATRICIA MOLDENHAUER
ACTION DATA/COMMENTS:

2001/09/19

14.57.15

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB907 - CSM - MAIL SENT - DSB

ER62-827 22154

DOCUMENT: ANALYST: MKLEMMER MARCIE KLEMMER
ACTION DATA/COMMENTS:

2001/09/21
11.15.51 MARCIE KLEMMER IS THE DRS.....LITTLE ROCK BOARD ON 10-09-200
1.

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB325 - DEMARS FOLLOW-UP CALL TO DEALER FOR DEALER REPORT
DOCUMENT: ANALYST: PHOLDENH PATRICIA MOLDENHAUER
ACTION DATA/COMMENTS:

2001/09/24
15.38.40 LEFT A MESSAGE FOR DAVID

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: 23 MEMPHIS	DSB ISSUE	CASE NBR: 1371472121
VIN: 1PMYU03131KA14990	ZONE: A1	OPENED: 09/18/2001
	ENGINE: 1	CLOSED: 10/15/2001
	VEH TYPE: T	

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: S-LEW23 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/10/15
11.37.00 CONCERNS: STALLING/ POWER STEERING/ REQUE
STS: REPLACE EMISSION LIGHT DECISION: B
D. GRANTS R/R, CHG. 3950 MI. (1ST REPAIR STALLING) 120K FORM
ULA. BD. FOUND STALLING/POWER STEERING/EMISSION LIGHT CONC
RN UNRESOLVED AFTER NUMEROUS REPAIR ATTEMPTS IS SUBSTANTIAL
NONCONFORMITY AFFECTING SAFETY; DECISION BASED ON WARRANTY
HISTORY

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: T-MOLDEZ TRICIA MOLDENHAUER
ACTION DATA/COMMENTS:

2001/10/24
10.18.27

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB900 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: MKLEMMER MARCIE KLEMMER
ACTION DATA/COMMENTS:

2001/11/05
09.52.08 BOARD AWARDED REFUND...UPLOAD 11-05-2001.

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 72 SAN FRANCISCO	DSB ISSUE	CASE NER: 1403930452
VIN: 1FMCU04151KD85061	ZONE: A4	OPENED: 02/27/2002
	ENGINE: 1	CLOSED:
	VRH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: ACTION
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: ANTIOCH	STATE: CA	ZIP: [REDACTED]
HOME PHONE: 925-7576245		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 10500		
DEALER NAME: ANTIOCH FORD	SALES CODE: F72434	P & A: 03989
REASON CODE: 23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

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ORIGIN: CAPG	- PHOENIX GROUP	COMMUNICATION: OTHER
ACTION: DSB108	- OPEN-OTHER PROVIDED APPLICATION-YES	ORAL PRESENTATION
DOCUMENT:	ANALYST: SLEWIS56 SHAWN LEWIS	

ACTION DATA/COMMENTS:

2002/02/27

08.36.12 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING AND
JERKING PROBLEMS. THREE REPAIR ATTEMPTS HAVE BEEN MADE ON
THE VEHICLE. CUSTOMER SEEKS VEHICLE TO BE REPLACED.
SHAWN

=====

ORIGIN: CADM	- DEMARS	COMMUNICATION: OTHER
ACTION: DSB300	- DEMARS	MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT:	ANALYST: R-ANDE87 RONDA ANDERSON	

ACTION DATA/COMMENTS:

2002/02/28

15.41.16

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ORIGIN: CADSB	- CONSUMER AFFAIRS - DSB	COMMUNICATION: OTHER
ACTION: DSB907	- CSM - MAIL SENT - DSB	
DOCUMENT:	ANALYST: MWYSCAVE MATTHEW WYSCAVER	

ACTION DATA/COMMENTS:

2002/03/05

07.49.46 THIS CASE IS SCHEDULED FOR THE 4/2/02 PLEASANTON BOARD.

=====

ORIGIN: CADM	- DEMARS	COMMUNICATION: OTHER
ACTION: DSB324	- DEMARS	RECEIVES DEALER REPORT
DOCUMENT:	ANALYST: 0885FL FELICITA LAZU	

ACTION DATA/COMMENTS:

2002/03/07

09.34.21 ANTIOCH FORD.

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 72 SAN FRANCISCO	DSB ISSUE	CASE NBR: 1403910452
VIN: 1FMCU04151KD85061	ZONE: A4	OPENED: 02/27/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB502 - PRIOR RESOLVE - VEHICLE REFUND-MEETS PRESUMPTION OF LEMON LAW
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/03/20

14.36.21 CUSTOMER HAS ACCEPTED A REFUND

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ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB913 - DEMARS RECEIVES SIGNED PRIOR RESOLVE LETTER
DOCUMENT: ANALYST: J-BICHAN JOE BICHANICH
ACTION DATA/COMMENTS:

2002/04/01

12.47.33

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: JWYCKOFF JOANETTA WYCKOFF
ACTION DATA/COMMENTS:

2002/06/11

15.03.31 THIS FILE IS AT JOANETTA WYCKOFF' DESK.

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	DSB ISSUE	CASE NBR: 1437531701
VIN: 1FMYU04181KB23783	ZONE: A1	OPENED: 01/16/2002
	ENGINE: 1	CLOSED: 01/16/2002
	VEH TYPE: T	

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LAST NAME:

TITLE:

ADDRESS:

FIRST NAME:

STATUS: CLOSED

MI:

EA02-027 22107

CITY: CINCINNATI STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7500
DEALER NAME: WALT SWEENEY-WEST H SALES CODE: P47005 P & A: 01909
REASON CODE: 23111 DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: BLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/01/16

11.08.53 CUSTOMER STATES CONCERNS WITH THE VEHICLE HAVING A STALLING,
POWER STEERING AND BRAKE PROBLEM. CUSTOMER SEEKS THE VEHICLE
TO BE REPRUCHASHED.
AUDRY

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB300 - DEMARS MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: 0885FL FELICITA LAZU
ACTION DATA/COMMENTS:

2002/01/17

15.26.31

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2002/01/22

15.17.56 THE COMPANY REPORT DUE DATE IS FRIDAY 2-8-02.
THE CASE IS DUE BEFORE THE CINCINNATI BOARD ON 2-19-02
(REGION 47).

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: 0885FL FELICITA LAZU
ACTION DATA/COMMENTS:

2002/01/25

17.14.29 WALTSWEENEY FORD

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 47 CINCINNATI DSB ISSUE CASE NBR: 1437531701
VIN: 1FMYU04181KE23783 ZONE: A1 OPENED: 01/16/2002
ENGINE: 1 VEH TYPE: T CLOSED: 02/04/2002

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB347 - INITIAL CALL MADE TO CUSTOMER
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2002/02/04

15.26.53 I CALLED THE CUSTOMER TODAY AND GAVE HER THE BOARD DATE
AND LOCATION AND DISCUSSED HER VEHICLE CONCERNS.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB334 - COMPANY REPORT SUBMITTED
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR

EA02-027 22150

ACTION DATA/COMMENTS:

2002/02/05
14.29.46

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: D9B716 - RECORD DETAILS OF BOARD DECISION - REPAIRS
DOCUMENT: ANALYST: S-LEW23 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/02/27

11.31.53 CONCERNS: STALLING, FLUID LEAK, STEERING/PULLING TO LEFT, BRAKES
REQUESTS: REFUND
DECISION: FURTHER REPAIR. THE BOARD DIRECTS AN FSE TO SUPERVISE REPAIR FOR THE STALLING CONCERN WHICH THE BOARD FINDS HAS NOT BEEN REPAIRED AS PER THE CUSTOMER PRESENTATION. THE BOARD FINDS THAT THE FLUID LEAK, STEERING/PULLING TO THE LEFT, AND BRAKE CONCERNS HAVE BEEN REPAIRED AS PER THE REPAIR HISTORY IN THE CASE FILE ON PP. 8 & 9. THE BOARD DENIES THE CUSTOMER'S REQUEST FOR A REFUND BECAUSE THE DEALERSHIP HAS NOT HAD AN OPPORTUNITY TO ADDRESS THE STALLING CONCERN, AS PER THE DEALER REPORT ON P 7 IN THE CASE FILE.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: D9B911 - CUSTOMER DID NOT RETURN A/R FORM
DOCUMENT: ANALYST: TTAYLO11 TERRA TAYLOR
ACTION DATA/COMMENTS:

2002/03/19
08.21.14

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: 44 PITTSBURGH	DSB ISSUE	CASE NBR: 1451372571
VIN: 1FMYU04131KP42964	ZONE: C1	OPENED: 10/11/2001
	ENGINE: 1	CLOSED: 10/11/2001
=====		
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: PARMA	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XL7 4X4	
MILEAGE: 7870		
DEALER NAME: ED MULLINAX FORD IN SALES CODE: P44577	P & A: 02283	
REASON CODE: 23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: D9B100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/10/11

11.32.20 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING, AND ENGINE LIGHT PROBLEMS. FOUR REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS VEHICLE TO BE REPLACED.
SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER

E902-627 22158

ACTION: DSB300 - DEMARS MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2001/10/12
15.06.10

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2001/10/16
14.36.48 ED MULLINAX FORD

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: LSHELLY LUCY SHELLEY
ACTION DATA/COMMENTS:

2001/10/18
11.35.23 COL 1 SCHED FOR 11/13/01/LUCY SHELLEY

CONSUMER AFFAIRS 06/18/2002 MMFAI PRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 44 PITTSBURGH	DSB ISSUE	CASE NBR: 1451372571
VIN: 1FMYU04131KP42964	ZONE: C1	OPENED: 10/11/2001
	ENGINE: 1	CLOSED: 11/01/2001
	VEH TYPE: T	

=====

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: R-CHARL7 RYAN CHARLES
ACTION DATA/COMMENTS:

2001/11/01
15.58.15 LIBERTY FORD SOUTHWEST

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: S-LEW23 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/11/19
14.58.07 CONCERNS: STALLING REQUESTS: REPLACE DECISION: R/R BASED O
N THE STALLING CONCERN REMAINS UNRESOLVED PER THE CONSUMER.
THE BOARD HAS ALSO DETERMINED THIS IS A SAFETY ISSUE AND TH
E DEALERSHIP HAS HAD AMPLE OPPORTUNITY TO RESOLVE IT. COSTS
TO FMC

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB110 - ORAL PRESENTATION DETAILS
DOCUMENT: ANALYST: S-LEW23 SHAWN LEWIS
ACTION DATA/COMMENTS:

14.59.24

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

ERG2-827 22150

2001/11/29
14.15.03

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB813 - ADD 30 DAY DELAY CODE
DOCUMENT: ANALYST: LSHHELLY LUCY SHELLY
ACTION DATA/COMMENTS:

2002/01/11
16.42.13

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	DSB ISSUE	CASE NBR: 1451372571
VIN: 1PMY004131KF42964	ZONE: C1	OPENED: 10/11/2001
	ENGINE: 1	CLOSED: 01/14/2002
	VEH TYPE: T	

=====

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB900 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: LSHHELLY LUCY SHELLY
ACTION DATA/COMMENTS:

2002/01/14
11.05.56

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 44 PITTSBURGH	DSB ISSUE	CASE NBR: 1497853171
VIN: 1PMYU04151KA34477	ZONE: C2	OPENED: 02/07/2002
	ENGINE: 1	CLOSED: 02/07/2002
	VEH TYPE: T	

=====

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: 11600
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 02173
REASON CODE: 23121 DSB-REPLACE/REFUND RQST-DLR CAN'T REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: PHONE
ACTION: DSB104 - OPEN-CAC, FORD 800# PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS56 SHANN LEWIS
ACTION DATA/COMMENTS:

2002/02/07

08.06.36 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBL-
EMS. FOUR REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE.
CUSTOMER SEEKS EITHER REFUND OR REPLACEMENT ON THE VEHICLE.
SHANN

=====

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB300 - DEMARS MAKES REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2002/02/08

15.30.55

=====

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: TWILL122 TIA WILLIAMS
ACTION DATA/COMMENTS:

2002/02/12

12.10.06 **REVIEW DATE: 3/12/02 COLUMBUS #1**
REPORTS DUE: 3/1/02

=====

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2002/02/15

14.19.46 WILLIAMS FORD

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 44 PITTSBURGH	DSB ISSUE	CASE NBR: 1497853171
VIN: 1FMYU04151KA34477	ZONE: C2	OPENED: 02/07/2002
	ENGINE: 1	CLOSED: 02/18/2002
	VEH TYPE: T	

=====

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: LSHHELLY LUCY SHELLY
ACTION DATA/COMMENTS:

2002/02/18
11.15.51 PITT BOARD ON 3/12/02 - LUCY SHELLY

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: LSHHELLY LUCY SHELLY

ACTION DATA/COMMENTS:

11.20.59 DISREGARD 2/18/02 CSM NOTE -- THIS IS ASSIGNED TO TIA WILLIAMS.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB310 - OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: TWILL122 TIA WILLIAMS

ACTION DATA/COMMENTS:

2002/02/27
16.35.05 LM FOR CUSTOMER REQUESTING A RETURN PHONE CALL.

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: PHONE
ACTION: DSB500 - PRIOR RESOLVE - VEH REPLACEMENT MEETS PRESUMPTION OF LEMON LAW
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS

ACTION DATA/COMMENTS:

2002/03/07
08.24.47 WE HAVE BEEN ADVISED THAT THE CUSTOMER HAS ACCEPTED A REPLACEMENT VEHICLE.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB906 - DSB- RAVFAST UPLOAD COMPLETED
DOCUMENT: ANALYST: TWILL122 TIA WILLIAMS

ACTION DATA/COMMENTS:

10.59.59 REPLACEMENT UPLOAD COMPLETED.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB902 - PRIOR RESOLVE AWARD COMPLETED
DOCUMENT: ANALYST: TWILL122 TIA WILLIAMS

ACTION DATA/COMMENTS:

11.01.11 REPLACEMENT UPLOAD COMPLETE.

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: 47 CINCINNATI	DSB ISSUE	CASE NBR: 1503533010
VIN: 1FMYU04131KES7672	ZONE: A1	OPENED: 10/19/2001
	ENGINE: 1	CLOSED: 10/19/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]

0002-027 22183

CITY: CINCINNATI STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 12800
DEALER NAME: BOB TOWNSEND FORD SALES CODE: F47001 P & A: 01923
REASON CODE: 23121 DSB-REPLACE/REFUND RQST-DLR CAN'T REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB108 - OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/10/19
08.59.44 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBL-
EMS. FOUR REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. C-
USTOMER SEEKS EITHER REFUND OR REPLACEMENT ON THE VEHICLE.
SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB308 - DEMARS MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: F-LAZU FELICITA LAZU
ACTION DATA/COMMENTS:

2001/10/23
17.06.32

ORIGIN: CADSE - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: 0080EP EILEEN PANELEK
ACTION DATA/COMMENTS:

2001/10/26
16.19.27
CINCINNATI, 11/20.

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: 0085PL FELICITA LAZU
ACTION DATA/COMMENTS:

2001/10/29
14.34.46 BOB TOWNSEND FORD

CONSUMER AFFAIRS 06/18/2002 MMFAKPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 47 CINCINNATI DSB ISSUE CASE NBR: 1503533010
VIN: 1FMYU04131KE57672 ZONE: A1 OPENED: 10/19/2001
ENGINE: 1 VEH TYPE: T CLOSED: 10/30/2001
=====

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: F-LAZU FELICITA LAZU
ACTION DATA/COMMENTS:

2001/10/30
13.29.44

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: F-LAZU FELICITA LAZU
ACTION DATA/COMMENTS:

0002-027 22104

13.32.16 WALT SWEENEY FORD

ORIGIN: CAGG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: S-LEW23 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/11/28

15.51.15 CONCERNS: STALLING, MOON ROOF, REAR WINDOW

REQUESTS: REPAIR OR REFUND DECISION:
R OR R. THE BOARD FINDS THAT THERE IS A SUBSTANTIAL NONCONFO
RMITY WITH THE STALLING CONCERN, AS PER THE CUSTOMER PRESENT
ATION, THAT THE DEALER HAS NOT BEEN ABLE TO REPAIR, AS PER T
HE WARRANTY HISTORY ON P 10. FURTHER THE BOARD FINDS THAT TH
E STALLING CONCERN IS A SAFETY CONCERN AND THAT THE CASE IS
A LL CASE BASED ON THE NUMBER OF REPAIR ATTEMPTS FOR STALLIN
G. THE BOARD FINDS THAT THE MOON ROOF AND REAR WINDOW HAVE B
EEN REPAIRED AS PER THE CUSTOMER APPLICATION LETTER ON P. 3
IN THE CASE FILE

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: P-LAEU FELICITA LAZU
ACTION DATA/COMMENTS:

2001/11/30

16.56.07

CONSUMER AFFAIRS

06/18/2002 MMFAI PRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 47 CINCINNATI	DSB ISSUE	CASE NBR: 1503533010
VIN: 1FMYU04131KE57672	ZONE: A1	OPENED: 10/19/2001
	ENGINE: 1	CLOSED: 01/02/2002
	VEH TYPE: T	

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB900 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: EPANLEK EILEEN PAWLEK
ACTION DATA/COMMENTS:

2002/01/02

11.48.56

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB908 - RAV CHECK RECEIVED IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: KMITRE MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

2002/02/01

13.44.22

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB910 - DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: KMITRE MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

2002/02/05

ENR2-027 22185

13.43.42

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB909 - LIEN HOLDER CHECK MAILED FROM CONSUMER AFFAIRS
DOCUMENT: ANALYST: KMITRE MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

13.45.34

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: 10 SDR	DSB ISSUE	CASE NBR: 1532291271
VIN: 1FMYU04191KA73136	ZONE: C1	OPENED: 06/05/2001
	ENGINE: 1	CLOSED: 06/05/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: [REDACTED]	STATE: PA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 2820		
DEALER NAME: SYL NORHACZ FORD IN SALES CODE: F16574	P & A: 01340	
REASON CODE: 23111 DSB-REP'D PURCH PRICE RQST-DLR CAN'T REPAIR		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB108 - OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: LWILLI71 LATASHA WILLIS
ACTION DATA/COMMENTS:

2001/06/05

10.45.07 CUSTOMER STATES CONCERNS WITH VEHICLE STALLING.
CUSTOMER SEEKS THIS VEHICLE TO BE REFUNDED.

=====

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB300 - DEMARS MAILE REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: JSURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2001/06/06

12.47.37

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

ERR2-027 22106

2001/06/08

11.46.28 I SENT THE E-MAIL TODAY TO THE CSM AND FSB. THE CASE IS
DUE BEFORE THE VALLEY FORGE BOARD ON 7-3-01. THE REPORT IS
DUE 6-22-01.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB311 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2001/06/12

11.44.39 I CALLED TODAY AND SPOKE WITH THOMAS GRABOSKI-SERVICE MGR
AT SYL WOHACZ FORD. HE STATED THAT THE VEHICLE ONLY
STALLED ONCE AT DEALERSHIP. HE WILL SEND THE DEALER REPORT
SOON.

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 10 SDR DSB ISSUE CASE NBR: 1532291271
VIN: 1FMYU04191KA73136 ZONE: C1 OPENED: 06/05/2001
ENGINE: 1 VEH TYPE: T CLOSED: 06/13/2001

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB311 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2001/06/13

10.39.50 I SPOKE WITH THOMA-SERVICE MGR AT SYL WOHACZ FORD. WE DISCU
SSED THE CUSTOMER'S STALLING CONCERN. HE STATED THAT HE WILL
SEND THE DEALER REPORT AS SOON AS POSSIBLE.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB347 - INITIAL CALL MADE TO CUSTOMER
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

11.25.05 I CALLED TODAY AND SPOKE TO [REDACTED] IN REGARDS TO
HIS VEHICLE. HE STATED THAT HE TOOK HIS VEHICLE IN ALSO
ON 5-23-01 FOR THE SAME STALLING PROBLEM. HE TEST DROVE
VEHICLE WITH GREG WOHACZ, GENERAL MANAGER AT SYL WOHACZ.
THE VEHICLE STALLED ONCE WITHIN 2 BLOCKS OF DEALERSHIP.
THE VEHICLE WAS TOWED BACK TO DEALER FOR FURTHER INSPECTION.
THE DEALER STILL HAS THE VEHICLE. I ADVISED HIM OF HIS
BOARD DATE AND LOCATION.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB348 - DRS FORWARDS DEALER REPORT TO DEMARS
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2001/06/14

11.35.16 I SENT THE DEALER REPORT FROM SYL WOHACZ FORD TO CANDY
AT DEMARS TODAY.

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: JBURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2001/06/15

11.07.08 SYL WOHACZ FORD

1902-027 22167

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 10 SDR	DSB ISSUE	CASE NBR: 1532291271
VIN: 1FMYU04191KA73136	ZONE: C1	OPENED: 06/05/2001
	ENGINE: 1	CLOSED: 06/20/2001
	VEH TYPE: T	

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB312 - INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2001/06/20

09.44.28 I RECEIVED A CALL FROM PETER EBY. HE RETURNED MY PHONE CALL FROM YESTERDAY. IT WAS REGARDING A PRIOR RESOLVE OFFER OF A REPLACEMENT OR A REFUND. HE REJECTED BOTH BECAUSE HE WAS NOT SATISFIED WITH EITHER OFFER AND HE WANTS HIS CASE TO BE HEARD BY THE BOARD AND GET HIS ATTORNEY INVOLVED.

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB334 - COMPANY REPORT SUBMITTED
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

12.03.09 I SENT THE COMPANY REPORT TO CANDY AT DEMARS TODAY. THE CASE IS DUE BEFORE THE VALLEY FORGE BOARD ON 7-3-01. (REGION 16)

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: INILLI71 LATASHA WILLIS
ACTION DATA/COMMENTS:

2001/07/10

07.32.39 CONCERNS: STALLING
REQUEST: REFUND
DECISION: BOARD DIRECTS REFUND OR REPLACEMENT WITHOUT MILEAGE CHARGES BASED ON DATE OF ONSET OF PROBLEM, P.1; AND WARRANTY HISTORY, P.4. CONCERN APPEARS TO BE UNRESOLVED.

=====

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: 3891RW RACHEL WILKERSON
ACTION DATA/COMMENTS:

2001/07/23

11.16.49

=====

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB906 - DSB- RAVFAST UPLOAD COMPLETED
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2001/07/25

11.01.23

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	DSB ISSUE	CASE NBR: 1532291271
VIN: 1FMYU04191KA73136	ZONE: C1	OPENED: 06/05/2001
	ENGINE: 1	CLOSED: 07/25/2001
	VEH TYPE: T	

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ORIGIN: CADSH - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB900 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: TTAYLO31 TERRA TAYLOR
ACTION DATA/COMMENTS:

2001/07/25

11.02.19 THE CASE HAS BEEN UPLOADED AND CAN NOW BE CLOSED.

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: 21 ATLANTA	DSB ISSUE	CASE NBR: 1542472011
VIN: 1FMYU041X1KF18032	ZONE: B1	OPENED: 11/27/2001
	ENGINE: 1	CLOSED: 11/27/2001
	VEH TYPE: T	

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LAST NAME:

TITLE:

ADDRESS:

FIRST NAME:

STATUS: CLOSED

MI:

EA02-027 22189

CITY: MARIETTA STATE: GA ZIP: XXXXXXXXXX
HOME PHONE: XXXXXXXXXX
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 13500
DEALER NAME: JIM TIDWELL'S WORLD SALES CODE: F21023 P & A: 00472
REASON CODE: 23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB109 - OPEN-OTHER PROVIDED APPLICATION-NO ORAL PRESENTATION
DOCUMENT: ANALYST: 2598CW C WEAKS
ACTION DATA/COMMENTS:

2001/11/27
12.28.29 CUSTOMER STATES CONCERNS WITH THE VEHICLE STALLING.
CUSTOMER SEEKS THE VEHICLE TO BE REPLACED.

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB300 - DEMARS MAKS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGOS
ACTION DATA/COMMENTS:

2001/11/28
14.02.07

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: AWILL109 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

2001/12/04
11.14.56 ATLANTA BRD. 1/2/02.

ORIGIN: CADM - DEMARS COMMUNICATION: OTHER
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGOS
ACTION DATA/COMMENTS:

12.28.50 JIM TIDWELLS WORLD FORD

CONSUMER AFFAIRS

06/18/2002 MMFAXPAG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 21 ATLANTA DSB ISSUE CASE NBR: 1542472011
VIN: 1FMYU041X1KF18032 ZONE: B1 OPENED: 11/27/2001
ENGINE: 1 VEH TYPE: T CLOSED: 01/10/2002

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: S-LEW23 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/01/10
16.27.34 CONCERNS: ENGINE STALLING REQUESTS: R/R AND ALL INCIDENTAL E
XPENSES & ATTORNEY FEES DECISION: BOARD AWARDS CUSTOMER OPT
ION BASED ON THE SUBSTANTIAL REPAIR HISTORY OF THE VEHICLE.
COMPANY REPORT INDICATED CONCERN UNRESOLVED. CONCERN IS UNR
ESOLVED. 8841K/100K FORMULA BASED ON THE FIRST REPAIR ATTEM
PT FOR THE CONCERN. BOARD DENIES REQUEST FOR REIMBURSEMENT O

8802-027 22170

F EXPENSES. NOTE: ATTORNEY FEES ARE OUT SIDE THE BOARD JURISDICTION

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: AWILL109 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

2002/02/15

09.01.11 REQUESTED FINANCE CONTRACT FROM ATTORNEY ON 1/10, 1/29 AND 2/4. THE FINANCE CONTRACT WAS NOT INCLUDED WITH PAPERWORK SENT TO DSB. NEVER RECEIVED FINANCE CONTRACT. THE CASE IS CLOSED.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB811 - CUSTOMER DID NOT RETURN A/R FORM
DOCUMENT: ANALYST: AWILL109 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

09.02.38

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 48 DETROIT DSB ISSUE CASE NBR: 1550372640
VIN: 1PMYU04151KD91139 ZONE: A1 OPENED: 01/02/2002
ENGINE: 1 VEH TYPE: T CLOSED: 01/02/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: DETROIT STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 27470
DEALER NAME: JORGENSEN FORD SALES CODE: F48017 P & A: 02760
REASON CODE: 23111 DSB-REF'D PURCH PRICE HIGHEST-DEALER CAN'T REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DSB100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS56 SHANN LEWIS
ACTION DATA/COMMENTS:

2002/01/02

10.51.48 CUSTOMER STATES CONCERNS WITH THE VEHICLE HAVING A STALLING PROBLEM. 3 REPAIR ATTEMPTS. CUSTOMER SEEKS THE VEHICLE TO BE REPURCHASED.
AUDRY

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL

ES02-027 22171

ACTION: DSB300 - DEMARS MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: J-HURGO1 JESSICA HURGOS
ACTION DATA/COMMENTS:

2002/01/03
13.37.55

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: 1542WP WANNETTA HILL
ACTION DATA/COMMENTS:

2002/01/08
16.20.50

CASE IS SCHEDULED FOR THE 1-24-02, E. LANSING BOARD

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB325 - DEMARS FOLLOW-UP CALL TO DEALER FOR DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2002/01/10
17.28.18

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: 48 DETROIT	DSB ISSUE	CASE NR: 1550372640
VIN: 1FMYU04151KD91139	ZONE: A1	OPENED: 01/02/2002
	ENGINE: 1	CLOSED: 01/15/2002
	VEH TYPE: T	

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ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2002/01/15
10.31.37 ED SCHMID FORD

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

10.57.38 JORGENSEN FORD

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB334 - COMPANY REPORT SUBMITTED
DOCUMENT: ANALYST: WHILL2 WANNETTA HILL
ACTION DATA/COMMENTS:

11.48.01

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2002/01/16
11.06.34 BOB THIBODEAU FORD

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND

DSB2-827 22172

DOCUMENT: ANALYST: S-LEW23 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/01/29

14.41.46 CONCERNS: STALLING REQUESTS; REFUND DECISION: R/R BASED ON S
TALLING UNRESOLVED PER CUST ORAL PRESENTATION DESPITE HX OF
REPAIR ATTEMPTS. USING \$.10/MILE FORMULA MILEAGE CHG 25,000
BASED ON 1ST REPAIR OF STALLING CONCERN.

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: 48 DETROIT	DSB ISSUE	CASE NBR: 1550372640
VIN: 1FMYU04151KD91139	ZONE: A1	OPENED: 01/02/2002
	ENGINE: 1	CLOSED: 02/04/2002
	VEH TYPE: T	

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ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: S-ZIEL11 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2002/02/04

17.32.47

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB900 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: 1542WP WANNETTA HILL
ACTION DATA/COMMENTS:

2002/02/27

08.08.50

5982-027 22173

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	DSB ISSUE	CASE NBR: 1577493500
VIN: 1PMYU03111KP17823	ZONE: B1	OPENED: 05/02/2002
	ENGINE: 1	CLOSED: 05/02/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	ATLANTA	STATE:	GA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	14800				
DEALER NAME:	WADE FORD, INC.	SALES CODE:	F21004	P & A:	00478
REASON CODE:	23111 DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB109 - OPEN-OTHER PROVIDED APPLICATION-NO ORAL PRESENTATION
DOCUMENT: ANALYST: 2598CW C WEAKS
ACTION DATA/COMMENTS:

2002/05/02

10.24.51 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING PROBLEMS WITH
STALLING. SEVERAL REPAIR ATTEMPTS HAVE BEEN MADE ON THE
VEHICLE. CUSTOMER SEEKS TO HAVE THE VEHICLE REFUNDED.
SHARON

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB300 - DEMARS MAILE REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: M-TRUDEZ TREAUDEAU, MICHELLE
ACTION DATA/COMMENTS:

2002/05/03

13.12.08

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: AWILL109 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

2002/05/09

10.36.24 ATLANTA BRD. 6/5/02.

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: M-TRUDEZ TREAUDEAU, MICHELLE
ACTION DATA/COMMENTS:

2002/05/13

15.47.53 WADE FORD

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 21 ATLANTA	DSB ISSUE	CASE NBR: 1577493500
VIN: 1FMYU03111KF17823	ZONE: B1	OPENED: 05/02/2002
ENGINE: 1	VEH TYPE: T	CLOSED: 06/10/2002

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB702 - RECORD DETAILS BOARD DECISION - NO FURTHER ACTION
DOCUMENT: ANALYST: S-LEN23 SHANN LEWIS
ACTION DATA/COMMENTS:

2002/06/10

10.18.49 CONCERNS: STALLING REQUESTS: REPLACEMENT OR REFUND AND ALL INCIDENTAL EXPENSES PLUS ATTORNEY FEES. DECISION: NFA BOARD DENIES R/R REQUEST AND ALL INCIDENTAL EXPENSES. BOARD NOTES NEITHER CUSTOMER NOR ATTORNEY WAS ABLE TO CONFIRM CONCERNS AS ONGOING. BOARD BASED DECISION ON DEALER AND COMPANY REPORTS THAT INDICATE VEHICLE IS REPAIRED AND THIS SUPPORT DECISION. ATTORNEY FEES REIMBURSEMENT IS OUTSIDE BOARD'S JURIST.

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	DSB ISSUE	CASE NBR: 1640273410
VIN: 1FMCU04131KD84975	ZONE: B2	OPENED: 02/28/2001
ENGINE: 1	VEH TYPE: T	CLOSED: 02/28/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

EQS2-027 22178

CITY: VICTORVILLE STATE: CA ZIP: XXXXXXXXXX
HOME PHONE: XXXXXXXXXX
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 3518
DEALER NAME: FAIRVIEW FORD SALES SALES CODE: F71156 P & A: 07852
REASON CODE: 23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DSB104 - OPEN-CAC, FORD 800# PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: 2598CW C WEAKS
ACTION DATA/COMMENTS:

2001/02/28

11.17.53 CUSOTMER STATES CONCERNS WITH THE VEHICLE HAVING FUEL ODOR.
ALSO, PROBLEMS WITH THE FUEL MILEAGE AND STALLING. CUSTOMER
SEEKS THE VEHICLE TO BE REPLACED.

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB300 - DEMARS MAELS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: JHURGO81 JESSICA HURGO8
ACTION DATA/COMMENTS:

2001/03/01

15.42.22

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: 0892RA RONDA ANDERSON
ACTION DATA/COMMENTS:

2001/03/12

13.43.50 FAIRVIEW FORD

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: 9561TP THELMA PERRY
ACTION DATA/COMMENTS:

2001/03/19

10.32.35 CSM EMAIL SENT ON 3/5/01

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SAN DIEGO BOARD REVIEW SCHEDULED ON 4/3/01

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== DSB ISSUE CASE NBR: 1640273410
REGION: 71 CALIFORNIA ZONE: B2 OPENED: 02/28/2001
VIN: 1FMCU04131KD84975 ENGINE: 1 VEH TYPE: T CLOSED: 04/09/2001
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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: 2598CW C WEAKS
ACTION DATA/COMMENTS:

2001/04/09

13.50.51 CONCERNS: FUEL SMELL, FUEL ECONOMY, STALLING
REQUEST: REPLACEMENT
DECISION: AFTER CAREFUL CONSIDERATION OF THE CASE FILE, THE
BOARD AWARDS THE CUSTOMER THE OPTION OR REPLACE-
MENT OR REFUND. THE BOARD FINDS THE CONCERN RE-
GARDING THE FUEL SMELL AND STALLING STILL EXIST.

BP02-027 22176

THE REMAINING CONCERN REGARDING THE POOR FUEL ECONOMY IS WITH THE ACCEPTABLE PARAMETERS. THE BOARD BASES ITS DECISION UPON THE BELIEF THAT THE STALLING CONCERN CONSTITUTES A SUBSTANTIAL NONCONFORMITY AFFECTING THE USE, VALUE AND SAFETY OF THE VEHICLE. BUYBACK IS AT 1193 MILES (FIRST REPAIR ATTEMPT ON FUEL SMELL AT 12-15-2000). MILEAGE CALCULATED USING THE 120K FORMULA.

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB803 - ACCEPTANCE FORM RECEIVED-CALIFORNIA
DOCUMENT: ANALYST: 0892RA RONDA ANDERSON
ACTION DATA/COMMENTS:

2001/04/18
09.37.51

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB906 - DSB- RAVFAST UPLOAD COMPLETED
DOCUMENT: ANALYST: 9561TP THELMA PERRY
ACTION DATA/COMMENTS:

2001/04/30
10.40.24 RAVFAST REPLACEMENT UPLOADED 4/29/01

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DSB904 - CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: 716LMC MIKE CONTRERAS
ACTION DATA/COMMENTS:

2001/06/01
14.19.55

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: 71 CALIFORNIA	DSB ISSUE	CASE NBR: 1640273410
VIN: 1FMEU04131KD84975	ZONE: R2	OPENED: 02/28/2001
	ENGINE: 1	CLOSED: 08/06/2001
	VEH TYPE: T	

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB909 - LIEN HOLDER CHECK MAILED FROM CONSUMER AFFAIRS
DOCUMENT: ANALYST: TPERRY4 THELMA PERRY
ACTION DATA/COMMENTS:

2001/08/06
14.15.15 LIENHOLDER CHECK MAILED ON 8/6/01

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB910 - DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: 0381DC DONNA CHABOT
ACTION DATA/COMMENTS:

2001/08/09
13.39.40

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: DSB908 - RAV CHECK RECEIVED IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: 0381DC DONNA CHABOT
ACTION DATA/COMMENTS:

13.40.06

ESB2-027 22177

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	DSB ISSUE	CASE NBR: 1651972821
VIN: 1FMYU03131KE58452	ZONE: E1	OPENED: 11/06/2001
ENGINE: 1	VEH TYPE: T	CLOSED: 11/06/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED	
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	RAMONA	STATE:	CA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	39357				
DEALER NAME:	PERRY FORD	SALES CODE:	F71103	P & A:	01469
REASON CODE:	23111 DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: PHONE
ACTION: DSB102 - OPEN-CSM/COM PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: 2598CW C WEARS
ACTION DATA/COMMENTS:

2001/11/06

11.57.47 CUSTOMER STATES CONCERNS WITH THE VEHICLE STALLING. THREE
REPAIR ATTEMPTS. CUSTOMER SEEKS THE VEHICLE TO BE
REPURCHASED.

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ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB100 - DEMARS MAKS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZIKLI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2001/11/07

14.02.02

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: MKLEMMER MARCIE KLEMMER
ACTION DATA/COMMENTS:

EM02-027 22178

2001/11/12

14.43.28 MARCI EKLEMMER IS DRS.....SAN DIEGO BOARD ON 12-04-2001.

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB325 - DEMARS FOLLOW-UP CALL TO DEALER FOR DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI1 SEAN ZIELINSKI
ACTION DATA/COMMENTS:

2001/11/15

16.25.19

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: 71 CALIFORNIA	DSB ISSUE	CASE NBR: 1651972821
VIN: 1PMYU03131KE58452	ZONE: E1	OPENED: 11/06/2001
	ENGINE: 1	CLOSED: 11/16/2001
	VEH TYPE: T	

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ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: R-ANDE87 RONDA ANDERSON
ACTION DATA/COMMENTS:

2001/11/16

12.42.42 FERRY FORD

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: PHONE
ACTION: DSB714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: S-LEW23 SHAWN LEWIS
ACTION DATA/COMMENTS:

2001/12/10

15.57.24 CONCERNS: STALLING REQUESTS: REFUND + RENTAL FE
ES DECISION: AFTER CAREFUL CONSIDERATION OF THE CASE FILE,
ADDITIONAL INFORMATION AND ORAL PRESENTATION, THE BOARD FIND
S THAT THE CONCERN STILL EXISTS. THE BOARD AWARDS THE CUSTOM
ER THE OPTION OF REPLACEMENT OR REFUND. THE BOARD BASES ITS
? DECISION UPON THE FINDING THAT THE CONCERN CONSTITUTES A S
UBSTANTIAL NONCONFORMITY AFFECTING THE USE VALUE AND SAFETY
OF THE VEHICLE. BUYBACK IS AT 32,844 MILES (FIRST REPAIR A
TTEMPT ON 7/25/01) MILEAGE CALCULATION BASED ON 120,000 FOR
MILA. THE BOARD ALSO AWARDS THE CUSTOMER REIMBURSEMENT OF R
ENTAL FEES AS PROVEN THROUGH PRODUCTION OF INVOICES

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB908 - RAV CHECK RECEIVED IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: KMITRE MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

2002/01/28

13.41.40

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB910 - DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: KMITRE MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

2002/02/05

14.12.10

ES02-027 22179

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: 71 CALIFORNIA	DSB ISSUE	CASE NBR: 1651972821
VIN: 1FMYU03131KB58452	ZONE: E1	OPENED: 11/06/2001
ENGINE: 1	VEH TYPE: T	CLOSED: 02/05/2002

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB909 - LIEN HOLDER CHECK MAILED FROM CONSUMER AFFAIRS
DOCUMENT: ANALYST: KMITRE MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

2002/02/05
14.14.55

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB913 - ADD 30 DAY DELAY CODE
DOCUMENT: ANALYST: MKLEMMER MARCIE KLEMMER
ACTION DATA/COMMENTS:

2002/02/27
09.02.35

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MKLEMMER MARCIE KLEMMER
ACTION DATA/COMMENTS:

2002/03/14
12.01.19 UPLOAD IN SYSTEM 01-11-2002.

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB903 - ACCEPTANCE FORM RECEIVED-CALIFORNIA
DOCUMENT: ANALYST: M-CONTR6 MIKE CONTRERAS
ACTION DATA/COMMENTS:

12.07.34

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: DSB904 - CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: M-CONTR6 MIKE CONTRERAS
ACTION DATA/COMMENTS:

2002/03/22
10.29.16

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ERR2-027 22100

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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	DSB ISSUE	CASE NBR: 1737450361
VIN: 1FMCU041X1KE98617	ZONE: C3	OPENED: 04/25/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: PENDING
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	REDONDO BEACH	STATE:	CA	ZIP: 90278
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	22303			
DEALER NAME:	PEYTON CRAMER FORD	SALES CODE:	F71025	F & A: 05524
REASON CODE:	23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
 ACTION: DSB109 - OPEN-OTHER PROVIDED AFFILIATION-NO ORAL PRESENTATION
 DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
 ACTION DATA/COMMENTS:

2002/04/25

08.28.21 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING AND H-AND START PROBLEMS. FIVE REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS VEHICLE TO BE REPLACED.
 SHAWN

=====

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
 ACTION: DSB100 - DEMARS MALES REQUESTS FOR DEALER REPORTS
 DOCUMENT: ANALYST: 0885FL FELICITA LAZU
 ACTION DATA/COMMENTS:

2002/04/26

12.04.11

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ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
 ACTION: DSB907 - CSM - MAIL SENT - DSB
 DOCUMENT: ANALYST: 0080EP EILBEN PAWELEK
 ACTION DATA/COMMENTS:

2002/04/30

10.26.05

LOS ANGELES 2, 5/28.

=====

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
 ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
 DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGOS
 ACTION DATA/COMMENTS:

2002/05/01

15.41.22 PEYTON CRAMER FORD

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: 71 CALIFORNIA	DSB ISSUE	CASE NBR: 1737450361
VIN: 1FMCU041X1KE98617	ZONE: C3	OPENED: 04/25/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
 ACTION: DSB716 - RECORD DETAILS OF BOARD DECISION - REPAIRS

EP02-027 22181

DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/06/05

11.45.53 CONCERNS STALLING, HARD START
REQUESTS REPLACE
DECISION THE REQUEST FOR A REPLACEMENT IS DENIED BASED ON
THE INFORMATION THAT THE STALLING AND HARD START CONDITION
IS REPAIRABLE. THE OWNER NEEDS TO RETURN TO THE DEALER WHEN
THE ORDERED PART IS AVAILABLE. A LOAN CAR IS TO BE PROVIDED
DURING THE REPAIR FOR THE ABOVE LISTED CONDITIONS.
SHAWN

1 CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 10 SDR	DSB ISSUE	CASE NBR: 1750470182
VIN: 1FMDU01B61KE00474	ZONE: R1	OPENED: 02/21/2002
	ENGINE: B	CLOSED: 02/21/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	BLYTHE	STATE:	CA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2	
MILEAGE:	9274			
DEALER NAME:	BLYTHE FORD CENTER	SALES CODE:	F71417	P & A: 00423
REASON CODE:	23101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

===== E062-027 22182

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION

DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/02/21

08.47.47 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBLEMS. THREE REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS VEHICLE TO BE REPLACED.
SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB300 - DEMARS MAKS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: M-TRUDEZ TREAUDEAU, MICHELLE
ACTION DATA/COMMENTS:

2002/02/25
16.37.27

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: BLITTLE9 BRENDA LITTLE
ACTION DATA/COMMENTS:

2002/02/27

08.13.24 THE LA #3 BOARD IS 3/26.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB311 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: BLITTLE9 BRENDA LITTLE
ACTION DATA/COMMENTS:

2002/03/12

11.32.06 THE CUSTOMER HAS BEEN TO THE DEALER 4 TIMES FOR THE STALL. 3 TIMES THE CONCERN COULD NOT BE DUPLICATED AND 1 TIME AN IDL E AIR VALVE WAS REPLACED.

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	DSB ISSUE	CASE NBR: 1750470182
VIN: 1FMUU01B61KE00474	ZONE: R1	OPENED: 02/21/2002
	ENGINE: B	CLOSED: 03/12/2002
	VEH TYPE: T	

=====

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB312 - INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: BLITTLE9 BRENDA LITTLE
ACTION DATA/COMMENTS:

2002/03/12

16.07.13 THE VEHICLE IS NO LONGER STALLING. THE DRS ADVISED THE CUSTOMER OF THE LA #2 BOARD REVIEW.

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB325 - DEMARS FOLLOW-UP CALL TO DEALER FOR DEALER REPORT
DOCUMENT: ANALYST: M-TRUDEZ TREAUDEAU, MICHELLE
ACTION DATA/COMMENTS:

2002/03/13
10.52.59

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: M-TRUDEZ TREAUDEAU, MICHELLE
ACTION DATA/COMMENTS:

EN02-027 22183

2002/03/21
10.36.30 BLYTHE FORD CENTER

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB702 - RECORD DETAILS BOARD DECISION - NO FURTHER ACTION
DOCUMENT: ANALYST: S-LEN23 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/04/02
14.43.16 CONCERNS: STALLING REQUESTS:REPLACE DECISION: N.
F.A., THE REQUEST FOR A REPLACEMENT IS DENIED BASED ON THE I
NFORMATION CONTAINED IN THE CASE FILE THAT INDICATES THAT TH
E STALLING CONCERN HAS BEEN REPAIRED. THE BD. DID NOT RECEIV
E ANY INFORMATION FROM THE OWNER CONTESTING THE CASE FILE IN
FORMATION.

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	LEGAL ISSUE	CASE NBR: 0474002281
VIN: 1FMCU04121KE56684	ZONE: D1	OPENED: 11/27/2001
	ENGINE: 1	CLOSED: 11/27/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	NEWARK	STATE:	DE	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	27346			
DEALER NAME:	CHAPMAN FORD SALES	SALES CODE:	F16213	P & A: 01402
REASON CODE:	0785 LEGAL - OTHER ATTORNEY DEMAND			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: ABRASLE1 ALICIA BEASLEY
ACTION DATA/COMMENTS:

2001/11/27
10.02.26 *****ATTORNEY DEMAND LETTER*****
REC'11/27/01
ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES THAT HIS CLIENTS VEHICLE HAS SEVERAL
PROBLEMS.
ATTORNEY DEMANDS THAT FORD BUY BACK HIS CLIENTS VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: KSHACK KELLY SHACK
ACTION DATA/COMMENTS:

12.15.00 LPA ADVISED ATTY FORD WILL RE-CONTACT WITH DETERMINATION
AFTER INVESTIGATION IS COMPLETE

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX

6082-827 22184

ACTION: LP1901 - UPDATE/ADDCO CASE
DOCUMENT: ANALYST: ADROEGE AMY DROEGE
ACTION DATA/COMMENTS:

2001/11/28
08.55.27 LPA MADE AN OUTBOUND CALL TO THE SERVICE MANAGER AT CHAPMAN
FORD AND LEFT A VOICE MESSAGE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP422 - INFORMATION CALL/FAX WITH DEALER
DOCUMENT: ANALYST: ADROEGE AMY DROEGE
ACTION DATA/COMMENTS:

09.52.17 LPA SPOKE WITH CHAPMAN FORD. THE VEHICLE WAS LAST AT THE DE
ALERSHIP 10-30-01 R.O. #181631 FOR A LOSS OF POWER/STALLING

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== LEGAL ISSUE CASE NBR: 0474002281
REGION: 16 PHILADELPHIA ZONE: D1 OPENED: 11/27/2001
VIN: 1FMCU04121KE56684 ENGINE: 1 VEH TYPE: T CLOSED: 11/28/2001
=====

2001/11/28

09.52.17 CONCERN. THE DEALERSHIP WAS NOT ABLE TO DUPLICATE/VERIFY TH
E CONCERN. THE CUSTOMER STATED THE CONCERN EXISTED AROUND 3
5-40 MPH. THE CONCERN WOULD ORIGINALLY EXHIBIT AND THEN NOT
TO OCCUR UNTIL 1 MONTH LATER. THE INTERVALS OF THE CONDITION
ARE BECOMING MORE FREQUENT. THE VEHICLE WAS ALSO BROUGHT T
O THE DEALERSHIP ON 3/15/01 R.O. #168911 FOR THE SAME CONCER
N. THE DEALERSHIP WAS UNABLE TO DUPLICATE/VERIFY THE CONCER
N. THE SERVICE DEPARTMENT CONTACTED FORD TECHNICAL HOTLINE.
THE HOTLINE REQUESTED THE DEALER TRY TO DUPLICATE THE CONC
ERN. THE DEALER CHECKED OUT THE GROUNDS AROUND THE BATTERY,
POWER RELAY SYSTEM, ETC. THEY DID THE VEHICLE TO EXHIBIT T
HE CONCERN. TECH HOTLINE PROVIDED THE DEALER WITH A NEW PART
TO INSTALL. THE DEALER TEST DROVE THE VEHICLE AND WAS
CONFIDENT THE VEHICLE WAS REPAIRED. THE CUSTOMER SINCE CONT
ACTED THE DEALERSHIP AND INFORMED HIM THE PROBLEM (STALLING/
LOSS OF POWER) RE-OCCURRED. THE DEALERSHIP WAS INFORMED BY T
ECH HOTLINE TO INSTALL A FLIGHT RECORDER BEFORE PURSUING THE
ISSUE ANY FURTHER. THEY NEEDED TO FIND THE ROOT OF THE CAU
SE. THE CUSTOMER REFUSED TO HAVE THE FLIGHT RECORDER INSTAL
LED. THEY DID NOT FEEL THEY SHOULD BE RESPONSIBLE FOR
HITTING A BUTTON AFTER THE CONCERN EXHIBITED. IT COULD BE A
SAFETY ISSUE FOR THE DRIVER. AS A GOODWILL GESTURE, THE
DEALERSHIP WAIVED THE DEPOSIT FOR THE FLIGHT RECORDER AND TH
E CUSTOMER STILL REFUSED TO HAVE IT INSTALLED. THE DEALER I
S DOES NOT DENY THE PROBLEM COULD HAVE EXISTED AGAIN BUT THE
FLIGHT RECORDER MUST BE INSTALLED TO REPAIR THE VEHICLE.
THEY HAVE DONE ALL THEY CAN TO ADDRESS THE ISSUE WITH
AVAILABLE INFORMATION. THEY NEED TO FIND THE CAUSE. AT THE
LAST VISIT THE VEHICLE HAD OVER 27,000 MILES (LEASE VEHICLE
).

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: ADROEGE AMY DROEGE
ACTION DATA/COMMENTS:

2001/11/29

12.12.10 CASE CLOSED 11-29-01. AS PER FORD TECH HOTLINE, THE VEHICLE
MUST HAVE A FLIGHT RECORDER INSTALLED TO DETERMINE THE CAUSE
/ LOCATION OF THE CONDITION. THE CUSTOMER DECLINED TO HAVE
THE FLIGHT RECORDER INSTALLED. NO FURTHER ACTION MAY BE TAK
EN UNLESS THE FLIGHT RECORDER IS INSTALLED IN THE VEHICLE.

0002-027 22105

THE ISSUE MUST BE PROPERLY ADDRESSED. NO FEDERAL OR STATE LAWS HAVE BEEN VIOLATED. THE REQUEST FOR A REFUND HAS BEEN DECLINED.

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	LEGAL ISSUE	CASE NBR: 0474002281
VIN: 1FMCU04121KE56684	ZONE: D1	OPENED: 11/27/2001
ENGINE: 1	VEH TYPE: T	CLOSED: 03/18/2002

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1901 - UPDATE/ADDCO CASE
DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/03/18
15.53.11 SENT COPY OF FILE TO OGC -- KATHLEEN MUNOZ

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ENG2-827 22105

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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	LEGAL ISSUE	CASE NBR: 0504821791
VIN: 1FMYU04151KB81785	ZONE: B1	OPENED: 07/30/2001
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]
 CITY: OMAHA STATE: NE ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 2039
 DEALER NAME: ATCHLEY FORD INC SALES CODE: F53022 P & A: 07130
 REASON CODE: 0772 LEGAL - ACCIDENT
 SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
 ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
 DOCUMENT: ANALYST: ABRASLEI ALICIA BEASLEY
 ACTION DATA/COMMENTS:

2001/07/30

11.29.41 ***** DEALER REQUEST LETTER *****
 REC'D 07/30/01
 DEALERSHIP CONTACT: MIKE SHANKYFELT 402 571-8832
 ALLEGES
 CUSTOMER ALLEGES THAT HIS VEHICLE IS DEFECTIVE.
 CUSTOMER REQUEST THAT FORD REPAIR HIS VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
 ACTION: LP422 - INFORMATION CALL/FAX WITH DEALER
 DOCUMENT: ANALYST: TCHABOT THOM CHABOT
 ACTION DATA/COMMENTS:

13.13.43 CONTACT JIM BAIR AT ATCHLEY FORD. STATES THIS IS A "GOOFY DEAL". SEEMS TO HIM THIS IS BUYER'S REMORSE. STATES THAT CUSTOMER BROUGHT VEHICLE IN ON 6/18/01, STATED SHE WAS ON THE INTERSTATE, VEHICLE LOST POWER THEN STALLED, TOOK 45 MINUTES TO RESTART. DEALERSHIP CONDUCTED ALL KINDS OF TESTS BUT COULD NOT DUPLICATE AND VEHICLE RETURNED TO CUSTOMER. ON 7/24/01, 9:39, CUSTOMER BROUGHT VEHICLE IN WITH DAMAGE RIGHT FRONT TIRE, SUSPENSION AND STEERING DAMAGE. STATES SHE LOST CONTROL AFTER VEHICLE STALLED. STATES SHE WILL NOT TAKE IT BACK UNLESS FORD FIXES DAMAGES. JIM FURTHER INFORMED THAT AFTER THE FIRST VISIT, THEY RECEIVED CERTIFIED LETTER FROM THE CUSTOMER STATING SHE WANTED TO RESCIND THE PURCHASE AND HER LAWYER WOULD CONTACT THEM. THEY HAVE HEARD NOTHING FROM ANY LAWYER, JUST THE 7-24-02 VEHICLE BRING IN. HE DID ASK THE CUSTOMER IF P/R WAS FILED, SHE STATED NO.

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: 53 KANSAS CITY	LEGAL ISSUE	CASE NBR: 0504821791
VIN: 1FMYU04151KB81785	ZONE: B1	OPENED: 07/30/2001
ENGINE: 1	VEH TYPE: T	CLOSED: 07/30/2001

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
 ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER

EA82-827 22187

DOCUMENT: ANALYST: TCHABOT THOM CHABOT
ACTION DATA/COMMENTS:

2001/07/30

13.21.24 CALLED CUSTOMER, L/M ON HOME ANSWERING MACHINE, CALLED WORK NUMBER, EXT 3929, WOMAN STATED SHE WAS NOT THERE TODAY, SHE DECLINED TO TAKE MESSAGE AS SHE WASNT SURE CUSTOMER WOULD GET THE MESSAGE. (SUSAN)

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: TCHABOT THOM CHABOT
ACTION DATA/COMMENTS:

2001/07/31

10.06.28 L/M AGAIN AT HOME ANSWERING MACHINE. CALLED WORK NUMBER, CUSTOMER NOT IN TODAY, ONCE AGAIN DECLINED TO TAKE MESSAGE FOR THE CUSTOMER. NEED TO FIND OUT CURRENT COMPLAINTS OR CONCERNS PRIOR TO RENDERING FINAL DECISION. CHABOT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP515 - DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND
DOCUMENT: ANALYST: TCHABOT THOM CHABOT
ACTION DATA/COMMENTS:

2001/08/02

09.42.38 L/M ON CUSTOMER HOME ANSWERING MACHINE TODAY AT 9:35AM, CALLED WORK NUMBER, SHE IS NOT IN AGAIN. L/M WITH MAN WHO ANSWERED HER EXTENSION. AS CUSTOMER HAS FAILED TO R/C ALL CALLS AND DEALERSHIP CANNOT FIND ANYTHING WRONG WITH THE VEHICLE TO SUBSTANTIATE HER COMPLAINTS, I AM DECLINING ANY ASSISTANCE AND ADVISING TO REFER TO INSURANCE COMPANY.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: TCHABOT THOM CHABOT
ACTION DATA/COMMENTS:

12.40.16

WOULD APPRISE HER OF DECISION. LETTER ISSUED DECLINING ANY ASSISTANCE AND REFERRING HER TO INSURANCE COMPANY. TRIED TO CALL CUSTOMER BACK, LINE BUSY. FILE REMAINING CLOSED.

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: 13 NEW YORK	LEGAL ISSUE	CASE NBR: 0513201092
VIN: 1FMYU04191KB74743	ZONE: D1	OPENED: 04/19/2002
	ENGINE: 1	CLOSED: 04/19/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	LIVINGSTON	STATE:	NJ	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	10421				
DEALER NAME:	ELITE FORD, INC.	SALES CODE:	F13041	P & A:	00495
REASON CODE:	0785 LEGAL - OTHER ATTORNEY DEMAND				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND

0902-027 22188

DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/04/19

14.15.20 *****ATTORNEY DEMAND LETTER*****

REC'D 04/19/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

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

ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: 9835MH MICHELLE HULL
ACTION DATA/COMMENTS:

2002/04/22

09.11.15 ADVISED ATTORNEY WE HAVE REC'D CASE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TFRAZIER TERIETTA FRAZIER
ACTION DATA/COMMENTS:

2002/04/29

14.26.39 **APPROVAL TO OFFER A VEHICLE REPLACEMENT** RA

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0008 - OFFER
DOCUMENT: ANALYST: 9835MH MICHELLE HULL
ACTION DATA/COMMENTS:

2002/04/30

08.59.19 CUSTOMER HAS BEEN OFFERRED A REPLACEMENT VEHICLE. LETTER SEN
T ON 4/30/02.

CONSUMER AFFAIRS

05/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 13 NEW YORK	LEGAL ISSUE	CASE NBR: 0513201092
VIN: 1FMYU04191KB74743	ZONE: D1	OPENED: 04/19/2002
	ENGINE: 1	CLOSED: 05/21/2002
	VEH TYPE: T	

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP1703 - ATTORNEY ACCEPTS OFFER ON BEHALF OF CLIENT
DOCUMENT: ANALYST: 9835MH MICHELLE HULL
ACTION DATA/COMMENTS:

2002/05/21

15.43.43

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 9835MH MICHELLE HULL
ACTION DATA/COMMENTS:

15.44.33 CASE HAS BEEN UPLOADED AND CUSTOMER WILL WORK WITH DEALERSHI
P IN ORDER TO GET THIS MATTER RESOLVED.

EP02-027 22189

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	LEGAL ISSUE	CASE NBR: 1357130732
VIN: 1FMY004121KB28137	ZONE: A1	OPENED: 03/14/2002
	ENGINE: 1	CLOSED: 03/14/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	ELIZABETH	STATE:	PA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	7610			
DEALER NAME:	BAKE CHARAPP FORD	SALES CODE:	F44014	F & A: 07480
REASON CODE:	0785 LEGAL - OTHER ATTORNEY DEMAND			
SYMPTOMS:	507593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

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ORIGIN:	CALGL	- CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: OTHER
ACTION:	LP203	- OPEN LEGAL CONTACT - ATTORNEY DEMAND	
DOCUMENT:	ANALYST: MKELSEY2 MOLLY KELSEY		

ACTION DATA/COMMENTS:

2002/03/14

10.11.53 *****ATTORNEY DEMAND LETTER*****

REC'D 03/14/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENTS VEHICLE IS DEFECTIVE.

ATTORNEY DEMANDS FORE REPURCHASE HIS CLIENTS VEHICLE.

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ORIGIN:	CALGL	- CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: OTHER
ACTION:	LP303	- MAKE OUTBOUND CALL TO ATTORNEY	
DOCUMENT:	ANALYST: RDAVIS96 RUTH DAVIS		

ACTION DATA/COMMENTS:

11.26.07 LEFT MESSAGE FOR ATTORNEY - IN RECEIPT OF CALL WILL RESEARCH
AND RECONTACT

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ORIGIN:	CALGL	- CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: OTHER
ACTION:	CAD018	- MANAGEMENT APPROVAL OF OFFER	

END-027 22100

DOCUMENT: ANALYST: TFRAZIER TERIETTA FRAZIER
ACTION DATA/COMMENTS:

2002/04/04
15.36.36 **APPROVAL TO OFFER A VEHICLE REPLACEMENT**RA

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0008 - OFFER
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

2002/04/05
15.07.58 OFFER REPLACEMENT VEHICLE - SEND ATTORNEY LETTER

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	LEGAL ISSUE	CASE NBR: 1367130732
VIN: 1FMTU04121KB28137	ZONE: A1	OPENED: 03/14/2002
	ENGINE: 1	CLOSED: 04/10/2002
	VEH TYPE: T	

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TFRAZIER TERIETTA FRAZIER
ACTION DATA/COMMENTS:

2002/04/10
14.52.21 **APPROVAL TO OFFER A VEHICLE REFUND**

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0008 - OFFER
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

2002/04/15
10.57.22 CLIENT WANTS A REFUND - SENT ATTORNEY REFUND OFFER LETTER

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

2002/05/09
12.00.21 ORDERED REFUND FROM RAV

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	LEGAL ISSUE	CASE NBR: 1384252191
VIN: 1FMYU04151KC39491	ZONE: A1	OPENED: 02/05/2002
ENGINE: 1	VEH TYPE: T	CLOSED: 02/05/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PEASSTERVILLE TREVOS STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7889
DEALER NAME: MCCAFFERTY FORD SAL SALES CODE: F16051 P & A: 01305
REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: ABBASLEI ALICIA BRASLEY
ACTION DATA/COMMENTS:

2002/02/05

09.55.06 *****ATTORNEY DEMAND LETTER*****

REC'02/05/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES HIS CLIENTS VEHICLE IS DEFECTIVE.
ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENTS VEHICLE.

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: KSHACK KELLY SHACK
ACTION DATA/COMMENTS:

11.03.26 LPA ADVISED ATTY FORD WILL RE-CONTACT WITH DETERMINATION
AFTER INVESTIGATION IS COMPLETE

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: KSHACK KELLY SHACK
ACTION DATA/COMMENTS:

14.38.07 LPA DENIED REQUEST AS THE VEHICLE HAS HAD TWO STALLING
CONCERNS CUSTOMER HAS BSP

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1901 - UPDATE/ADDCO CASE
DOCUMENT: ANALYST: MCKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/03/18

15.53.46

SENT COPY OF FILE TO OGC -- KATHLEEN MUNOZ

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

2002-027 22192

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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	LEGAL ISSUE	CASE NBR: 1437531701
VIN: 1PMYU04181KB23783	ZONE: A1	OPENED: 03/26/2002
	ENGINE: 1 VEH TYPE: T	CLOSED: 03/26/2002

=====

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: 9685
 DEALER NAME: WALT SWEENEY-WEST H SALES CODE: F47005 P & A: 01909
 REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
 SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
 ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
 DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
 ACTION DATA/COMMENTS:

2002/03/26

13.18.54 *****ATTORNEY DEMAND LETTER*****
 REC'D 03/26/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.
 ATTORNEY ALLEGES HIS CLIENT'S VEHICLE HAS MULTIPLE DEFECTS.
 ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S VEHICLE.

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
 ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
 DOCUMENT: ANALYST: LTURN32 LAKESIA TURNER
 ACTION DATA/COMMENTS:

2002/03/27

09.49.34 ***LPA CALLED AND ACKNOWLEDGED CASE WITH ATTORNEY'S ASSISTANT
 T.

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
 ACTION: LP4000 - FINAL CASE DISPOSITION
 DOCUMENT: ANALYST: LTURN32 LAKESIA TURNER
 ACTION DATA/COMMENTS:

2002/04/04

09.28.31 ***LPA SUPPORTS BOARD DECISION FOR REPAIR. LPA SENT ATTORNEY
 CLOSING LETTER DATED 04/04/02.

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: 44 PITTSBURGH	LEGAL ISSUE	CASE NBR: 1472692421
VIN: 1PMYU04111KD92613	ZONE: A3	OPENED: 03/14/2002
	ENGINE: 1 VEH TYPE: T	CLOSED: 03/14/2002

=====

LAST NAME: STANISH STATUS: CLOSED
 TITLE: MS FIRST NAME: MELANIE MI:
 ADDRESS: 2004 NEW YORK AVE

E002-027 22153

CITY: FINLEYVILLE STATE: PA ZIP: 15332
HOME PHONE: 412-3848156
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 14911
DEALER NAME: C. HARPER FORD, INC SALES CODE: F44434 P & A: 03233
REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/03/14
12.37.03 *****ATTORNEY DEMAND LETTER*****
REC'D 03/14/02
ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFECTIVE.
ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

2002/03/15
09.33.59 LEFT MESSAGE FOR ATTORNEY - IN RECEIPT OF CASE -WILL RESEARC
HAND RECONTACT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TFRAZIER TERIETTA FRAZIER
ACTION DATA/COMMENTS:

2002/04/04
15.34.48 **APPROVAL TO OFFER A VEHICLE REPLACEMENT**RA

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0008 - OFFER
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

2002/04/05
14.26.59 OFFER REPLACEMENT VEHICLE - SENT LETTER TO ATTORNEY

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: 44 PITTSBURGH	LEGAL ISSUE	CASE NBR: 1472692421
VIN: 1PMYU04111KD92613	ZONE: A3	OPENED: 03/14/2002
	ENGINE: 1	CLOSED: 04/10/2002
	VEH TYPE: T	

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TFRAZIER TERIETTA FRAZIER
ACTION DATA/COMMENTS:

2002/04/10
14.49.56 **APPROVAL TO OFFER A VEHICLE REFUND**

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0008 - OFFER
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

ER02-027 22194

2002/04/15

10.25.29 ATTORNEY SAID CLIENT WOULD ONLY TAKE REFUND - SEND REFUND
OFFER LETTER

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

2002/05/09

11.14.39 ORDERED REFUND FROM RAV

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 ZONE: D1 CASE NBR: 1506530782
VIN: 1FMYU03141KP20845 ENGINE: 1 VEH TYPE: T OPENED: 03/19/2002
CLOSED: 03/19/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BALTIMORE STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 16282
DEALER NAME: BOB BELL FORD SALES CODE: F27039 P & A: 00068
REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/03/19

14.04.13 *****ATTORNEY DEMAND LETTER*****

REC'D 03/19/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFECTIVE.

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

5082-027 22196

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: CJONES CASSANDR JONES
ACTION DATA/COMMENTS:

15.18.32 LEFT MESSAGE WITH SEC. ADVISING THAT LPA IS IN RECEIPT OF DE
MAND.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: CJONES CASSANDR JONES
ACTION DATA/COMMENTS:

2002/05/09

16.59.17 IN THE INTEREST OF CUSTOMER SATISFACTION, WILL EXPLORE OPTIO
NS WITH TL AND MAKE OFFER TO ATTY.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TFRAZIER TERIETTA FRAZIER
ACTION DATA/COMMENTS:

17.00.15 **APPROVAL TO OFFER A VEHICLE REPLACEMENT**ON

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 27 WASHINGTON	LEGAL ISSUE	CASE NBR: 1506590782
VIN: 1FMYD03141KF20845	ZONE: D1	OPENED: 03/19/2002
	ENGINE: 1	CLOSED: 05/10/2002
	VEH TYPE: T	

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: CJONES CASSANDR JONES
ACTION DATA/COMMENTS:

2002/05/10

16.58.20 ATTY HAS ACCEPTED OFFER ON BEHALF OF CLIENT.

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	LEGAL ISSUE	CASE NBR: 1730410661
VIN: 1FMYU04111KB97913	ZONE: D1	OPENED: 11/01/2001
	ENGINE: 1	CLOSED: 11/01/2001
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	LANDENBERG	STATE:	PA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	13732			
DEALER NAME:	CARMAN FORD INC	SALES CODE:	F16219	P & A: 01228
REASON CODE:	0785 LEGAL - OTHER ATTORNEY DEMAND			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: ABEASLE1 ALICIA BEASLEY
ACTION DATA/COMMENTS:

2001/11/01

13.48.56 *****ATTORNEY DEMAND LETTER*****
REC'11/01/01

ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES THAT HIS CLIENTS VEHICLE IS DEFECTIVE.
ATTORNEY DEMANDS THAT FORD BUY BACK HIS CLIENTS VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: KSHACK KELLY SHACK
ACTION DATA/COMMENTS:

15.14.54 LPA ADVISED ATTY FORD WILL RE-CONTACT WITH DETERMINATION
AFTER INVESTIGATION IS COMPLETE

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1203 - OFFER ESP- MULTIPLE REPAIRS/DONEN'T MEET LAW (RAVFAST)
DOCUMENT: ANALYST: KSHACK KELLY SHACK
ACTION DATA/COMMENTS:

2001/11/02

11.44.20 LPA OFFERED GOODWILL ESP OR OAC

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: KSHACK KELLY SHACK
ACTION DATA/COMMENTS:

ER02-027 22197

2001/11/06

12.09.06 LPA WAS ADVISED THE CUSTOMER HAS REJECTED THE OAC OFFER

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: 16 PHILADELPHIA	LEGAL ISSUE	CASE NBR: 1730410661
VIN: 1FMYU04111KE97913	ZONE: D1	OPENED: 11/01/2001
	ENGINE: 1	CLOSED: 03/25/2002
	VEH TYPE: T	

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ORIGIN: CALGL	- CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: FAX
ACTION: LP1901	- UPDATE/ADDCO CASE	
DOCUMENT:	ANALYST: MKELSEY2	MOLLY KELSEY

ACTION DATA/COMMENTS:

2002/03/25

16.00.15 **FORWARDED TO OGC -- KATHLEEN MUNOZ**

ORIGIN: CALGL	- CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: FAX
ACTION: LP1901	- UPDATE/ADDCO CASE	
DOCUMENT:	ANALYST: MKELSEY2	MOLLY KELSEY

ACTION DATA/COMMENTS:

2002/04/26

17.33.23 *****FORWARDED COPY OF FILE TO OGC 4/8/02*****

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BA82-827 22188

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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	LEGAL ISSUE	CASE NBR: 1750371831
VIN: 1FMYU02141KA26115	ZONE: A1	OPENED: 09/17/2001
	ENGINE: 1	CLOSED: 09/17/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: STOCKTON STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 5574
DEALER NAME: BIG VALLEY FORD SALES CODE: F72402 P & A: 07742
REASON CODE: 0780 LEGAL - LEMON LAW CLAIM
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: ABRASLEI ALICIA BEASLEY
ACTION DATA/COMMENTS:

2001/09/17
15.44.06 *****ATTORNEY DEMAND LETTER*****
REC'09/17/01
ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES THAT HIS CLIENTS VEHICLE HAS SEVERAL
PROBLEMS.
**ATTORNEY DEMANDS THAT A FORD REPRESENTATIVE CONTACT HIM TO
DISCUSS THIS MATTER.**

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: 9245LG LEAH GALE
ACTION DATA/COMMENTS:

2001/09/18
17.13.10 LPA SPOKE TO ATTORNEY AND ADVISED THAT WE ARE IN RECEIPT OF
HIS LETTER/REQUEST.

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP422 - INFORMATION CALL/FAX WITH DEALER
DOCUMENT: ANALYST: 8469CP CATHERIN PAPALIA
ACTION DATA/COMMENTS:

2001/09/19
13.51.05 LPA SPOKE WITH DEALERSHIP AND THEY INFORMED THAT THE VEHICLE
HAS BEEN TO THE DEALERSHIP BUT THEY HAVE NOT BEEN ABLE TO D
UPLICATE ANY OF THE STALLING CONCERNS. SERVICE MANAGER SAID
THAT THEY EVEN HAD A TECH TAKE THE VEHICLE HOME AND STILL W
ERE UNABLE TO DUPLICATE THE STALLING CONCERN.

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: 72 SAN FRANCISCO	LEGAL ISSUE	CASE NBR: 1750371831
VIN: 1FMYU02141KA26115	ZONE: A1	OPENED: 09/17/2001
	ENGINE: 1	CLOSED: 11/20/2001
	VEH TYPE: T	

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP4000 - FINAL CASE DISPOSITION

0902-027 22100

DOCUMENT: ANALYST: 8469CP CATHERIN PAPALIA
ACTION DATA/COMMENTS:

2001/11/20

10.22.59 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 CONC
ERN.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1901 - UPDATE/ADDCO CASE
DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/03/18

15.52.31 SENT COPY OF FILE TO OGC -- KATHLEEN MUNOZ

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 LEGAL ISSUE CASE NBR: 1838790291
ZONE: C1
VIN: 1FMYU02B61KF08868 ENGINE: B VEH TYPE: T OPENED: 06/12/2002
CLOSED:

LAST NAME: [REDACTED] STATUS: ACKNOWLEDGE
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: JACKSON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 1
DEALER NAME: DAYTON FORD INC SALES CODE: F13467 P & A: 20559
REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND

0602-627 22200

DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/06/12

10.02.12 *****ATTORNEY DEMAND LETTER*****

REC'D 06/12/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFECTIVE.

ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX

ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY

DOCUMENT: ANALYST: MWYSCAVE MATTHEW WYSCAVER

ACTION DATA/COMMENTS:

11.21.10 LPA COMMENTS:

MADE OUTBOUND CALL TO CUSTOMER.

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: 71 CALIFORNIA	RAV ISSUE	CASE NBR: 0305660442
ZONE: C1		OPENED: 04/02/2002
VID: 1FMYU01111KE80730	ENGINE: 1 VEH TYPE: T	CLOSED: 04/02/2002

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	ALISO VIEJO	STATE:	CA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE ILS 4X2		
MILEAGE:	17559				
DEALER NAME:	TUTTLE-CLICK FORD	SALES CODE:	F71069	P & A:	05556
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAV401 - OPEN CASE FOR PRE-LITIGATION REFUND - OWNED

DOCUMENT: ANALYST: J-PADIER JUSTINO PADIERNOS

ACTION DATA/COMMENTS:

2002/04/02

08.21.10

03-07-2002

293B079

16175

9473

EP02-027 22201

NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV411 - RECORD CHECK ISSUANCE FOR PRE-LITIGATION REFUND
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/04/08
16.31.50

04-07-2002
04-08-2002
2500
4587
18561
6476725
6476726
6476727
MICHAEL SAUNDERS/ ATTY
JILL E JAMESON
COMPASS BANK

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	RAV ISSUE	CASE NBR: 0337520502
VIN: 1FMY003191KA68942	ZONE: A1	OPENED: 05/03/2002
	ENGINE: 1	CLOSED: 05/03/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	GOSHEN	STATE:	OH	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	16101			
DEALER NAME:	KINGS FORD INC	SALES CODE:	F47016	P & A: 01970
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV201 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: LMCCOGGL LAKITA MCCOGGLE
ACTION DATA/COMMENTS:

2002/05/03
15.58.32

04-17-2002
289B204
18350
5637

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV209 - RECORD CHECK ISSUANCE FOR DSB REFUND
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/07
10.17.04

05-06-2002
05-07-2002
15,767
9,220

END-027 22282

6531407
6531408
SHAREFAX CREDIT UNION
KENDRA COUCH

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	RAV ISSUE	CASE NBR: 0382682751
VIN: 1FMYU03151KC57913	ZONE: C1	OPENED: 03/29/2002
	ENGINE: 1	CLOSED: 03/29/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	TUSTIN	STATE:	CA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	6174				
DEALER NAME:	DAVID WILSON'S FORD	SALES CODE:	F71054	P & A:	00751
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV206 - OPEN CASE FOR DSB REPLACEMENT - LEASED
DOCUMENT: ANALYST: L-WILSON WILSON, LINDA
ACTION DATA/COMMENTS:

2002/03/29
13.36.45

02-14-2002
293B016
17475
3247
2KC48290

NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV211 - RECORD CHECK ISSUANCE FOR DSB REPLACEMENT
DOCUMENT: ANALYST: BHANSBER EYVETTE BHANSBERRY
ACTION DATA/COMMENTS:

2002/04/05
11.07.50

04-04-2002
04-05-2002
20,722
6473320
DAVID WILSON'S FORD OF ORANGE

ER02-027 22203

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	RAV ISSUE	CASE NBR: 0384521161
VIN: 1FMYU04151KF63721	ZONE: E1	OPENED: 12/14/2001
	ENGINE: 1	CLOSED: 12/14/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	BARNSTEAD	STATE:	NH	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	24602				
DEALER NAME:	BILL DUBE FORD	SALES CODE:	F11544	P & A:	08986
REASON CODE:	0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV505 - OPEN CASE FOR PRE-ARBITRATION REPLACEMENT - OWNED
DOCUMENT: ANALYST: K-TEBO1 KEN TEBO
ACTION DATA/COMMENTS:

2001/12/14
14.25.22

10-16-2001
285B102
17375
2498
2226
2UAB3469

NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV513 - RECORD CHECK ISSUANCE FOR PRE- ARBITRATION REPLACEMENT
DOCUMENT: ANALYST: CREDD1 CLARA REDD
ACTION DATA/COMMENTS:

2001/12/17
12.25.23

12-14-2001
12-17-2001
19,873
6288534
BILL DUBE FORD

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

EA02-027 22204

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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: 0424900252
ZONE: L1 OPENED: 01/25/2002
VIN: 1FMYU02131KE60137 ENGINE: 1 VEH TYPE: T CLOSED: 01/25/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SKANEATELES STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 24048
DEALER NAME: DAVE PIRRO FORD, IN SALES CODE: F13553 P & A: 00536
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: V-LANTON VICKI LANTON
ACTION DATA/COMMENTS:

2002/01/25
11.41.30 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: NTHOMAS16 MADINE THOMAS
ACTION DATA/COMMENTS:

2002/01/31
08.44.36

CONSUMER AFFAIRS

06/18/2002 JMFAXPRG

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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 RAV ISSUE CASE NBR: 0526141931
ZONE: B2 OPENED: 12/05/2001
VIN: 1FMYU04171KA33959 ENGINE: 1 VEH TYPE: T CLOSED: 12/05/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

ERR2-027 22205

CITY: MASON STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 5000
DEALER NAME: INTERSTATE FORD INC SALES CODE: F47211 P & A: 02100
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RV1601 - OPEN CASE FOR LEGAL SETTLEMENT (OGC) REFUND - OWNED
DOCUMENT: ANALYST: D-LEAVY DAVID LEAVY
ACTION DATA/COMMENTS:

2001/12/05
16.12.15 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RV1611 - RECORD CHECK ISSUANCE FOR LEGAL SETTLEMENT (OGC) REFUND
DOCUMENT: ANALYST: CRKDD1 CLARA REDD
ACTION DATA/COMMENTS:

2001/12/07
11.55.08

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 52 SOUTHWEST RAV ISSUE CASE NBR: 0627281071
ZONE: E1 OPENED: 02/12/2002
VIN: 1FMDU01B01KE98238 ENGINE: B VEH TYPE: T CLOSED: 02/12/2002

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: FIRST NAME:
CITY: FORT SAM HOUSTON STATE: TX ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 17160
DEALER NAME: JORDAN FORD, LTD. SALES CODE: F52058 P & A: 04546
REASON CODE: 0532 RAV - UNABLE TO REPAIR (SCRAP, DONATE ONLY)
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED

ES02-027 22286

DOCUMENT: ANALYST: GOUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/02/12
13.01.13 VEHICLE SALVAGED. ALL WARRANTIES CANCELLED.

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: EHANSBER RYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/02/18
10.07.00

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	RAV ISSUE	CASE NBR: 0645603550
VIN: 1FMYU04181KF16621	ZONE: C4	OPENED: 12/20/2001
	ENGINE: 1	CLOSED: 12/20/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	MENTOR	STATE:	OH	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XL/T 4x4		
MILEAGE:	19895				
DEALER NAME:	MARK THOMAS FORD, I	SALES CODE:	F44072	P & A:	02773
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV301 - OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED
DOCUMENT: ANALYST: L-MCCOGG LAREITA MCCOGGLE
ACTION DATA/COMMENTS:

2001/12/20
15.00.47 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV311 - RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REFUND
DOCUMENT: ANALYST: CREDD1 CLARA REDD
ACTION DATA/COMMENTS:

ERR2-027 22207

2002/01/02
10.56.01

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: 71 CALIFORNIA	RAV ISSUE	CASE NBR: 0713101441
VIN: 1FMYU01BK1KA74566	ZONE: C2	OPENED: 10/24/2001
	ENGINE: B	CLOSED: 10/24/2001
	VEH TYPE: T	

=====

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	SANTA FE SPRINGS	STATE:	CA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2	
MILEAGE:	8803			
DEALER NAME:	MCCOY & MILLS FORD	SALES CODE:	F71066	P & A: 05442
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: V-LAWTON VICKI LAWTON
ACTION DATA/COMMENTS:

2001/10/24
10.03.06 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: CREDD1 CLARA REDD
ACTION DATA/COMMENTS:

2001/10/29
13.17.56

ERS2-027 22206

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM ILL

13.41.19

=====

REGION: 72 SAN FRANCISCO	RAV ISSUE	CASE NBR: 0738462860
VIN: 1FMCU03151KD97261	ZONE: B1	OPENED: 06/08/2001
	ENGINE: 1	CLOSED: 06/08/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: SAN JOSE	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 10900		
DEALER NAME: PENINSULA FORD OF P	SALES CODE: F72012	P & A: 02651
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV202 - OPEN CASE FOR DSB REFUND - LEASED
DOCUMENT: ANALYST: LMCCOGGL LAKHITA MCCOGGLE
ACTION DATA/COMMENTS:

2001/06/08
17.54.09

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV209 - RECORD CHECK ISSUANCE FOR DSB REFUND
DOCUMENT: ANALYST: CREDDI CLARA REDD
ACTION DATA/COMMENTS:

2001/06/13
13.49.05

EN02-027 22209

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	RAV ISSUE	CASE NBR: 1305871041
VIN: 1FMCU03141KF42807	ZONE: D2	OPENED: 12/26/2001
	ENGINE: 1	CLOSED: 12/26/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: TALLAHASSEE	STATE: FL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 6082		
DEALER NAME: TALLAHASSEE FORD	SALES CODE: F24527	P & A: 04044
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV301 - OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2001/12/26
12.10.19

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV304 - CANCEL CASE FOR DSB PRIOR RESOLVE REFUND
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2001/12/31
10.48.03

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV301 - OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

10.53.07

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV311 - RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REFUND
DOCUMENT: ANALYST: CREDDI CLARA REDD
ACTION DATA/COMMENTS:

2002/01/03
11.48.43

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

EA02-827 22218

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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 RAV ISSUE CASE NBR: 1370273521
VIN: 1PMU001B71KB86118 ZONE: B2 OPENED: 02/21/2002
ENGINE: B VEH TYPE: T CLOSED: 02/21/2002

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WAYNESVILLE STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 25000
DEALER NAME: EASTGATE FORD INC SALES CODE: F47214 P & A: 01988
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV201 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: LMCCOGGL LAKEITA MCCOGGLE
ACTION DATA/COMMENTS:

2002/02/21
14.19.00

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CAD001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: LMCCOGGL LAKEITA MCCOGGLE
ACTION DATA/COMMENTS:

14.19.42

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV209 - RECORD CHECK ISSUANCE FOR DSB REFUND
DOCUMENT: ANALYST: EHANSBER SYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/02/26
10.01.55

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: 23 MEMPHIS RAV ISSUE CASE NBR: 1371472121
VIN: 1FMYU03131KA14990 ZONE: A2 OPENED: 12/04/2001
ENGINE: 1 VEH TYPE: T CLOSED: 12/04/2001

=====

LAST NAME: [REDACTED] STATUS: CLOSED 2002-027 22211
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]

CITY: SHERWOOD STATE: AR ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 7000
DEALER NAME: CRAIN FORD LINCOLN SALES CODE: F23541 P & A: 05897
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV201 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: K-MITRE KELLY MITRE
ACTION DATA/COMMENTS:

2001/12/04
13.11.12 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV209 - RECORD CHECK ISSUANCE FOR DSB REFUND
DOCUMENT: ANALYST: CREDD1 CLARA REDD
ACTION DATA/COMMENTS:

2001/12/11
09.58.34

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== RAV ISSUE CASE NBR: 1375010021
REGION: 48 DETROIT ZONE: A1 OPENED: 10/10/2001
VIN: 1FMYU01151KE78480 ENGINE: 1 VEH TYPE: T CLOSED: 10/10/2001
=====

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: MI:
CITY: DETROIT STATE: MI ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 20000
DEALER NAME: JORGENSEN FORD SALES CODE: F48017 P & A: 02760
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RV1601 - OPEN CASE FOR LEGAL SETTLEMENT (OGC) REFUND - OWNED

0602-027 22212

DOCUMENT: ANALYST: D-LEAVY DAVID LEAVY
ACTION DATA/COMMENTS:

2001/10/10
10.42.28 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RV1611 - RECORD CHECK ISSUANCE FOR LEGAL SETTLEMENT (OGC) REFUND
DOCUMENT: ANALYST: CREDDI CLARA REDD
ACTION DATA/COMMENTS:

2001/10/15
11.01.53

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	RAV ISSUE	CASE NBR: 1395772951
VIN: 1FMCU03111KB27041	ZONE: D1	OPENED: 02/13/2002
	ENGINE: 1	CLOSED: 02/13/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	LOUISVILLE	STATE:	KY	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	9450				
DEALER NAME:	STAR FORD AT OXMOOR	SALES CODE:	F47020	F & A:	05659
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: BHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/02/13
13.59.03

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: BHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

END-027 22213

2002/02/18
09.39.15

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: 13 NEW YORK	RAV ISSUE	CASE NBR: 1416013311
VIN: 1FMCU04171KB62360	ZONE: I1	OPENED: 02/26/2002
	ENGINE: 1	CLOSED: 02/26/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: NAUGATUCK	STATE: CT	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 13017		
DEALER NAME: MILLER FORD INC	SALES CODE: F13203	P & A: 03645
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: V-LAWTON VICKI LAWTON
ACTION DATA/COMMENTS:

2002/02/26

08.51.08 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: ERANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/03/04

09.26.50

2002-027 22214

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	RAV ISSUE	CASE NBR: 1462412571
VIN: 1PMYU01111KC22448	ZONE: EL	OPENED: 03/26/2002
	ENGINE: 1	CLOSED: 03/26/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: SAN ANTONIO	STATE: TX	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X2	
MILEAGE: 12975		
DEALER NAME: BLUEBONNET MOTORS,	SALES CODE: F52752	P & A: 04570
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: P-POLOCO PERSIDE POLOCOSER
ACTION DATA/COMMENTS:

2002/03/26

13.49.22 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: BHANSER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/04/02

10.48.36

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

=====

REGION: 11 BOSTON	RAV ISSUE	CASE NBR: 1469492781
VIN: 1FMYU04101KF61634	ZONE: A1	OPENED: 11/27/2001
	ENGINE: 1	CLOSED: 11/27/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BRIGHTON STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 15512
DEALER NAME: JACK MADDEN FORD SA SALES CODE: F11067 P & A: 09130
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: CREDD1 CLARA REDD
ACTION DATA/COMMENTS:

2001/11/27
15.45.27

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: CREDD1 CLARA REDD
ACTION DATA/COMMENTS:

2001/11/29
09.54.57

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

EA82-827 22216

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

=====

REGION: 47 CINCINNATI	RAV ISSUE	CASE NBR: 1503533010
VIN: 1FMYU04131KE57672	ZONE: A1	OPENED: 01/24/2002
	ENGINE: 1	CLOSED: 01/24/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:				
CITY:	CINCINNATI	STATE:	OH	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	12800			
DEALER NAME:	BOB TOWNSEND FORD	SALES CODE:	F47001	P & A: 01923
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS			
SYMPTOM:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV201 - OPEN CASE FOR DSB REFUND - OWNED
 DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
 ACTION DATA/COMMENTS:

2002/01/24
 15.42.01

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV209 - RECORD CHECK ISSUANCE FOR DSB REFUND
 DOCUMENT: ANALYST: NTHOMAS16 MADINE THOMAS
 ACTION DATA/COMMENTS:

2002/01/29
 10.11.52

CONSUMER AFFAIRS

06/18/2002 MMFAXPRQ

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

=====

REGION: 10 SDR	RAV ISSUE	CASE NBR: 1532291271
VIN: 1FMYU04191KA73136	ZONE: C1	OPENED: 08/06/2001
	ENGINE: 1	CLOSED: 08/06/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:				

=====

ER02-027 22217

CITY: COAL TOWNSHIP STATE: PA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XL7 4X4
MILEAGE: 2820
DEALER NAME: SYL WOHACZ FORD IN SALES CODE: F16574 P & A: 01340
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV201 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2001/08/06
10.05.08

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV204 - CANCEL CASE FOR DSB REFUND
DOCUMENT: ANALYST: TEOGNER1 THOMAS BOGNER
ACTION DATA/COMMENTS:

2001/08/21
11.02.00

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV201 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: TEOGNER1 THOMAS BOGNER
ACTION DATA/COMMENTS:

11.06.35

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV204 - CANCEL CASE FOR DSB REFUND
DOCUMENT: ANALYST: SWALTE13 STEFAN WALTER
ACTION DATA/COMMENTS:

2001/08/22
12.17.26

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV201 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: SWALTE13 STEFAN WALTER
ACTION DATA/COMMENTS:

12.26.11

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== RAV ISSUE CASE NBR: 1532291271
REGION: 10 SDR ZONE: C1 OPENED: 08/06/2001
VIN: 1FMYU04191KA731136 ENGINE: 1 VEH TYPE: T CLOSED: 08/24/2001
=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV209 - RECORD CHECK ISSUANCE FOR DSB REFUND
DOCUMENT: ANALYST: CREDD1 CLARA REDO
ACTION DATA/COMMENTS:

2001/08/24
09.09.44

ERR2-027 22210

CONSUMER AFFAIRS

06/18/2002 MMFAIPRQ

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

=====

REGION: 48 DETROIT	RAV ISSUE	CASE NBR: 1550372640
VIN: 1FMYU04151KD91139	ZONE: A1	OPENED: 03/11/2002
	ENGINE: 1	CLOSED: 03/11/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	DETROIT	STATE:	MI	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	28000				
DEALER NAME:	JORGENSEN FORD	SALES CODE:	F48017	P & A:	02760
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV201 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: BHANSER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/03/11
12.39.19

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV209 - RECORD CHECK ISSUANCE FOR DSB REFUND
DOCUMENT: ANALYST: BHANSER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

ER02-037 22219

2002/03/15
09.35.56

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: 72 SAN FRANCISCO	RAV ISSUE	CASE NBR: 1559153171
VIN: 1FMYU01B91KB84850	ZONE: A4	OPENED: 02/22/2002
	ENGINE: B	CLOSED: 02/22/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: OAKLAND	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X2	
MILEAGE: 3894		
DEALER NAME: MICHAEL STEAD'S HIL	SALES CODE: F72016	P & A: 00669
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV201 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: NTHOMAS16 NADINE THOMAS
ACTION DATA/COMMENTS:

2002/02/22
06.57.09

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV209 - RECORD CHECK ISSUANCE FOR DSB REFUND
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/02/26
10.34.12

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV008 - RECORD ADDITIONAL FUNDS
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/03/22

2002-027 22228

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: 71 CALIFORNIA	RAV ISSUE	CASE NBR: 1651972821
ZONE: R1		OPENED: 01/22/2002
VIN: 1FMYU03131KE58452	ENGINE: 1 VEH TYPE: T	CLOSED: 01/22/2002

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	RAMONA	STATE:	CA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	39357				
DEALER NAME:	PERRY FORD	SALES CODE:	F71103	P & A:	01469
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV201 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: J-PADIER JUSTINO PADIERNOS
ACTION DATA/COMMENTS:

2002/01/22

11.15.25 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV209 - RECORD CHECK ISSUANCE FOR DSB REFUND
DOCUMENT: ANALYST: NTHOMAS16 MADINE THOMAS
ACTION DATA/COMMENTS:

2002/01/25

10.30.03

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV008 - RECORD ADDITIONAL FUNDS
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHBAY
ACTION DATA/COMMENTS:

2002/02/08

10.43.29 ADDITIONAL FUNDS

1902-827 22221

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	RAV ISSUE	CASE NBR: 1655392421
VIN: 1FMYU031X1KA99939	ZONE: C1	OPENED: 05/29/2002
	ENGINE: 1	CLOSED: 05/29/2002
	VEH TYPE: T	

=====

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	KENNESAW	STATE:	GA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	17637				
DEALER NAME:	CAREY PAUL FORD	SALES CODE:	F21007	P & A:	00277
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/29
15.20.00

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

15.25.46

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/31
09.52.13

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ER02-027 22222

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	RAV ISSUE	CASE NBR: 1737312551
VIN: 1FMYU04101KF72844	ZONE: D1	OPENED: 01/25/2002
	ENGINE: 1	CLOSED: 01/25/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FINLEYVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 13500
DEALER NAME: DEAN ONEIL FORD INC SALES CODE: F44502 P & A: 07552
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV401 - OPEN CASE FOR PRE-LITIGATION REFUND - OWNED
DOCUMENT: ANALYST: L-MCCOGG LAKEITA MCCOGGLE
ACTION DATA/COMMENTS:

2002/01/25
17.43.43 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV411 - RECORD CHECK ISSUANCE FOR PRE-LITIGATION REFUND
DOCUMENT: ANALYST: NTHOMAS16 NADINE THOMAS
ACTION DATA/COMMENTS:

2002/01/31
10.42.38

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	RAV ISSUE	CASE NBR: 1774532141
VIN: 1FMCU04161KB73303	ZONE: A4	OPENED: 03/29/2002
	ENGINE: 1	CLOSED: 03/29/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED] EMB2-627 22223
ADDRESS: [REDACTED]

CITY: BRENTWOOD STATE: CA ZIP: 94513
HOME PHONE: 925-2400974
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 12048
DEALER NAME: LITHIA FORD OF CONC SALES CODE: F72023 P & A: 02624
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

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:

2002/03/29
12.59.39 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/04/04
11.49.58

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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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: 0360840822
ZONE: B1 OPENED: 03/26/2002
VIN: 1FMYD031X2KB02985 ENGINE: 1 VEH TYPE: T CLOSED: 03/26/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ACWORTH STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME: TEAM FORD OF MARIET SALES CODE: F21005 P & A: 00243
REASON CODE: 1105 AMA - N/W CRITERIA, REQUEST AMA AFTER REPAIR
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE

BR02-027 22224

DOCUMENT: ANALYST: JBART JERRY HARTMAN
ACTION DATA/COMMENTS:

2002/03/26

17.03.44 AMOUNT (ROUND UP NEAREST DOLLAR) 400
TYPE (REPAIR, LOANER, CONSEQUENTIAL) RENTAL
WAS REQUEST DUE TO PARTS DELAY N
CUSTOMER SAYS: - THERE ARE INTERMITTENT STALLING PROBLEMS
- DLRSHP KINDLY PROMISED TO PROVIDE A RENTAL ANDCUST WOULD
LIKE FORD TO COVER THE DIFFERENCE (\$10 PER DAY) PER CUSTOM
ER, DEALER SAYS: CAC ADVISED: - OBC TO TEAM FORD OF MAR
IETTA, SPOKE TO MR ROBERT GUZMAN S/M AND CONFIRMED THAT CAC
WILL COVER THE ADDITIONAL COST OF A RENTAL FOR UP TO \$400 -
PLEASE LOG ON TO WWW.QCDEALER.COM TO GET A COMMITMENT CODE
. PLEASE INCLUDE : THE DEALERSHIP P & A CODE, THE LAST FOUR
DIGITS OF THE REPAIR ORDER NUMBER, THE LINE NUMBER, THE CAC-
AUTHORIZED AMOUNT, THE COMPLETE VIN, AND THE REPAIR DATE.
- THE AWA COMMITMENT CODE REQUEST FORM CAN BE FOUND ON WWW.Q
CDEALER.COM IN THE CUSTOMER SATISFACTION SECTION, UNDER THE
HEADING OF AFTER WARRANTY ASSISTANCE. IT CAN ALSO BE FOUND I
N ONLINE FORMS AREA. THE INFORMATION WILL AUTOMATICALLY BE
SENT TO THE PROPER E-MAIL ADDRESS, AND THE DEALERSHIP SHOULD
EXPECT A RESPONSE WITHIN 2 BUSINESS DAYS. - IF THE RENTAL
CAR COVERAGE NEEDS TO BE EXTENDED OR THERE ARE PROBLEMS WITH
GETTING THE CODE PLEASE CALL JERRY AT 1 868 364 0916 EXTN 2
549 INFERENCE CASE ID: 5384

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 227 - INQUIRY FROM DEALER
DOCUMENT: ANALYST: JBART JERRY HARTMAN
ACTION DATA/COMMENTS:

2002/04/05

12.29.14 CUSTOMER SAYS: - SEE PREVIOUS DOCUMENTATION - MR GUZMAN W
OULD LIKE TO KNOW HOW TO GO ABOUT GETTING A COMMITMENT CODE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 0360840822
REGION: 21 ATLANTA ZONE: B1 OPENED: 03/26/2002
VIN: 1FMYU03LX2KB02985 ENGINE: 1 VEH TYPE: T CLOSED: 04/05/2002
=====

2002/04/05

12.29.14 FOR A RENTAL PER CUSTOMER, DEALER SAYS: CAC ADVISED: -
WILL HAVE MY COLLEAGUE (SABA) CONTACT MR GUZMAN WITH MORE I
NFO ***** - PLEASE LOG
ON TO WWW.QCDEALER.COM TO GET A COMMITMENT CODE. PLEASE INCL
UDE : THE DEALERSHIP P & A CODE, THE LAST FOUR DIGITS OF THE
REPAIR ORDER NUMBER, THE LINE NUMBER, THE CAC-AUTHORIZED AM
OUNT, THE COMPLETE VIN, AND THE REPAIR DATE. - THE ANA COM
MITMENT CODE REQUEST FORM CAN BE FOUND ON WWW.QCDEALER.COM I
N THE CUSTOMER SATISFACTION SECTION, UNDER THE HEADING OF AF
TER WARRANTY ASSISTANCE. IT CAN ALSO BE FOUND IN ONLINE FOR
MS AREA. THE INFORMATION WILL AUTOMATICALLY BE SENT TO THE P
ROPER E-MAIL ADDRESS, AND THE DEALERSHIP SHOULD EXPECT A RES
PONSE WITHIN 2 BUSINESS DAYS.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: NALI NURUS SABA ALI
ACTION DATA/COMMENTS:

14.43.50 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO THE DLR AND SPOKE WITH THE SMGR ==MR ROBERT GUZM
AN WHO SAID THAT THE CRC WILL NEED TO COVER THE RENTAL CHARG

0602-027 22225

ES FOR THE CUST FOR ONLY \$ 10 PER DAY FOR 7 DAYS == THE
 CSR EXPLAINED TO MR GUZMAN THE PROCESS OF PROCURING A COMMIT
 TMENT CODE VIA QC DLR .COM == PLEASE LOG ON TO WWW.QCDEALE
 R.COM TO GET A COMMITMENT CODE. PLEASE INCLUDE : THE DEALERS
 HIP P & A CODE, THE LAST FOUR DIGITS OF THE REPAIR ORDER NUM
 BER, THE LINE NUMBER, THE CAC-AUTHORIZED AMOUNT, THE COMPLET
 E VIN, AND THE REPAIR DATE. - THE AWA COMMITMENT CODE REQU
 EST FORM CAN BE FOUND ON WWW.QCDEALER.COM IN THE CUSTOMER SA
 TISFACTION SECTION, UNDER THE HEADING OF AFTER WARRANTY ASSI
 STANCE. IT CAN ALSO BE FOUND IN ONLINE FORMS AREA. THE INFO
 RMATION WILL AUTOMATICALLY BE SENT TO THE PROPER E-MAIL ADDR
 ESS, AND THE DEALERSHIP SHOULD EXPECT A RESPONSE WITHIN 2 BU
 SINESS DAYS.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 0360840822
 REGION: 21 ATLANTA ZONE: B1 OPENED: 03/26/2002
 VIN: 1FMYD031K2KB02985 ENGINE: 1 VEH TYPE: T CLOSED: 04/09/2002
 =====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE

ACTION: 821 - AWARD SERVICE LOANER

DOCUMENT: ANALYST: ADIXON1 ANSON DIXON

ACTION DATA/COMMENTS:

2002/04/09

09.48.22 DEALER P AND A CODE 00243
 AMOUNT OF AWA 196
 LAST FOUR OF R.O. # 5236
 LINE 51
 COMMITMENT CODE M01QU
 CAC PARTICIPATION 100
 DID DEALER INITIATE CONTACT? N
 CSR NAME JHART
 TEAM LEADER NAME SKOOPMAN
 WAS REQUEST DUE TO PARTS DELAY ISSUE? N
 CUSTOMER SAYS: COMMITMENT CODE REQUESTED VIA E-MAIL PER C
 USTOMER, DEALER SAYS: NONE CAC ADVISED: CAC PROVIDED CO
 MMITMENT CODE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE

ACTION: 821 - AWARD SERVICE LOANER

DOCUMENT: ANALYST: ADIXON1 ANSON DIXON

ACTION DATA/COMMENTS:

2002/04/24

11.09.04 DEALER P AND A CODE 00243
 AMOUNT OF AWA 70
 LAST FOUR OF R.O. # 5236
 LINE 51
 COMMITMENT CODE M01NV
 CAC PARTICIPATION 100

ERG2-827 22226

DID DEALER INITIATE CONTACT? N
CSR NAME JHART
TEAM LEADER NAME SKOOPMAN
WAS REQUEST DUE TO PARTS DELAY ISSUE? N
CUSTOMER SAYS: DLR ADVISE OF WRONG AMOUNT, NEW COMMITMENT
CODE REQUESTED PER CUSTOMER, DEALER SAYS: NONE CAC ADVI
SED: CAC PROVIDED COMMITMENT CODE PACODE: 00243 NAME:
CINDY BILSKOV REPAIR ORDER: 95236 LINE NUMBER: 51 REP
AIR DATE: 03282002 DOLLAR AMOUNT: 70.00 VEHICLE IDENTIFI
CATION NUMBER: 1FMYU031X2KB02985

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	ZONE: B1	CASE NBR: 0436661302
VIN: 1FMYU03102KB45019	ENGINE: 1 VEH TYPE: T	OPENED: 05/10/2002
		CLOSED: 05/10/2002

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: WOODSTOCK	STATE: GA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X2	
MILEAGE:		
DEALER NAME: TEAM FORD OF MARIET	SALES CODE: F21005	P & A: 00243
REASON CODE: 1105 AWA - W/N CRITERIA,	REQUEST AWA AFTER REPAIR	
SYMPTOMS: 607491 STALL/QUITS AT IDLE	COLD ENGINE	

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: CSMITH11 CYNTHIA SMITH
ACTION DATA/COMMENTS:

2002/05/10

16.40.27

CUSTOMER SAYS: -VEH PURCHASED 3 WEEKS AGE AND THE VEH TOTALY SHUTS OFF AT 40 AND 50 MILES AN HOUR -DLR WILL COVER \$18 FOR THE LOANER VEH -CUST IS SEEKING COVERAGE FOR \$10 PER DAY FOR 21 DAYS, WITH REGARDS TO THE LOANER VEH 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. IF THE CUSTOMER RENTS A VEHICLE WITH A DAILY COST GREATER THEN THE DAILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE. -OBC TO DLR SPOKE TO ROBERT GUZMAN S/M WHO ADVISED THIS IS A GOOD CUST AND WE SHOULD PROVIDE ASSISTANCE -CAC PROVIDED -CYNIDY - 2168 -\$10 X 21 DAY S = \$210 INFERENCE CASE ID: 5384

ORIGIN: CACMD2 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: ADIXON1 ANSON DIXON
ACTION DATA/COMMENTS:

0062-827 22227

2002/05/28

15.40.03 CUSTOMER SAYS: COMMITMENT CODE REQUESTED VIA E-MAIL PER
CUSTOMER, DEALER SAYS: NONE CAC ADVISED: CRC PROVIDED
COMMITMENT CODE PACODE: 00243 NAME: CINDY EILSKOV RE
FAIR ORDER: 99342 LINE NUMBER: 52 REPAIR DATE: 05112002
DOLLAR_AMOUNT: 130.00 VEHICLE IDENTIFICATION NUMBER: 1FM

CONSUMER AFFAIRS

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 21 ATLANTA	ZONE: B1	CASE NBR: 0436661302
VIN: 1FMYU03102KB45019	ENGINE: 1	OPENED: 05/10/2002
	VEH TYPE: T	CLOSED: 05/28/2002

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2002/05/28

15.40.03 YU03102KB45019

CONSUMER AFFAIRS

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EP02-827 22228

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BEGINNING OF CONTACT
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MASTER OWNER RELATIONS SYSTEM III

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REGION: 71 CALIFORNIA	INFORMATION ISSUE	CASE NBR: 0467860672
VIN: 1FMYU03182KB44592	ZONE: A1	OPENED: 04/10/2002
	ENGINE: 1	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: MOONPARK	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4x2	
MILEAGE: 1		
DEALER NAME: SIMI VALLEY FORD	SALES CODE: F71447	P & A: 07022
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 653 - ADVISE CUST TO CONTACT PROPER DEPARTMENT
DOCUMENT: ANALYST: ETAVARES EMILE TAVARES
ACTION DATA/COMMENTS:

2002/04/10

14.23.42 VLC078TCUSTOMER SAYS: CUST WANTS TO SPEAK TO SUP CUST WAN
TS A REPLACEMENT VEH CUST SAY THAT SHE GETS THE SAME STORY
EVERYDAY AND WANTS HER REPLACEMENT VEH NOW AS HER DAD AND HER
SELF HAVE BEEN WITHOUT A VEH FOR 5 WEEKS CUST SAYS THAT DL
RSHIP IS PROVIDING A RENTAL RIGHT NOW CUST FEELS THAT PAPER
ORK SHOULD BE EXPEDITED SOONER AND DLR HAS THE EXACT VEH A
THE DLRSHIP CUST IS STAYING AT HER MOMS HOUSE 805 522 0183
CUST JUST HAD BABY AND IS IN PAIN PER CUSTOMER, DEALER
SAYS: CUST MR HIBLER IS IRRATED AND HE HAS THE REPLACEMENT
FORM AND DOES NOT HAVE THE PAPERWORK FROM FORD CUST SAY ST
HAT MR HIBLER SAYS THAT HE RE SUBMITTED PAPER WORK AND IS WA
ITING FOR FORD TO SEND HIM PAPERWORK CUST SAY THATTHE VEH
IS AT DLRSHIP AND REPLACEMENT VEH IS ALSO AT DLRSHIP CAC ADV
ISED: REFER CUSTOMER TO 1-800-862-8183 FOR ASSISTANCE CAC
ADVISE CUST THAT THIS WILL BE REFERRED TO JOANNE IN SUP REF
AS PER CUST REQUEST INFERENCE CASE ID: 1583

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	INFORMATION ISSUE	CASE NBR: 0606060772
VIN: 1FMYU01192KA25562	ZONE: G2	OPENED: 03/18/2002
	ENGINE: 1	CLOSED: 03/18/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		

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ER02-027 22228

CITY: TALLULAH STATE: LA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
MILEAGE: 12946
DEALER NAME: COUNTRY FORD SALES CODE: P23198 F & A: 08719
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607491 STALL/QUITS AT IDLE 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: PMANDAL POMPA MANDAL
ACTION DATA/COMMENTS:

2002/03/18

18.37.01 CUSTOMER SAYS: - THE VEH IS AT THE DLRSH, VEH KEEPS STA
LLING, THIS IS THE 11TH TIME FOR THE SAME REASON = C
UST SEEKING REPAIR AND A LOANER PER CUSTOMER, DEALER SAYS:
= NONE CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, T
HE 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 CUSTOME
R TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS
NOTICED ---- CBC TO THE DLRSH SPOKE WITH THE DEALER PRIN
CIPLE JAMES HE TRANSFERRED THE CALL TO S/M TOMMY, TOMMY ST
ATED THEY COULD NOT DUPLICATE THE PROBLEM YET, THE VEH HAD
BEEN TO THE DLRSH THREE TIMES, THEY CHANGED THE FUEL FIL
TER AND ALSO REPROGRAMMED THE COMPUTER, HE DROVE THE VEH W
ITH THE CUST, TEST DROVE OVER AN HOUR BUT COULD NOT DUPLIC
ATE THE PROBLEM, THEY CANNOT PROVIDE A LOANER UNDER ESP UNT
ILL THE PROBLEM IS DIAGNOSED, MASTER TECH CALLED TECH HOT
LINE, THEY WILL TEST DRIVE THE VEH AGAIN TOMORROW AND IF TH
EY FIND SOME PROBLEM WILL PROVIDE A LOANER ---- ADVIS
ED CUST ACCORDING S/M TOMMY AND TO STAY IN CONTACT WITH THE
DLRSH TILL THEY FIND THE PROBLEM ---- CUST HUNG UP WHILE S
PEAKING WITH HER ---- 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

===== INFORMATION ISSUE CASE NBR: 0677242971
REGION: [REDACTED] ZONE: [REDACTED] OPENED: 10/25/2001
VIN: 1FMYU03172KA49436 ENGINE: 1 VEH TYPE: T CLOSED: 10/25/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHARLOTTE STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 220
DEALER NAME: [REDACTED] SALES CODE: [REDACTED] F & A: [REDACTED]
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

5002-027 22238

DOCUMENT: ANALYST: LOPINALD LEAH OPINALDO
ACTION DATA/COMMENTS:

2001/10/25

17.05.32 CUSTOMER SAYS: - HEARD THAT FORD IS REIMBURSING CUST THAT HAVE PROBLEM W/ VEH THAT'S STALLING - DAUGHTER'S CAR IS STALLING 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

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 22B - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: SIDENIS SIMONE DENNIS
ACTION DATA/COMMENTS:

22.31.22 CUSTOMER SAYS: -CUST HEARD ON CNN THAT FORD WILL BE REFUNDING CUSTS WITH VEHs THAT ARE STALLING -CUST IS EXPERIENCING THAT SAME PROBLEM -VEH IS STALLING WITHOUT WARNING -CUST IS VERY WORRIED ABOUT HER DAUGHTER DRIVING THE VEH -CUST WANTS TO KNOW HOW SHE CAN GET REFUNDED FOR THE PROBLEM -CUST IS VERY UPSET THAT FORD IS NOT DOING ANYTHING ABOUT HER PROBLEM -DRL CANNOT DUPLICATE THE PROBLEM PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: ***IBC FROM LEAH-SUP SIMONE EXT 3082*** -ADVISED CUST FORD NOTIFIES CUST BY MAIL REGARDING ANY CUSTOMER SATISFACTION PROGRAM OR FIELD SERVICE ACTION ON THE VEH -VEH DOES NOT HAVE ANY CSP AND FSA. -DRL CAN ONLY RESOLVE ISSUE WHEN DUPLICATED AT THE TIME OF SERVICE

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 52 SOUTHWEST INFORMATION ISSUE CASE NBR: 1312950212
ZONE: H2 OPENED: 01/21/2002
VIN: 1PMYU031X2KA79756 ENGINE: 1 VEH TYPE: T CLOSED: 01/21/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: CONROE STATE: TX ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 5391
DEALER NAME: GULLO FORD MERCURY SALES CODE: L67042 P & A: 01472
REASON CODE: 30RA PROD/COMP DOR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI39 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: MYGANA MARILYN YGANA
ACTION DATA/COMMENTS:

2002/01/21

08.41.07 CUSTOMER SAYS: - CUST STATES THAT THEY ARE SEVERE PROBLEM WITH THE VEH. CUST STATES THE VEH ABS LIGHT CAME ON AND BRAKE LIGHT ALSO CAME ON AND THE VEH SHUT OFF IMMEDIATELY WHILE DRIVING. - CUST STATES THAT THEY TOOK THE VEH TO HILLCREST FORD LINCOLN-MERC. - CUST STATES THAT THE VEH WAS REPAIRED AND AGAIN SAME THING HAPPENED JANUARY 3, 2002. - CUST STATE

EP02-027 22231

S THAT THIS TIME THEY TOOK IT TO GALLOW FORD AND THIS DLRSHP
P COULD NOT VERIFY THE CONCERN. CUST STATES THAT THIS CONCE
RN HAPPENS WITHIN 15 MINUTES OF DRIVING. - CUST STATES THAT
THEY AGAIN CAME BACK ON JANUARY 16,2002 AND THIS TIME THE D
LRSHP WAS ABLE TO DETERMINE THE PROBLEM AND REPLACED SOME W
ORK @ GALLOW FORD. - CUST STATES THEY WERE PICKING UP THE V
EH WHEN ALL THE LIGHT CAME BACK ON AGAIN. THEY WORK ON IT AN
D SAID THAT IT WAS ONLY A WIRE CONCERN. - CUST STATES THAT
THEY ALSO HAVE BEEN TRYING TO GET A HOLD OF THE SELLING DLRS
HIP WOULD NOT GET BACK WITH HER. - CUST STATES THAT THIS M
ORNING SAME THING HAPPENED AND THEY NO LONGER WANT THE VEH .
THEY WANT FORD TO TAKE THE BACK. PER CUSTOMER, DEALER SAY
S: -GULLO FORD-MERCURY OF CONROE- (409) 756 - 7781 (CSM)
MARK STEVENS, IS NOT IN YET . CAC ADVISED: - I WOULD LIKE
TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUE
ST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARC
H THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT F
OR ME TO CONTACT YOU? INFERENCE CASE ID: 5406

ORIGIN: DEALER - DEALER COMMUNICATION: EMAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-DANGER ROBERT DANGERFIELD CHRISTOPHE
ACTION DATA/COMMENTS:

18.44.07 REPAIRED BAD GROUND FOR VEHICLE CUSTOMER TOOK POSSESSION OF

CONSUMER AFFAIRS

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19
===== INFORMATION ISSUE CASE NBR: 1312950212
REGION: 52 SOUTHWEST ZONE: H2 OPENED: 01/21/2002
VIN: 1FMYU031X2KA79756 ENGINE: 1 VEH TYPE: T CLOSED: 01/21/2002
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2002/01/21

18.44.07 VEHICLE THANKS CHRIS.

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: 48 DETROIT	INFORMATION ISSUE	CASE NBR: 1352330182
VIN: 1FMYU04152KB64339	ZONE: A2	OPENED: 01/21/2002
	ENGINE: 1	CLOSED: 01/21/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: MILAN	STATE: MI	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 1600		
DEALER NAME: GENE BUTMAN FORD SL SALES CODE: F48439	P & A: 02964	
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD 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: EFOX11 EVELYN FOX
ACTION DATA/COMMENTS:

2002/01/21

09.12.05 CUSTOMER SAYS: =OVER THE WEEKEND DLRSHIP TRIED TO DUPLICATE CONCERN AND THEY COULD NOT GET IT TO DO -I HADN'T EVEN HAD THE VEH DRIVEN FOR A MILE AND VEH STARTED JERKING,,,,,THIS HAPPENED NUMEROUS TIMES -VEH STALLED THREE TIMES -AS WELL, THE CHECK ENGINE LIGHT IS ON AGAIN -VEH HAS TO BE TOWED TO DLRSHIP AS IT WILL NOT EVEN TURN ON -I WANT A NEW VEH -VEH IS NOT SAFE,,,, CONTACTED A FRIEND IN THE FORD LEGAL DEPARTMENT -I WOULD LIKE A REGIONAL REPRESENTATIVE INVOLVED PER CUSTOMER, DEALER SAYS: GENE BUTMAN 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 INFERENCE CASE ID: 4591

0962-027 22233

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	ZONE: A1	CASE NBR: 1383510572
VIN: 1FMCU04132KB87709	ENGINE: 1	OPENED: 02/26/2002
	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: [REDACTED]	STATE: CO	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 300		
DEALER NAME: COURTESY FORD	SALES CODE: F56009	P & A: 03170
REASON CODE: 2002 WARRANTY - COVERAGE INQUIRY		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: LEAKER LARRY BAKER
ACTION DATA/COMMENTS:

2002/02/26

10.38.03 CUSTOMER SAYS: WHY WOULD MY ESCAPE DIE/STOP IN TRAFFIC FOR
NO REASON PER CUSTOMER, DEALER SAYS: NONE 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/ES
P WILL BE APPLICABLE INFERENCE CASE ID: 5409

CONSUMER AFFAIRS

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0002-027 22294

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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:	1703010452
VIN:	ZONE:	OPENED:	02/14/2002
1PWCUD03152KB75269	ENGINE: 1	CLOSED:	02/14/2002
	VEH TYPE: T		

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:			
ADDRESS:	[REDACTED]				
CITY:	KIHEI	STATE:	HI	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	800				
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY				
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE				

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ORIGIN:	ICCD	-	ICCD COMMUNICATION: SURVEY
ACTION:	ICCD01	-	ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT:		ANALYST:	LHICKS LAVERNE HICKS
ACTION DATA/COMMENTS:			

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2002/02/14

19.31.41 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE
STALLING
DEALER SAYS: NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND
D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS

06/18/2002 NMFAKPG

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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:	0451983531
VIN:	ZONE: B2	OPENED:	12/19/2001
1FMYU01102KB13061	ENGINE: 1	CLOSED:	12/19/2001
	VEH TYPE: T		

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LAST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]
ADDRESS:	[REDACTED]		

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E902-027 22235

CITY: ROCHESTER STATE: NY ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
MILEAGE: 500
DEALER NAME: BROCKPORT FORD SALES CODE: F44129 P & A: 00583
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NIBROWN NICOLE BROWN
ACTION DATA/COMMENTS:

2001/12/19

12.32.40 CUSTOMER SAYS: -CUST WOULD LIKE TO HAVE HER VEH FIXED.
-CUST HAD HER RADIO ON FOR ABOUT 2 MINUTES AND WHILE THE EN
GINE WAS OFF. -THEN WHEN CUST ATTEMPTED TO START HER VEH,
THE VEH WOULD NOT START LAST NIGHT -ROADSIDE ASSISTANC
E WAS CONTACTED AND THE TROUBLESHOOTING TIPS THEY PROVIDED D
ID NOT WORK. -CUST THEN CONTACTED ROADSIDE ASSISTANCE AGAI
N AND THEY SENT A DRIVER. HOWEVER IT TOOK 1 HOUR AND 45 MI
NUTES. -ROADSIDE ASSISTANCE TOW DRIVER WAS ABLE TO START
THE VEH. SO IT WAS DRIVEN TO THE DLRSHIP. -WHEN CUST DRO
VE THE VEH TO THE DLR IT DID NOT DRIVE THE SAME AGAIN. THE B
RAKES WERE NOT CATCHING AND THERE WAS A NOISE IN THE ENGINE
-THE RENTAL VEH THEY PROVIDED ALSO DID NOT WORK WELL, TH
E FUEL GAUGE MALFIONED. -CUSTS CHILDREN ARE ALL UNDER THE
AGE OF FIVE SO SHE IS CONCERNED WITH THEIR SAFETY. CUST WA
NTS A VEH THAT WILL BE RELIABLE NOT A HASSLE. PER CUSTOMER,
DEALER SAYS: -THERE IS NOTHING WRONG WITH THE VEH AS PER
THE SALESMAN'S TEST DRIVE. -THEN SERVICE DEPT RAN A DIAGN
OSTIC AND CUST WAS ADVISED NO CODES APPEARED THAT INDICATED
THERE IS A PROBLEM CAC ADVISED: - WE RECOMMEND THE REP
AIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL
BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR ***
**CSR MADE OBC TO THE DLR AND LEFT MESSAGE FOR PHIL GARAPOL
S/M ABOUT CUST'S CONCERN. -PLEASE NOTE CSR RAN OASIS AND
SAW NO REPAIR HISTORY !! INFERENCE CASE ID: 4905

CONSUMER AFFAIRS

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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CONCERN ISSUE CASE NBR: 0451983531
REGION: 44 PITTSBURGH ZONE: B2 OPENED: 12/19/2001
VIN: 1FMYU01102KB13061 ENGINE: 1 VEH TYPE: T CLOSED: 12/20/2001
=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: P-GAROFI BROCKPORT FORD
ACTION DATA/COMMENTS:

2001/12/20

07.03.36 VEH IS BEING EVALUATED AND TESTED

EP82-827 22238

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: 1307553551
VIN: 1PMYU04162KB24321	ZONE: D3	OPENED: 12/21/2001
	ENGINE: 1	CLOSED: 12/21/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	RIDGLEY	STATE:	WV	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	270			
DEALER NAME:	DIEHL'S FORD SALES	SALES CODE:	F44496	P & A: 07343
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE			

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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: PHUI PATRICK HUI
ACTION DATA/COMMENTS:

2001/12/21

08.31.16 CUSTOMER SAYS: THE VEH STALLS ON ME YESTERDAY. THEY TONED I
T YESTERDAY 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 CON
TACT CRM/SERV MGR INFERENCE CASE ID: 4905

1002-827 22237

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: ASCOTT ANTHONY GRAHAM SCOTT
ACTION DATA/COMMENTS:

2002/01/10
16.23.15

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: 47 CINCINNATI	CONCERN ISSUE	CASE NBR: 1402173121
VIN: 1FHYU03162KB01204	ZONE: D1	OPENED: 11/08/2001
ENGINE: 1	VEH TYPE: T	CLOSED: 11/08/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LOUISVILLE STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4x2
MILEAGE: 340
DEALER NAME: HYERLY FORD INC SALES CODE: F47017 P & A: 05702
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: TCAMPBELL TERRY CAMPBELL
ACTION DATA/COMMENTS:

2001/11/08

11.09.46 CUSTOMER SAYS: -CUST VEH IS STALLING WHILE ITS MOVING -
CUST SAYS THERES 40 COMPLAINTS ON NHTSA -CUST SAYS THE VEH
STALLS WHEN ON THE HIGHWAY. PER CUSTOMER, DEALER SAYS: -N
ONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CU
STOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

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ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-IPPOLI BYERLYFORD
ACTION DATA/COMMENTS:

2001/11/26

08.17.31 JOHN CENTA (PSS) CAME IN AND DID REPAIRS VEHICLE ROAD TESTED
DONE WAITING CUSTOMER PICK-UP

ERR2-827 27238

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: 71 CALIFORNIA REGION ISSUE CASE NBR: 0487860672
ZONE: A1 OPENED: 04/10/2002
VIN: 1FMYU03182KB44992 ENGINE: 1 VEH TYPE: T CLOSED: 04/10/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MOORPARK STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 1113
DEALER NAME: SIMZ VALLEY FORD SALES CODE: F71447 P & A: 07022
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 776 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: VIKAR VIKAS KUMAR
ACTION DATA/COMMENTS:

2002/04/10

19.07.53 VLC078TCUSTOMER SAYS: - THIS IS AN ISSUE WHICH IS LONG AND
BEEN OVER GOING OVER 2 MONTHS - I HAVE A VEH THAT IS SITTI
NG AT THE DEALER - AND THE DEALER HAS A REPLACEMENT VEH FOR
US - I KNOW A SUPERVISOR HAS BEEN DEALING WITH THIS ISSUE
BUT SHE IS NOT GETTING ANYWHERE - THIS IS MY DAUGHTER'S CAR
AND SHE HAS HAD A NEW BABY AND SHE HAS HAD THIS CAR FOR ONLY
1 WEEK IN THE PAST 2 MONTHS PER CUSTOMER, DEALER SAYS:
- WE HAVE A REPLACEMENT VEH FOR YOU BUT WE ARE WAITING FO
R APPROVAL FROM FORD CUSTOMER SERVICE CAC ADVISED: - W
E SPOKE TO THE SERVICE DEPARTMENT AND HAVE CONFIRMED THAT YO
UR VEHICLE HAS NOW BEEN TO THE DEALERSHIP 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 INFO
RMATION *** OBC TO DLRSH - SVC MGR - DATE - WE ARE AWARE
OF THIS CUST. YES, WE ARE DOING A RAV FOR HIS VEH. WE HAVE
A REPLACEMENT VEH BUT WE ARE WAITING FOR THE PAPERWORK FROM T
HE REGION. WE DONT KNOW WHEN THE PAPERWORK WILL COME. WE HAV
E NO ETA ON THE PAPERWORK BUT WE ARE SURE THAT THIS CUST IS
DEFINITELY GETTING A NEW REPLACEMENT VRH. **** *** REFERED
TO THE REGH. THRU TL - WINSTON INFERENCE CASE ID: 5406

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC096 - CUST SAT REST TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: KTAYLOR6 KEN TAYLOR
ACTION DATA/COMMENTS:

E062-027 22230

2002/04/16
17.59.17 VEHICLE BEING REPLACED.

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	REGION ISSUE	CASE NBR: 1312950212
VIN: 1FMYU031X2KA79756	ZONE: H2	OPENED: 01/21/2002
	ENGINE: 1	CLOSED: 01/21/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	CONROE	STATE:	TX	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	5391			
DEALER NAME:	PINECREST FORD-MERC SALES CODE: L67127	P & A:	07016	
REASON CODE:	30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE			
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: MYGANA MARILYN YGANA
ACTION DATA/COMMENTS:

2002/01/21

14.18.35

CUSTOMER SAYS: - *****OBC TO THE CUST*****
***** - CUST STATES THAT THE SELLING DLRSHIP IS TWO HOUR
S AWAY FROM HER. PER CUSTOMER, DEALER SAYS: PINECREST FO
RD-MERCURY, INC. -(SM) MAURICK GRANT, STATES THAT THEY WILL
TRY TO INITIATE A CONTACT TO THE REG THROUGH THEIR CSM AND
GO FROM THERE. CUST CALL HIM. CAC ADVISED: - WE SPOKE TO
THE SERVICE DEPARTMENT AND HAVE CONFIRMED THAT YOUR VEHICLE
HAS NOW BEEN TO THE DEALERSHIP MULTIPLE TIMES - WE HAVE DOC
UMENTED YOUR CONCERN AND WILL SEND A COPY TO YOUR DEALERSHIP
REQUESTING FURTHER TECHNICAL ASSISTANCE - YOUR CRM/SERV MG
R WILL CONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION -
ADVISED CUST THAT SHE WILL NEED TO SPEAK TO HER SELLING DLR
HIP TO SEE WHAT ELSE THEY CAN HELP HER WITH. INFERENCE CASE
ID: 5406

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

0002-027 22240

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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INQUIRY ISSUE CASE NBR: 1439390512
REGION: 24 ORLANDO ZONE: A2 OPENED: 02/20/2002
VIN: 1FMYU011K2KA69456 ENGINE: 1 VEH TYPE: T CLOSED:
=====

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: ALEJANDRO MI: F
ADDRESS: [REDACTED]
CITY: MIAMI BEACH STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
MILEAGE:
DEALER NAME: BEACH FORD SALES CODE: F24001 P & A: 04039
REASON CODE: 3004 PROD/COMP DUR/PERF - VEHICLE CHARACTERISTIC
SYMPTOMS: 507492 STALL/QUITS AT IDLE HOT ENGINE
=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 695 - ADVISE CUSTOMER CRC WILL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: NRIVERA NORIS RIVERA
ACTION DATA/COMMENTS:

2002/02/20

12.11.34 CUSTOMER SAYS: VEHICLE TAKEN INTO DEALERSHIP STEERING WH
EEL HARD VEHICLE AT DEALERSHIP FOR 8 DAYS VEHICLE QUITS
AND STALLS VEHICLE RPM GO TO 0 TODAY VEHICLE STILL SHUTT
ING DOWN VEHICLE IS NOT SAFE TO DRIVE CUST WANTS TO HAVE
VEHICLE REPLACED RENTED ANOTHER ESCAPE INDEPENDENTLY AND
HAD NO PROBLEM WITH VEHICLE TEST DRIVEN MY VEHICLE DID NO
T QUIT BUT RPM DID GO DOWN PER CUSTOMER, DEALER SAYS
: IT IS NORMAL THAT RPM GOES DOWN TEST DRIVEN MY VEHICLE
DID NOT QUIT BUT RPM DID GO DOWN CAC ADVISED: - ADVI
SE CUSTOMER CRC WILL RESEARCH THE SITUATION FURTHER - A RES
EARCH ANALYST WILL CONTACT YOU WITHIN THREE BUSINESS DAYS TO
PROVIDE YOU WITH AN UPDATE OBC TO DEALERSHIP SPOKE TO WILL
IS SUPERVISOR AGREED TO TEST DRIVE ANOTHER 2002 ESCAPE WITH
CUST IN IT. INFERENCE CASE ID: 5399

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 449 - RESEARCH REQUEST RECEIVED
DOCUMENT: ANALYST: JQUEJADA JENNIFER QUEJADA
ACTION DATA/COMMENTS:

2002/02/21

09.30.19 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION: PHONE
ACTION: 403 - RESEARCH CONCLUDED - DEALER MUST CLOSE
DOCUMENT: ANALYST: JQUEJADA JENNIFER QUEJADA
ACTION DATA/COMMENTS:

2002/02/22

11.31.17 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE

CONSUMER AFFAIRS

06/18/2002 MMFAXPNG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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INQUIRY ISSUE CASE NBR: 1439390512
REGION: 24 ORLANDO ZONE: A2 OPENED: 02/20/2002
VIN: 1FMYU011K2KA69456 ENGINE: 1 VEH TYPE: T CLOSED:
=====

2002/02/22

11.31.17 D: RESEARCH ADDCO: - OBC TO DLRSHP - SPOKE WITH SM - RCS ER02-027 22241
R ADVISED OF AN SM THAT MAY HELP WITH THIS CUST'S VEH - SM

ADVISED THEY ARE CURRENTLY LOOKING INTO IT - OBC TO CUST
- LEFT MESSAGE ON CUST'S MACHINE - RCSR ADVISED THAT SM IS
CURRENTLY LOOKING INTO NEW REPAIR PROCEDURE & HOPE THAT VEH
GETS REPAIRED TO CUST'S SATISFACTION - LEFT CRC'S 1-800 NUM
BER & CUST'S FILE NUMBER

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: 0340841072
REGION: 47 CINCINNATI	ZONE: F1	OPENED: 04/17/2002
VIN: 1FMYU04122KC01007	ENGINE: 1 VEH TYPE: T	CLOSED: 04/17/2002
=====		
LAST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:
ADDRESS:	[REDACTED]	
CITY:	CROSS LANES	STATE: WV ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2002	MODEL: ESCAPE XLT 4X4
MILEAGE:	1000	
DEALER NAME:	BERT WOLFE FORD INC	SALES CODE: F47204 P & A: 01928
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY	
SYMPTOMS:	607492 STALL/GUITS AT IDLE 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

1802-827 22242

DOCUMENT: ANALYST: HMATZANK MARLITT MATZANK
ACTION DATA/COMMENTS:

2002/04/17

09.27.50 CUSTOMER SAYS: THE VEHICLE HAS JUST CUT OUT WHILE AT CRU-
NG THIS IS THE SECOND TIME THIS HAS DONE THIS THE VEHICLE
WAS BROUGHT IN 03/17/2002 FOR THIS ISSUE TODAY IT DID IT AG-
AIN CUST IS GETTING CONCERNED ABOUT THIS THERE ALREADY NO-
TICES ON THE NHTSA WEBSITE ABOUT THIS CONCERN IN THE ESCAPE
PER CUSTOMER, DEALER SAYS: CAC ADVISED: - ADVISED CU-
ST TAKE THE VEHICLE IN TO DEALER WHO WOULD BE IN THE BEST PO-
SITION TO DETERMINE THE CONCERN - WE RECOMMEND THE REPAIR B-
E PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE S-
ENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE C-
ASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MCFAXPRG

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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: B1	CASE NBR: 0364480302
VIN: 1FMYU031X2KA35823	ENGINE: 1	OPENED: 01/30/2002
	VEH TYPE: T	CLOSED: 01/30/2002

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	KENNESAW	STATE:	GA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	10000				
DEALER NAME:	JIM TIDWELL'S WORLD SALES CODE: F21023	P & A:	00472		
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	507492 STALL/QUITS AT IDLE HOT 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: HMATZANK MARLITT MATZANK
ACTION DATA/COMMENTS:

2002/01/30

10.06.54 CUSTOMER SAYS: THE VEHICLE JUST CUT OUT THE CUST WAS CALL-
ING TO FIND OUT IF THERE WAS A RECALL ON THIS. CUST DOES N-
OT FEEL THIS IS SAFE WANTS THIS DOCUMENTED PER CUSTOMER, DE-
ALER SAYS: HAS NOT BEEN TO DEALER FOR THIS ISSUE CAC ADV-
ISED: - ADVISE CUST THAT THE VEHICLE WOULD HAVE T-
O BE DIAGNOSED - WE RECOMMEND THE REPAIR BE PERFORMED BY A

6822-027.22243

FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTO
MER SHOULD CONTACT CRM/SERV MGR 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: 13 NEW YORK	ZONE: 11	INFORMATION ISSUE	CASE NBR: 0673180512
VIN: 1FMCU041X2KB01621	ENGINE: 1	VEH TYPE: T	OPENED: 02/20/2002
			CLOSED: 02/20/2002

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	NAUGATUCK	STATE:	CT	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE ILT 4X4	
MILEAGE:	1700			
DEALER NAME:	MILLER FORD INC	SALES CODE:	F13203	P & A: 03545
REASON CODE:	1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR			
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: AFAIRCLO ANGRENE FAIRCLOUGH
ACTION DATA/COMMENTS:

2002/02/20

18.41.45 CUSTOMER SAYS: -CX STATED THAT SHE WAS MAKING TURN AND VEH
STALLED AND STARTED RIGHT BACK AGAIN -CX IS REQUESTING FOR
D TO TAKE BACK HER VEH. OR FORD PROVIDE CUST WITH FORD EXPL
ORER CX STATED THAT THIS IS THE SECOND ESCAPE AND FORD REPL
ACE AND PROVIDED CUST NEW AND THE NEW ONE THE SAME CONCERNS.
CUST STATED THE VEH STALLS ON HOT ENGINE. PER CUSTOME
R, DEALER SAYS: NONE CAC ADVISED: - PLEASE ALLOW THE DEA
LERSHIP THE OPPORTUNITY TO INSPECT THE VEHICLE AND ADDRESS
YOUR CONCERN. - UNTIL THE VEHICLE IS INSPECTED BY A FORD DE
ALERSHIP. - WE ARE UNABLE TO DISCUSS ANY FORM OF ASSISTANCE

ER02-027 22244

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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INFORMATION ISSUE		CASE NBR: 0754301642
REGION: 16 PHILADELPHIA	ZONE: F1	OPENED: 06/13/2002
VIN: 1FMYU04162KB67489	ENGINE: 1 VEH TYPE: T	CLOSED: 06/13/2002
=====		
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: READING	STATE: PA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 6447		
DEALER NAME: MANDERBACH FORD	SALES CODE: F16221	P & A: 01353
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE		

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ORIGIN: CACI36 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: PRICHARD PIERRE RICHARD
ACTION DATA/COMMENTS:

2002/06/13

20.57.02 CUSTOMER SAYS: CUST IS CALLING BECAUSE THE VEH IS HAVING A
STALLING CONCERN -THE CUST HEARD THAT THERE IS A SERVICE B
ULITON ON THE VEH IN REF TO THIS CONCERN PER CUSTOMER, D
EALER SAYS: 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 IN REFERENCE CASE
ID: 4591

ERR2-827 22245

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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INFORMATION ISSUE		CASE NBR: 1392473301
REGION: 16 PHILADELPHIA	ZONE: B1	OPENED: 04/22/2002
VIN: 1FMCU041K2KA39251	ENGINE: 1 VEH TYPE: T	CLOSED: 04/22/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOCKESSIN STATE: DE ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 5300
DEALER NAME: GARNET FORD INC SALES CODE: F16027 P & A: 01373
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: PPINNOCK PATRICK PINNOCK
ACTION DATA/COMMENTS:

2002/04/22

12.58.04 CUSTOMER SAYS: MY ESCAPE ENGINE JUST QUITE FOR THE 4TH TIME IN THE 6 MONTHS I'VE OWNED THE CAR. IT HAS BEEN TO THE DEALER 5 TIMES FOR REPAIR. SAME SITUATION AS IN MY PREVIOUS STALLING. DRIVING AT ABOUT 40MPH THEN I NOTICE THE POWER STEERING HAS STOPPED AND THE CHECK ENGINE LIGHT AND OIL LIGHT ARE ON AND I HAVE NO POWER BRAKES. PULL TO THE SIDE OF THE ROAD AND THE CAR STARTS RIGHT BACK UP. I CALLED CUSTOMER ASSISTANCE BUT YOUR OFFICE IS CLOSED. WILL CALL THE DEALER TO SCHEDULE THE 6TH SERVICE APPOINTMENT FOR THIS PROBLEM. PLEASE REFERENCE MY EXISTING CASE NUMBER FOR MORE INFO: 1392473301 LOVE THE CAR EXCEPT FOR THIS PROBLEM! THANKS PER CUSTOMER. 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 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

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 16 PHILADELPHIA		ZONE: A1	ENGINE: 1	VEH TYPE: T	CASE NBR: 1527551072
VIN: 1FMYU04122KC91713					OPENED: 04/17/2002
					CLOSED: 04/17/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:				
CITY:	FEASTERVILLE TREVOS	STATE:	PA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	179			
DEALER NAME:	JOHN KENNEDY FORD	SALES CODE:	F16045	P & A: 01232
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LBAKER LARRY BAKER
ACTION DATA/COMMENTS:

2002/04/17

14.26.43

CUSTOMER SAYS: VEHICLE STALLED ON HIGHWAY. WAS TOLD BY FO
RD SERVICE DEPARTMENT THAT IT WAS OXYGENATED GAS. I FEEL THA
T I MIGHT HAVE BOUGHT A LEMON. PER CUSTOMER, D
EALER SAYS: OXYGENATED GAS USED 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
MER ---OBC TO CUST TO DISCUSS AND CLARIFY.....LEFT VOICE M
ESSAGE AT 2:20PM EDT...FOR CUST TO CALL CRC..... NEXT CSR.
.....ADVISE DEALER IS IN BEST POSITION TO ASSIST AND ADDR
ESS REPAIR/MECHANICAL CONCERNS... INFERENCE CASE ID: 4591

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: 27 WASHINGTON		ZONE: D1	ENGINE: 1	VEH TYPE: T	CASE NBR: 0431120792
VIN: 1FMYU04122KA69110					OPENED: 03/20/2002
					CLOSED: 03/20/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			

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ER02-027 22247

CITY: CALIFORNIA STATE: MD ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 4000
DEALER NAME: WALDORF FORD, INC. SALES CODE: F27047 P & A: 00149
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: JDECHAUS JACINTA DECHAUSAY
ACTION DATA/COMMENTS:

2002/03/20

11.57.58 CUSTOMER SAYS: -WHILE SPOUSE WAS DRIVING VEH LST SATURDAY,
IT CUT OFF A FEW TIMES -VEH WAS TOWED TO DLRSH. -SEEKING
A RENTAL, DLR IS WAITING FOR A PART -SPK TO THE SRV MGR WH
O STATES, TO CONTACT THE CRC IN ORDER TO OBTAIN APPROVAL. P
ER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - I WOULD
LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR R
EQUEST RECEIVRS PROPER CONSIDERATION, PLEASE ALLOW ME TO RES
EARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIE
NT FOR ME TO CONTACT YOU? 03/20/2002 BETWEEN 2-5:30 PM @ DA
YTIME INFERENCE CASE ID: 5368

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-STRIC6 SCOTT STRICKLER
ACTION DATA/COMMENTS:

2002/03/26

15.14.17 VEHICLE REPAIRED AND PICKED UP ON 3/23/02

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 CONCERN ISSUE CASE NBR: 0554621402
VIN: 1FMYU01B42KD13188 ZONE: B1 OPENED: 05/20/2002
ENGINE: B VEH TYPE: T CLOSED: 05/20/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: ALPHARETTA STATE: GA ZIP:
HOME PHONE: MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
MILEAGE: 1200
DEALER NAME: TEAM FORD AT NORTHF SALES CODE: F21021 P & A: 03906
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

ERR2-827 22248

DOCUMENT: ANALYST: JMCEACHN JONATHAN MCEACHNIE
ACTION DATA/COMMENTS:

2002/05/20

15.18.26 VLC068UCUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE STALLING. THIS STALLING OCCURS ON WARM ENGINE WHEN THE CUSTOMER IS TRYING TO RESTART THE VEHICLE AFTER IT HAS JUST BEEN USED. TO RESOLVE THIS CONCERN THE CUSTOMER HAS TO TAKE THE KEY OUT OF THE IGNITION, WAIT A FEW SECONDS, AND THEN TURN THE KEY IN THE IGNITION AGAIN TO RESTART THE VEHICLE. THIS CONCERN WAS FIRST NOTICED BY THE CUSTOMER APPROXIMATELY TWO WEEKS AFTER DELIVERY. THE VEHICLE STILL HAS THE FACTORY OIL AND THE CUSTOMER USES 87 OCTANE FOR FUEL. THIS CONCERN OCCURS WHEN PARKED. THIS VEHICLE IS USED BY THE CUSTOMER ON A DAILY BASIS AND THE LAST TIME DRIVEN WAS THIS MORNING. THERE ARE NO EXTERIOR OR INTERIOR LIGHTS ON DURING THIS CONCERN. THE CUSTOMER HAS NOT CHECKED THE BATTERY. THIS IS AN INTERMITTENT CONCERN WHICH HAS OCCURRED TWICE SO FAR. THE CUSTOMER WILL MENTION THIS CONCERN TO TEAM FORD AT NORTH POINT IF IT OCCURS AGAIN. 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. *
*****JONATHAN*****

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0327321642
REGION: 21 ATLANTA ZONE: E1 OPENED: 06/13/2002
VIN: 1FMCU031X2KA63499 ENGINE: 1 VEH TYPE: T CLOSED: 06/13/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MOUNT HOLLY STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 11000
DEALER NAME: KEITH HAWTHORNE FOR SALES CODE: F21400 P & A: 00915
REASON CODE: 1106 AWA - OUT CRITERIA, REQUEST AWA AFTER 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: SRAMPERS SHERRY SRAMPERSAUD
ACTION DATA/COMMENTS:

2002/06/13

09.04.43 CUSTOMER SAYS: -VEH STALLED OUT WITH CUST WAS DRIVING 40 MILES -CUST LOST POWER STEERING AND HAD TO PUMP THE BRAKE REALLY HARD -SECONDS BEFORE THE VEH IS ABOUT TO STALL THE ENGINE LIGHT ALONG WITH THE OIL LIGHT COMES ON -THIS INTERMITTENT PROBLEM -VEH HAS BEEN AT THE DLR FOR A WEEK -CUST WANTS THE VEH FIXED CORRECTLY -CUST WANTS TO KNOW IF THIS

EN02-027 22248

IS A KNOWN PROBLEM -CUST WENT ON THE INTERNET AND FOUND OTHER PEOPLE EXPERIENCING THE SAME CONCERN PER CUSTOMER, DEALER SAYS: -DLR SERVICED VEH FOR THIS CONCERN AT 5000 MILES -DLR SAID THIS IS NOT A COMMON PROBLEM -DLR CONTACTED THE FACTORY THEY RECEIVED INSTRUCTIONS TO REPAIR THE VEH CAC ADVISED: - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE - ESP COVERAGE IS PER REPAIR VISIT AND NOT PER REPAIR INTERFERENCE CASE ID: 4716

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: 0329383331
REGION: 10 SDR ZONE: D1 OPENED: 12/11/2001
VIN: 1FMCU04172KA15148 ENGINE: 1 VEH TYPE: T CLOSED: 12/11/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MONONGAHELA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XL/T 4X4
MILEAGE: 3300
DEALER NAME: MONONGAHELA FORD CO SALES CODE: F44439 P & A: 07551
REASON CODE: 0445 DEALERSHIP - REPAIR PROCEDURE
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 121 - SUPPORT DEALER'S POSITION; EXPLAIN REPAIR PROCEDURES
DOCUMENT: ANALYST: JPUKRIER JACQUELINE PURRIER
ACTION DATA/COMMENTS:

2001/12/11

10.44.08 CUSTOMER SAYS: -- THE VEH IS STILL CUTTING OUT WHEN DRIVING DOWN THE ROAD - THIS HAS BEEN HAPPENING FOR APPROX 1MTH - HE HAS TAKEN THE VEH TO THE DLRSH 3 TIMES FOR THIS CONCERN - HE WAS ADVISED THAT THERE ARE AWARE OF THE 2001 WITH THE SAME CONCERN HOWEVER, NOT THE 2002 - HE PICKED UP THE VEH ON 12/7/01 FOR THE CUTTING OUT AND ITS STILL DOING IT - HE WAS TOLD BY THE OWNER OF THE DLRSH TO CONTACT FORD AND LOOK INTO THE LEMON LAW PER CUSTOMER, DEALER SAYS: - THEY HAVE RUN TESTS AND HAVE WORKED WITH THE --AS PER FRANK THOMAS THERE IS NO FIX FOR THE STALLING -THE TECH LINE HAS BEEN CONTACTED HOWEVER THEY WERE TOLD IT IS A ON GOING CONCERN THAT FORD IS LOOKING INTO CAC ADVISED: -EXPLAIN SERVICE MANAGERS COMMENTS TO CUSTOMER. DOCUMENT INFORMATION - CSR OBC TO THE DLRSH AND SPK TO FRANK THOMAS (CRM) WHO ADVISED THAT THEY DID REPAIR PROCEDURES THAT WAS RECOMMENDED BY THE TECH HOT LINE ON 12/6/01 - HE ALSO STATED THAT ON

ERR2-827 22256

THE 2ND VISIT THEY DID REFER THIS TO THE ZONE REP = HE ADVISED THAT HE WILL BE IN CONTACT WITH THE ZONE REP TODAY AND DISCUSS THE CONCERN AND SEE WHAT CAN BE DONE FOR THE CUST REGARDING THE CUTTING OUT = HE ADVISED THAT HE WILL BE IN CONTACT WITH THE CUST BEFORE THE ENDING OF THE DAY (HE WILL BE LOOKING INTO THE LEMON LAW PROCESS) >>> CSR ADVISED THE CUST OF THE CONVERSATION AND THAT FRANK WILL BE IN CONTACT WITH HIM... INFERENCE CASE ID: 1603

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	ZONE: D1	CASE NBR: 0329383331
VIN: 1FMCU04172KA15148	ENGINE: 1 VEH TYPE: T	OPENED: 12/11/2001
		CLOSED: 12/11/2001

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: MONONGAHELA	STATE: PA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 3000		
DEALER NAME: MONONGAHELA FORD CO	SALES CODE: P44439	P & A: 07551
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: 613 - CB-SUPPORT DEALERSHIP'S/REGION'S POSITION
 DOCUMENT: ANALYST: YLATTY YVONNE LATTY
 ACTION DATA/COMMENTS:

2001/12/11

16.34.58 CUSTOMER SAYS: -VEH WAS TAKEN THREE TIMES TO DLR FOR STALLING -WOULD LIKE TO PHONE NUMBER FOR THE DISTRICT REP -DOES NOT LIKE THE IDEA TO LEAVE HIS VEH AT DLR FOR THEM TO DRIVE PER CUSTOMER, DEALER SAYS: -FRANK THOMAS -DIST REP WANTS VEH TO STAY AT DLR FOR AN UNDETERMINE TIME FOR A TECHNICIAN TO TEST DRIVE TO DUPLICATE THE PROBLEM CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION -CUST CRC IS UNABLE TO PROVIDE DISTRICT REP TELEPHONE NUMBER -DISTRICT REP WORKS DIRECTLY WITH THE SERVICE DEPT - PLEASE STAY IN TOUCH WITH SERV MGR OR PARTS AND SERVICE DIRECTOR FOR FURTHER ASSISTANCE

EP02-027 22251

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	ZONE: A3	CASE NBR: 0340080992
VIN: 1FMYU04112KB65259	ENGINE: 1	OPENED: 04/09/2002
	VEH TYPE: T	CLOSED: 04/09/2002

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	MONESSEN	STATE:	PA	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	1400			
DEALER NAME:	C. HARPER FORD, INC	SALES CODE:	F44434	P & A: 03233
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 CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: BELHOUJY BRAD ELHOUJYAJI
ACTION DATA/COMMENTS:

2002/04/09

09.26.25

CUSTOMER SAYS: VEH HAS A STALL PROBLEM. -THRODDLE BODY A
ND COMPUTER RELATED REPAIRS WERE MADE -VEH BEGAN TO BUCKLE
AND MISFIRE AND A COIL WAS REPLACED -DESPITE THESE REPAIR
ATTEMPTS THE STALL CONTINUES. -WANTS THIS FIXED -WOULD
ALSO LIKE A LOANER UNTIL FORD DEVELOPS A REPAIR PROCEDURE FO
R THIS PROBLEM. PER CUSTOMER, DEALER SAYS: THIS HAPPENS
TO ABOUT 10% TO ALL OF ESCAPES -DLR IS ATTEMPTING TO CONTA
CT A FIELD REP -S/M SEAN HAS ESCALATED CUST'S ISSUE TO REGIO
N AND IS WAITING FOR REPLY CAC ADVISED: -OBC TO DLR: SPOKE
WITH S/M SEAN WHO REPORTS THE FOLLOWING: -ISSUE HAS BEEN
ESCALATED TO DOM, DLR IS AWAITING RESPONSE - THE DEALERSHIP
HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN -
WE HAVE CONFIRMED THAT FORD ENGINEERING IS CURRENTLY DEVELOP
ING 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 BE
EN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH
THEIR DEALERSHIP) INFERENCE CASE ID: 5401

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	ZONE: B1	INFORMATION ISSUE	CASE NBR: 0360840822
VIN: 1FMYU031X2KB02985	ENGINE: 1	VEH TYPE: T	OPENED: 03/23/2002
			CLOSED: 03/23/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ACWORTH STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 5000
DEALER NAME: TEAM FORD OF MARIET SALES CODE: F21005 P & A: 00243
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: APATEL ANISAH PATEL
ACTION DATA/COMMENTS:

2002/03/23

10.01.17 CUSTOMER SAYS: -VEH ABRUPTLY STOPS WITH NO INDICATION AND IS A SAFETY CONCERN. -TOOK IT TO DLR AND THE DLR TRIED TO FIX IT THEY SAID IT WAS THE PCM WIRING. -TOOK IT IN ON THURSDAY AND THEY SAID IT WOULD BE READY FOR MONDAY. -SVC MGR HAS TO DRIVE IT FOR THE WEEKEND AND CONTACT FORD TO FIND OUT WHAT NEEDS TO BE REPAIRED. -CUST'S CONCERN IS THAT CONCERN HAPPENS EVERY 2-3 DAYS AND VEH HAS BEEN TO DLR 3-4 TIMES FOR THIS CONCERN PER CUSTOMER, 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 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 SVC MGR ROBBIE WHO INFORMED ME THEY REPROGRAMMED THE PCM ACCORDING TO TSB AND ALSO IN TOUCH WITH FORD TECH HOTLINE AND UNTIL THIS POINT THEY HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN. SVC DIRECTOR WHO IS CERTIFIED MASTER TECHNICIAN IS DRIVING VEH FOR THE WEEKEND TO PINPOINT CONCERN. -INFORMED CUST OF ABOVE AND ADVISED TO HER TO KEEP IN TOUCH WITH SVC MGR REGARDING ISSUE. INFERENCE CASE ID: 4462

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JBART JERRY BARTMAN
ACTION DATA/COMMENTS:

2002/03/26

14.43.04 CUSTOMER SAYS: - SEE PREVIOUS DOCUMENTATION - CUST IS STILL HAVING THE PROBLEMS WITH THE VEH - VEH KEEPS DYING ON THE CUST (WHO WANTS THE VEH REPLACED) PER CUSTOMER, DEALER SA

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	ZONE: B1	INFORMATION ISSUE	CASE NBR: 0360840822
VIN: 1FMYU031X2KB02985	ENGINE: 1	VEH TYPE: T	OPENED: 03/23/2002
			CLOSED: 03/26/2002

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2002/03/26

14.43.04 YS: - CAC ADVISED: - OBC TO TEAM FORD OF MARIETTA - LE FT A MESSAGE FOR MR ROBERT GUZMAN 9/M

EN02-027 22253

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JBART JERRY BARTMAN
ACTION DATA/COMMENTS:

16.04.38 CUSTOMER SAYS: - SEE PREVIOUS DOCUMENTATION - MR ROBERT G
GUZMAN S/M KINDLY RETURNED MY CALL AND INDICATED THAT HE'D CO
NTACT CUST TO DISCUSS THE ISSUE PER CUSTOMER, DEALER SAYS:
CAC ADVISED: - OBC TO TEAM FORD OF MARIETTA - MR GUZMA
N WAS UNAVAILABLE - CALLED MR GUZMAN'S DIRECT NUMBER 678 581
4691 BUT COULDN'T GET HOLD OF HIM - I WILL CALL DLRSHIP A
GAIN LATER THIS AFTERNOON

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JBART JERRY BARTMAN
ACTION DATA/COMMENTS:

17.03.43 CUSTOMER SAYS: - SEE PREVIOUS DOCUMENTATION PER CUSTOMER,
DEALER SAYS: CAC ADVISED: - OBC TO TEAM FORD OF MARIET
TA - SPOKE TO MR ROBERT GUZMAN S/M WHO CONFIRMED THAT THERE
ARE INTERMITTENT STALLING PROBLEMS - TSB HAS BEEN PERFORM
ED - FUEL PUMP HAS BEEN INTALLED, VEH HAS BEEN TEST DRIVEN
EXTENSIVELY - MR GUZMAN PROMISED TO INSPECT THE VEH AGAIN A
ND HOPEFULLY THIS TIME DLRSHIP WILL BE ABLE TO GET THE VEH TO
ACT UP

CONSUMER AFFAIRS

06/18/2002 MMFALPRG

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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: D1	ENGINE: 1	VEH TYPE: T	CASE NBR: 0368481132
VIN: 1FMYU04182KB53173	ENGINE: 1	VEH TYPE: T		OPENED: 04/23/2002
				CLOSED: 04/23/2002
=====				
LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	FLORHAM PARK	STATE:	NJ	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	3145			
DEALER NAME:	ED CARNEY FORD INC	SALES CODE:	F13064	P & A: 20600
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

2002-027 2234

DOCUMENT: ANALYST: NWATSON NORDIA WATSON
ACTION DATA/COMMENTS:

2002/04/23

10.12.15 CUSTOMER SAYS: -CUSTOMER SAYS THAT HER VEH SHUT OFF ON HER
ON THE HIGHWAY AND THERE WAS NO SHOULDER AND SHE COULD HAVE
DIED AND SHE WOULD LIKE TO MAKE A COMPLAINT. -CUSTOMER SAY
S THAT SHE TOOK THE VEH INTO THE DLRSHF AND THEY ADVISED HER
THAT IT IS AN INTERMITTENT CONCERN AND FORD IS AWARE OF IT.
-CUSTOMER SAYS SHE WOULD LIKE TO DOCUMENT A COMPLAINT. PER
CUSTOMER, DEALER SAYS: -NONE CAC ADVISED; - FOR THE VEH
ICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPL
ICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DI
AGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCER
N, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT
FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (IN
TERMITTENT) CONCERN IS NOTICED 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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INFORMATION ISSUE		CASE NBR: 0392361642
REGION: 10 BDR	ZONE: N2	OPENED: 06/13/2002
VIN: 1FMYU03172KB37578	ENGINE: 1 VEH TYPE: T	CLOSED: 06/13/2002
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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: LONGVIEW	STATE: TX	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X2	
MILEAGE: 5000		
DEALER NAME: MIKE CRAIG FORD-MER	SALES CODE: 752446	P & A: 06330
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: PEROWN PATRICK BROWN
ACTION DATA/COMMENTS:

2002/06/13

10.52.59 CUSTOMER SAYS: - CUST IS HAVING PROBLEMS WITH THE VEHICLE
STALLING. - THE VEHICLE WOULD STALL GOING DOWN HILLS. - CU
ST WOULD LIKE TO KNOW IF THERE IS ANY FSA ON THE VEHICLE. -
CUST WOULD LIKE TO KNOW WHAT TO DO. PER CUSTOMER, DEALER S
AYS: - NONE CAC ADVISED; - WE RECOMMEND THE REPAIR BE PE
RFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT

0602-027 22255

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: 21 ATLANTA	ZONE: A1	CASE NBR: 0401021542
VIN: 1FMYD03192KA05843	ENGINE: 1 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:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	AUSTELL	STATE:	GA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	10000				
DEALER NAME:	JOHN BLEAKLEY FORD	SALES CODE:	F21059	P & A:	00487
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: JMARCELL JOANNE MARCELLE
ACTION DATA/COMMENTS:

2002/06/03

11.05.42 VLC078TCUSTOMER SAYS: -CUST SAYS THE VEH IS STALLING. -CUST SAYS VEH WAS TAKEN TO DLRSHP IN DEC. -CUST SAYS REPAIRS WERE MADE. -CUST SAYS VEH STALLED LAST WEEK. -CUST SAYS OTHER CUST HAVE HAD THE SAME CONCERNS AND WILL LIKE TO KNOW WHEN FORD WILL BE ADDRESSING THIS MATTER. -CUST SAYS DID CONTACT THE NHTSA SITE AND FOUND THE THE MATTER IS BEING INVESTIGATED AS WELL. CUST SAYS IS SEEKING RESOLUTION FROM FORD. -CUST SAYS IS SEEKING RESOLUTION. 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. CSR ADVISE CUST OF THE ABOVE. CSR OFFERED CUST ESP BEING A TREATED CUST CUST REFUSED AND ADVISE SHE WILL LIKE THE VEH REPAIRED FOR CONCERNS IT'S SAFTY. INFERENCE CASE ID: 4591

8902-827 22255

CONSUMER AFFAIRS

06/18/2002 MM7AXFRG

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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: 0426181092
REGION: 52 SOUTHWEST	ZONE: B1	OPENED: 04/19/2002
VIN: 1FMYU01112KH65783	ENGINE: 1 VEH TYPE: T	CLOSED: 04/19/2002
=====		
LAST NAME:		STATUS: CLOSED
TITLE:		MI:
ADDRESS:		
CITY:	DUNCANVILLE	STATE: TX ZIP:
HOME PHONE:		
MODEL YEAR:	2002	MODEL: ESCAPE XLS 4X2
MILEAGE:	4500	
DEALER NAME:	WESTWAY FORD	SALES CODE: F52013 P & A: 02586
REASON CODE:	04MR DEALERSHIP - MULTIPLE REPAIR	
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP	

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC050 - CUST. SAT. REST. TOOL UTILIZED - ESP PLAN OFFERED AND ACCEPTED
DOCUMENT: ANALYST: 3105WD WALTER E DAWSON
ACTION DATA/COMMENTS:

2002/04/19

11.50.18 ** SPECIAL LIAISON - INTERNAL REFERRAL - APRIL 17, 2002 **
CUSTOMER'S VEHICLE IS HAVE A STALLING CONCERN UPON START-UP.
THE DEALERSHIP HAS MADE ONE REPAIR ATTEMPT (REPROGRAM PCM)
TO NO AVAIL. SL CONTACTED THE CUSTOMER AND DEALERSHIP TO
ARRANGE FOR A SERVICE DATE (4-18-02). THE DEALERSHIP WAS
ABLE TO ADJUST THE ENGINE IDLE SPEED FROM 300 TO 500 RPMs
THUS RESOLVING THE STALL ISSUE. IN AN EFFORT TO RETAIN
OWNER LOYALTY, FORD PROVIDED THE CUSTOMER WITH A 3 YEAR
MAINTENANCE-CARE ESP PLAN AT NO COST. NO FURTHER ACTION
REQUIRED.

ES02-027 22257

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: 16 PHILADELPHIA	INFORMATION ISSUE	CASE NBR: 0432340562
VIN: 1FMCU04152KA78233	ZONE: B1	OPENED: 02/26/2002
	ENGINE: 1 VEH TYPE: T	CLOSED: 02/26/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MEDIA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 5680
DEALER NAME: DUNPHY MOTORS INC SALES CODE: F16011 P & A: 01337
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 KRITH
ACTION DATA/COMMENTS:

2002/02/26

11.04.34 PACIFICA CASARES, CSM, PHILADELPHIA
ATTN: JIM SANDS

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KRITH
ACTION DATA/COMMENTS:

11.05.20

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KRITH
ACTION DATA/COMMENTS:

11.06.28 CERTIFICATE APPROVED BY J. MC RAE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KRITH
ACTION DATA/COMMENTS:

2002/03/05

16.28.03

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

5922-827 22258

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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: 0436661302
VIN: 1FMYU03102KB45019	ZONE: B1	OPENED: 05/29/2002
	ENGINE: 1	CLOSED: 05/29/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WOODSTOCK STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 1840
DEALER NAME: TEAM FORD OF MARIET SALES CODE: F21005 P & A: 00243
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: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: KHARNEY MELISSA HARNEY
ACTION DATA/COMMENTS:

2002/05/29

08.38.33 CUSTOMER SAYS: CUST SAYS HIS WIFE CALLED THE CRC YESTERDA
Y AND WAS TOLD THAT THE LAST DOCUMENTED INFO WAS ON THE 10TH
. CUST SAY THIS IS NOT CORRECT -THE VEH 3 TIMES AT DLR FOR
A MONTH...NOW WAITING FOR FORD ZONE. VEH STALLS BETWEEN 30-
50 MPH WHEN GOING DOWN HILL CUST SAYS THE VEH IS AT THE DLR
RIGHT NOW -THE DLR IS HOLDING THE VEH UNTIL THE FIELD REP
COMES OUT TO SEE THE VEHICLE -CUST SAYS THE ZONE REP HAS BE
EN CONTACTED WITH HIS WIFE -CUST HAS BEEN ADVISED BY HIS LA
WYER TO MAKE SURE COMPLAINT IS DOCUMENTED PER CUSTOMER, DEA
LER SAYS: DLR SAYS FORD SAYS NOT TO TOUCH THE VEHICLE UNTI
L THEY FIND A PERMANENT FIX. CAC ADVISED: - THE DEALERSHIP
HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN -
WE HAVE CONFIRMED THAT FORD ENGINEERING IS CURRENTLY DEVELOP
ING 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 BE
EN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH
THEIR DEALERSHIP) INFERENCE CASE ID: 5401

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: 0490823481
VIN: 1FMCU04172KA44116	ZONE: K1	OPENED: 02/04/2002
	ENGINE: 1	CLOSED: 02/04/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

E982-827 22259

CITY: NEW ROCHELLE STATE: NY ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1360
DEALER NAME: TENAFLY FORD INC-DB SALES CODE: F13148 P & A: 03745
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: 589 - CB-ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: JDECHAUS JACINTA DECHAUSAY
ACTION DATA/COMMENTS:

2002/02/04

10.19.32 CUSTOMER SAYS: WOULD LIKE TO FILE A CLAIM UNDER THE LEMON
LAW WOULD LIKE TO FILE THE LEMON LAW CLAIM WITH FORD, INSTEAD
OF GOING TO COURT STEVEN NICKELSEN CONSUMER INTERVENTION
HAS THE PAPER WORK IN DEARBORN, WHICH WAS MAILED. THE LETTER
DOES NOT HAVE A TELEPHONE NUMBER, AND IS REQUESTING A TELEPHONE
NUMBER. VEH HAS BEEN AT DLRSHF FOR OVER 40 DAYS THE
ENGINE WAS REPLACED AND THE REPLACEMENT ENGINE FAILED JAN
21/02 AND VEH WAS TOWED TO SELLING DLRSHF THE ENGINE IS BEING
REPLACED FOR THE THIRD TIME DLR HAS NOT BEEN ABLE TO REPAIR
VEH VEH HAS BEEN AT DLRSHF FOR TWO WEEKS. PER CUSTOMER
, DEALER SAYS: NONE CAC ADVISED: - ADVISE PER DEALERSHIP
CONVERSATION ==OBC TO DLR== -SPK TO FRANK GASPARINO, CRM
-AS PER FRANK, PURCHASED VEH FROM DLRSHF -ANOTHER DLR INS
TALLED A NEW ENGINE -ENGINE IS BEING REPLACED FOR THE 2ND TIME
-HAVING BEEN WORKING WITH SRV ENGINEER -FORD REP. WILL
REIMBURSE COST FOR THE ESP -STILL WAITING FOR AN ENGINE
-NOT BUYING BACK VEH = LEMON LAWS ENABLE AMERICAN CUSTOMERS
TO TAKE SPECIFIC LEGAL ACTION AGAINST VEHICLE MANUFACTURERS
FOR NOT HONOURING 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-COMPLIANCE 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 DRIVE DEARBORN, MICHIGAN 48121 INTERFAC
E CASE ID: 1540

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: 0500020542
ZONE: K1 OPENED: 03/16/2002
VIN: 1FMCU03172KB54830 ENGINE: 1 VEH TYPE: T CLOSED: 03/16/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: CLOSTER STATE: NJ ZIP:
HOME PHONE: MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 2100
DEALER NAME: TENAFLY FORD INC-DB SALES CODE: F13148 P & A: 03745
REASON CODE: 3025 PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP

EP02-027 22280

DOCUMENT: ANALYST: LKING2 LINDON KING
ACTION DATA/COMMENTS:

2002/03/16

13.03.48 CUSTOMER SAYS: CUSTOMER: CALLING FROM THE DEALERSHIP -VEHICLE DIED A WEEK AFTER PURCHASE IN THE MIDDLE OF THE HIGHWAY -ROADSIDE REPLACED BATTERY -THE VEHICLE DIED AGAIN -THE VEHICLE DIED THREE TIMES -NO LONGER NEEDS THIS VEHICLE -WANTS TO BE IN ANOTHER ESCAPE -DEALER WANTS LOANER BACK -VEHICLE HAS BEEN TO THIS DEALER FOR THE FIRST TIME -VEHICLE WAS AT VERO BEACH IN FLORIDA -ALSO WANTS EXTENSION ON THE LOANER -SALES CONSULTANT (JOE DAPPER): CUSTOMER SHOULD BE GIVEN A NEW VEHICLE -DISCUSSED ISSUE WITH SERVICE MANAGER/CRM -SERVICE MANAGER/CRM WILL BE DISCUSSING ISSUE WITH FMC -WANTS ISSUE LOOKED INTO BY REGIONAL -WANTS TO KEEP CUSTOMER HAPPY PER CUSTOMER, DEALER SAYS: -PARK AVENUE FORD IN NEW JERSEY -CONTACT CRC 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? *****
-INFORMED SALES CONSULTANT (JOE DAPPER) THAT THE SERVICE MANAGER/CRM WILL CONTACT REGIONAL IF SEES IT NECESSARY -INFORMED CUSTOMER AND SALES CONSULTANT THAT FMC POSITION AT THIS TIME IS TO WORK WITH CUSTOMER AND THE DEALER TO ENSURE THAT THE VEHICLE IS PROPERLY FIXED *****
***** -CRM/SERVICE MANAGER WAS NOT AVAILABLE -REPAIR AND LOANER EXTENSION ISSUE TO BE DISCUSSED -FOLLOW-UP CALL WILL BE MADE WITH CUSTOMER ON MONDAY, MARCH 18TH, 2002 @ 1:30 PM INFERENCE CASE ID: 5408

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 0500020542
REGION: 13 NEW YORK ZONE: K1 OPENED: 03/16/2002
VIN: 1FMCU03172KB54830 ENGINE: 1 VEH TYPE: T CLOSED: 03/18/2002
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ORIGIN: CAC02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LKING2 LINDON KING
ACTION DATA/COMMENTS:

2002/03/18

13.00.49 CUSTOMER SAYS: -WANTS ANOTHER VEHICLE -VEHICLE IS NOT FIXED -HAS TO DISCUSS ISSUE WITH WIFE -CALL BACK AT 7:00 AM AND DISCUSS ISSUE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -OBC TO DEALER -SPOKE WITH CRM/SERVICE MANAGER (FRANK GASPARINO) -CUSTOMER'S VEHICLE WAS SHIPPED FROM DEALER IN FLORIDA -VEHICLE IS WORKING FINE -DEALER IS HAVING PROBLEMS RETRIEVING LOANER FROM CUSTOMER -DEALER IS AWAITING ANSWERS FROM REGIONAL REGARDING CUSTOMER AND LOANER ISSUE -THINKS SALES CONSULTANT (JOE) JUST WANTED TO KEEP CUSTOMER HAPPY AND CALM AND THAT'S WHY HE WAS STRONGLY ON CUSTOMER'S SIDE -DEALER BELIEVES THE REPAIR ISSUE IS CLOSED -VEHICLE IS PROPERLY FIXED *****
-OBC TO CUSTOMER @ 12:55 PM -SPOKE WITH MR RICHARD RUDICK (SPOUSE) -INFORMED CUSTOMER THAT THE VEHICLE IS READY TO BE PICKED UP -INFORMED CUSTOMER THAT FMC'S POSITION IS TO WORK WITH SELF AND DEALER TO ENSURE THAT THE VEHICLE IS PROPERLY FIXED

END-027 22261

ED -INFORMED CUSTOMER THAT THE VEHICLE HAS BEEN REPAIRED

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: LKING2 LINDON KING
ACTION DATA/COMMENTS:

19.09.33 CUSTOMER SAYS: -DOES NOT WISH TO HAVE THE VEHICLE -WANTS
A NEW FORD ESCAPE -WANTS FMC TO KNOW THAT SHE WILL NOT GO B
ACK IN THE VEHICLE PER CUSTOMER, DEALER SAYS: -NONE CAC
ADVISED: -OBC TO CUSTOMER -SPOKE WITH MRS RUDICK -INFORME
D CUSTOMER THAT HER FILE IS BEING DISCUSS WITH THE REGIONAL
-DEALER WILL BE IN CONTACT WITH YOU -INFORMED CUST THAT FM
C'S POSITION AT THIS TIME IS TO WORK WITH HER AND THE DEALER
TO ENSURE THAT THE VEHICLE IS PROPERLY FIXED/REPAIR -INFOR
MED CUSTOMER THAT THE VEHICLE HAS BEEN REPAIRED

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F-GASPAR PARK AVENUE FORD
ACTION DATA/COMMENTS:

2002/03/28

14.09.59 VEHICLE WAS TRANSPORTED UP FROM FLORIDA. PARK AVE FORD BOUGH
T VEHICLE BACK FROM HER AND CSN GAVE A \$3500.00 OWNER APPREC

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: 0500020542
REGION: 13 NEW YORK ZONE: K1 OPENED: 03/16/2002
VIN: 1FMCU03172KB54830 ENGINE: 1 VEH TYPE: T CLOSED: 03/28/2002
=====

2002/03/28

14.09.59 INTION CERT. AND CUSTOMER PURCHASED NEW ESCAPE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 445 - AS PER TEAM LEADER
DOCUMENT: ANALYST: MCARIBON MATHEW CARIBONI
ACTION DATA/COMMENTS:

16.18.02 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: AS PER TEAM LEADER SHAUNA DEVEROUX -ADVISED MR
THAT THE ISSUE HAS BEEN RESOLVED THROUGH THE REGION -CUST W
AS PROVIDED A \$3,500 OWNER APPRECIATION CERTIFICATE -CUST WILL
NOT BE RECEIVING ANY FURTHER ASSISTANCE -NO FURTHER RESEAR
CH IS NECESSARY *****ISSUE CLOSED*****

0002-027 72282

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	ZONE: C2	CASE NBR: 0637263091
VIN: 1PMYU04162KA35333	ENGINE: 1 VEH TYPE: T	OPENED: 06/01/2002
		CLOSED:

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: OPEN
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	LAKEWOOD	STATE:	OH	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	15000			
DEALER NAME:	LIBERTY FORD SOUTHW	SALES CODE:	P44124	P & A: 03273
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: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: DSHEORAT DEONARINE SHEORATTAN
ACTION DATA/COMMENTS:

2002/06/01

16.01.32 CUSTOMER SAYS: -CUST VEH HAS STALLED ON HER ABOUT 5 TIMES
NOW -VEH STALLED ON FRIDAY -THE VEH IS AT DLR RIGHT NOW
-DLR IS NOT GOING TO BE ABLE TO LOOK AT VEH UNTIL MONDAY -
CUST STATES THAT THAT EVERY TIME CUST TAKES VEH INTO DLR FOR
THE STALLS THE DLR SAYS THE VEH IS FIXED PER CUSTOMER, DE
ALER SAYS: NONE CAC ADVISED: - I WOULD LIKE TO BE YOUR A
DVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES P
ROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER
R. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONT
ACT YOU? ----- -A
DVISE CUST THAT CSR WILL FOLLOW-UP ON MONDAY BETWEEN 5 AND
6 PM INFERENCE CASE ID: 5408

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DSHEORAT DEONARINE SHEORATTAN
ACTION DATA/COMMENTS:

2002/06/03

12.13.33 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: LIBERTY FORD
SOUTHWEST, INC. CAC ADVISED: OBC TO DLR-----
----- (440) 888 - 2600 -DELORES KNOX-----
--CRM -CRM IS GOING TO RESEARCH ISSUE AND GET BACK TO CSR

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER

EPM2-027 22263

DOCUMENT: ANALYST: DSHEORAT DEONARINE SHEORATTAN
ACTION DATA/COMMENTS:

12.53.54 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO DLR-----4408882600

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: 44 PITTSBURGH	ZONE: C2	CASE NBR: 0637263091
VIN: 1FMYU04162KA35333	ENGINE: 1 VEH TYPE: T	OPENED: 06/01/2002
		CLOSED:

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2002/06/03

12.53.54 EXT 346 =SERVICE DIRECTOR HAS LOOKED AT VEH AND EVERYTHING
IS FINE ===== TRANSF
ERED TO SERVICE DIRECTOR ==CLIF WARNER ==THERE IS A TSB O
N VEH FOR THIS CONCERN 02-8-6---INTERMITTENT ENGINE QUIT OR
IDLE DIP =TSB WAS PERFORMED =VEH SHOULD BE FINE NOW

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: DSHEORAT DEONARINE SHEORATTAN
ACTION DATA/COMMENTS:

18.51.50 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO CUST =LEFT MESSAGE FOR CUST ADVISE CUST THERE
WAS TSB ON VEH FOR THIS CONCERN 02-8-6---INTERMITTENT ENGI
NE QUIT OR IDLE DIP =TSB WAS PERFORMED =VEH SHOULD BE FI
NE NOW

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

ERG2-027 22264

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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: 0655180092
REGION: 16 PHILADELPHIA	ZONE: B1	OPENED: 01/28/2002
VIN: 1FMYU04102KAS1981	ENGINE: 1 VEH TYPE: T	CLOSED: 01/28/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: [REDACTED]	STATE: PA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 4600		
DEALER NAME: SPRINGFIELD FORD IN SALES CODE: F16028	P & A: 01471	
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: MAIL
 ACTION: 558 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: VSINGH VIKRAM SINGH
 ACTION DATA/COMMENTS:

2002/01/28

18.19.33

CUSTOMER SAYS: *****IBC FROM FOCUS*
 ***** - VEH STALLED WHILE DRIVING DOWN THE HILL. - VEH
 TAKEN TO THE DLR & THE CONCERN WAS DUPLICATED. - RECEIVED
 CALL FROM DLR REQUESTING TO BRING THE VEH IN. CONCERN OCC
 URED ONCE ONLY SINCE THE VEH HAD 1700 MILES PER CUSTOMER, D
 EALER SAYS: - BRING THE VEH BACK CAC ADVISED: - WE RECOM
 MEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP. - I
 NFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR
 M/SERV MGR. INFERENCE CASE ID: 4591

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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INFORMATION ISSUE		CASE NBR: 0670360742
REGION: 21 ATLANTA	ZONE: D3	OPENED: 03/15/2002
VIN: 1FMYU04112KB76391	ENGINE: 1 VEH TYPE: T	CLOSED: 03/15/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		

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EM02-027 22200

CITY: MATTHEWS STATE: NC ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 500
DEALER NAME: MOORESVILLE FORD ME SALES CODE: F21725 P & A: 04180
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: MBRENNER MELISSA BRENNER
ACTION DATA/COMMENTS:

2002/03/15

18.36.07 CUSTOMER SAYS: - WITH FORD'S ASSISTANCE CUST RECENTLY TRADED THEIR 2001 ESCAPE IN FOR A 2002 ESCAPE. - THE 2001 ESCAPE COULD NOT BE FIXED; THE VEH WOULD SIMPLY SHUT OFF WHILE DRIVING. - NOW, THE SAME THING HAS HAPPENED WITH THE 2002 ESCAPE AS WELL. - THIS MORNING WHILE DRIVING VEH (GOING APPROX 40 MPH) IT CUT OFF AND LOST ALL THE POWER FUNCTIONS ... HAD TO LET THE VEH SIT FOR 2 - 5 MINS AND IT STARTED UP AGAIN. - CONTACTED THE DLRSHIP ALREADY WHO WILL NEED TO CONTACT THE IR REGIONAL REP. - CUST DOES NOT WANT THIS VEH GAVE FORD A CHANCE TO RECTIFY THE SITUATION (AT CUST'S FINANCIAL LOSS) AND YET AGAIN, HAS AN UNRELIABLE VEH. PER CUSTOMER, DEALER SAYS: - CUST HAS BEEN DEALING WITH "RANDY" (GM) AND ALSO "STEVE" (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 - 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. *** CSR WILL CONTACT DLR ON MON. MARCH 18/02 AND WILL FOLLOW UP WITH THE CUST *** INFERENCE CASE ID: 4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: MBRENNER MELISSA BRENNER
ACTION DATA/COMMENTS:

2002/03/18

12.13.52 CUSTOMER SAYS: ***** FOLLOWING UP WITH DLRSHIP *****
***** PER CUSTOMER, DEALER SAYS: MOORESVILLE FORD MER
CURY, INC. 151 EAST PLAZA DR. MOORESVILLE, NC 28115 T
EL: (704) 664-1300 CAC ADVISED: ***** MADE OBC TO

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19
===== INFORMATION ISSUE CASE NBR: 0670360742
REGION: 21 ATLANTA ZONE: D3 OPENED: 03/15/2002
VIN: 1FMYU04112KB76391 ENGINE: 1 VEH TYPE: T CLOSED: 03/18/2002
=====

2002/03/18

12.13.52 DLRSHIP ***** - SPOKE TO "GRETCHEN MAYHORN" (CRM) -
WILL FIND OUT MORE INFO FROM REGION REP AND THE SERV DIR. -
WILL TRY TO GET THE PROCESS GOING AND WILL MAKE AN OBC TO CUST (PROVIDED CUST'S DAY & HOME NUMBERS). ***** MADE OBC TO CUSTOMER ***** - NO ANSWER AT CUST'S DAY #
- LEFT MESSAGE AT CUST'S HOME # STATING "GRETCHEN MAYHORN" (CRM) WILL CONTACT HIM.

0002-827 22288

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: 27 WASHINGTON	ZONE: D1	CASE NBR: 1318471052
VIN: 1FMCU04112KA67939	ENGINE: 1	OPENED: 04/15/2002
	VEH TYPE: T	CLOSED: 04/15/2002

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	ALEXANDRIA	STATE:	VA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	5000				
DEALER NAME:	WORLD OF FORD SALES	SALES CODE:	F27009	P & A:	00141
REASON CODE:	2051 WARRANTY - RENTAL/LOANER COVERAGE				
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: MYGANA MARILYN YGANA
ACTION DATA/COMMENTS:

2002/04/15

08.50.31 CUSTOMER SAYS: - CUST STATES THAT THE VEH IS CURRENTLY AT THE DLRSHIP BECAUSE THE VEH WOULD SHOULD SHUT OFF. THIS HAPPENS WHILE THEIR DRIVING AND THEY ALMOST GOT INTO AN ACC IDENT LAST NIGHT. - CUST STATES THAT THEY ARE LOOKING TO SEE IF THEY CAN GET A LOANER VEH. - VEH CONCERN HAS NOT BEEN DIAGNOSED. PER CUSTOMER, DEALER SAYS: - NONE - WORLD O

ER02-027 22267

F FORD SALES- THEY ARE NOT THE SELLING DLRSHIP THEY ARE UN
 ABLE TO GIVE THEM LOANER ASSISTANCE. (SA) ROSS. CAC AD
 VISED: - I HAVE SPOKEN WITH YOUR DEALERSHIP AND THEY HAVE C
 ONFIRMED THAT A LOANER/RENTAL IS A PROVISION OF YOUR CURRENT
 COVERAGE. - PLEASE CONTACT (PROVIDE THE EMPLOYEE NAME) SM
 TO ARRANGE FOR A LOANER/RENTAL VEHICLE. - THANK YOU FOR PRO
 VIDING ME THIS OPPORTUNITY TO SPEAK WITH YOUR SERVICING DEAL
 ER ON YOUR BEHALF. - (CSR: PLEASE ENSURE THAT YOU DOCUMENT
 YOUR CONVERSATION WITH THE CRM/SM IN THE DEALER SAYS FIELD)
 -***OBC TO THE DLRSHIP STATES THAT ONCE THEY HAVE DETERMINE
 THE CONCERN AND ITS A COVERED COMPONENT AND VEH IS NEEDED F
 OR OVER A DAY THEN THEY WILL BE PROVIDED WITH A LOANER VEH.
 - ADVISED CUST THAT THE DLRSHIP HAS TO FIRST DETERMINE THE
 CONCERN AND VEH NEEDS TO STAY OVER NIGHT. INFERENCE CASE I
 D: 5387

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		ZONE: H1	CASE NBR: 1321091502
VIN: 1FMYU041X2KD34212		ENGINE: 1	OPENED: 05/30/2002
		VEH TYPE: T	CLOSED: 05/30/2002

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: MONROE	STATE: NY	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 280		
DEALER NAME: MONROE FORD	SALES CODE: F13506	P & A: 20526
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: NDOCKERY NICOLE DOCKERY
 ACTION DATA/COMMENTS:

2002/05/30

08.51.40 CUSTOMER SAYS: -VEH NEEDS TO BE TOWED TO DLRSHIP -AT STAR
 T UP I HEARD I CLICK -VEH STALLED WHEN I WENT TO THE STORE
 -COULD SMELL OIL -BRAKE LIGHT & OIL LIGHT IS ON -SEEKING
 REPAIRS PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED:
 - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSH
 IP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTA
 CT CRM/SERV MGR INFERENCE CASE ID: 4591

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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: 1407111362
REGION: 44 PITTSBURGH	ZONE: A2	OPENED: 05/16/2002
VIN: 1FMYU04142KA92625	ENGINE: 1 VEH TYPE: T	CLOSED: 05/16/2002
=====		
LAST NAME:		STATUS: CLOSED
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: ROCHESTER	STATE: PA	ZIP:
HOME PHONE:		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 6200		
DEALER NAME: SHULTS FORD, INC.	SALES CODE: F44026	P & A: 01762
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ORIGIN: CAGI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 658 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SJAMES SHIRA JAMES
ACTION DATA/COMMENTS:

2002/05/16

11.14.04 CUSTOMER SAYS: ** CUST SAYS VEH HAS STALLED ON HER 4X **
CUST SAYS VEH IS CURRENTLY AT FORD DLRSHIP FOR SERVICE **
CUST SAYS DLR HAS BEEN UNABLE TO DUPLICATE CONCERN ** SEEKI
NG INFO AS PER LEMON LAW ** WANTS TO KNOW WHAT FORD'S POST
ION IS ON THE LEMON LAW PER CUSTOMER, DEALER SAYS: *
* NONE ** CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFO
RMD BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO
DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID:
4591

1402-027 22288

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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INFORMATION ISSUE		CASE NER: 1432991052
REGION: 10 SDR	ZONE: K2	OPENED: 04/15/2002
VIN: 1FMYU04152KB15061	ENGINE: 1	VEH TYPE: T
		CLOSED: 04/15/2002
=====		
LAST NAME: [REDACTED]	STATUS: CLOSED	
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: [REDACTED]	STATE: VA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XL/ 4X4	
MILEAGE: 7376		
DEALER NAME: BOSTIC FORD SALES,	SALES CODE: F47483	P & A: 01979
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: DECHER CHELSEY I. DECHER
ACTION DATA/COMMENTS:

2002/04/15

12.00.41 CUSTOMER SAYS: VEH DIES, QUITS WHILE DRIVING -TAKEN TO DL
R 2X -WANTS THIS FIXED -VEH RUNS FINE WHILE AT DLR , AND T
HEREFORE THEY HAVE NOT FOUND THE CONCERN PER CUSTOMER, DEAL
ER SAYS: NO PROBLEM FOUND CAC ADVISED: - FOR THE VEHICLE
TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICAT
E THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNO
SING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, T
HE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND
- ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERM
ITTENT) 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: 24 ORLANDO	INFORMATION ISSUE	CASH NBR: 1439390512
VIN: 1FMYU011X2KA69456	ZONE: A2	OPENED: 04/04/2002
	ENGINE: 1	CLOSED: 04/04/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MIAMI BEACH STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
MILEAGE: 6945
DEALER NAME: BEACH FORD SALES CODE: F24001 P & A: 04039
REASON CODE: 0503 RAY - OTHER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: ESP103 - AWARD ESP PREMIUM CARE 5/75
DOCUMENT: ANALYST: BHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/04/04

09.07.55 ESP CONTRACT ISSUED

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	CASH NBR: 1538191082
VIN: 1FMYU04142KA64443	ZONE: A1	OPENED: 04/20/2002
	ENGINE: 1	CLOSED: 04/20/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

E962-627 22271

CITY: GLEN HEAD STATE: NY ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 7000
DEALER NAME: MCDANIEL FORD INC SALES CODE: F13126 P & A: 03618
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: PRICHARD PIERRE RICHARD
ACTION DATA/COMMENTS:

2002/04/20

12.11.33 CUSTOMER SAYS: CUSTOMERS VEH IN THE DLR FOR A STALLING CON
CERN CUST IS CALLING TO OBTAIN A RENTAL VEH UNTIL HIS VEH IS
REPAIRED 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 PROV
IDE YOU WITH A LOANER VEHICLE. - PLEASE RETAIN YOUR ORIGINA
L RECEIPTS FOR THE LOANER VEHICLE AND SUBMIT THEM TO (PROVID
E EMPLOYEE NAME) THE SM/CRM FOR REIMBURSEMENT ONCE YOUR SERV
ICE 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. =====
===== SPOKE TO THE DLR AND MADE ARRANGMENTS TO HAVE TH
E CUST PLACED IN A VEH FOR 3 DAYS AT \$28/DAY PENDING WARRANT
Y COVERAGE -INSTRUCTED THE DLR OF THE PROCESS THROUGH THEY
WILL BE ABLE TO OBTAIN THE AUTHORIZATION FOR THE RENTAL VEH

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: PRICHARD PIERRE RICHARD
ACTION DATA/COMMENTS:

2002/04/22

18.20.33 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO DLR SPOKE TO JOHN -THE CUSTOMERS VEHICLE IS STIL
L IN THE DEALERSHIP -THEY HAVE NOT BEEN ABLE TO DUPLICATE TH
E CONCERN -THEY ARE GOING TO REQUIRE MORE TIME TO DIAGNOSE
THE CUSTOMERS CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1538191082
REGION: 13 NEW YORK ZONE: A1 OPENED: 04/20/2002
VIN: 1FMYU04142KA64443 ENGINE: 1 VEH TYPE: T CLOSED: 04/22/2002
=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: PRICHARD PIERRE RICHARD
ACTION DATA/COMMENTS:

2002/04/22

18.20.33 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO THE CUSTOMER -MADE HIM AWARE THAT THE DLR IS CUR
RENTLY WORKING ON HIS VEH -I INFORMED HIM THAT A DIAGNOSIS
HAS NOT BEEN MADE.

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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:	INFORMATION ISSUE	CASE NBR:	1567513381
VIN: 1FMYD03112KB03183	ZONE:	OPENED:	12/04/2001
	ENGINE: 1	CLOSED:	12/04/2001
	VEH TYPE: T		

=====

LAST NAME:		FIRST NAME:	MI:	STATUS:	CLOSED
TITLE:					
ADDRESS:					
CITY:	PALM BAY	STATE:	FL	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	800				
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: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: SWILL206 WILLIAMS, SHARON
ACTION DATA/COMMENTS:

2001/12/04

15.45.51 CUSTOMER SAYS: THE CUSTOMER IS CONCERNED WITH THE ENGINE STA
LLING.
DEALER SAYS: DEALER TOLD CUSTOMER TO BRING VEHICLE BACK IF I
T HAPPENS AGAIN.
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AN
D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO

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NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

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: 1602050252
REGION: 21 ATLANTA	ZONE: A1	OPENED: 02/01/2002
VIN: 1FMYU03162KB38821	ENGINE: 1 VEH TYPE: T	CLOSED: 02/01/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	STOCKBRIDGE	STATE:	GA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	1062			
DEALER NAME:	LEGACY FORD MERCURY SALES CODE: F21491	P & A:	00264	
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: GBRANDFO GRI-ANNE BRANDFORD
ACTION DATA/COMMENTS:

2002/02/01

12.13.21 CUSTOMER SAYS: - VEH STALLING CONCERN. VEH WILL BE BROU
GHT INTO DLRSHF FOR REPAIRS 02/02/2002. CUST IS CALLING TO
ADVISE FORD OF THE SITUATION. PER CUSTOMER, DEALER SAYS:
- WE HAVE A REPAIR TO CORRECT THE ISSUE 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 INFERENCE CASE ID: 4591

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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: 10 SDR	INFORMATION ISSUE	CASE NBR: 1627670702
VIN: 1FMYJ04172KA83424	ZONE: D1	OPENED: 03/11/2002
	ENGINE: 1	CLOSED: 03/11/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:	I	
ADDRESS:				
CITY:	NEW ALEXANDRIA	STATE:	PA	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	4000			
DEALER NAME:	COLONIAL FORD	SALES CODE:	F44418	P & A: 07305
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: MBROWN1 MARK BROWN
 ACTION DATA/COMMENTS:

2002/03/11

16.34.15 CUSTOMER SAYS: THE CAR WILL STALL WHILE COASTING. THERE ARE 2 TSB'S ABOUT THIS BUT THE PROBLEM IS STILL THERE. THIS IS A SAFETY ISSUE. THE CAR SHOULD NOT BE SHUTTING OFF AT 50 MPH. HE WANTS THIS FIXED. PER CUSTOMER, DEALER SAYS: WE WILL CONTACT FACTORY REP. -OBC TO DEALERSHIP. SPOKE TO SERVICE MANAGER TOM. NOTHING THAT FORD SAYS WILL FIX THIS CONCERN RIGHT NOW. THEY ARE STILL WORKING ON A FIX FOR THIS. 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 IN REFERENCE CASE ID: 4591

ORIGIN: CACW02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: MBROWN1 MARK BROWN
 ACTION DATA/COMMENTS:

2002/03/12

09.24.57 CUSTOMER SAYS: THE CAR WILL STALL WHILE COASTING. THERE ARE 2 TSB'S ABOUT THIS BUT THE PROBLEM IS STILL THERE. THIS IS A SAFETY ISSUE. THE CAR SHOULD NOT BE SHUTTING OFF AT 50 MPH. HE WANTS THIS FIXED. PER CUSTOMER, DEALER SAYS: WE WILL CONTACT FACTORY REP. -OBC TO DEALERSHIP. SPOKE TO SERVICE MANAGER TOM. NOTHING THAT FORD SAYS WILL FIX THIS CONCERN RIGHT NOW. THEY ARE STILL WORKING ON A FIX FOR THIS. CAC ADVISED: -CUST HAS BEEN INFORMED OF DEALERSHIP COMMENTS.

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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: 1701652851
VIN: 1FMCU041X2KA15127	ZONE:	OPENED: 10/12/2001
	ENGINE: 1	CLOSED: 10/12/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	BROOKFIELD	STATE:	WI	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XL/T 4X4	
MILEAGE:	1600			
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: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: JERANTHE JESSICA BRANTNER
ACTION DATA/COMMENTS:

2002/10/12

19.37.08

CUSTOMER SAYS: CONCERNED WITH ENGINE STALLING WHEN CHANGING TO REVERSE FROM ANY OTHER GEAR.
DEALER SAYS: NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DETAIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADVANCE.

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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INFORMATION ISSUE		CASE NBR: 1717710702
REGION: 10 SDR	ZONE: P2	OPENED: 03/11/2002
VIN: 1FMCU04122KA63530	ENGINE: 1 VEH TYPE: T	CLOSED: 03/11/2002
=====		
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: KODIAK	STATE: AK	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 7000		
DEALER NAME: KODIAK MOTORS, INC.	SALES CODE: F74546	P & A: 08600
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: ABECESSA ANDREW BECESSAR
ACTION DATA/COMMENTS:

2002/03/11

19.55.27 CUSTOMER SAYS: CUST SAY THAT HER BRAKES WENT OUT ON HER CU
ST TOOK VEH TO DLR AND THEY COULD NOT FIND THE PROBLEM CUS
T SAYS THE VEH SURGES WHEN SHE GOES OVER 20 MILES CUST SAYS
THE VEH DOES NOT START AT LEAST TWO TIMES A DAY CUST DOES
NOT KNOW WHAT TO DO PER CUSTOMER, DEALER SAYS: -DLR HAI
D THEY CANNOT FIND THE PROBLEM WITH BRAKES AND CUST NEEDS TO
LET THE VEH WORK ITSELF IN CAC ADVISED: - WE RECOMMEND T
HE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATIO
N WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR
*****OBC TO DLR ***** SPOKE WITH S/M WAS ADVISED CUST NEVE
R BROUGHT THESE CONCERNS TO HER ATTENTION INFERENCE CASE ID:
4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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INFORMATION ISSUE		CASE NBR: 1768873091
REGION:	ZONE:	OPENED: 11/05/2001
VIN: 1FMYU04122KA69494	ENGINE: 1 VEH TYPE: T	CLOSED: 11/05/2001
=====		
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		

=====

ER02-027 22277

CITY: ALBUQUERQUE STATE: NM ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 500
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: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: JBRANTNE JESSICA BRANTNER
ACTION DATA/COMMENTS:

2001/11/05

21.21.27 CUSTOMER SAYS: CONCERNED WITH ENGINE STALL WITHIN 1 WEEK OF
PURCHASE.

DEALER SAYS: NONE

CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND
THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

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: 10 SDR INFORMATION ISSUE CASE NBR: 1777990562
ZONE: G1 OPENED: 03/26/2002
VIN: 1FMYU04152KB06518 ENGINE: 1 VEH TYPE: T CLOSED: 03/26/2002

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: FIRST NAME:
CITY: OMAHA STATE: AR ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2079
DEALER NAME: HUDSPETH MOTORS INC SALES CODE: F23726 P & A: 05894
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

1982-827 22278

DOCUMENT: ANALYST: PPINNOCK PATRICK PINNOCK
ACTION DATA/COMMENTS:

2002/03/26

16.20.24 CUSTOMER SAYS: THE ENGINE LIGHT IS ON. CAR STALLS AND BUCKS
I CALLED 3/25/02 TO HAVE IT FIXED AND CAN'T BE DONE UNTIL
3/29. -IS IT SAFE TO DRIVE? - IT ALSO STALLED IN THE MID
DLE OF THE ROAD LAST NIGHT AND IT WAS DARK AND RAINING - I
CHECKED GAS CAP AND ALL THE OTHER COULD BE REASONS FOR TH
IS. -THE SERVICE DEPT WASN'T VERY CONCERNED ABOUT THIS PRO
BLEM. -OTHER THAN THIS PROBLEM I LOVE MY CAR. PER CUSTOMER,
DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAI
R BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL B
E SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENC
E CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1792610982
REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 04/16/2002
VIN: 1FMYU03152KA37852 ENGINE: 1 VEH TYPE: T CLOSED: 04/16/2002
=====

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: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 8500
DEALER NAME: HONOLULU FORD INC SALES CODE: F72200 F & A: 07705
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: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: KEALAT KARIM ZALAT
ACTION DATA/COMMENTS:

2002/04/16

22.20.25 CUSTOMER SAYS: CUST RETURNING CALL OF THE PREVIOUS REP -
CUST WANTS TO KNOW WHAT THE PREVIOUS REP HAS DONE BECAUSE HE
LEFT MESSAGE ON HER VOICE MAIL -CUST WANTS VEH REPAIRED C
UST FEELS THIS IS DANGEROUS PER CUSTOMER, DEALER SAYS: N
ONE CAC ADVISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHIC
LE AND IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FO

EP02-827 21270

RD 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 TIME LINES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INFERENC
 CE CASE ID: 5401

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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: 1792610982
VIN: 1FMYU03152KA37852	ZONE: A2	OPENED: 04/08/2002
	ENGINE: 1 VEH TYPE: T	CLOSED: 04/08/2002

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	HONOLULU	STATE:	HI	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2	
MILEAGE:				
DEALER NAME:	HONOLULU FORD INC	SALES CODE:	F72200	P & A: 07705
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: JGARCIA JOAN GARCIA
 ACTION DATA/COMMENTS:

2002/04/08

22.00.22 CUSTOMER SAYS: - VEH IS STALLING ONCE A WEEK - CONCERN I
 S INTERMITTENTLY - ENGINE STALLS AT ALL TEMPERATURE - SOME
 ONE COASTING DOWN HILL. GIVING GAS TO VEH STALLING DOES NOT
 OCCUR - CUST IS CONCERNED VEH STALLS AT ANY GIVEN TIME - L
 AST TIME AT DLRSHF WAS IN FEBRUARY 2002 PER CUSTOMER, DEAL
 ER SAYS: CALLED WESLEY AT HONOLULU FORD - DLRSHF FIXED TH
 E PROBLEM - NOT COMING OUT OF 3-4 WHEN IT SHOULD BE IN FIR
 ST SO VEH IS GOING DEAD - DLRSHF PUT A COMPUTER RECORDER O
 N VEH TO FIND CONCERN - IT HAS BEEN A MONTH SINCE DLRSHF
 CONTACTED CUST - DLRSHF ADVISED CUST THEY DID NOT KNOW WH
 AT ELSE TO DO - SEND INFORMATION TO ENGINEERS CAC ADVISED
 : - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALE
 RSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CO
 NTACT CRM/SERV MGR ADVISED CUST WOULD FOLLOW UP TOMORROW I
 NFERENC CASE ID: 4591

EA02-027 22200

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JGARCIA JOAN GARCIA
ACTION DATA/COMMENTS:

2002/04/09
14.25.26 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO CRM VANESSA. SHE WAS NOT IN LEFT MESSAGE FOR HER
TO FOLLOW UP AS TO UPDATE OF RESULTS OF RECORDER TEST ETC

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: 1792610982
REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 04/08/2002
VIN: 1FMYU03152KA37852 ENGINE: 1 VEH TYPE: T CLOSED: 04/09/2002
=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: JGARCIA JOAN GARCIA
ACTION DATA/COMMENTS:

2002/04/09
19.00.27 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO CUST TO UPDATE HER STILL RESEARCHING HER ISSUE -
WILL CALL HER BACK EITHER TOMORROW OR NEXT DAY AT SAME TIME
- ADVISED HER CRC LEFT MESSAGES AND IS WAITING FOR SOME I
NFORMATION. IF HAVE INFORMATION TOMORROW WILL CALL IF NOT IT
WILL BE THURSDAY AT 7 PM CRC WILL FOLLOW UP

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JGARCIA JOAN GARCIA
ACTION DATA/COMMENTS:

2002/04/10
18.51.42 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO CRM VANESSA WHO TRANSFERRED CRC TO S/M - OBC TO S
/M FRED LEFT MESSAGE TO FOLLOW UP WITH CRC FOR UPDT ON RESU
LTS OF RECORDER TEST AND IF THERE IS ANY THING CRC/DLRSHF CA
N DO TO ASSIST CUST WITH THEY INTERMITTANT CONCERN?

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JGARCIA JOAN GARCIA
ACTION DATA/COMMENTS:

2002/04/11
14.36.18 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO VANESSA CRM SHE IS AWAY SICK TODAY - LEFT MESSAG
E FOR HER TO FOLLOW UP ON CUST CONCERN

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: JGARCIA JOAN GARCIA
ACTION DATA/COMMENTS:

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO CUST LEFT MESSAGE STILL RESEARCHING ISSUE - CRM
AWAY SICK WILL FOLLOW UP WITH CUST AGAIN BY THE LATEST MONDD

ER02-027 22281

AY APRIL 15 AT 5:30 PM

CONSUMER AFFAIRS

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 72 SAN FRANCISCO	ZONE: A2	CASE NBR: 1792610982
VIN: 1FMYU03152KA37852	ENGINE: 1 VEH TYPE: T	OPENED: 04/08/2002
		CLOSED: 04/15/2002

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: RYAP RODOLFO YAP
ACTION DATA/COMMENTS:

2002/04/15

18.56.38 CUSTOMER SAYS: *****
***** - DLREHP PUT A COMPUTER RECOR
DER ON VEH TO FIND CONCERN - WOULD LIKE TO KNOW STATUS

***** PER CUSTOMER, DEALER SAYS: (808) 532 - 17
77 CAC ADVISED: - OBC TO DEALER - SPOKE W/ VANESSA CRM
- CHECKED W/ SERVICE ADVISOR WESLEY - CONCERN HAS BEEN D
ONE AND EVERYTHING CHECKED OUT OKAY W/ THE RECORDER -
WER IS THE S.A. - ADVISE CUST IF THERE - OBC TO CUS
T - UNAVAILABLE

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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5982-827 22282

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: 1305733401
VIN: 1FMYU03172KA50568	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: MARIETTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 2000
DEALER NAME: WADE FORD, INC. SALES CODE: F21004 P & A: 00478
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 507493 STALL/QUITS AT IDLE ALL ENGINE TEMP

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: MBROWN1 MARK BROWN
ACTION DATA/COMMENTS:

2001/12/06

08.28.33 CUSTOMER SAYS: THE CAR HAS STALLED FOR THE 2ND TIME. SHE WANTS THIS PROBLEM FIXED OR THE TRUCK REPLACED. PER CUSTOMER, DEALER SAYS: NONE - OBC TO DEALERSHIP. SPOKE TO JEFF THE SERVICE ADVISOR. HAVE CUST BRING THE VEHICLE IN AND WE WILL LOOK INTO THIS. THERE IS A PROBLEM OUT THERE FOR THIS AND FORD IS WORKING ON A FIX. CAC ADVISED: - INFORM CUSTOMER OF UPDATED INFORMATION - REQUEST DEALER TO CONTACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHEDULED/COMPLETED. INFERRE NCE CASE ID: 4907

=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: T-BLACK1 T-BLACK1
ACTION DATA/COMMENTS:

2001/12/13

16.46.19 AFTER A DISCUSSION WITH A FSE DAVE DRIPPS HE INFORMED US TO RPL THE REC RELAY AND SECURE THE FINS IN THE FUSE PANEL AT THE RELAY AND TELL THE CUSTOMER IT IS FIXED...

CONSUMER AFFAIRS

06/18/2002 NMFAXPRG

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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: 1517733581
VIN: 1FMYU01142KA51843	ZONE: A1	OPENED: 12/24/2001
	ENGINE: 1	CLOSED: 12/24/2001
	VEH TYPE: T	

=====

LAST NAME: SHAHI STATUS: CLOSED
TITLE: MR FIRST NAME: RAJIV MI:
ADDRESS: 17146 DOWNING ST APT 201

5802-027 22263

CITY: GAITHERSBURG STATE: MD ZIP: 20877
HOME PHONE: 301-9878814
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
MILEAGE: 2500
DEALER NAME: KOONS COLLEGE PARK SALES CODE: F27022 P & A: 00010
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: ETHOMAS EDISON THOMAS
ACTION DATA/COMMENTS:

2001/12/24

14.19.36 CUSTOMER SAYS: -CUST SAYS THAT HIS VEH STALLED IN THE MIDDLE OF THE ROAD. -AFTER 15 MINS THE VEH STARTED. -CUST THEN PARKED THE VEH -CUST IS AFRAID OF DRIVING THE VEH. -CUST IS CALLING TO FIND OUT WHAT TO DO IN THIS SITUATION. 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 IN REFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC095 - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT: ANALYST: R-HANDAL RAMEY HANDAL
ACTION DATA/COMMENTS:

2001/12/31

14.32.33 APPT. WAS MADE AND CONFIRMED BUT THE CUST. NEVER SHOWED UP.

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== CONCERN ISSUED CASE NBR: 1626733161
REGION: 21 ATLANTA ZONE: C1 OPENED: 11/15/2001
VIN: 1FMYU03122KA92713 ENGINE: 1 VEH TYPE: T CLOSED: 11/15/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORCROSS STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 700
DEALER NAME: PEACHTREE FORD SALES CODE: F21018 P & A: 00374
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

0002-027 22204

DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

2001/11/15

09.39.57 CUSTOMER SAYS: CUST WAS DRIVING AND THE VEHICLE WHEN IT SU
DDENLY DIED CUST SAID THE OIL LIGHT WAS THE ONLY LIGHT TH
AT CAME ON -CUST SAID SHE PULL ASIDE AND START THE VEHICLE
AGAIN AND IT STARTED OK -CUST IS CALLING TO INFORM FORD AND
WILL TAKE THE VEHICLE IN TO THE DL WHEN IT IS CONVIANT TO H
ER. CUST WANTS US TO INFORM THE SM PER CUSTOMER, DEALER SAY
S: 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 CRM AND LEF
T A MESSAGE FOR HIM TO CONTACT THE CUST INFERENCE CASE ID:
4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: J-MOSELI JOHN S MOSELEY
ACTION DATA/COMMENTS:

2001/11/19

08.52.16 CUST HAS INDICATED THAT IF PROBLEM PERSISTS, OR SHE HAS TIME
, SHE WILL BRING VEHICLE TO DLR. JM

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 27 WASHINGTON CONCERN ISSUE CASE NBR: 1645013301
VIN: 1FMYU02112KA64810 ZONE: A1 OPENED: 11/26/2001
ENGINE: 1 VEH TYPE: T CLOSED: 11/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LEXINGTON STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X4
MILEAGE: 1600
DEALER NAME: KIP KILLMON'S TYSON SALES CODE: F27014 F & A: 00012
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI36 - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SMOHAMME SHAHIN MOHAMMED
ACTION DATA/COMMENTS:

2001/11/26

17.05.06 CUSTOMER SAYS: --> THE ENGINE STOPED RUNNING ON THE HIWAY
IN MARYLAND ON THE WAY TO HIS HOME IN MASSACHUSETTS FROM VIR
GINIA... --> HAD THE VEH TOWED BACK TO VIRGINIA AND COSTED
A LITTLE OVER \$200... --> THE VEH IS CURRENTLY AT KIP KILL
MON'S TYSON FORD... --> DOES NOT FEEL SAFE IN THE VEH AND WO
ULD LIKE TO KNOW IF FORD COULD HELP IN THE TOWING (\$800) BAC

2002-027 72285

R TO MASS? --> IF NOT, HE WOULD LIKE TO KNOW IF HE COULD TR
ADE THE VEH IN... PER CUSTOMER, DEALER SAYS: - KIP KILLMO
N'S TYSONS FORD 8201 LEESEBURG PIKE VIENNA, VA 22182 T
EL: (703) 448-0100 CAC ADVISED: - WE RECOMMEND THE REPA
IR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL
BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -----
-----OBC TO KK TYSONS FORD----- --> SPOKE TO JAMES BRADY
S/M AND HE STATED THAT THE VEH'S DIAGNOSIS SHOWS THAT THE E
NGINE SEIZED BUT THEY HAVE NOT DETERMINED THE CONCERN AS YET
----- INFERENCE CASE ID:

4905

ORIGIN: DEALER - DEALER COMMUNICATION: SURVEY
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-JACKON CHUCK JACKOWSKI
ACTION DATA/COMMENTS:

2001/11/30

09.09.15 VEHICLE TOWED BY FORD DEALERSHIP IN LEXINGTON MASS TO HOME D
EALER FOR REPAIR

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	REGION ISSUE	CASE NBR: 0426181092
VIN: 1FMYU01112KB65783	ZONE: B1	OPENED: 04/23/2002
	ENGINE: 1	CLOSED: 04/23/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	DUNCANVILLE	STATE:	TX	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLS 4X2	
MILEAGE:	4600			
DEALER NAME:	WESTWAY FORD	SALES CODE:	F52013	P & A: 02586
REASON CODE:	25RA CI - REGIONAL ASSISTANCE			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: 3105WD WALTER E DANSON
ACTION DATA/COMMENTS:

2002/04/23

11.58.51 *** SPECIAL LIAISON - EXECUTIVE REFERRAL - 04/23/2002 ***

CUSTOMER SAYS:

- VEHICLE REQUIRES 3RD REPAIR ATTEMPT TO RESOLVE STALLING
CONCERN. 4/11/02 (RO-859562) AND 4/18/02 (RO-860620)

**

CUSTOMER SEEKS:

- RESOLVE OF STALLING CONCERN OR NEW VEHICLE.

**

SPECIAL LIAISON ADVISED:

- REGIONAL CSM AND FSE WILL BE CONTACTED FOR FIELD
INVOLVEMENT AND TO EXPEDITE RESOLVE OF THE VEHICLES
CONCERN.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC093 - FIELD - OPEN CONCERN ISSUE
DOCUMENT: ANALYST: 3105WD WALTER E DANSON

8982-827 22288

ACTION DATA/COMMENTS:

12.06.06 *** SPECIAL LIAISON - FORD EXECUTIVE OFFICE: 04/23/2002 ***

 VEHICLE HAS UNRESOLVED STALLING CONCERN. 3RD REPAIR ATTEMPT
 REQUIRED. CUSTOMER SEEKS REPAIR OF VEHICLE OR REPLACEMENT
 VEHICLE. SPECIAL LIAISON IS REQUESTING THE INVOLVEMENT OF
 THE REGIONAL CSM AND/OR PSE TO ASSIST WITH THE RESOLVE OF
 THIS CONCERN.

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 ISSUE	CASE NBR: 0426181092
REGION: 52 SOUTHWEST	ZONE: H1	OPENED: 04/23/2002
VIN: 1FMYU01112KB65783	ENGINE: 1 VEH TYPE: T	CLOSED: 05/09/2002

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
 ACTION: DAC096 - CUST SAT REST TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
 DOCUMENT: ANALYST: SPARMER FARMER, STEPHEN (S.L.)
 ACTION DATA/COMMENTS:

2002/05/09
 18.52.45

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

=====

REGION: 16 PHILADELPHIA	REGION ISSUE	CASE NBR: 1392473301
VIN: 1FMCU041X2KA39251	ZONE: B1	OPENED: 04/23/2002
	ENGINE: 1	CLOSED: 04/23/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	HOCKESSIN	STATE:	DE	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	1				
DEALER NAME:	GARNET FORD INC	SALES CODE:	F16027	P & A:	01373
REASON CODE:	25DL CI - DEMAND LETTER				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

=====

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TSEARCY TERRENCE R. SEARCY
ACTION DATA/COMMENTS:

2002/04/23

13.20.18

***DEMAND LETTER DATED 4/18/02 *** **CI RECEIVED 4/23/02
**** **CUSTOMER STATES: ENGINE REPEATEDLY SHUTS DOWN WHILE TRAVELING AT 35-40 MPH. ***CUSTOMER SEEKS: RESOLUTION FOR CONCERN. ***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT***

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

2002-027 22258

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 24 ORLANDO	RAV ISSUE	CASE NBR: 0535560252
VIN: 1FMYU03152KB39300	ZONE: A1	OPENED: 05/09/2002
	ENGINE: 1	CLOSED: 05/09/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PEMBROKE PINES STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 3416
DEALER NAME: SAWGRASS FORD SALES CODE: F24009 P & A: 04908
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: A-BARTHI BARTHOLOMEW, AUDRY
ACTION DATA/COMMENTS:

2002/05/09
17.08.03 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/13
15.57.53

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: 10 SDR	INFORMATION ISSUE	CASE NBR: 0329383331
VIN: 1FMCU04172KA15148	ZONE: D1	OPENED: 11/29/2001
	ENGINE: 1	CLOSED: 11/29/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

EP82-827 22280

CITY: MONONGAHELA STATE: PA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2900
DEALER NAME: MONONGAHELA FORD CO SALES CODE: F44439 P & A: 07551
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: LMOTIRAM LEAH MOTIRAM
ACTION DATA/COMMENTS:

2001/11/29

09.08.15 CUSTOMER SAYS: 2002 ESCAPE. QUITS RUNNING ---MODULE WAS RE
PLACED. CUST WANTS VEH REPAIR. WHEN DRIVING AND GOING DOWN H
ILL, THE VEH STALLS, ENGINE QUITS RUNNING, STEERING AND BRAK
ING BECOMES HARD. INTERMITTENT, CUST HAD THE VEH FOR 3 MONTH
S SO FAR ITS OCCURRED 3X. PER CUSTOMER, DEALER SAYS: DEA
LERSHIP MONONGAHELA FORD. CAC ADVISED: - SUPPORT REPAIR P
ROCEDURE COMPLETED BY DEALER --S/M MINE SAYS SSM 0107038 I
NREFERENCE CASE ID: 4906

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: 0436661302
REGION: 21 ATLANTA ZONE: H1 OPENED: 05/27/2002
VIN: 1FMYU03102KB45019 ENGINE: 1 VEH TYPE: T CLOSED: 05/27/2002
=====

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: WOODSTOCK STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 2000
DEALER NAME: TEAM FORD OF MARIET SALES CODE: F21005 P & A: 00243
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

ERE2-827 22200

DOCUMENT: ANALYST: DWSMITH DWIGHT SMITH
ACTION DATA/COMMENTS:

2002/05/27

14.37.05 CUSTOMER SAYS: * THE CUST WOULD LIKE TO UPDATE THE FILE
* THE DLRSHP HAD AN ENGINEER LOOK AT THE VEH * THE VEH HAS
BEEN IN STORAGE FOR THE PAST TWO WEEKS * THE VEH SHUTS OF
F BY ITSELF * THE CUST IS GOING TO INVOLVE HIS LAWYER *
THE CUST IS GOING TO THE LEMON LAW * THE VEH STALLS WHEN T
HE VEH REACHES 50 MPH PER CUSTOMER, DEALER SAYS: ** TEAM
FORD OF MARIETTA ** * NONE * CAC ADVISED: - WE RECOMME
ND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORM
ATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV
MGR INFERENCE CASE ID: 4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 445 - AS PER TEAM LEADER
DOCUMENT: ANALYST: TRUSSELL TANIA CAMPBELL RUSSELL
ACTION DATA/COMMENTS:

2002/05/28

11.45.58 CUSTOMER SAYS: -- CUST STATED THAT GOT A CALL FROM A NICOL
E AND WOULD LIKE TO SPEAK TO HER NOT TOO SURE WHAT DEPT SHE
IS IN CUST IS NOT TOO SURE AS TO WHAT THE CALL IS ABOUT --
CUST STATED THAT VEH IS AT DLR AND WILL CHECK TO SEE IF THA
T IS WHERE THE CALL CAME FROM. PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: CUST WAS INFORMED THAT NO CONTACT INFO
ON FILE FOR A NICOLE OR A FOLLOWUP TO BE DONE.

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: 0752441362
ZONE: F1 OPENED: 05/16/2002
VIN: 1FMYU01112KC49604 ENGINE: 1 VEH TYPE: T CLOSED: 05/16/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RICHMOND STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
MILEAGE: 2476
DEALER NAME: SHERY FORD SALES CODE: F27070 P & A: 06707
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: JMCBACHN JONATHAN MCBACHNIE
ACTION DATA/COMMENTS:

2002/05/16

20.53.05 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE
STALLING WHILE IN OVERDRIVE AT INITIAL START. THIS CONCERN
WAS FIRST NOTICED APPROXIMATELY THREE WEEKS AGO. THE VEHICLE
STILL HAS THE FACTORY OIL AND THE CUSTOMER USES 87 OCTANE
FOR FUEL. GENERALLY, THIS CONCERN OCCURS AT INITIAL START
WHILE IN PARK, BUT SOMETIMES IT OCCURS TRAVELLING UPHILL IN

END-827 22281

OVERDRIVE. THERE ARE NO NOISES ASSOCIATED WITH THIS CONCERN. THE CUSTOMER IS ABLE TO RESTART THE VEHICLE IMMEDIATELY AFTER IT STALLS. WHEN TRYING TO START THE VEHICLE, THE KEY WILL TURN IN THE IGNITION. THIS VEHICLE WAS LAST DRIVEN TODAY, APPROXIMATELY 15 MINUTES AGO. THERE ARE NO INTERIOR OR EXTERIOR LIGHTS ILLUMINATED DURING THIS CONCERN. THE CUSTOMER HAS NOT CHECKED THE BATTERY. GENERALLY, THIS CONCERN OCCURS ON A COLD ENGINE. THIS IS AN INTERMITTENT CONCERN BUT THE CUSTOMER IS NOT SURE HOW MANY TIMES THIS CONCERN HAS OCCURRED. THE CUSTOMER WILL ADDRESS THIS CONCERN WITH SHEEHY FORD AT HER 3000 MILES OIL CHANGE. 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. *****JONATHAN*****

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

 REGION: 48 DETROIT CONCERN ISSUE CASE NBR: 1504372831
 VIN: 1FMYU04142KA38442 ZONE: A1 OPENED: 10/10/2001
 ENGINE: 1 VEH TYPE: T CLOSED: 10/10/2001

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BROWNSTOWN STATE: MI ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
 MILEAGE: 870
 DEALER NAME: GORNO BROS INC SALES CODE: F48022 P & A: 02967
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CAC136 - US CONCERN CASE BASE COMMUNICATION: SURVEY
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: SBARTELL SANDRA BARTELLA
 ACTION DATA/COMMENTS:

2001/10/10

13.59.38

CUSTOMER SAYS: -CUST CLAIMS THE ENGINE SEIZED ON IT -VEH JUST STOPPED ON THE HIGHWAY -CUST TOOK VEH TO GORNO BROS IN C -DEALERSHIP HAD THE VEH FOR ONE WEEK -DEALERSHIP HAD TO ORDER A NEW ONE -IT'S A BRAND NEW VEH AND THE ENGINE LOCKS UP -CUST WOULD LIKE INFO ON LEMON LAW -CUST RECEIVED NOTICE ON LEMON LAW PER CUSTOMER, DEALER SAYS: CAC ADVISED: - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -CRM ADVISED CUST THAT THE VEH IS STILL WITHIN THE WARRANTY -FORDS GOAL IS TO WORK WITH THE DEALERSHIP IN REPAIRING THE VEH -CRM ADVISED CUST THAT THERE ARE NO RECALLS ON THE VEH AT THIS TIME -ADVISED CUST TO CONTINUE TO WORK WITH THE DEALERSHIP THEY WILL BE ABLE TO ADDRESS HIS CONCERNS -LEMON LAW VARIES FROM STATE TO STATE YOU WOULD NEED TO GO TO YOUR LOCAL LIBRARY INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: SURVEY

EP02-827 22282

ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-CZARNI CINDY CZARNIK
ACTION DATA/COMMENTS:

2001/10/25
12.34.55

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: 47 CINCINNATI REGION ISSUE CASE NBR: 0603001402
ZONE: A1 OPENED: 05/22/2002
VIN: 1FMCU03152KC17939 ENGINE: 1 VEH TYPE: T CLOSED: 05/22/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HAMILTON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 4100
DEALER NAME: MONTGOMERY FORD SALES CODE: F47006 P & A: 06339
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: INTERNET
ACTION: 620 - CE-ADVISE CUST OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: MEBRAHIM MOHAMED EBRAHIM
ACTION DATA/COMMENTS:

2002/05/22
16.02.44 CUSTOMER SAYS: WHILE DRIVING THE VEH AT 65 MPH AND IT STALL
LED. BROUGHT THE VEH HOME. CUST TOOK THE VEH FOUR TIMES BEF
ORE FOR THE SAME PROBLEM. CUST SAID THE DLRSHF DID CONTACT
FORD HOTLINE BUT THE VEH IS STILL NOT WORKING. CUST NOT HA
PPY WITH THE VEH WHICH THE DLRSHF ARE NOT ABLE TO FIX. CUST
SAID THE DLRSHF REPLACED THE PART THREE DIFFERENT TIMES. FR
R CUSTOMER, DEALER SAYS: CAC ADVISED: - REQUESTED DEALE
RSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATE
D MAILING OF DSB APPLICATION - FORWARDED INFORMATION TO THE
DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INFERRECE CA
SE ID: 1975

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 1683NM WALT R MURPHY
ACTION DATA/COMMENTS:

2002/05/23
15.21.48 INFORMED JUDY MCLAUGHLIN AND JEFF HAZEL OF THE CONCERN AND R
PAIR HISTORY.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JMCLAUGHS MCLAUGHLIN, JUDY (J.B.)
ACTION DATA/COMMENTS:

EN02-027 22283

2002/06/06

11.26.34 CUSTOMER CONCERN: STALLING/QUITS. DEALER REPLACED THE EGR TW
O TIMES, AND REPROGRAMMED THE PCM. THE DEALER SAYS ALL CONCE
RNS HAVE BEEN ADDRESSED AND THE REPAIRS MADE.

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	RAV ISSUE	CASE NBR: 0463420742
VIN: 1FMCU04192KA79501	ZONE: A1	OPENED: 05/24/2002
	ENGINE: 1	CLOSED: 05/24/2002
	VEH TYPE: T	

=====

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	PHOENIXVILLE	STATE:	PA	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	4152			
DEALER NAME:	NORRISTOWN AUTOMOBILE SALES	SALES CODE:	F16046	P & A: 01350
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS			
SYMPTOMS:	607591 STALL/QUITS ACCELERATION COLD ENGINE			

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ORIGIN:	CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES	COMMUNICATION:	MAIL
ACTION:	RAV401 - OPEN CASE FOR PRE-LITIGATION REFUND - OWNED		
DOCUMENT:	ANALYST: EHANSBER HYVETTE HANSBERRY		
ACTION DATA/COMMENTS:			

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2002/05/24

14.49.48

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ORIGIN:	CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES	COMMUNICATION:	MAIL
ACTION:	RAV411 - RECORD CHECK ISSUANCE FOR PRE-LITIGATION REFUND		
DOCUMENT:	ANALYST: EHANSBER HYVETTE HANSBERRY		
ACTION DATA/COMMENTS:			

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2002/05/31

09.43.19

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

EP02-027 22284

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	INQUIRY ISSUE	CASE NBR: 1604370452
VIN: 1FMYU041B2KC01092	ZONE: A1	OPENED: 02/14/2002
	ENGINE: 1	CLOSED: 02/14/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	PITTSBURGH	STATE:	PA	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	840			
DEALER NAME:	DAY FORD	SALES CODE:	F44004	P & A: 07410
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: RYAP RODOLFO YAP
 ACTION DATA/COMMENTS:

2002/02/14

16.44.42 CUSTOMER SAYS: - VEH STALLED ON CUST - CONTACTED DEALER
 - CLAIMS DEALERSHIP REFUSED TO SERVICE VEH BEC DID NOT
 BUY VEH THERE PER CUSTOMER, DEALER SAYS: MCCrackin FORD
 7209 MCWRIGHT RD PITTSBURGH, PA 15237 TEL: (412)931-6
 960 - POLICY THAT ONLY VEH THAT IS BOUGHT THERE WOULD
 BE SERVICED CAC ADVISED: - ADVISE CUSTOMER THAT SITUATION
 WILL BE REVIEWED FURTHER - [NOTE TO CSR: PLEASE HAVE YOUR
 TEAM LEADER LOOK INTO THE ISSUE--DEALERS MUST PROVIDE WARRANT
 TY SERVICE UNDER THE SALES AND SERVICE AGREEMENT] CAC TO
 DEALER - SPOKE W/JOHN CRM - FORD LIKES TO HAVE VEH SERVI
 CED AT SELLING DEALERSHIP FOR THE FIRST 12 MONTHS/12000
 MILES - COULD GET APPOINTMENT FOR CUST, BUT DEALERSHIPS C
 UST WOULD HAVE PRIORITY INFERENCE CASE ID: 4741

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

1

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: 0413360492
VIN: 1FMYU03112KC16261	ZONE: A1	OPENED: 02/18/2002
	ENGINE: 1	CLOSED: 02/18/2002
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			

ER02-027 22295

CITY: HAMILTON STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 346
DEALER NAME: BOB TOWNSEND FORD SALES CODE: F47001 P & A: 01923
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: RBISSESS RISHI BISSESSAR
ACTION DATA/COMMENTS:

2002/02/18

13.41.11 CUSTOMER SAYS: THE VEH DIES AT ABOUT 45 MPH. --SEEKING
TO GET A REPAIRED. --SEEKING TO KNOW ABOUT THE KNOW CONCER
N WITH THE VEH PER CUSTOMER, DEALER SAYS: THERE IS A PROB
LEM WITH A ON BOARD COMPUTER CAC ADVISED: - WE RECOMMEND T
HE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATIO
N WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR
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

===== INFORMATION ISSUE CASE NBR: 0549781082
REGION: 21 ATLANTA ZONE: D2 OPENED: 04/18/2002
VIN: 1FMYU03122KB13821 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002
=====

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: TAYLORS STATE: SC ZIP:
HOME PHONE: MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: - 700
DEALER NAME: GEORGE COLEMAN FORD SALES CODE: F21267 P & A: 01077
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

EP02-027 22200

DOCUMENT: ANALYST: EBOOD ELIZABETH BOODHAI
ACTION DATA/COMMENTS:

2002/04/18

15.15.52 CUSTOMER SAYS: - VEH RADIO IS HAVING A CONCERN - THE VEH
STALLED CUST GOT THE VEH OVER TO THE SIDE OF THE ROAD - AF
TER THE DLR REPAIRED THE VEH STALLED AGAIN CUST WAS ALMOST
GOT HIT - VEH IS CURRENTLY IN THE DLR - CUST SEEKING TO
GET A NEW ESCAPE PER CUSTOMER, DEALER SAYS: - DLR REPRO
GRAMMED THE COMPUTER - DLR HAS PROVIDED A LOANER - DLR HA
S ADVISED THAT VEH WILL NOT BE READY UNTIL NEXT WEEK 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 IN REFERENCE 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: 21 ATLANTA	ZONE: D1	CASE NBR: 0649721552
VIN: 1FMCU03182KA33790	ENGINE: 1 VEH TYPE: T	OPENED: 06/04/2002
		CLOSED: 06/04/2002

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	CHATTANOOGA	STATE:	TN	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	7000				
DEALER NAME:	MTN VIEW FORD INC	SALES CODE:	F21203	P & A:	00389
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607592 BTALL/QUITS ACCELERATION HOT ENGINE				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 66B - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RHOULE1 RAMON HOULE
ACTION DATA/COMMENTS:

2002/06/04

18.01.42 CUSTOMER SAYS: - LAST TWO MONTHS.. THE VEH DIED ON THE HWY
.. - TOOK VEH TO DLRSH.. DLR KEPT THE VEH FOR ALMOST TWO W
EKS.. - DLR PUT VEH ON A MACHINE AND ALSO INSTALLED BLACK
BOX (TRIP RECORDER)... THEY HAVE BEEN UNABLE TO FIND ANY PR
BLEM. - ON THERE WAY TO THE DLRSH TODAY THE VEH DIED ON T
HE HWY.. - VEH IS AT THE DLRSH RIGHT NOW.. PER CUSTOMER,

1902-027 22207

DEALER SAYS: MTN VIEW FORD INC OF CHATTANOOGA, TN...
 DLR ADVISED CUST CAN TRADE FOR A NEW VEH. 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 MMFAKPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 0773961122
 REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 06/06/2002
 VIN: 1PMYU03112RC46554 ENGINE: 1 VEH TYPE: T CLOSED: 06/06/2002
 =====
 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: 2002 MODEL: ESCAPE XLT 4X2
 MILEAGE: 3199
 DEALER NAME: CUTTER FORD, INC. SALES CODE: F72204 P. & A: 07908
 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: 732 - PROVIDE ASSISTANCE
 DOCUMENT: ANALYST: MYNAM MARDA YEMAN
 ACTION DATA/COMMENTS:

2002/06/06

21.41.06 VLG078UCUSTOMER SAYS: -DLR CALLING TO FIND OUT IF WE CAN A
 SSIST CUST WITH PROVIDING RENTAL VEH -VEH IS AT DLR BEING R
 EPAIRED, WAITING FOR PARTS TO GET IN IT WILL TAKE 7 DAYS TO
 GET TO DLR -VEH IS STALLING AND IS NOT SAFE TO DRIVE AND FO
 RD ENGINEERING IS INVOLVED IN THE ISSUE PER CUSTOMER, DEA
 LER SAYS: -NONE CAC ADVISED: - I HAVE REVIEWED THE SITUA
 TION AND SINCE YOU ARE SUCH A VALUED CUSTOMER TO FORD AND T
 HE DEALERSHIP, WE WOULD LIKE TO PROVIDE YOU WITH A LOANER V
 EHICLE. - PLEASE RETAIN YOUR ORIGINAL RECEIPTS FOR THE LOAN
 ER 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), NUMBE
 R OF DAYS AS WELL AS TOTAL AMOUNT OF COMPENSATION. - PLEASE
 NOTE THAT FORD WILL NOT COVER FUEL, TAXES, INSURANCE OR MIL
 EAGE COSTS. IF THE CUSTOMER RENTS A VEHICLE WITH A DAILY CO
 ST GREATER THEN THE DAILY LIMIT, THE CUSTOMER IS RESPONSIBLE

5982-827 22296

FOR THE DIFFERENCE. *CUST WAS ADVISED CRC WILL PROVIDE ASS
TANCE FOR 7 DAYS AT \$28/DAY TOTAL OF \$196.00 INFERENCE CASE
ID: 5384

CONSUMER AFFAIRS

06/16/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1530170162
REGION: 27 WASHINGTON ZONE: B1 OPENED: 01/16/2002
VIN: 1FMCU04182RB02282 ENGINE: 1 VEH TYPE: T CLOSED: 01/16/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WAYNESBORO STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: THE FREDERICK MOTOR SALES CODE: F27414 P & A: 00042
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: SURVEY
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: 2855047 ANALYST: CVASHIST CHETAN VASHIST
ACTION DATA/COMMENTS:

2002/01/16

19.52.18 CUSTOMER SAYS: ** VS ** - STALLED TWICE IN 3 WEEKS OF OW
NERSHIP - DLR CONTACTED FMC & CAME TO KNOW THAT FMC IS AWA
RE OF A HISTORY OF THIS ISSUE IN 2001 & 2002 ESCAPES - SEEKI
NG WHY VEH IS NOT INVOLVED IN A RECALL - CURRENTLY HAS A F
LIGHT RECORDER IN VEH - OTHER THAN THIS, CUST IS PLEASED W
ITH VEH ** OBC TO CUST ** - 3 TIMES VEH STALLED - DLR I
S AWARE OF THIS ISSUE & VEH IS CURRENTLY AT DLRSH - DLR I
NSTALLED A FLIGHT RECORDER IN VEH - DLR COULD NOT FIND OUT
THE ISSUE & IS INVESTIGATING THIS ISSUE PER CUSTOMER, DEAL
ER SAYS: - THE FREDERICK MOTOR CO CAC ADVISED: - THE DEA
LERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONC
ERN - WE HAVE CONFIRMED THAT FORD ENGINEERING IS CURRENTLY
DEVELOPING A REPAIR PROCEDURE - PLEASE STAY IN CONTACT WIT
H YOUR DEALERSHIP FOR ANY UPDATES - THEY WILL CONTACT YOU A
S SOON AS A REPAIR PROCEDURE BECOMES AVAILABLE - (NOTE TO C
SR: IF CUSTOMER ASKS FOR TIMELINES, INFORM THEM THAT WE HAVE
NOT BEEN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTAC
T WITH THEIR DEALERSHIP) INFERENCE CASE ID: 5401

ORIGIN: CACM03 - MANUAL - CORRESPONDENCE CSR COMMUNICATION: SURVEY
ACTION: 352 - CUSTOMER FOCUS - MADE CONTACT/PROVIDED RESOLUTION
DOCUMENT: 2855047 ANALYST: CVASHIST CHETAN VASHIST
ACTION DATA/COMMENTS:

CUSTOMER SAYS: ** VS ** - STALLED TWICE IN 3 WEEKS OF OW
NERSHIP - DLR CONTACTED FMC & CAME TO KNOW THAT FMC IS AWA
RE OF A HISTORY OF THIS ISSUE IN 2001 & 2002 ESCAPES - SEEKI

EP02-027 22200

NG WHY VEH IS NOT INVOLVED IN A RECALL - CURRENTLY HAS A F
LIGHT RECORDER IN VEH - OTHER THAN THIS, CUST IS PLEASED W
ITH VEH == OBC TO CUST == - 3 TIMES VEH STALLED - DLR I
S AWARE OF THIS ISSUE & VEH IS CURRENTLY AT DLRSHIP - DLR I
NSTALLED A FLIGHT RECORDER IN VEH - DLR COULD NOT FIND OUT

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: 27 WASHINGTON	ZONE: B1	CASE NBR: 1530170162
VIN: 1FMCU041B2KB02282	ENGINE: 1 VEH TYPE: T	OPENED: 01/16/2002
		CLOSED: 01/16/2002

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2002/01/16

19.52.18 THE ISSUE & IS INVESTIGATING THIS ISSUE PER CUSTOMER, DEAL
ER SAYS: - THE FREDERICK MOTOR CO CAC ADVISED: - CUSTO
MER FOCUS - MADE CONTACT/PROVIDED RESOLUTION =====
- 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 BECOM
ES AVAILABLE - (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELINES
, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELI
NES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INFERENC
E CASE ID: 5401

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

EA02-027 22300

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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: 1538191082
VIN: 1PMYU04142KA64443	ZONE: A1	OPENED: 04/18/2002
	ENGINE: 1	CLOSED: 04/18/2002
	VEH TYPE: T	

=====

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	GLEN HEAD	STATE:	NY	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	6000				
DEALER NAME:	MCDANIEL FORD INC	SALES CODE:	F13126	P & A:	03618
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT 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: CLAMBIE CORRIE LAMBIE
ACTION DATA/COMMENTS:

2002/04/18

14.55.49 CUSTOMER SAYS: --VEH KEEPS IN STALLING; WHEN MY IS ON THE
HWY IT STARTED TO QUIT --BROUGHT IT TO THE DLR ONCE BEFOR
E --DLR REPAIRED A SENSOR --WANT TO FIND OUT WHAT IS WRO
NG PER CUSTOMER, DEALER SAYS: ADVISOR SAID WERE NOT ABLE
TO DUPLICATE MCDANIEL FORD SERVICING 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: 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

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REGION: 11 BOSTON	INFORMATION ISSUE	CASE NBR: 1580771082
VIN: 1PMYU04122KA07481	ZONE: C1	OPENED: 04/18/2002
	ENGINE: 1	CLOSED: 04/18/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				

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E062-027 22381

CITY: SANDOWN STATE: NH ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 13000
DEALER NAME: REGAN FORD INC SALES CODE: F11485 P & A: 08913
REASON CODE: 1012 PARTS - BACKORDER DELAY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 693 - ADVISE CUSTOMER OF UPDATED INFORMATION
DOCUMENT: ANALYST: YCAMPBELL YVETTE CAMPBELL
ACTION DATA/COMMENTS:

2002/04/18

16.06.59 CUSTOMER SAYS: -VEH CURRENTLY AT DLR SINCE YESTERDAY AFTER NOON -NEED TO SPEAK WITH SOMEONE IN CRC TO HAVE THE PART SENT TO THE DLR BY FEK EX SO THAT THE VEH WILL BE READY BY 11 AM TOMORROW -DLR IS WILLING TO GIVE THEM A RENTAL VEH, -SHE WANTS TO FEK ED THE PART TO HAVE THE VEH REPAIRED -VEH SHUT OFF WHILE DRIVING - 2ND TIME -DLR IS LOOKING INTO RENTAL VEH, BUT IS LOOKING INTO WHETHER CUST CAN TAKE THE VEH OUT OF TOWN -SHE BELIEVE SHE SHOULD BE ABLE TO DRIVE THE RENTAL VEH OUT OF TOWN AND THIS NOT BE A PROBLEM -CUST IS GOING OUT OF TOWN TOMORROW AND WANTS HER OWN VEH TO DRIVE -WANTS TO SPEAK WITH A SUPERVISOR PER CUSTOMER, DEALER SAYS: -RANDY TOWNSHEND, SM CAC ADVISED: - YOUR DEALERSHIP AND I HAVE BEEN WORKING ON THIS MATTER AND WE HAVE DETERMINED THAT YOUR PARTS WILL BE ARRIVING IN (PROVIDE THE TIMEFRAME AS PER DEALER CONTACT). - PLEASE CONTACT YOUR DEALERSHIP TO SCHEDULE A TIME AND DATE FOR THE REPAIRS TO YOUR VEHICLE. (PROVIDE CONTACT NAME AND NUMBER FOR THE DEALERSHIP) -REP MADE OBC TO REGAN FORD INC -REP SPOKE WITH KEVIN YOUNG, PARTS AND SRV DIRECTOR -HE STATES THAT THE PART (PROCESSOR) IS ON EMERGENCY ORDER AND THE DLR IS WAITING ON IT TO ARRIVE, CUST WILL BE INFORMED WHEN THE PART ARRIVES -CUST HUNG UP WHILE REP WAS TRYING TO LOCATE A SUPERVISOR INFERENCE CASE ID: 4890

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

REGION: 11 BOSTON INFORMATION ISSUE CASE NBR: 1602371072
ZONE: E1 OPENED: 04/17/2002
VIN: 1FMYU04192KA92332 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: YORK STATE: ME ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 13000
DEALER NAME: HAMPTON FORD INC SALES CODE: F11548 P & A: 08812
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: 658 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

0002-927 22002

DOCUMENT: ANALYST: WMULGRAV WENDY MULGRAVE
ACTION DATA/COMMENTS:

2002/04/17

16.41.58 CUSTOMER SAYS: -CUST SAID SHE PURCHASED THE VEH IN NOV. 20
01 -SHE BROUGHT THE VEH INTO DLR A FEW TIMES FOR STALLING
-VEH STALLED THREE TIMES TODAY -ALSO SHE LOST HER BRAKES AN
D HER STEERING WHILE DRIVING TODAY -CUST HAS ALREADY MADE A
N APPOINTMENT WITH HAMPTON FORD TO HAVE THE VEH SERVICED PE
R CUSTOMER. DEALER SAYS: CAC ADVISED: - WE RECOMMEND TH
E REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION
WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV NGR I
NREFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 1604370452
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 02/14/2002
VIN: 1FMYU04182KC01092 ENGINE: 1 VEH TYPE: T CLOSED: 02/14/2002
=====

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: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 840
DEALER NAME: DAY FORD SALES CODE: F44004 P & A: 07410
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: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RYAP RODOLFO YAP
ACTION DATA/COMMENTS:

2002/02/14

16.44.42 CUSTOMER SAYS: - VEH STALLED ON CUST - HAPPENED WHILE D
RIVING DOWNHILL - WOULD LIKE VEH REPAIRED PER CUSTOMER, D
EALER SAYS: DAY FORD 3696 NM PENN HWY MONROEVILLE, PA
15146 TEL: (412) 856-0600 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

8882-827 22383

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: 1631850392
REGION: 16 PHILADELPHIA	ZONE: A1		OPENED: 02/21/2002
VIN: 1FMYU04172KB29267	ENGINE: 1	VEH TYPE: T	CLOSED: 02/21/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	WORCESTER	STATE:	PA	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	3400			
DEALER NAME:	JOHN KENNEDY FORD,	SALES CODE:	F16405	P & A: 03952
REASON CODE:	3025 PROD/COMP DGR/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: NMORNIX NAME MORNIX
 ACTION DATA/COMMENTS:

2002/02/21

10.49.39

CUSTOMER SAYS: -THE CUST SAYS THE VEH WOULD STALL.. -THE
 CUST SAYS THE VEH STALL BEFORE ON JAN/02 -THE CUST WANTS TO
 KNOW WHAT TO DO... -THE CUST SAYS SHE WANT THIS VEH FIX..
 -THE CUST WANTS TO MAKE A COMPLAINT.. PER CUSTOMER, D
 EALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR
 BE PERFORMED BY A FORD/LN DEALERSHIP - INFORMATION WILL BE
 SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -ADVISED
 THE CUST TO CONTACT THE DLRSHIP.. INFERENCE CASE ID: 45

91

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: 1718811132
VIN: 1FMYU04132KB75078	ZONE: K1	OPENED: 04/24/2002
	ENGINE: 1	CLOSED: 04/24/2002
	VEH TYPE: T	

=====

LAST NAME:		STATUS: CLOSED
TITLE:		MI:
ADDRESS:		
CITY:	CHESTER	STATE: NY
HOME PHONE:		ZIP:
MODEL YEAR:	2002	MODEL: ESCAPE XLT 4X4
MILEAGE:	4962	
DEALER NAME:	WYCKOFF FORD, INC.	SALES CODE: F13157
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY	P & A: 04085
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: LMCGARRE LAFERNE MCGARRELL
ACTION DATA/COMMENTS:

2002/04/24

14.00.42 VLC088TCUSTOMER SAYS: -VEH HAS STALLED TWICE WHILE ACCELERATING -IS STARTING AND RUNNING FINE NOW -CUST WOULD LIKE VEH SERVICED 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 IN REFERENCE CASE ID: 4591

EA02-027 22365

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: 47 CINCINNATI	CONCERN ISSUE	CASE NBR: 1331813401
VIN: 1FMYU03152KB03784	ZONE: A1	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: CINCINNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 677
DEALER NAME: MONTGOMERY FORD SALES CODE: F47006 P & A: 06339
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: LJOSEPH LESA JOSEPH
ACTION DATA/COMMENTS:

2001/12/06

09.08.36 CUSTOMER SAYS: -CUST STATED THAT THE WHILE SHE WAS DRIVING
THE BATTERY LIGHT CAME ON, THEN IT SHUT OF 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 INFERENCE
CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: K-KNAUS1 KATHY KNAUSS
ACTION DATA/COMMENTS:

2001/12/07

14.29.11 PERFORMED SEM 15434 ON RD 12879

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

ER02-027 22305

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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: 1602050252
ZONE: A1 OPENED: 03/28/2002
VIN: 1PMYU03162KB38821 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: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 2500
DEALER NAME: LEGACY FORD MERCURY SALES CODE: F21491 P & A: 00264
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BRING SENT
DOCUMENT: ANALYST: CDUHANAY CHARMAINE DUHANAY
ACTION DATA/COMMENTS:

2002/03/28

18.46.34 CUSTOMER SAYS: ==CUST SAYS IN THE PAST SHE HAS HAD SOME CONCERN WITH HER VEH JUST LAST POWER IN THE MIDDLE OF TRAFFIC ON 3 OCCASION ==> CUST SAYS TH VEH WAS TAKEN INTO THE DLR YESTERDAY -((((((((((((((((((((((((((((((((CURRENT CONCERN)))))))))))))))) -CUST SAYS THE VEH SHUT OFF ON TUESDAY AND IT'S AT THE DLR RIGHT NOW ==CUST SAYS SHE NO LONGERS WANTS THIS VEH SHE WANTS TO GET OUT OF THE VEH BECAUSE OF A MOTHER WITH A 2 WEEK OLD BABY SHE DOESN'T WANT TO GO THROUGH THIS ANYMORE ==CUST WANTS A DSB APPLICATION PER CUSTOMER, DEALER SAYS: CUST SAYS THE DLR TOLD HER TO CONTACT US AND ASK FOR A DSB APPLICATION 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 THE DLR AND SPOKE TO CURTIS S/M -HE ADVISED ME THAT THE CUST HAS BEEN IN HERE FOR THE 2ND TIME FOR REPAIR ==THE VEH IS NO REPAIR AND READY FOR PICK UP ==>CUST IS AWARE OF THIS AS WELL ==THE FORD REPRESENTATIVE IS AWARE OF THE SITUATION FMC WILL NOT BE ASSISTING IN THIS , WE HAVE NOT YET EXCEED OUR LIMIT IN REPAIRING THE VEH WHICH IS 3 TIMES ==DLR ADVISED ME THAT IF THE CUST WANTS A DSB APPLICATION SEND IT TO HER BECAUSE SHE JUST DON'T WANT THE VEH ANYMORE INFERENCE CASE ID: 105

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 21 ATLANTA REGION ISSUE CASE NBR: 1602050252
ZONE: A1 OPENED: 03/28/2002
VIN: 1PMYU03162KB38821 ENGINE: 1 VEH TYPE: T CLOSED: 04/02/2002

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC009 - SERVICE APPOINTMENT SCHEDULED

5002-027 22367

DOCUMENT: ANALYST: S-CURT14 LEGACY FORD
ACTION DATA/COMMENTS:

2002/04/02

16.55.01 DEALERSHIP PERFORMED UPCOMING TSB ON CUSTOMER CONCERN ON STA
LLING, INCLUDING REPLACEMENT OF DPFE SENSOR AND CHECKING WIR
ING HARNESSSES, SPLICES, AND GROUNDS. VEHICLE PICKED UP VEHIC
LE ON MARCH 30, 2002.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: TDYER2 TODD DYER
ACTION DATA/COMMENTS:

2002/04/05

13.11.28

CONSUMER AFFAIRS

06/18/2002 MEFAXPRG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 16 PHILADELPHIA	REGION ISSUE	CASE NBR: 1693911572
VIN: 1FMYU04152KB29087	ZONE: E1	OPENED: 06/06/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: OPEN
TITLE:		MI:		
ADDRESS:				
CITY:	LOYSVILLE	STATE:	PA	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	11000			
DEALER NAME:	FAMILY FORD-MERCURY SALES CODE: F16533	F & A:	01403	
REASON CODE:	30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE			
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE			

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 776 - ADVISE CUSTOMER OF DEALER'S RESPONSE

EM02-027 22300

DOCUMENT: ANALYST: CGAYAD CLINTON GAYADEEN
ACTION DATA/COMMENTS:

2002/06/06

19.16.06 CUSTOMER SAYS: - VEH KEEPS STALLING WHEN ACCELERATING OR D
RIVING AT NORMAL SPEEDS; INTERMITTENT CONCERN; 2/MONTH AND G
ETS MORE FREQUENT - BEEN TO DLR 2X FOR THIS - FIRST TIME D
LR DIDNT FIND ANYTHING; SECOND TIME THEY REPROGRAM THE PCM
- SCHED TO GO INTO FOR THIRD TIME - SEEKING ASSISTANCE PER
CUSTOMER, DEALER SAYS: FAMILY FORD - COULD BE THE INNER
FUEL MIXTURE; WINTER FUEL MIXED WITH SUMMER FUEL - IF WE CA
NT FIND CONCERN, CANT DO ANYTHING TO VEH - BRING IT IN AND
WE WILL PUT IN A BLACK BOX TO RECORD CONCERN CAC ADVISED:
- WE SPOKE TO THE SERVICE 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 Y
OUR DEALERSHIP REQUESTING FURTHER TECHNICAL ASSISTANCE - YO
UR CRM/SERV MGR WILL CONTACT YOU AS SOON AS THEY HAVE MORE I
NFORMATION INFERENCE CASE ID: 5406

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: 0341960742
REGION: 44 PITTSBURGH ZONE: A2 OPENED: 03/15/2002
VIN: 1FMYU03162KB39256 ENGINE: 1 VEH TYPE: T CLOSED: 03/15/2002
=====

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: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 2001
DEALER NAME: WOLFE & WIND FORD I SALES CODE: F44021 P & A: 07467
REASON CODE: 1105 ANA - W/N CRITERIA, REQUEST ANA AFTER REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 736 - PROVIDE ASSISTANCE

DOCUMENT: ANALYST: CPARRIS CHUMSIE PARRIS

ACTION DATA/COMMENTS:

2002/03/15

09.12.07 TYPE (REPAIR, LOANER, CONSEQUENTIAL) LOANER
CUSTOMER SAYS: -VEH OIL AND BATTERY LIGHT AND IT STALLS.
-CLAIMS THE OIL AND BATTERY LIGHT CAME ON WHILE DRIVING ,HAD
ASKED THE DLR TO GIVE HIM A SIMILAR CAR BECAUSE IT STALLS
OUT. -WOULD LIKE TO GIVE THE VEH BACK TO THE DLR FOR A CAR
LIKE IT. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED:

0902-027 22300

- 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. -OBC TO DLR SPOKE WITH KEN CAM WHO STATED THAT THEY WILL ASSIST WITH A LOANER VEH BUT DOES NOT HAVE A 2002 ESCAPE LIKE HIS TO GIVE AS A LOANER ,HOWEVER IT WILL BE LIKE A 2001 FOCUS. - PLEASE SPEAK TO (PROVIDE NAME) SM/CRM TO ARRANGE THE DETAILS OF THE ASSISTANCE INFERRECE CASE ID: 5386

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: CPARRIS CHUMSIE PARRIS
 ACTION DATA/COMMENTS:

CUSTOMER SAYS: SUPERVISOR*****CHARLENE-7823 SAYS THE VEH H NEEDS TO GO BACK TO THE DLR AND THEY ARE REQUESTING A LOANER VEH EXACTLY WHAT THEY OWN NOW. CUST SAYS THEY DO NOT FEEL SAFE AND WANT TO RETURN THE VEH. SAYS THEY WILL NOT BE DRIVING THE LOANER VEH. -SAYS PER CUSTOMER, DEALER SAYS: WOLFE & WIND FORD INC-CAN ONLY PROVIDE A FORD FOCUS OR TAURUS FOR A LOANER VEH. CAC ADVISED: -ADV CUST THAT WE CAN ONLY PROVIDE WHAT THE DLR HAS IN STOCK. -ADV CUST THAT WHAT THEY MAY HAVE BEEN PROVIDED TO TEST DRIVE WOULD BE A DEMO VEH. -ADV THAT A LOANER WOULD BE A DLR PROVISION. -ADV THAT THE SALES MGR OR THE CRM WOULD BE IN THE BEST POSITION TO AD

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: 0341960742
 REGION: 44 PITTSBURGH ZONE: A2 OPENED: 03/15/2002
 VIN: 1FMYU03162KB39256 ENGINE: 1 VEH TYPE: T CLOSED: 03/15/2002
 =====
 2002/03/15
 09.12.07 DRESS THEIR ISSUES.

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: 21 ATLANTA	ZONE: B1	CASE NBR: 0360840822
VIN: 1FMYD031X2KB02985	ENGINE: 1 VEH TYPE: T	OPENED: 04/03/2002
		CLOSED: 04/03/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	ACWORTH	STATE:	GA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	5400				
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: 56B - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: WCLARKE WAYNE CLARKE
ACTION DATA/COMMENTS:

2002/04/03

12.16.25 CUSTOMER SAYS: THAT SHE WAS SUPPOSE TO GET A CALL BACK FROM THE CRC YESTERDAY WENT TO DLRSHF TODAY TO SEE IF THE VEH WAS READY -DLRSHF IS UNABLE TO FIND OUT WHY THE CONCERN IS OCCURRING -SHE IS GOING TO GIVE THE DLRSHF ANOTHER DAY AND THEN SHE IS GOING TO ESCALATE THE ISSUE -WHILE DRIVING THE VEH IT JUST DIES IN THE MIDDLE OF THE ROAD -THE CONCERN HAS HAPPENED ON SIX DIFFERENT OCCASSIONS -THE VEH HAS BEEN @ THE DLRSHF FOR 6 DAY -IN LESS THAN 24HRS FROM GETTING THE VEH BACK FROM THE DLRSHF THE CUST EXIBITTED THE CONCERN A FIELD ENGINEER IS SUPPOSE TO COME OUT AND LOOK @ HER VEH -SHE IS GOING TO GET LAWYER IF THERE ARE NO ANSWERS BY TOMORROW -SHE ALSO SPOKE W/ THE GENERAL MGR PER CUSTOMER, DEALER SAYS : TEAM FORD DON CLARK AND ROBERT THE SRV MGR DLRSHF TOLD HER THAT VEH WOULD BE READY TODAY AND TO GIVE THEM ANOTHER DAY CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/IM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SRV MGR -----OBC TO DLRSHF----- LEFT A MESSAGE FOR THE SRV MGR TO CALL BACK CRC TO DISCUSS THE CUST ISSUE IN FURTHER DETAIL -ADVT SED CUST THAT I WOULD RESEARCH THE ISSUE FURTHER AND RE CONTACT HER INFERENCE CASE ID: 4591

2002-027 22311

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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	CASE NBR: 044800872
VIN: 1FMYU03112KC16261	ENGINE: 1	OPENED: 03/28/2002
	VEH TYPE: T	CLOSED: 03/28/2002

=====

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	LOVELAND	STATE:	OH	ZIP: [REDACTED]
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	1238			
DEALER NAME:	BOB TOWNSEND FORD	SALES CODE:	F47001	P & A: 01923
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: CKETH5	CHRISTIN KEITH

ACTION DATA/COMMENTS:

2002/03/28

12.21.20 JUDY MCLAUGHLIN, CSM, CINCINNATI
ATTN: LISA CRYDER
SUBSEQUENT OWNER AND AMOUNT DEVIATION APPROVED BY CAROL
SMITH, RAV OPERATIONS

=====

ORIGIN:	CAMA	- MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION:	OAC003	- SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT:	ANALYST: CKETH5	CHRISTIN KEITH

ACTION DATA/COMMENTS:

12.22.27

=====

ORIGIN:	CAMA	- MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION:	OAC103	- CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT:	ANALYST: CKETH5	CHRISTIN KEITH

ACTION DATA/COMMENTS:

2002/04/16

15.28.00

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06/18/2002 MMFAKPRG

0602-027 22312

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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: A1	ENGINE: 1	VEH TYPE: T	INFORMATION ISSUE	CASE NBR: 0463420742
VIN: 1FMCU04192KA79501					OPENED: 03/15/2002
					CLOSED: 03/15/2002

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PHOENIXVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE ILT 4X4
MILEAGE: 4400
DEALER NAME: NORRISTOWN AUTOMOBILE SALES CODE: F16046 P & A: 01350
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

=====

ORIGIN: CACI38 - DS CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: AKURYSKO ALLISON KURYSKO
ACTION DATA/COMMENTS:

2002/03/15

12.51.14 CUSTOMER SAYS: -THIS HAS BEEN HAPPENING 4 TIMES SINCE NOV
2001 -THE VEH HAS BEEN TO THE DLR 3 TIMES FOR THE SAME ISS
UE -THE VEH STALLS WHILE DRIVING INTERMITTENTLY -LAST TIM
E THE VEH WAS AT THE DLR WAS IN FEB2002 -HE FEELS THE VEH I
S UNSAFE -HE IS LOOKING INTO THE LEMON LAW -HE DOESN'T WAN
T THE VEH ANYMORE PER CUSTOMER, DEALER SAYS: NORTH TOWN F
ORD--610 539 5400 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

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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: A2	ENGINE: 1	VEH TYPE: T	INFORMATION ISSUE	CASE NBR: 0475740312
VIN: 1FMYU041X2KB44071					OPENED: 01/31/2002
					CLOSED: 01/31/2002

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

EM02-027 22313

CITY: WINCHESTER STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1402
DEALER NAME: MT ORAB FORD-MERCUR SALES CODE: F47451 P & A: 01998
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: NBURKE NOVELETTE BURKE
ACTION DATA/COMMENTS:

2002/01/31

13.12.26 CUSTOMER SAYS: -CUST WAS DRIVING OVER THE HILL AND TH EVEN
STALLED - SHE IS NOW IN THE WALMART PARKING -THERE ARE
NO LIGHTS ON THE I.P. -WONDERING WHAT TO DO AT THIS STAGE
-VEH HAS STALLED OUT ON HER FOR THE FIRST TIME -NO OTHER
MECHANICAL CONCERNS AT THIS TIME PER CUSTOMER, DEALER SAYS
: CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED B
Y A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, C
USTOMER 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

INFORMATION ISSUR CASE NBR: 0482681152
REGION: 16 PHILADELPHIA ZONE: E1 OPENED: 04/25/2002
VIN: 1FMYU04192KB22675 ENGINE: 1 VEH TYPE: T CLOSED: 04/25/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: HARRISBURG STATE: PA ZIP:
HOME PHONE: MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2200
DEALER NAME: MAGUIRE'S FORD SALES CODE: F16495 P & A: 03023
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

BR2-627 22314

DOCUMENT: ANALYST: JMARCEL JOANNE MARCELLE
ACTION DATA/COMMENTS:

2002/04/25

13.23.16 VLC083UCUSTOMER SAYS: =CUST SAYS THE VEH IS STALLING ON HE
R. =CUST SAYS DLRSHIP ADVISE BEFORE COMPUTER NEEDS TO BE CH
ANGED. =CUST SAYS DLRSHIP SER/MAN IS TEST DRIVING THE VEH.
=CUST SAYS IS SEEKING ASSISTANCE =CUST SAYS DOES NOT WISH
TAKE THE VEH BACK =CUST SAYS AT THERE HAVE BEEN OTHER CONC
ERNS. PER CUSTOMER, DEALER SAYS: MAGUIRE'S FORD ROB SE
R/MAN IS TEST DRIVING THE VEH TO DUPLICATE THE PROBLEM 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 . CSR ADVISE CUST OF THE ABOVE
. CSR ADVISE CUST DLRSHIP WILL CONTACT FORD FOR FURTHER ASS
ISTANCE IF NEEDED ON THE REPAIRS. . CSR MADE OBC TO DLRSH
IP TO FURTHER ASSIST CUST AND WAS ADVISE CANNOT DUPLICATE TH
E CONCERN AT THIS POINT. CONCERN WILL NEED TO BE FOUND BEFO
RE FURTHER ESCALATION FROM THE DLRSHIP CSR ADVISE CUST OF TH
E ABOVE 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: 0487860672
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 03/08/2002
VIN: 1FMYU03182KB44992 ENGINE: 1 VEH TYPE: T CLOSED: 03/08/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MOORPARK STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 1000
DEALER NAME: SIMI VALLEY FORD SALES CODE: F71447 P & A: 07022
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607593 STALL/QUITTS ACCELERATION ALL ENGINE TEMP

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 66B - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL
ACTION DATA/COMMENTS:

2002/03/08

13.32.57 CUSTOMER SAYS: -VEH WILL NOT SHUT IN THE MIDDLE IN THE FEE
WAY -WANTS A REPLACEMENT VEH ANOTHER THE ESCAPE -CUST FEEL
S THIS IS A SAFETY ISSUE -DLR VERY HONEST PER CUSTOMER,
DEALER SAYS: -DLR DOES NOT KNOW HOW TO FIX IT -DLR SAID C
UST HAS TO GO THROUGH A DSB CAC ADVISED: - WE RECOMMEND TH
E REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION

ERG2-BZ7 22315

WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR
-OBC TO DLRS/M AND CRM IS NOT AVAILABLE INFERENCE CASE ID:
4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL
ACTION DATA/COMMENTS:

17.11.35 CUSTOMER SAYS: -CUST WAS SPEAKING TO NATE A SERVICE ADVISO
R -CUST FEEL THAT THIS IS SAFETY ISSUE -VEH STOPPED AT 60
MPH IN THE MIDDLE OF THE FREEWAY PER CUSTOMER, DEALER SAYS:
-NONE CAC ADVISED: -OBC TO CUST TO LET HIM KNOW THAT I W
ILL FOLLOW UP WITH HIM ON MONDAY AS MY OUTSIDE SOURCES HAVE
NOT CONTACTED ME

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 224 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: PDIMITRO PEPPI DIMITROPOULOS
ACTION DATA/COMMENTS:

2002/03/11

15.15.15 CUSTOMER SAYS: -CUST CALLING TO SPEAK TO LIANE CSR - CUST
SAYS HE IS VERY UPSET THAT LIANE HAS NOT BEEN ABLE TO CONTACT
THE DLRSHP -CUST WOULD LIKE LIANE TO FOLLOW-UP WITH HIM

CONSUMER AFFAIRS

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0487850672
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 03/08/2002
VIN: 1FMYU03182KB44992 ENGINE: 1 VEH TYPE: T CLOSED: 03/11/2002
=====

2002/03/11

15.15.15 PER CUSTOMER, DEALER SAYS: -SIMI VALLEY FORD 2440 FIRST S
TREET SIMI VALLEY, CA 93065 TEL: (805) 583-0333 CAC ADV
ISED: -ADV CUST THAT LIANE HAS A FOLLOW UP SCHEDULED BY 5:0
0 PM TO TRY AND GET A RESOLUTION FOR HIM -ADV CUST TO BE PA
TIENT UNTIL 5:00 P.M AND THAT LIANE WILL FOLLOW-UP WITH HIM
AT THAT TIME

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL
ACTION DATA/COMMENTS:

18.52.02 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -OBC TO DLR LEFT MESSAGE FOR NATE S/M TO CALL CRC

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL
ACTION DATA/COMMENTS:

CUSTOMER SAYS: -VEH HAS STALLED ON FREEWAY AT 55 MPH -CUST
T FEELS THE VEH IS NOT SAFE -WANTS A REPLACEMENT VEH -CUST
GOT VEH IN FEBRUARY ONLY 5 WEEKS AGO PER CUSTOMER, DEALER
SAYS: -DLR DOES NOT HAVE THE AUTHORITY TO GRANT HIS WISH
-DLR ADVISED CUST TO CALL CRC -DLR SAID FORD HAS A SMALL
NUMBER OF FORD VEH WITH THIS CONCERN -DLR SAID THAT CRC H
AS THE AUTHORIZATION TO GRANT CUST A NEW VEH CAC ADVISED:
-OBC TO CUST TO LET HIM KNOW THAT I AM STILL RESEARCHING T
HE ISSUE FOR HIM -

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL

6882-827 22318

ACTION DATA/COMMENTS:

2002/03/12

11.08.51 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -OBC TO DLR LET MESSAGE FOR NATE S/M TO CALL DLRSHF AS N
ATE WILL NOT BE IN UNTIL 8:30AM -OWNER OF DRL SHP WILL NOT
BE IN UNTIL FRIDAY

ORIGIN: CACM01 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL

ACTION DATA/COMMENTS:

12.11.55 CUSTOMER SAYS: - PER CUSTOMER, DEALER SAYS: -DLR SAID R
E WILL GIVE CUST A NEW VEH WITHIN A WEEK TO 10 DAYS -CUST

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0487860672
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 03/08/2002
VIN: 1FMYU03182KB44992 ENGINE: 1 VEH TYPE: T CLOSED: 03/12/2002
=====

2002/03/12

12.11.55 SPOKE TO LARRY OWNER OF THE DLRSHF CAC ADVISED: -

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

INFORMATION ISSUE

CASE NBR: 0535560252

REGION: 24 ORLANDO

ZONE: A1

OPENED: 01/25/2002

VIN: 1FMYU03152KB39300

ENGINE: 1

VEH TYPE: T

CLOSED: 01/25/2002

LAST NAME: [REDACTED]

STATUS: CLOSED

TITLE: [REDACTED]

FIRST NAME: [REDACTED]

MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: [REDACTED]

FEMBOKE PINES

STATE: FL

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2002

MODEL: ESCAPE XLT 4X2

MILEAGE: 3000

DEALER NAME: SAMGRASS FORD

SALES CODE: F24009

P & A: 04908

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: JVOUGIOU JOHN PAUL VOUGIOUKAS

ACTION DATA/COMMENTS:

2002/01/25

14.51.56

CUSTOMER SAYS: -CUST IS CALLING BECUASE SHE STATES THAT THE POWER STEERING WENT OUT -CUST STATES THAT THE BRAKES DID NOT WORK -CUST STATES THAT THE ACCELERATION DID NOT WORK -CUST STATES THAT EMISSION LIGHT CAME ON AND THE CHECK ENGINE LIGHT CAME ON ALSO WHILE THE CUST WAS DRIVING -CUST STATES THAT SHE HAD THE VEH FOR ABOUT A MONTH -CUST STATES THAT AT SHE HAD BROUGHT THE VEH TO THE FORD DLRSHP AND THEY STATED THAT THEY COULD NOT DUPLICATE THE CONCERN PER CUSTOMER, 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 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 SAMGRASS FORD AND SPOKE WITH THE S/M MICHAEL KUBIC AND HE STATED THAT THEY CANNOT DUPLICATE THE CONCERN WITH THE VEH -MICHAEL STATED THAT ONE OF THE MANAGERS IS GOING TO BE TAKING THE VEH HOME WITH HIM SO THE Y CAN SEE IF THE CONCERN WILL HAPPEN WITH THEM -ADVISED CUST THAT THEY CANNOT DUPLICATE THE CONCERN AND THAT'S WHY THE FORD DLRSHP IS NOT GOING TO REPAIR THE VEH UNTILL THEY FIND OUT WHAT THE CONCERN IS INFERRECE CASE ID: 4462

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

DOCUMENT: ANALYST: HMCIPHERS HERMAN MCPHERSON

ACTION DATA/COMMENTS:

2002/02/28

16.32.24

CUSTOMER SAYS: - HER VEH JUST SHUT OFF ON HER WHILE SHE WAS DRIVING - SHE WAS GOING 45-50 MILES - THIS HAS HAPPENED

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 24 ORLANDO	ZONE: A1	ENGINE: 1	VEH TYPE: T	INFORMATION ISSUE	CASE NBR: 0535560252
VIN: 1FMYU03152KB39300					OPENED: 01/25/2002
					CLOSED: 02/28/2002

=====

2002/02/28

16.32.24 3 TIMES - DLR TOLD HER THAT THE CAR WAS READY CONCERN NOT
DUPLICATED - -CUST IS CALLING BECUASE SHE STATES THAT THE P
OWER STEERING WENT OUT -CUST STATES THAT THE BRAKES DID NO
T WORK -CUST STATES THAT THE ACCELERATION DID NOT WORK -C
UST STATES THAT EMISSION LIGHT CAME ON AND THE CHECK ENGINE
LIGHT CAME ON ALSO WHILE THE CUST WAS DRIVING -CUST STATES
THAT SHE HAD THE VEH FOR ABOUT A MONTH -CUST STATES THAT
SHE HAD BROUGHT THE VEH TO THE FORD DLRSHIP AND THEY STATED T
HAT THEY COULD NOT DUPLICATE THE CONCERN - CUST FEELS LIKE
THE DLR HAS BEEN NASTY TO HER AND TREATED INAPPROPRIATLY -
JOHN GALLIPOLI SALES MANGER WAS THE GENTELMAN WHO WAS RUDE T
O HER AND HER FRIEND PER CUSTOMER, DEALER SAYS: - NONE C
AC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHI
P WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD A
SSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY C
ANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE T
O REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT
DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INF
RENCE 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:	ZONE:	ENGINE:	VEH TYPE:	INFORMATION ISSUE	CASE NBR: 0536303521
VIN: 1FMYU04172KB13392					OPENED: 12/18/2001
					CLOSED: 12/18/2001

=====

LAST NAME:

TITLE:

ADDRESS:

FIRST NAME:

STATUS: CLOSED

MI:

5082-027 22310

CITY: LANDING STATE: NJ ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 850
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LHMCKSS LAVERNE HICKS
ACTION DATA/COMMENTS:

2001/12/18

14.53.50 CUSTOMER SAYS: CONCERNED WITH ENGINE STALLING WHEN DRIVING
DOWN A HILL
DEALER SAYS: NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND
THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS

06/18/2002 MMFAFRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUES CASE NBR: 0550200432
REGION: ZONE: OPENED: 02/12/2002
VIN: 1FMYU041X2KB67589 ENGINE: 1 VEH TYPE: T CLOSED: 02/12/2002
=====

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: ROCKVILLE STATE: MO ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 600
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED

CRM2-927 22328

DOCUMENT: ANALYST: LHICKS8 LAVERNE HICKS
ACTION DATA/COMMENTS:

2002/02/12

15.17.00 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE
STALLING, IT ONLY OCCURED ONCE.
DEALER SAYS: NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE IQCD TEAM AND
THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0564641212
REGION: 24 ORLANDO ZONE: A2 OPENED: 05/01/2002
VIN: 1FMYU01172KB87349 ENGINE: 1 VEH TYPE: T CLOSED: 05/01/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MIAMI STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE ILS 4X2
MILEAGE: 2000
DEALER NAME: WORLD FORD/KENDALL SALES CODE: F24005 P & A: 04920
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: KFRANCIS KAREN FRANCIS
ACTION DATA/COMMENTS:

2002/05/01

15.40.15 CUSTOMER SAYS: -3 DAYS AFTER PURCHASE THE VEH QUIT AND THE
OIL LIGHT WAS ON -CUST TOOK THE VEH PRO SERVICE BECAUSE TH
E REAR WINDOW SERVICED -CUST LEFT THE VEH OVERNIGHT -CUST
WENT TO PICK UP THE VEH THEY COULD NOT DUPLICATE THE CONCER
N -CUST HAS HAD THIS CONCERN 3 TIMES -THE CHECK ENGINE LI
GHT COMES ON AND THE BATTERY LIGHT COMES ON BUT IT GOES OFF

2002-027 22321

AGAIN WHEN CUST STARTS THE CAR AGAIN -CUST SEEKING REPAIRS
PER CUSTOMER, DEALER SAYS: -NOT ABLE TO DUPLICATE THE CON
CERN CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DE
ALERSHIP 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 U
NABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO
CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTI
CED -OBC TO THE DLRSF SPOKE TO MARTHA CRM SPOKE TO MARTHA
A DV HER OF THE TSB/SSM ON THE CONCERNS SHE ADV ME TO HAVE THE
CUST BRING THE VEH BACK IN 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: 21 ATLANTA	ZONE: B1	INFORMATION ISSUE	CASE NBR: 0565660772
VIN: 1FMYU041B2KA26262	ENGINE: 1	VEH TYPE: T	OPENED: 03/18/2002
			CLOSED: 03/18/2002

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	MARIETTA	STATE:	GA	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	5092			
DEALER NAME:	WADE FORD, INC.	SALES CODE:	F21004	P & A: 00478
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
DOCUMENT: ANALYST: JOLDWIEL JANET OLOFIELD
ACTION DATA/COMMENTS:

2002/03/18

15.38.38

CUSTOMER SAYS: -VEH IS HAVING STALLING PROBLEMS WHILE VEH
IS DRIVING -VEH HAS BEEN BACK TO DLR 2 TIMES AND IS BACK TO
DAY FOR THE SAME CONCERN PER CUSTOMER, DEALER SAYS: -W
ILL HAVE TO INSTALL DATA RECORDER 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 -OBC TO DLR SPOKE TO TIM BLACK S/M DOES NOT WANT TO HA
VE DLR WANTS TO INSTALL DATA RECORDER SO THAT WHEN CONCERN
COMES BACK CUST JUST PRESSES A BUTTON PROBLEM CANNOT BE FI
XED BY FORD RIGHT NOW -FORD IS AWARE OF THE PROBLEM INFE
RENCE CASE ID: 4591

END-027 22322

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: 10 SDR	ZONE: G2	CASE NBR: 0606060772
VIN: 1FMYU01192KA25362	ENGINE: 1	OPENED: 03/18/2002
	VEH TYPE: T	CLOSED: 03/18/2002

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	TALLULAH	STATE:	LA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLS 4X2		
MILEAGE:	12000				
DEALER NAME:	COUNTRY FORD	SALES CODE:	F23198	F & A:	08719
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TRMP				

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: AKURYSKO ALLISON KURYSKO
ACTION DATA/COMMENTS:

2002/03/18

19.01.16 CUSTOMER SAYS: -VEH STOPS ALL THE TIME -WHILE DRIVING TH
E VEH STOPS - PER CUSTOMER, DEALER SAYS: RIVER CITY FORD
--318 574 3511 TOMMY CAC ADVISED: - FOR THE VEHICLE TO BE
REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE
SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING T
HE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEA
LERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - AD
VICE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT
) CONCERN IS NOTICED INFERENCE CASE ID: 4462

6982-827 22323

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR: 0626780392
VIN: 1FMCU04172KB64191	ZONE:	OPENED: 02/08/2002
	ENGINE: 1	CLOSED: 02/08/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	COLUSA	STATE:	CA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	750				
DEALER NAME:		SALES CODE:	P & A:		
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LHMCK88 LAVERNE HICKS
ACTION DATA/COMMENTS:

=====

2002/02/08

17.24.38 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE ST
ALLING.
DEALER SAYS: FIXED CONCERN
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AN
D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

=====

REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0677242971
VIN: 1FMYU03172KA49436	ZONE: E1	OPENED: 02/20/2002
	ENGINE: 1	CLOSED: 02/20/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHARLOTTE STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 3700
DEALER NAME: TOWN & COUNTRY FORD SALES CODE: F21212 P & A: 01057
REASON CODE: 3015 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: 668 - ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: TSAUNDER TABITHA SAUNDERS
ACTION DATA/COMMENTS:

2002/02/20

15.01.02 CUSTOMER SAYS: CUST IS CALLING IS THE MOTHER OF THE C
UST SAY SAYS THAT THE VEH IS STALLING W/ O WARNING CUST
SAY THAT SHE HAS REPORTED THIS TO NHTSA. CUST SPECIF
ICALLY WANTS TO KNOW: WHEN DID FORD KNOW THIS WAS
PROBLEM? WHEN DID THEY ISSUE THE SPECIAL SERVICE MESSAGE
? PER CUSTOMER, DEALER SAYS: CUST SAYS THAT THE DL
R ADVSD HER THAT FORD HAS COME UP W/ A COMPUTER CHIP
MODULE THAT WILL CORRECT THIS 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 OBC TO DLR: SPOKE W/ KEVIN S/M AND HE AD
VSD ME THAT THEY REPROGRAMMED THE PCM AS STATED IN THE
SPECIAL SERVICE MESSAGE. TECH HAS BEEN DRIVING THE VEH
BACK FORTH SINCE MON. FEB 18 2002, AND THAT THEY FEEL
VERY CONFIDENT THAT THE VEH IS REPAIRED TO FORD SPECS. S
AYS THAT THE CUST HAS CALLED AND THEY HAVE EXPLAINED EV
ERYTHING TO HER RE: HE VEH ISSUE ADVSD CUST OF THE DLR
RESPONSE CUST WAS NOT SATISFIED W/ THE ANSWER, SAYS
THAT DOES NOT ANSWER HER QUESTIONS, CUST IS REQUESTING TO
SPEAK W/ A SUP. SPOKE W/ SUP (JO-ANNE RET 7818) AND SHE
ADVSD ME TO LET THE CUST KNOW THAT WE DO RELY ON OUR FO
RD DLR TO PROVIDE US W/ THE BEST TECHNICAL ADVCS CUST
SAYS THAT SHE IS NOT HAPPY W/ THE DLRSH, FORD CUST SE
RV, AND THE SUPERVISOR'S ANSWER THAT FORD CANNOT PROVI
DE HER W/ AN ANSWER TO HER QUESTIONS CUST GOT VERY ANG
RY AND HUNG UP THE PHONE 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:	INFORMATION ISSUE	CASE NBR: 0731040562
VIN: 1FMYU03162KB85752	ZONE:	OPENED: 02/25/2002
	ENGINE: 1	CLOSED: 02/25/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

E902-027 22325

CITY: ACWORTH STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 1100
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LHMCKSB LAVERNE HICKS
ACTION DATA/COMMENTS:

2002/02/25

20.18.24 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE
STALLING
DEALER SAYS: NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND
D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

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: 48 DETROIT ZONE: A2 CASE NBR: 1352330182
VIN: 1FMYU04152KB64339 ENGINE: 1 VEH TYPE: T OPENED: 01/18/2002
CLOSED: 01/18/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: MI:
CITY: MILAN STATE: MI ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1362
DEALER NAME: GENE HUTMAN FORD SL SALES CODE: F48439 P & A: 02964
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

EP02-027 22326

DOCUMENT: ANALYST: ABINGHAM ANDREW BINGHAM
ACTION DATA/COMMENTS:

2002/01/18

09.39.56 CUSTOMER SAYS: -RECEIVED THE VEH JUST BEFORE CHRISTMAS -V
EH STALLED A FEW TIMES AT FIRST -IGNORED THIS THINKING THAT
THE SYSTEM WAS JUST GETTING WORKED IN -LAST FRIDAY THE VEH
STARTED TO STALL, JERKING AND BUCKING -ON SATURDAY IT WAS
LIKE THE VEH WOULD NOT MAKE IT HOME -AND THEN THE ENGINE LI
GHT CAME ON -BROUGHT THE VEH TO DLRSH (GENE BUCKMAN FORD
) -AFTER P/U THE VEH ON TUESDAY -THE VEH IMMEDIATELY WAS
JERKING JUST AWFUL -CALLED THE DLRSH TO TELL THEM THAT T
HE VEH IS NOT GOOD ON ACCELERATION AND AT LOW SPEEDS -TOLD
THE DLRSH THAT A LOANER WAS ESSENTIAL, SO THE CUST CAN GET
TO WORK -AFTER ALOT OF ARGUING THE DLRSH PROVIDED THE LOA
NER -VEH IS STILL AT THE DLRSH FOR DIAGNOSIS -LAST COMME
NT FROM THE SER. DEPT WAS NO PROBLEM FOUND AS YET (THURS JA
N,17/02) PER CUSTOMER, DEALER SAYS: -DLRSH (GENE BUTMA
N FORD) SAYS THAT THE CAM SENSOR AND ECC RELAY NEED TO BE
CHANGED -THE VEH IS READY TO GO NOW -HAVE NOT BEEN ABLE TO
DUPLICATE THE STALLING CONCERN CAC ADVISED: - FOR THE VEH
ICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPL
ICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DI
AGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCER
N, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT
FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (IN
TERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

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: 1434632971
VIN: 1FMYU04102KA37837 ENGINE: 1 VEH TYPE: T OPENED: 10/24/2001
CLOSED: 10/24/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: EVANSVILLE STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 80
DEALER NAME: TOWN & COUNTY FORD SALES CODE: P47231 P & A: 01466
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:

2001/10/24

12.04.23 TREVA REID, CSM, CINCINNATI
ATTN: CHARLES FOWLER

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC003 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH

EM02-027 22327

ACTION DATA/COMMENTS:

12.05.27

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/11/08

15.14.46

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:	INFORMATION ISSUE	CASE NBR:	1435810052
VIN: 1FMYU03112KB30772	ZONE:	OPENED:	01/05/2002
ENGINE: 1	VEH TYPE: T	CLOSED:	01/05/2002

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	EL PASO	STATE:	TX	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	1800				
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: SWILL206 WILLIAMS, SHARON
ACTION DATA/COMMENTS:

2002/01/05

12.06.21 CUSTOMER SAYS: THE CUSTOMER SAID EVERYTIME SHE ACCELERATES
THE VEHICLE STALLS.
DEALER SAYS: NONE.
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND
D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DE
TAIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN AD
VANCE.

EAS2-827 22328

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: 47 CINCINNATI	ZONE: A2	INFORMATION ISSUE	CASE NBR: 1483270932
VIN: 1FMYU04172KA45370	ENGINE: 1	VEH TYPE: T	OPENED: 04/03/2002
			CLOSED: 04/03/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED	
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	FAIRFIELD	STATE:	OH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	7000				
DEALER NAME:	FAIRFIELD FORD	SALES CODE:	P47015	P & A:	04051
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: GROTSON GLORIA WATSON
ACTION DATA/COMMENTS:

2002/04/03

13.24.39

CUSTOMER SAYS: -VEH AT DRL AGAIN -VEH ENGINE WILL STALL WHILE MAKING A TURN AND THEN START BACK UP -THIS HAS HAPPEN 3 TIMES BEFORE -THIS HAS BEEN TO DRL 1 TIME -RELOAD COM PUTER THE FIRST TIME IN FEB -THIS HAPPEN AGAIN LAST NIGHT -IS CONCERN ABOUT THE SAFETY OF THE VEH PER CUSTOMER, DE ALER SAYS: -INTERMITTEN CONCERN -CANNOT DUPLICATE CONCERN 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
INFERENCE CASE ID: 4462

ERR2-027 22320

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 27 WASHINGTON	ZONE: A1	CASE NBR: 1495910772
VIN: 1FMYU04122KB22033	ENGINE: 1	OPENED: 05/17/2002
	VEH TYPE: T	CLOSED: 05/17/2002

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	STERLING	STATE:	VA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	7000				
DEALER NAME:	MOONS STERLING FORD	SALES CODE:	F27044	P & A:	00031
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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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: MMCKENZIE NORMA MCKENZIE
ACTION DATA/COMMENTS:	

=====

2002/05/17

11.20.56 CUSTOMER SAYS: VEH . STALL WHILE HIS WIFE WAS DRIVING. --
WHILE IT STALL THE LIGHT ON THE DASHBOARD CAME ON CUST. IS
CONCERN BECAUSE HIS WIFE DRIVE THE VEH. HE DID DRIVE THE
VEH. BUT WAS NOT ABLE TO FIND A PROBLEM HIMSELF. PER CUSTO
MER, DEALER SAYS: DLRSHP DIAGNOSIS STATED PICK UP A GLI
CH BUT COULD NOT BE REPLICATED. THEY STATED THEY WERE NOT AB
LE TO FIND A PROBLEM. CAC ADVISED: - FOR THE VEHICLE TO B
E 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 DE
ALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - A
DVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTEN
T) CONCERN IS NOTICED ADVISE TO CALL ROSIDE ASSIST TOWE THE
VEH. TO THE DLRSHP. 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: 1532690712
REGION:	ZONE:	OPENED: 03/12/2002
VIN: 1FMYD04192KB77093	ENGINE: 1 VEH TYPE: T	CLOSED: 03/12/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	CARY	STATE:	NC	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	1100			
DEALER NAME:		SALES CODE:	P & A:	
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

=====

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LHIKSS8 LAVERNE HICKS
ACTION DATA/COMMENTS:

2002/03/12

14.47.49 CUSTOMER SAYS: CONCERNED WITH ENGINE STALLING WHEN ACCELERATING FROM A STOP LIGHT.
DEALER SAYS: NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS THIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DETAIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADVANCE.

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: 1558871122
REGION: 27 WASHINGTON	ZONE: A1	OPENED: 04/22/2002
VIN: 1FMCU04192KC39215	ENGINE: 1 VEH TYPE: T	CLOSED: 04/22/2002

=====

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			

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2002-027 22331

CITY: ARLINGTON STATE: VA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 200
DEALER NAME: KOONS FORD INC SALES CODE: F27013 P & A: 00038
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SSTONE SHELLY STONE
ACTION DATA/COMMENTS:

2002/04/22

15.29.49 CUSTOMER SAYS: MY QUESTION REGARDS THE NHSTA INVESTIGATION ABOUT THE FORD ESCAPE ENGINE STALLING PROBLEM. MY HUSBAND AND I BOUGHT AN ESCAPE XLT 4X4 PREMIUM ON APRIL 13TH AND ON APRIL 17TH, AFTER OWNING THE CAR A MERE FIVE DAYS WITH ABOUT 160 MILES ON IT, IT STALLED. MY HUSBAND WAS GETTING OFF A HIGHWAY AND GOING THROUGH A TUNNEL WHEN IT STALLED. "CHECK ENGINE" LIGHT COMES ON, "CHECK OIL" LIGHT COMES ON, NO STEERING, NO BREAKS, AND ZERO POWER. VERY DANGEROUS. WE TOOK IT TO THE DEALER APRIL 20TH AND THEY SAID THAT FORD HAS NO FIX FOR THIS PROBLEM. THE ENGINE COMPUTER DOES NOT INDICATE THAT THERE WAS, OR IS A PROBLEM, BUT OBVIOUSLY THERE IS. A DANGEROUS ONE. THE DEALER STILL HAS THE CAR AND IS GOING TO CONTACT FORD. I'M PREDICTING FORD HAS NO ANSWERS. THIS IS UNACCEPTABLE AND VERY UNSETTLING, AS WE HAVE OWNED THIS CAR A WEEK.
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/SERVICEMAN - INQUIRIES OF A TECHNICAL NATURE ARE GENERALLY REFERRED TO OUR DEALERSHIPS. - ACCORDING TO OUR RECORDS, YOUR SERVICING DEALERSHIP IS KOONS FORD. WE SUGGEST THAT YOU KEEP IN CONTACT WITH LIANA WELCH, THE SERVICE MANAGER AT KOONS FORD. THEY ARE IN THE BEST POSITION TO ASSIST YOU WITH THIS MATTER. WE WISH TO ADVISE YOU THAT YOUR INFORMATION HAS BEEN FORWARDED TO KOONS FORD FOR FURTHER REVIEW. THE SERVICE DEPARTMENT CAN BE REACHED DIRECTLY AT: (703) 241 - 7250.
WE WISH TO ADVISE YOU THAT THE CUSTOMER RELATIONSHIP CENTER DOES NOT HAVE ACCESS TO THE FORD ENGINEERS. THEY ARE ACCESSIBLE THROUGH THE SERVICE MANAGER AT YOUR SERVICING DEALERSHIP.
INFERENCE CASE ID: 4591

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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INFORMATION ISSUE CASE NBR: 1611533231
REGION: ZONE: OPENED: 11/19/2001
VIN: 1FMYU04102KB03867 ENGINE: 1 VEH TYPE: T CLOSED: 11/19/2001
=====
LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: OVERLAND PARK STATE: KS ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 710
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED

ERR2-827 22332

DOCUMENT: ANALYST: JBRANTNE JESSICA BRANTNER
ACTION DATA/COMMENTS:

2001/11/19

17.00.54 CUSTOMER SAYS: CONCERNED WITH THE VEHICLE STALLING ONCE DURING ACCELERATION.
DEALER SAYS: NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS THIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DETAIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADVANCE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

=====

REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 1641830142
VIN: 1FMYD04162KA66095	ZONE: H1	OPENED: 01/14/2002
	ENGINE: 1	CLOSED: 01/14/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	WRIGHT CITY	STATE:	MO	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	4701			
DEALER NAME:	WARRENTON FORD	SALES CODE:	F53344	P & A: 04116
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: NEURKE NOVELETTE BURKE
ACTION DATA/COMMENTS:

2002/01/14

17.49.15 CUSTOMER SAYS: -HAVING TROUBLE WITH 2002 FORD ESCAPE -VEH IS NOW AT THE DEALERSHIP -VEH STALLED OUT WHILE HIS WIFE WAS DRIVING -CAR WOULD NOT CRANK AT ALL -DLR CAME AND TOWED IT AND TOOK IT TO THE SHOP -VEH WAS REPAIRED BY DLR AND SUNDAY IT SAT IN THE DRIVEWAY ALL DAY AND IT WOULD NOT START AGAIN -DLR IS WARRENTON FORD -THE FIRST TIME THE VEH W

6002-827 22333

AS NOT HAPPENING INTERMITTENTLY =NOT HAPPY WITH THEIR SOLUTION
=CUST TRYING TO FIGURE OUT WHAT TO DO =DEALERSHIP HAS
BEEN REALLY GOOD TO HIM AND HE UNDERSTAND THE MECHANICS OF A
VEHICLE =JUST WANTS TO HAVE THIS INFO ON THE RECORD PER C
USTOMER, DEALER SAYS: =VEH NEEDS NEW COMPUTER =DLR SAID T
HEY USED THE OLD KEY AND START THE CAR AND THAT IS WHY THEY
ARE HAVING THE PROBLEM CAC ADVISED: - FOR THE VEHICLE TO
BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE TH
E SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING
THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE D
EALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND -
ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTE
NT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

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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	INFORMATION ISSUE	CASE NBR: 1655452961
REGION:	ZONE:	OPENED: 10/23/2001
VIN: 1FMCU041X2KA39816	ENGINE: 1 VEH TYPE: T	CLOSED: 10/23/2001

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	HOUSTON	STATE:	TX	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	540				
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: JERAMINE JESSICA BRANTNER
ACTION DATA/COMMENTS:

2001/10/23

18.17.53

CUSTOMER SAYS: CONCERNED WITH THE VEHICLE HAVING COMPLETELY
DIED AFTER GOING OVER A SPEED BUMP.
DEALER SAYS: ACCORDING TO CUSTOMER... THE ENGINE NEEDS TO B
E REPLACED BUT HAS NOT YET BEEN.
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AN
D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

EA02-027 22334

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:	ZONE:	INFORMATION ISSUE	CASE NBR: 1677810632
VIN: 1FMYU04152KB96000	ENGINE: 1	VEH TYPE: T	OPENED: 03/04/2002
			CLOSED: 03/04/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	GRESHAM	STATE:	OR	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	1300			
DEALER NAME:		SALES CODE:	P & A:	
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

=====

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LEICHS LAVERNE HICKS
ACTION DATA/COMMENTS:

2002/03/04

18.49.41 CUSTOMER SAYS: CONCERNED WITH ENGINE STALLING WHEN TRAVELIN
G
DEALER SAYS: NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AN
D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

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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INFORMATION ISSUE		CASE NBR: 1749010352
REGION:	ZONE:	OPENED: 02/04/2002
VIN: 1FMYU03102KB66758	ENGINE: 1 VEH TYPE: T	CLOSED: 02/04/2002
=====		
LAST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:
ADDRESS:	[REDACTED]	
CITY:	ALPHARETTA	STATE: GA ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2002	MODEL: ESCAPE XLT 4X2
MILEAGE:	1100	
DEALER NAME:		SALES CODE: P & A:
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY	
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP	

=====

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: SWILL205 WILLIAMS, SHARON
ACTION DATA/COMMENTS:

2002/02/04

20.48.21 CUSTOMER SAYS: THE CUSTOMER SAID THE ENGINE STALLED.

DEALER SAYS: NONE.

CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS THIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DETAIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADVANCE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

5082-027 22335

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR:	1753433401
VIN: 1FMYU04132KB14426	ZONE:	OPENED:	12/06/2001
ENGINE: 1	VEH TYPE: T	CLOSED:	12/06/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	MOUNT JACKSON	STATE:	VA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	1500				
DEALER NAME:		SALES CODE:		F & A:	
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LHICKS8 LAVERNE HICKS
ACTION DATA/COMMENTS:

2001/12/06

20.55.43 CUSTOMER SAYS: CONCERNED WITH ENGINE STALLING, BUT THINKS MIGHT HAVE BEEN FUEL.
DEALER SAYS: NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS THIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DETAIL QASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADVANCE.

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: 13 NEW YORK	CONCERN ISSUE	CASE NBR:	0323240292
VIN: 1FMYU04162KA64444	ZONE: K1	OPENED:	01/29/2002
ENGINE: 1	VEH TYPE: T	CLOSED:	01/29/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				

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E02-027 22337

CITY: SUMMIT STATE: NJ ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 4000
DEALER NAME: LICCARDI FORD INC SALES CODE: F13046 P & A: 20528
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: BRHIRHIE EDITH BRHIRHIE
ACTION DATA/COMMENTS:

2002/01/29

08.58.34 CUSTOMER SAYS: -CUST SAYS HER VEHICLE WAS TOWED TO THE DLR
FOR A STALLING CONCERN LAST NIGHT -CUST IS SEEKING A LOANE
R VEHICLE -CUST FEELS A LOANER SHOULD BE PROVIDED DUE TO TH
E AGE OF THE VEHICLE PER CUSTOMER, DEALER SAYS: -DLR SAID
WE WILL CALL THIS AFTERNOON WITH DIANOSIS CAC ADVISED: -
OBC TO DLR AND SPOKE TO STEVE THE S/M WHO SAID THEY HAVE NO
RECORD OF THE CUST VEHICLE AT THEIR DLRSH. PROVIDED STEVE W
ITH CUST INFO AND HE WILL CONTACT THE CUST HIMSELF - I WOUL
D LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR
REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO R
ESearch THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVEN
IENT FOR ME TO CONTACT YOU? INFERENCE CASE ID: 5388

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-GREE21 STEVE GREENE
ACTION DATA/COMMENTS:

12.01.41 IF SERVICE LOANER AVAIL, CONSIDERATION WILL BE MADE FOR SERV
ICE LOANER IF NO LOANER AVAIL, CUSTOMER MAY RENT UNIT AT OWN
COST AND WE WILL SEAK REIMBURSEMENT FROM FORD,,,

CONSUMER AFFAIRS

06/18/2002 MMFAVPG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 10 SDR CONCERN ISSUE CASE NBR: 0329383331
VIN: 1FMCU04172KA15148 ZONE: D1 OPENED: 12/05/2001
ENGINE: 1 VEN TYPE: T CLOSED: 12/05/2001

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: FIRST NAME:
CITY: MONONGAHELA STATE: PA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 3200
DEALER NAME: MONONGAHELA FORD CO SALES CODE: F44439 P & A: 07551
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE

1P82-827 22350

DOCUMENT: ANALYST: ALYSE ANDREA LYSE
ACTION DATA/COMMENTS:

2001/12/05

08.50.01 CUSTOMER SAYS: -STATES THAT THE VEH INTERMITTED STALLING
-DLRSHF IS UNABLE TO REPAIR VEH -NOTICED CONCERN WHILE GOI
NG DOWN HILL EXT 210 PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: - INFORM CUSTOMER OF UPDATED INFORMATION - R
EQUEST DEALER TO CONTACT CUSTOMER TO INFORM WHEN REPAIR WILL
BE SCHEDULED/COMPLETED ADVISE CUST CSR WILL FOLLOW UP I
NREFERENCE CASE ID: 4907

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC008 - AWAITING ASSISTANCE - TECHNICAL HOTLINE
DOCUMENT: ANALYST: M-KARLOW MICHAEL KARLOWICZ
ACTION DATA/COMMENTS:

2001/12/11

13.32.16 CUSTOMER REPORTED THAT THE CAR IS STILL STALLING. DEALER PREF
ORMED SEM \$15434 AS PER CAC. REPAIR DID FIX CONCERN, CAC ALSO
INDICATED CONCERN IN UNDER INVESTIGATION.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: M-KARLOW MICHAEL KARLOWICZ
ACTION DATA/COMMENTS:

2001/12/18

08.59.07 DEALER & CUSTOMER AWAITING CONFERENCE CALL WITH CRM.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 10 EDR CONCERN ISSUE CASE NBR: 0329383331
VIN: 1FMCU04172KA15148 ENGINE: 1 VEH TYPE: T OPENED: 12/05/2001
CLOSED: 01/08/2002

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: M-KARLOW MICHAEL KARLOWICZ
ACTION DATA/COMMENTS:

2002/01/08

08.23.44 AFTER 3RD ATTEMPT TO FIX THE ESCAPE STALLING CONCERN, CUSTOMER
R HAS NOT HAD ANYMORE PROBLEMS WITH VEHICLE STALLING AS OF 0
1/07/2002.

CONSUMER AFFAIRS

06/18/2002 NMFAFPRG

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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	CONCERN ISSUE	CASE NBR: 0662280942
VIN: 1FMYU02EX2KA68346	ZONE: D2	OPENED: 04/04/2002
	ENGINE: B	CLOSED: 04/04/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	COEUR D'ALENE	STATE:	ID	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLS 4X4		
MILEAGE:	6000				
DEALER NAME:	LAKE CITY FORD LINCOLN SALES CODE: F74447	P & A:	08541		
REASON CODE:	1140 AWA - WITHIN CRITERIA, REQUESTING AWA				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: RGRAESSE RICHARD GRAESSER
ACTION DATA/COMMENTS:

2002/04/04

18.23.46

CUSTOMER SAYS: - WINNAMAKA NEVADA - THE VEH DIED ON ON SATURDAY - THE VEH WAS TOWED TO THE DLR - ON TUESDAY THE PARTS WERE REPLACED BUT A TECHNICIAN BROKE SOME CLIPS WHICH NEED TO BE ORDERED AND WILL NOT BE IN UNTIL NEXT TUESDAY - CUST NEEDS TO GO BACK TO WORK ON MONDAY - THE HOME DLR IS COVERING THE RENTAL VEH TO GET THEM BACK TO IDAHO - CUST WOULD LIKE TO KNOW HOW TO GET THE VEH BACK TO IDAHO - CUST WOULD LIKE TO BE CONTACTED TOMORROW ON HER CELL PHONE EVEN IF JUST BEING UPDATED 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? ---OBC TO DLR--- - SPOKE WITH CRM - SARA - SHE IS NOT IN TODAY OR SATURDAY - SHE WILL BE IN TOMORROW - LEFT MSG FOR HER TO CONTACT ANDREW AT EXTENSION 2163 TOMORROW TO RESOLVE THE IS

0662-027 22348

SUE INFERENCE CASE ID: 5418

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: ASOBIESK ANDREW SOBIESKI
ACTION DATA/COMMENTS:

2002/04/05

14.06.54 CUSTOMER SAYS: ==RECEIVED MESSAGE FROM SARA @ DLRSHF...AD
VISED DLRSHF WILL DO WHATEVER IS NECESSARY TO GET VEH BACK
HOME== PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED; ==
-OBC TO CUST ON CELL== -ADVISED CUST OF DLRSHF'S RESPONSE

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== CONCERN ISSUE CASE NBR: 0662280942
REGION: 74 SEATTLE ZONE: D2 OPENED: 04/04/2002
VIN: 1FMYU62BX2KA68346 ENGINE: B VEH TYPE: T CLOSED: 04/15/2002
=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-MCNAB1 BOB MCNABB
ACTION DATA/COMMENTS:

2002/04/15

18.43.26 VEHICLE REPAIRED UNDER WARRANTY. FUEL LINE BROKEN AT DEALER
SHIP DURING REPAIR. OUR DEALERSHIP SENT 2 EMPLOYEES 1000 MIL
ES ROUND TRIP TO PICK UP VEHICLE FOR CUSTOMER. WE WILL APP
LY FOR EXPENSE HELP THROUGH OUR CSM.

6982-827 22341

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: 1418773471
ZONE: C4 OPENED: 12/13/2001
VIN: 1FMCU04172KA16235 ENGINE: 1 VEH TYPE: T CLOSED: 12/13/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: EASTLAKE STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2300
DEALER NAME: MULLINAX EAST INC SALES CODE: F44006 P & A: 02157
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: GJOSH12 GIRISH JOSHI
ACTION DATA/COMMENTS:

2001/12/13

11.28.14 CUSTOMER SAYS: THE VEHICLE HAS STARTING PROBLEMS. THIS IS
THE SECOND TIME. THE VEHICLE STALLED ON ACCELERATION WHEN
TAKING OFF FROM A STOP SIGN BUT THEN STARTED ON ITS OWN. I
HAVE AN APPOINTMENT WITH MULLINAX EAST INC. ON 12/17/2001
@ 5.00 PM. PER CUSTOMER, DEALER SAYS: MULLINAX FORD
EAST INC. CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERP
FORMED 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-SIMKO ANITA SIMKO
ACTION DATA/COMMENTS:

2002/01/18

13.46.00 CUSTOMER CAME IN SAME DAY(DEC 13) . VEHICLE WAS HERE UNTIL D
EC 18 AND WAS REPAIRED.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ER02-027 22342

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE CASE NBR: 1608051572
 REGION: 21 ATLANTA ZONE: C1 OPENED: 06/06/2002
 VIN: 1FMYU03132KD10268 ENGINE: 1 VEH TYPE: T CLOSED: 06/06/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: OXFORD STATE: GA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
 MILEAGE: 875
 DEALER NAME: COURTESY FORD SALES CODE: F21061 P & A: 00369
 REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
 SYMPTOMS: 607593 STALL/QUITE ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
 ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
 DOCUMENT: ANALYST: JMCACHN JONATHAN MCEACHNIE
 ACTION DATA/COMMENTS:

2002/06/06

16.45.49

CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE STALLING WHILE DRIVING. GENERALLY, THIS CONCERN OCCURS AFTER LETTING OFF OF THE ACCELERATOR. THE CUSTOMER FIRST NOTICED THIS CONCERN LAST WEEK. THE VEHICLE STILL HAS THE FACTORY OIL AND THE CUSTOMER USES 87 OCTANE FOR FUEL. THIS CONCERN DOES NOT OCCUR WHEN PARKED OR WHEN TRAVELLING UPHILL/DOWNHILL. THERE ARE NO NOISES ASSOCIATED WITH THIS CONCERN. THE CUSTOMER IS ABLE TO RESTART THE VEHICLE IMMEDIATELY AFTERWARDS, AND HAS NO CONCERNS WITH TURNING THE KEY IN THE IGNITION. AT THE MOST, THIS VEHICLE WILL SIT FOR ONE TO TWO DAYS WITHOUT BEING DRIVEN. THERE ARE NO EXTERIOR OR INTERIOR LIGHTS ON WHEN THIS CONCERN OCCURS. THE ENGINE TEMPERATURE GAUGE READS RIGHT IN THE MIDDLE WHEN THIS CONCERN OCCURS. THE CUSTOMER HAS NOT YET CHECKED THE BATTERY. THIS CONCERN OCCURS AT APPROXIMATE SPEEDS OF 30 TO 35 MILES PER HOUR. THIS IS AN INTERMITTENT CONCERN WHICH HAS OCCURRED TWICE. THE CUSTOMER HAS ADDRESSED THIS CONCERN WITH COURTESY FORD WHO CURRENTLY HAVE THE VEHICLE AT THEIR DEALERSHIP FOR REPAIRS. THE CUSTOMER WILL PICK UP HER VEHICLE TONIGHT. 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. *****JONATHAN*****

CONSUMER AFFAIRS

06/18/2002 MMFAXPG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION ISSUE CASE NBR: 0520921232
 REGION: 27 WASHINGTON ZONE: C1 OPENED: 05/03/2002
 VIN: 1FMYUG4162KA79803 ENGINE: 1 VEH TYPE: T CLOSED: 05/03/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

EN02-027 22343

CITY: ROSEDALE STATE: MD ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 5524
DEALER NAME: MORRIS FORD SALES CODE: F27035 P & A: 00034
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: TSEARCY TERRENCE R. SEARCY
ACTION DATA/COMMENTS:

2002/05/03
14.28.12 ***DEMAND LETTER DATED 05/01/02 *** **CI RECEIVED 05
/03/02 **** **CUSTOMER STATES: VEHICLE STALLS WHILE DRI
VING. ***CUSTOMER SEEKS: FINAL RESOLUTION FOR CONCERN. **
*CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES FOR A
EVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT***

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: DRYMAN DARRYN HYMAN
ACTION DATA/COMMENTS:

2002/05/24
07.11.50 THE CUSTOMER'S CONCERNS WERE ADDRESSED AND REPAIRED UNDER WA
RRANTY.

CONSUMER AFFAIRS

06/18/2002 MMFAIFRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 47 CINCINNATI REGION ISSUE CASE NBR: 1478362901
ZONE: A1 OPENED: 11/09/2001
VIN: 1FMYU01172KA40593 ENGINE: 1 VEH TYPE: T CLOSED: 11/09/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: CINCINNATI STATE: OH ZIP:
HOME PHONE: MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
MILEAGE: 200
DEALER NAME: BEECHMONT FORD INC SALES CODE: F47004 P & A: 02058
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

Ente-427 22344

DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2001/11/09

13.40.54 DEMAND LETTER DATED: 11/05/01 *** CI RECEIVED: 11/09/01 ***
CUSTOMER STATES: VEHICLE HAS STALLING PROBLEMS. *** CUSTOMER
SEEKS: NO SPECIFIC RESOLUTION SOUGHT. *** CI SENT CUSTOMER
FLEM LETTER, SCANNED TO REGION. ****

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

16.58.11

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 1683WH WALT R MURPHY
ACTION DATA/COMMENTS:

2001/11/12

12.42.35 INFORMED JUDY MCLAUGHLIN OF THE CONCERN.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JMCLOUGHS MCLAUGHLIN, JUDY (J.B.)
ACTION DATA/COMMENTS:

2001/11/29

11.10.34 CUSTOMER CONCERN: ENGINE WAS REPLACED AT 175 MILES (VEHICLE
WAS REPAIRED), WINDOW REGULATOR (REPLACED WINDOW REGULATOR A
T 445 MILES.) S.M. SAID ALL CUSTOMER CONCERNS HAVE BEEN ADDR
ESSED AND REPAIRS HAVE BEEN MADE.

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 21 ATLANTA REGION ISSUE CASE NBR: 1510050782
VIN: 1FMCU04102KB15401 ZONE: C1 OPENED: 03/19/2002
ENGINE: 1 VEH TYPE: T CLOSED: 03/19/2002

LAST NAME: STATUS: CANCEL
TITLE: FIRST NAME: NI:
ADDRESS:
CITY: MARIETTA STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2524
DEALER NAME: WORLD FORD SANDY SP SALES CODE: F21002 P & A: 00460
REASON CODE: 2512 CI - GEORGIA 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: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2002/03/19

14.10.05 ***FINAL REPAIR FORM DATED 03/10/02 **CI RECEIVED 03/19/02
***CUSTOMER STATES: VEHICLE STOPS SUDDENLY AND WITHOUT WARNI
NG.
***CUSTOMER SEEKS: FINAL RESOLUTION UNDER GEORGIA LEMON LAW.
***CI MAILED FLEM LETTER TO CUSTOMER 03/19/02
***ATTEN DEALER SERVICE MANAGER: PLEASE SCHEDULE CUSTOMER FO

EM62-827 22345

R FINAL REPAIR ATTEMPT WITHIN 14 DAYS.
CI E-MAILED COPY OF CUSTOMER FORM TO REGION.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: L-RICHBO LARRY RICHBOURG
ACTION DATA/COMMENTS:

2002/03/20

17.00.40 FIELD ENGINEER WAS CONTACTED ON 3/20/02 AND ADVISED OF FINAL
REPAIR REQUEST. WE HAVE ORDERED ALL ITEMS THAT WILL BE NEED
ED FOR THE FINAL REPAIR. CUSTOMER CONTACTED AND APPOINTMENT
SET FOR 3/25/02. SM 00460.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: L-RICHBO LARRY RICHBOURG
ACTION DATA/COMMENTS:

2002/03/25

12.14.40 APPOINTMENT RESET FOR MONDAY APRIL THE 1ST. SM00460

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	REGION ISSUE	CASE NBR: 1510050782
VIN: 1FMCU04102KB15401	ZONE: C1	OPENED: 03/19/2002
	ENGINE: 1	CLOSED: 04/01/2002
	VEH TYPE: T	

=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: L-RICHBO LARRY RICHBOURG
ACTION DATA/COMMENTS:

2002/04/01

13.25.07 FINAL REPAIR MADE ACCORDING TO ZONE ENGINEER. VEHICLE RIDES
WELL AND NO PROBLEMS NOTICED. OWNER STATES SINCE LAST REPAIR
PROBLEM HAS NOT REOCCURED. SM 00460

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: CROSBINO ROSEMON, OSCAR (O.)
ACTION DATA/COMMENTS:

2002/04/02

16.31.02 CONTACTED CUSTOMER AND SHE INDICATED VEHICLE WAS OPERATING P
ROPERLY.

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	DSB ISSUE	CASE NBR: 0411321372
VIN: 1FMCU04132KB96202	ZONE: A1	OPENED: 05/17/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: OPEN
TITLE:		MI:		
ADDRESS:				
CITY:	RICHBORO	STATE:	PA	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	3599			
DEALER NAME:	BILL MARSH FORD INC	SALES CODE:	F16054	P & A: 01345
REASON CODE:	23111 DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB108 - OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: 2598CW C WEARS
ACTION DATA/COMMENTS:

2002/05/17

11.25.32 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING PROBLEMS WITH
ENGINE STALLS. TWO REPAIR ATTEMPTS HAVE BEEN MADE ON THE
VEHICLE. CUSTOMER SEEMS TO HAVE THE VEHICLE REFUNDED.
SHARON

=====

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB300 - DEMARS MAILE REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: 0885FL FELICITA LAZU
ACTION DATA/COMMENTS:

2002/05/20

16.12.57 DEALER NAME BILL MARSH FORD
JS

=====

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: 4725AJ ALLISE JOHNSON
ACTION DATA/COMMENTS:

2002/05/22

11.08.32 SCHEDULED 6/19/02 FOR THE TREVORE BOARD

=====

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-SCHR20 SCHROEDER, JESSICA

ENC2-827 22347

ACTION DATA/COMMENTS:

2002/05/30

14.10.12 BILL MARSH FORD

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: 72 SAN FRANCISCO	DSB ISSUE	CASE NBR: 0657941162
VIN: 1PMYU04112KB97371	ZONE: A2	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: HILO STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2600
DEALER NAME: ORCHID ISLE AUTO CE SALES CODE: #72414 P & A: 07761
REASON CODE: 23111 DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: PHONE
ACTION: DSB104 - OPEN-CAC, FORD 800# PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: 259BCW C WEAKS
ACTION DATA/COMMENTS:

2002/06/12

12.04.55 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING PROBLEMS WITH
STALLING. TWO REPAIR ATTEMPTS HAVE BEEN MADE ON THE
VEHICLE. CUSTOMER SEEKS TO HAVE THE VEHICLE REFUNDED.
SEARCH

=====

ORIGIN: CADM - DENARS COMMUNICATION: PHONE
ACTION: DSB100 - DENARS MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: 0685FL FELICITA LAZU
ACTION DATA/COMMENTS:

2002/06/14

10.01.09

=====

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB907 - CEM - MAIL SENT - DSB
DOCUMENT: ANALYST: DSTRUSSI DEANNE STRUSSIONE
ACTION DATA/COMMENTS:

2002/06/17

15.26.33 THE DRS IS DEANNE STRUSSIONE. THIS IS SCHEDULED FOR THE BOARD
D 7/16.

=====

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: DSB347 - INITIAL CALL MADE TO CUSTOMER
DOCUMENT: ANALYST: DSTRUSSI DEANNE STRUSSIONE
ACTION DATA/COMMENTS:

15.28.44 MRS. STATED SHE HAS HAD SAME PROBLEM WITH 2001 ESCAPE. CAR H
AS BEEN AT DEALERSHIP PAST 2+ WEEKS. STALLS.

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

NR02-027 22340

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19
 =====
 DSB ISSUE CASE NBR: 0667941162
 REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 06/12/2002
 VIN: 1FMYU04112KB97371 ENGINE: 1 VEH TYPE: T CLOSED:
 =====
 ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
 ACTION: DSB311 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: DSTRUSSI DEANNE STRUSSIONE
 ACTION DATA/COMMENTS:

2002/06/17
 15.31.42 SPOKE WITH SERVICE MANAGER MARK NISHIOKA. HE IS TO REPLACE S
 ENSOR TODAY THAT HAS BEEN ON BACKORDER. STATES TECH HOTLINE
 SAYS STALLING IS A KNOWN CONCERN AND THEY DON'T HAVE 100% FI
 X. NEVER VERIFIED STALLING 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
 =====
 DSB ISSUE CASE NBR: 1365951082
 REGION: 47 CINCINNATI ZONE: A1 OPENED: 05/08/2002
 VIN: 1FMYU03122KA65995 ENGINE: 1 VEH TYPE: T CLOSED:
 =====
 LAST NAME: [REDACTED] STATUS: ACTION
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED] EAG2-527 22349

CITY: CINCINNATI STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 10253
DEALER NAME: WOODY SANDER FORD I SALES CODE: F47002 P & A: 01972
REASON CODE: 23111 DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/05/08

09.00.20 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBL-
EMS. TWO REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUS-
TOMER SEEKS REFUND ON THE VEHICLE.
SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB300 - DEMARS MAILE REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: 08857L FELICITA LAEU
ACTION DATA/COMMENTS:

2002/05/09

14.37.43

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: 4725AJ ALLISE JOHNSON
ACTION DATA/COMMENTS:

2002/05/15

16.30.50

SCHEDULED 6/11/02 FOR THE COL#1 BOARD.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 4725AJ ALLISE JOHNSON
ACTION DATA/COMMENTS:

2002/05/17

10.29.04 DRS, ALLISE JOHNSON, LEFT A MESSAGE FOR THE CUSTOMER TO CALL
TO DICUSS HER DSB CASE.

CONSUMER AFFAIRS

06/18/2002 MEMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 47 CINCINNATI DSB ISSUE CASE NBR: 1366951082
VIN: 1FMYD03122KA65995 ENGINE: 1 VEH TYPE: T OPENED: 05/08/2002
CLOSED:

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: DSB324 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: PHOLDENK PATRICIA MOLDENHAUER
ACTION DATA/COMMENTS:

2002/05/21

14.20.04 WOODY SANDER FORD

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DSB502 - PRIOR RESOLVE - VEHICLE REFUND-MEETS PRESUMPTION OF LEMON LAW
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

EA82-827 22358

2002/06/03

13.03.21 WE HAVE BEEN ADVISED THAT THE CUSTOMER HAS ACCEPTED A REFUND

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: 53 KANSAS CITY	DSB ISSUE	CASE NBR: 1484771152
VIN: 1FMYU04182KA38556	ZONE: B1	OPENED: 06/12/2002
ENGINE: 1	VEH TYPE: T	CLOSED:
=====		
LAST NAME:		STATUS: OPEN
TITLE:		MI:
ADDRESS:		
CITY:	OMAHA	STATE: NE
HOME PHONE:		ZIP:
MODEL YEAR:	2002	MODEL: ESCAPE XLT 4X4
MILEAGE:	5050	
DEALER NAME:	ATCHLEY FORD INC	SALES CODE: P53022
REASON CODE:	23101 DSB-REPLACEMENT REQUEST-DEAR UNABLE TO REPAIR	F & A: 07130
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP	

=====

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB101 - OPEN-DEALER PROVIDED APPLICATION-NO ORAL PRESENTATION
DOCUMENT: ANALYST: 259BCW C WEAKS
ACTION DATA/COMMENTS:

2002/06/12

12.11.48 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING PROBLEMS WITH
STALLING. FIVE REPAIR ATTEMPTS HAVE BEEN MADE ON THE
VEHICLE. CUSTOMER SEEKS TO HAVE THE VEHICLE REPLACED.
SHARON

===== E882-827 22361

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL

ACTION: DSB300 - DEMANDS MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: PMOLDENH PATRICIA MOLDENHAUER
ACTION DATA/COMMENTS:

2002/06/13
15.04.39

ORIGIN: CADSE - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB907 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: DHARR198 DONNIE HARRIS
ACTION DATA/COMMENTS:

2002/06/17
18.14.00

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	LEGAL ISSUE	CASE NBR: 0463420742
VIN: 1FMCU04192KA79501	ZONE: A1	OPENED: 04/19/2002
	ENGINE: 1	CLOSED: 04/19/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	PHOENIXVILLE	STATE:	PA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	3248				
DEALER NAME:	NORRISTOWN AUTOMOBILE SALES	SALES CODE:	F16046	P & A:	01350
REASON CODE:	0785 LEGAL - OTHER ATTORNEY DEMAND				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/04/19

14.19.03

*****ATTORNEY DEMAND LETTER*****

REC'D 04/19/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

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

ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: DSMIT211 DANIELLE SMITH
ACTION DATA/COMMENTS:

15.44.42 LPA ADVISED ATTY FORD WILL RE-CONTACT WITH DETERMINATION AFT
ER INVESTIGATION IS COMPLETE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER

EM62-627 2/202

ACTION: CA0018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TFRAZIER TERIETTA FRAZIER
ACTION DATA/COMMENTS:

2002/04/25
09.01.20 **APPROVAL TO OFFER VEHICLE REPLACEMENT**RA

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0008 - OFFER
DOCUMENT: ANALYST: DSMIT211 DANIELLE SMITH
ACTION DATA/COMMENTS:

2002/04/29
10.17.27 LPA FAXED ATTY LETTER OFFERING REPLACEMENT VEHICLE. LPA WAS
APPROVED TO WAIVE \$1000 IN UPGRADE CHARGES BY TL TFRAZIER.

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== LEGAL ISSUE CASE NBR: 0463420742
REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 04/19/2002
VIN: 1FMCU04192KA79501 ENGINE: 1 VEH TYPE: T CLOSED: 04/29/2002
=====

2002/04/29
10.17.27 AWAITING ACCEPT/REJECT OF OFFER.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: DSMIT211 DANIELLE SMITH
ACTION DATA/COMMENTS:

2002/05/01
16.45.51 LPA RECEIVED INBOUND CALL FROM ATTY. CUSTOMER NOT INTERESTED
IN REPLACEMENT. WANTS REFUND. RECEIVED ACCEPTANCE LETTER
. AWAITING INFORMATION FROM ATTY IN ORDER TO UPLOAD.

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 ZONE: E1 CASE NBR: 0482681152
VIN: 1FMYU04192KB22675 ENGINE: 1 VEH TYPE: T OPENED: 06/04/2002
CLOSED:

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: ACKNOWLEDGE
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HARRISBURG STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2259
DEALER NAME: MAGUIRE'S FORD SALES CODE: F16495 P & A: 03023
REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/06/04

13.34.49 *****ATTORNEY DEMAND LETTER*****
REC'D 06/04/02
ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFECTIVE.
ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: MWYSCAVE MATTHEW WYSCAVE
ACTION DATA/COMMENTS:

15.49.58 LPA COMMENTS:
MADE OUTBOUND CALL TO ATTORNEY.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ERR2-027 22354

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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	LEGAL ISSUE	CASE NBR: 1427873171
VIN: 1FMCU04162KA16680	ZONE: B1	OPENED: 01/22/2002
	ENGINE: 1	CLOSED: 01/22/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	LINCOLN	STATE:	NE	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	3321				
DEALER NAME:	ANDERSON FORD, INC.	SALES CODE:	F53025	P & A:	07192
REASON CODE:	0772 LEGAL - ACCIDENT				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN:	CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: MAIL
ACTION:	LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY	
DOCUMENT:	ANALYST: ABEASLE1 ALICIA BEASLEY	

ACTION DATA/COMMENTS:

2002/01/22

15.38.04 ***** DEALER REQUEST LETTER *****

REC'D 01/22/02

DEALERSHIP CONTACT: SUSAN MARTEN 402 458-9800

ALLEGES

CUSTOMER ALLEGES THAT HER VEHICLE IS DEFECTIVE.

CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO DISCUSS THIS MATTER.

=====

ORIGIN:	CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: MAIL
ACTION:	LP301 - MAKE OUTBOUND CALL TO CUSTOMER	
DOCUMENT:	ANALYST: 8469CF CATHERIN PAPALIA	

ACTION DATA/COMMENTS:

2002/01/23

15.19.38 LPA SPOKE WITH MS. MELISSA ALLEN.

=====

ORIGIN:	CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: MAIL
ACTION:	LP4000 - FINAL CASE DISPOSITION	
DOCUMENT:	ANALYST: 8469CF CATHERIN PAPALIA	

ACTION DATA/COMMENTS:

15.33.28 LPA INFORMED CUSTOMER THAT SINCE HER INSURANCE COMPANY HAS A LREADY INSPECTED THE VEHICLE WE ADVISE HER TO CONTINUE WORKING WITH HER INSURANCE COMPANY AND THE INSURANCE COMPANY CAN SUBROGATE FORD IF FIND THAT THERE IS A MANUFACTURER'S DEFECT THAT CAUSED THE ACCIDENT.

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 53 KANSAS CITY	LEGAL ISSUE	CASE NBR: 1427873171
VIN: 1FMCU04162KA16680	ZONE: B1	OPENED: 01/22/2002
	ENGINE: 1	CLOSED: 03/08/2002
	VEH TYPE: T	

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ORIGIN:	CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: MAIL
ACTION:	LP1901 - UPDATE/ADDCO CASE	

ERE2-827 22355

DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/03/08
09.54.02

SENT COPY OF FILE TO OGC - KATHLEEN MUNOZ

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: 44 PITTSBURGH LEGAL ISSUE CASE NBR: 1743253371
 ZONE: A2 OPENED: 05/13/2002
VIN: 1FMYU04112KA27527 ENGINE: 1 VEH TYPE: T CLOSED: 05/13/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: PITTSBURGH STATE: PA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE ELT 4x4
MILEAGE: 12495
DEALER NAME: SHULTS FORD, INC. SALES CODE: F44026 P & A: 01762
REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND

6082-027 22388

DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/05/13

11.03.28 *****ATTORNEY DEMAND LETTER*****

REC'D 05/13/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

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

ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S VEHICLE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

13.36.54 LEFT MESSAGE FOR ATTORNEY - INRECIPT OF CASE WILL RESEARCH
AND RECONTACT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TPRAZIER TERIETTA FRAZIER
ACTION DATA/COMMENTS:

2002/05/30

11.22.53 **APPROVAL TO OFFER VEHICLE REPLACEMENT**RA

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0008 - OFFER
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

13.53.56 SEND ATTORNEY LETTER - OFFER TO REPLACE VEHICLE

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 44 PITTSBURGH LEGAL ISSUE CASE NBR: 1743253371
VIN: 1PMYU04112KA27527 ZONE: A2 OPENED: 05/13/2002
ENGINE: 1 VEH TYPE: T CLOSED: 06/05/2002

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TPRAZIER TERIETTA FRAZIER
ACTION DATA/COMMENTS:

2002/06/05

13.36.55 **APPROVAL TO OFFER A VEHICLE REFUND**

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0008 - OFFER
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

13.43.01 ATTORNEY AND CLIENT REQUEST REFUND - SEND ATTORNEY REFUND
OFFER LETTER

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: RDAVIS96 RUTH DAVIS
ACTION DATA/COMMENTS:

2002/06/13

ER02-027 22357

15.35.12 ORDER REFUND - UPLOAD TO RAV

1 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: 21 ATLANTA	RAV ISSUE	CASE NBR: 0361700942
VIN: 1FMYU04122KA92841	ZONE: C1	OPENED: 04/04/2002
	ENGINE: 1	CLOSED: 04/04/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CLARKESVILLE STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 5690
DEALER NAME: JACKY W JONES FORD SALES CODE: F21444 P & A: 00193
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: 2248JY JOE YAMIN
ACTION DATA/COMMENTS:

2002/04/04
10.02.50

03-14-2002
2878074
18830
5882
542

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/04/09
10.44.25

04-08-2002
04-09-2002
2,019

ER62-627 22354

22,693
6478202
6478203
KIRKLAND A & RAYMOND M REED
FMCC NASHVILLE SERVICE CENTER

1 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: 74 SEATTLE	RAV ISSUE	CASE NBR: 0417100732
VIN: 1FMYU04162KA37566	ZONE: A1	OPENED: 03/14/2002
	ENGINE: 1	CLOSED: 03/14/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	EVERETT	STATE:	WA	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	2136			
DEALER NAME:	BRIEN MOTORS INC	SALES CODE:	F74527	P & A: 08601
REASON CODE:	0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: K-BENITE BENITREZ, KIMBERLY
ACTION DATA/COMMENTS:

2002/03/14
11.35.09 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: HANSBER SYVETTE HANSBERY
ACTION DATA/COMMENTS:

2002/03/19
10.59.44

EA82-827 22389

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	RAV ISSUE	CASE NBR: 1402173121
VIN: 1FMYU03182KB01204	ZONE: D1	OPENED: 02/19/2002
	ENGINE: 1	CLOSED: 02/19/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LOUISVILLE STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 3391
DEALER NAME: BYERLY FORD INC SALES CODE: F47017 P & A: 05702
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: P-POLOCO PERSIDE POLOCOSER
ACTION DATA/COMMENTS:

2002/02/19
08.39.23 NO COMMENTS ADDED

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK INSURANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: RHANSBER EYVETTE HANSBERKY
ACTION DATA/COMMENTS:

2002/02/28
10.04.56

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

8862-827 22388

[illegible]

CONTACT COUNTS BY TYPE

CONCERN TOTAL	INFORMATION	INQUIRY	LEGAL	PRIORITY	RAV	REGION
43	111	1	2	1	29	29
216						

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SORT SEQUENCE: (DEFAULT AND FINAL IS ISSUE TYPE)
1. BY A02MDLNR                      2. BY A30VER_08
3. BY A17SYMP_CD                    4.
5.                                  6.
7.                                  8.
9.                                  10.
11.

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OWNER RELATIONS 06/18/2002 MMFAXPRG

E402-027 22361

3. BY A17SYMP_CD 4.
5. 6.
7. 8.
9. 10
11.

OWNER RELATIONS 06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 74 SEATTLE INFORMATION ISSUE CASE NBR: 0544940962
ZONE: A1 OPENED: 04/06/2002
VIN: 1FMCU04111K793552 ENGINE: 1 VEH TYPE: T CLOSED: 04/06/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BOTHELL STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 26011
DEALER NAME: BRIEN MOTORS INC SALES CODE: F74527 P & A: 08501
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 568 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: CAMERESH CHARLES AMERESHKERE
ACTION DATA/COMMENTS:

2002/04/06

15.01.15 CUSTOMER SAYS: EMAIL RECEIVED 4/5/02 SAYS: A MONTH AFTER BUYING MY VEH WHEN I TRAVELING DOWNHILL AND USUALLY 10 MINUT ES OR LESS AFTER STARTING THE CAR FROM A COLD START, THE ENG INE JUST SHUTS OFF, WHICH MEANS I LOSE ALL POWER, STEERING, BRAKES, ETC. - I THOUGHT WAS JUST A FLUKE OR THAT I HAD DON E SOMETHING WRONG IN DRIVING THE CAR. - SEVERAL MONTHS LATE R THE SAME THING HAPPENED AND AGAIN I JUST LET IT GO. AGAIN A FEW MONTHS PASSED AND THE SAME THING HAPPENED BUT SEVERAL TIMES IN ONE WEEK AND IT ALMOST RESULTED IN ME REAR-ENDING T HE CAR IN FRONT OF ME. - I IMMEDIATELY TOOK IT INTO MY DEAL ER WHO REPLACED A PART BUT HAD NEVER HEARD OF THIS HAPPENING BEFORE. I ASSUMED THAT IT HAD BEEN TAKEN CARE OF, UNTIL YE STERDAY TO MY SURPRISE, ONCE AGAIN TRAVELING DOWN A HILL, I LOST MY STEERING AND ALMOST HIT A GUARD RAIL. IN ORDER TO GE T GOING AGAIN I HAVE TO COMPLETELY STOP USING THE EMERGENCY BRAKE, PUT THE CAR IN PARK AND THE ENGINE RESTARTS JUST FINE . - I FEEL THIS IS A LIFE THREATENING SITUATION AND I REFUS E TO DRIVE MY CAR UNTIL SOMETHING IS FOUND, THIS IS A HUGE I NCONVENIENCE FOR ME. I AM SCHEDULED TO TAKE MY CAR INTO THE DEALER ON MONDAY, APRIL 8TH AND I HOPE THEY CAN DIAGNOSE AND FIX THIS PROBLEM. - IS THIS AN ISOLATED EVENT OR HAVE YOU HEARD OF THIS BEFORE?? PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - AS THE CRC IS NOT A TECHNICAL FACILITY, WE ARE UNABLE TO INFORM YOU OF THE CAUSE FOR THIS CONCERN OR PR OVIDE A REPAIR PROCEDURE FOR IT. - 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 MMFAXPRG

0982-827 22383

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 24 ORLANDO	ZONE: D1	CASE NBR: 0610343101
VIN: 1FMCU04131KF13457	ENGINE: 1	OPENED: 11/06/2001
	VEH TYPE: T	CLOSED: 11/06/2001

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: JACKSONVILLE	STATE: FL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 20000		
DEALER NAME: MIKE SHAD FORD	SALES CODE: F24207	P & A: 04867
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD 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: PERPO	PATRICIA EKPO

ACTION DATA/COMMENTS:

2001/11/06

16.37.59 CUSTOMER SAYS: -VEH STALLS WHEN DRIVING -CUST HAS BROUGHT
VEH TO DLRSHIP 3 TIMES FOR REPAIR AND PROBLEM HAS OCCURRED
AGAIN -WANTS TO KNOW IF WE HAVE RECORD OF THIS BEING A KN
WN PROBLEM PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED
: -NO KNOWN PROBLEM WITH VEH - WE RECOMMEND THE REPAIR BE
PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SEN
T TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CAS
E ID: 4904

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION:	ZONE:	CASE NBR: 0698242930
VIN: 1FMYU03111KE57087	ENGINE: 1	OPENED: 12/07/2000
	VEH TYPE: T	CLOSED: 12/07/2000

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		

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0602-827 22304

CITY: SARASOTA STATE: FL ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 2000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: TCHINAPP THOMAS CHINAPPAN
ACTION DATA/COMMENTS:

2000/12/07

19.35.32

CUSTOMER SAYS: THE CUSTOMER IS HAVING A CONCERN WITH THE VEHICLE NOT STARTING ON FIRST CRANK. HE SAYS THAT HE HAS TO CRANK IT AT LEAST 3 TIMES BEFORE THE VEHICLE STARTS. HE SAYS THAT THE CONCERN STARTED ABOUT A MONTH AGO. HE SAYS THAT WHEN HE DOES TRY TO START THE VEHICLE THE ENGINE TEMPERATURE IS COLD. HE HAS NOT YET CHECKED THE BATTERY AND DOES NOT KNOW WHAT THE COLOR IS IN THE EYE OF THE BATTERY. THE CUSTOMER SAYS HE WAITS AT LEAST TWO SECONDS BEFORE TRYING TO RESTART THE VEHICLE. HE SAYS THAT WHEN HE DOES TRY TO RESTART THE VEHICLE SOMETIMES THE STEERING WHEEL DOES LOCK. THE CUSTOMER HAS NOT YET CHANGED THE OIL AND DOES NOT KNOW WHAT TYPE WAS USED IN THE VEHICLE. THE ONLY NOISE HE SAYS HE CAN HEAR IS THE ENGINE TRYING TO TURN OVER. HE HAS NOT NOTICED ANY WARNING LIGHT ILLUMINATE. THE CONCERN IS INTERMITTENT AND OCCURS AT LEAST 3 TO 4 TIMES A WEEK. THE CUSTOMER HAS THE VEHICLE PARKED IN THE GARAGE. -CUSTOMER IS TAKING THE VEHICLE INTO THE DEALERSHIP NEXT WEEK. PER CUSTOMER, DEALER SAYS:

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 ESCAPE 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 2067. -THANK YOU IN ADVANCE FOR YOUR ASSISTANCE. ***THOMAS*** - INFORMED THE CUSTOMER THAT I WILL CONTACT HIM IN A WEEK TO SEE IF HE HAS HAD THE CONCERN RESOLVED.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 71 CALIFORNIA CONCERN ISSUE CASE NBR: 0663880112
VIN: 1FMYU03101KC41487 ZONE: A1 OPENED: 01/15/2002
ENGINE: 1 VEH TYPE: T CLOSED: 01/15/2002

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: SIMI VALLEY STATE: CA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 3170
DEALER NAME: SIMI VALLEY FORD SALES CODE: F71447 P & A: 07022
REASON CODE: 1105 AMA - W/N CRITERIA, REQUEST AMA AFTER REPAIR
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE

EN02-027 22365

DOCUMENT: ANALYST: NUSSANE NOOR MUSSANKE
ACTION DATA/COMMENTS:

2002/01/15

21.51.55 CUSTOMER SAYS: CLAIMS AT 12/27/01 AT 2825 MILES SIMI VALLE
Y FORD REPLACED LEFT HEAD LIGHT DUE TO LEAKAGE IN HEADLIGHT
FROM RAIN. CLAIMS ESCAPE WAS READY 01/14/02 & RETURNED RENT
AL VEH. TODAY ENGINE SENSOR LIGHT CAME ON & VEH DIED AGAIN O
N FREEWAY! SIMILAR SITUATION RECENTLY. CALLED SIMI FORD WHO
INSTRUCTED VEH TO BE TOWED TO THEM NEXT MORNING 01/17/02. S
EEKING LOANER ASSISTANCE & IF YOU ARE UNABLE THEN I WILL PAY
FOR RENTAL BUT WHO WILL REFUND COST? PER CUSTOMER, DEALER
SAYS: SIMI VALLEY FORD. CA 93065 (PREFERRED DLR) TEL: (8
05) 583-0333 UNABLE TO ASSIST IN LOANER PROVISION. CAC ADV
ISED: CSR REP UNAVAILABLE IN MORNING. CAC ADVISED CUST OF S
WART REFERENCE # AND TO CALL CAC IN MORNING WHEN VEH TOWED T
O SIMI VALLEY FORD IF NO LOANER ASSISTANCE. DIAGNOSIS OF CON
CERN WILL HAVE TO BE DETERMINED BY CASE BY CASE BASIS FIRST
BEFORE AUTH OF LOANER VEH. IF PAY OUT OF POCKET EXPENSE SEEK
POSSIBLE ASSISTANCE WITH DLR/CRC AGAIN DEPENDING ON DIAGNOS
IS OF CONCERN. NEXT CRC REP PLS HANDLE ACCORDINGLY. INFEREN
CE CASE ID: 5388

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: N-JORDAN SIMI VALLEY FORD
ACTION DATA/COMMENTS:

2002/01/24

14.04.00 REPAIR MADE AND COMPLETED ON 1-17-02. CUSTOMER HAS NOT BEEN
BACK SINCE. THANKS NATE JORDAN

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 47 CINCINNATI CONCERN ISSUE CASE NBR: 1560893411
VIN: 1FMYU04161KB83190 ZONE: A1 OPENED: 12/07/2001
ENGINE: 1 VEH TYPE: T CLOSED: 12/07/2001

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: 11000
DEALER NAME: JOHN NOLAN FORD INC SALES CODE: F47009 P & A: 01954
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: ABINGHAM ANDREW BINGHAM
ACTION DATA/COMMENTS:

2001/12/07

15.34.07 CUSTOMER SAYS: -VEH CUTS OUT ON ME AS I AM DRIVING -THE V
EH JUST SHUTS OFF -THIS STARTED HAPPENING THREE MONTHS AGO
OR AT 5000 MILES -HAVE BROUGHT THE VEH TO DLRSHF (KERRY
FORD & JOHN NOLAN FORD) -AT THIS POINT AND TIME THE CUST I
S TERRIFIED TO BE IN THIS VEH -IF THE VEH SHUTS OFF IN THE
MIDDLE OF RUSH HOUR IT COULD CAUSE A TERRIBLE ACCIDENT -JUS

2002-027 22388

T RECENTLY W/ THE WEATHER CHANGING THE BATTERY LIGHT WILL C
 ONE ON -WOULD LIKE SOMETHING TO BE DONE BY FORD TO FIX THIS
 VEH PROPERLY PER CUSTOMER, DEALER SAYS: -DLRSHF (KERRY
 FORD & JOHN NOLAN FORD) SAY THAT IF THE ENGINE LIGHT IS NO
 T COMING ON IT WILL BE DIFFICULT FOR THE DLRSHF TO DIAGNOSE
 THE VEH CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORM
 ED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DL
 R, CUSTOMER SHOULD CONTACT CRM/SERV MGR *****OBC TO DL
 RSHF***** -CAC SPK TO SER. MAN (ED) -ED SAYS THAT THE
 CUST VEH WILL PROBABLY NEED TO BE LOOKED AT OVER AN EXTENDED
 PERIOD OF TIME BY THE DLRSHF -INSTRUCT THE CUST TO CALL TH
 E SER MAN (ED) AND ARRANGE AN APPT -THE DLRSHF WILL PUT T
 HE CUST IN A LOANER FOR THE TIME THE VEH IS BEING DIAGNOSED
 *****CAC ADVISED THE CUST OF THE ABOVE INFO AND ASKED MR
 S. BLACK TO CONTACT THE SER. MAN. (ED) INFERENCE CASE ID:
 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: S-DATTIL JOHN NOLAN FORD INC
 ACTION DATA/COMMENTS:

2001/12/12
 19.14.49 REPAIRS HAVE BEEN MADE

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 52 SOUTHWEST		INFORMATION ISSUE	CASE NBR: 0353020152
VIN: 1FMYU03121KE79454		ZONE: H1	OPENED: 03/04/2002
		ENGINE: 1	CLOSED: 03/04/2002
		VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	PALACIOS	STATE:	TX	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	22000			
DEALER NAME:	LEONARD KOVAR FORD	SALES CODE:	P52246	P & A: 04485
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS:	607692 STALL/QUITS AT CRUISE NOT 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: URAMRICK UMESH RAMRICK
 ACTION DATA/COMMENTS:

2002/03/04

10.49.22

CUSTOMER SAYS: -THE CUST SAYS THAT THE VEH HAS BEEN IN THE
 SHOP FOR THE LAST 8 WEEKS -THE CUST SAYS THAT 2 DLRS HAVE
 TRIED TO REPAIR IT FOR STALLING/SHUT DOWN CONCERN -PSE HAS
 TRIED AND THEY CANNOT FIX THE VEH -THE CUST WANTS TO GET OU
 T OF THE VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED: -
 WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHI
 P - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTAC
 T CRM/SERV MGR -CAC CANNOT ASSIST WITH VEH REPLACEMENT -ONL
 Y THE DLR CAN GET IT ESCALATE THIS ISSUE IN AN EFFORT TO REP
 LACE THE VEH 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

13.27.38

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 0356540632
ZONE: A1 OPENED: 03/04/2002
VIN: 1FMYU03131KA16560 ENGINE: 1 VEH TYPE: T CLOSED: 03/04/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SEMOIA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL/T 4X2
MILEAGE: 16000
DEALER NAME: ALLAN VIGIL FORD SALES CODE: F21022 P & A: 00509
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: URAMRICK UMESH RAMRICK
ACTION DATA/COMMENTS:

2002/03/04

09.53.43 CUSTOMER SAYS: -THE CUST SAYS THAT HER VEH HAS BEEN TO THE
SHOP 11 TIMES FOR DIFFERENT REPAIRS -THE VEH IS CURRENTLY
STALLING INTERMITTENTLY WHILE DRIVING ALONG ON A WARM ENGINE
-THE CUST WANTS TO GET OUT OF THE VEH PER CUSTOMER, DEAL
ER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE
PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SEN
T TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -CRC CANNOT
ASSIST WITH VEH REPLACEMENT -ONLY THE DLR CAN ESCALATE THIS
ISSUE HIGHER TO FACILITATE VEH REPLACEMENT INFERENCE CASE I
D: 4591

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 24 ORLANDO	ZONE: A1	CASE NBR: 0374420021
VIN: 1FMCU03111KF45003	ENGINE: 1	OPENED: 01/02/2001
	VEH TYPE: T	CLOSED: 01/02/2001

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LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CORAL SPRINGS STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 72
DEALER NAME: MAROONE FORD SALES CODE: F24008 P & A: 04843
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/01/02
10.24.02 CERTIFICATE AMOUNT 3500
WARREN HERMELAU, CSM, ORLANDO
ATTN: MIKE JORDAN

=====

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: F24008 MAROONE FORD
ACTION DATA/COMMENTS:

2001/01/04
13.04.14 CUST TRADED INTO ANOTHER VEHICLE WITH OAC ASSIST

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: SMILLE8 SUSAN MILLER
ACTION DATA/COMMENTS:

2001/03/01
13.44.14 REDEEMED DATE 02-20-2001
REPLACEMENT VIN 1KA37220

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E902-827 22368

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 27 WASHINGTON	ZONE: B1	CASE NBR: 0526740932
VIN: 1FMYU04121KA73365	ENGINE: 1	OPENED: 04/03/2002
	VEH TYPE: T	CLOSED: 04/03/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: STERLING STATE: VA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 7000
 DEALER NAME: SHREY FORD OF SPRI SALES CODE: F27003 P & A: 00070
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

 ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: DGUNNIS DOUGLAS GUNNIS
 ACTION DATA/COMMENTS:

2002/04/03

14.36.56 CUSTOMER SAYS: = CUST STATE VEH QUIT WHILE DRIVING, THIS IS THE 3RD TIME, I DONT WANT THIS VEH ANYMORE, I DONT FEEL SAFE IN THIS 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 DLR SPOKE TO S/M (MIKE) WHO SAID, WE ARE DOING ALL WE CAN AT THIS POINT, WE WILL CONTACT TECHLINE AS WELL)))))))))) = CAC ADVISED CUST, CSR WILL FOLLOW UP TOMORROW AT 12 NOON W/ AN UPDATE ... INFERENCE CASE ID: 4591

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: DGUNNIS DOUGLAS GUNNIS
 ACTION DATA/COMMENTS:

2002/04/04

11.49.30 CUSTOMER SAYS: = NONE PER CUSTOMER, DEALER SAYS: = NONE CAC ADVISED: (((((((((((OBC TO DLR REGARDING CUSTS VEH, S/M NOT AVAILABLE, CSR SPOKE TO S/A (RALPH) WHO SAID, THERES NO NEW TSB'S THAT WE ARE AWARE OF, WE ARE IN THE PROCESS OF REPROGRAMING THE PROCESSOR THATS WHERE WE ARE RIGHT NOW))))))))))

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
 DOCUMENT: ANALYST: DGUNNIS DOUGLAS GUNNIS
 ACTION DATA/COMMENTS:

CUSTOMER SAYS: = NONE PER CUSTOMER, DEALER SAYS: = NONE
 CAC ADVISED: *****CSR FOLLOWING UP W/CUST**
 ***** (((((((((((OBC TO CUST, CUST NOT AVAILABLE

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MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 27 WASHINGTON	ZONE: B1	CASE NBR: 0526740932
VIN: 1FMYU04121KA73365	ENGINE: 1	OPENED: 04/03/2002
	VEH TYPE: T	CLOSED: 04/04/2002

=====

2002/04/04

11.49.30 , CSR LEFT VOICE MESSAGE FOR CUST ADVISING CUST AS PER CONVE
 RSATION W/ DLR, THAT THE DLR IS STILL LOOKING ONTO THE CONC

E902-827 22378

RM W/ THE VEH, CSR ALSO ADVISED CUST TO STAY IN CONTACT W/ T
HE DLR))))))

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	ZONE: B1	ENGINE: 1	VEH TYPE: T	CASE NBR: 0570002611
VIN: 1FMYU04151KF57160				OPENED: 03/12/2002
				CLOSED: 03/12/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	BROOKLYN	STATE:	NY	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	18000			
DEALER NAME:	PREMIER FORD INC	SALES CODE:	F13011	P & A: 03635
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN			
SYMPTOMS:	607692 STALL/QUITS AT CRUISE NOT 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

6062-627 22371

DOCUMENT: ANALYST: MMATZANK MARLITT MATZANK
ACTION DATA/COMMENTS:

2002/03/12

13.09.27 CUSTOMER SAYS: CUST CLAIMS THAT THE VEHICLE IS STALLING OUT THE SENSOR FOR THE COOLANT IS COMING ON THEN ALL THE OTHER INDICATORS COME ON THEN THE VEHICLE WILL CUT OUT THE CUST HAS TO LEAVE THE VEHICLE SIT FOR 20 MINUTES AND THEN IT WILL START AGAIN THE CUST CLAIMS THAT THIS HAPPENS AT LEAST 2 TIMES DAY THE CUST CLAIMS THAT THE VEHICLE WAS TOWED TO THE DLR NOW CUST IS NOT HAPPY WITH THE VEHICLE THE WANTS SOMETHING ELSE PER CUSTOMER, DEALER SAYS: OBC --- SM IS NOT AVAILABLE LEFT A MESSAGE TO PLS CALL CRC AT 1-888-364-0916 EXT 2681 CAC ADVISED: -- ADVISED CUST IT IS FORDS GOAL TO GET THIS VEHICLE REPAIRED - ISSUE IS BEING RESEARCHED MARLITT TO FOLLOW UP 03/13/2002 - 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 (IN INTERMITTENT) CONCERN IS NOTICED INTERFERENCE CASE ID: 4462

ORIGIN: CACM02 - MANUAL - PHONE CSM COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: MMATZANK MARLITT MATZANK
ACTION DATA/COMMENTS:

2002/03/13

13.05.07 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OBC SPOKE WITH KATHY ADVISED SM IS AT LUNCH TO CALL BACK AFTER 2 PM MARLITT TO FOLLOW UP 03/13/2002 CAC ADVISED: ISSUE IS STILL BEING RESEARCHED

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== INFORMATION ISSUE CASE NBR: 0577541072
REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 04/17/2002
VIN: 1FMCU04141KP60805 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/2002
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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PHILADELPHIA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 22000
DEALER NAME: MAGARITY FORD INC SALES CODE: F16020 F & A: 01236
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: EBOOD ELIZABETH BOODHAI
ACTION DATA/COMMENTS:

2002/04/17

16.00.29 VLC068TCUSTOMER SAYS: - VEH WILL STALL, AND NO POWDER TO THE POWDER STEERING, THE BRAKES - CHECK ENGINE LIGHT, OIL AND TEMP LIGHT WILL COME ON - THIS HAS HAPPENED 3 TIMES AND THE CUST WAS COASTING DOWN HILL - THE APPROX MILEAGE IS 30-40 WHEN THE CONCERN OCCURS - CUST CONTACTED NHTSA AND FOUND SEVERAL OF THE SAME VEH'S HAVING THE SAME CONCERN - CU

0082-027 22372

ST SEEKING TO INFO FORD ON THE CONCERN TO ASST OTHER CUST TH
 AT MAYBE HAVING THE SAME CONCERN PER CUSTOMER, DEALER SAYS:
 - DLR IS VERY GOOD AND HAVE ALWAYS TAKEN VERY GOOD CARE OF
 HER - DLR WILL ENSURE SHE GETS A RENTAL AND IS AWARE OF T
 HE SITUATION CAC ADVISED: - WE RECOMMEND THE REPAIR BE PE
 RFORMED 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 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 41 CHICAGO		ZONE: C1	CASE NBR: 0594161492
VIN: 1FMCU02111KB01282	ENGINE: 1	VEH TYPE: T	OPENED: 05/29/2002
			CLOSED: 05/29/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: ABBOTT PARK	STATE: IL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X4	
MILEAGE: 25057		
DEALER NAME: SESSLER FORD, INC.	SALES CODE: F41082	P & A: 01711
REASON CODE: 2014 WARRANTY - REMANUFACTURED PART COVERAGE		
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE		

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ORIGIN: NAFFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
 ACTION: DSB312 - INBOUND CALL FROM CUSTOMER
 DOCUMENT: ANALYST: 18708C STEVE CARPENTER
 ACTION DATA/COMMENTS:

2002/05/29

15.30.16 FLEET: MANNY SEEKS TO FIND OUT IF THERE ARE RECALLS/CNPS ON
 THE REPLACEMENT MOTOR THAT WAS INSTALLED ON 5/7/02.
 THE VEHICLE WAS TOWED BACK TO THE DEALER ON 5/23 FOR
 ANOTHER ENGINE CONCERN. THE VEHICLE STALLED OUT
 WHILE IN USE. MANNY NOT PLEASED W/ THE PERFORMANCE
 OF THE VEHICLE.

DEALER: N/A

NAFFS: DOCUMENTED FLEET CONCERN AND ADVISED THAT THE DEALER
 IS THE BEST TECHNICAL RESOURCE TO ADDRESS YOUR VEH.
 CONCERN. ADVISED MANNY THAT THERE ARE NO OPEN
 RECALL/CNP AT THIS TIME.

EA62-027 22373

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 41 CHICAGO	ZONE: D1	CASE NBR: 0613681281
VIN: 1FMYU04181KB03162	ENGINE: 1 VEH TYPE: T	OPENED: 05/08/2001
		CLOSED: 05/08/2001

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LAST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]	
CITY: CAROL STREAM	STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4
MILEAGE: 500	
DEALER NAME: BRAD MANNING FORD I	SALES CODE: F41496 P & A: 20053
REASON CODE: 3017	PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 685 - ADVISE CUSTOMER CRC WILL INVESTIGATE - REFER TO RESEARCH
 DOCUMENT: ANALYST: DALDERE DESIREE ALDERSON
 ACTION DATA/COMMENTS:

2001/05/08

17.01.32

CUSTOMER SAYS: -CUST HAD CAR TWO WEEKS AND THE ANTI THEFT LIGHT WOULD COME ON AND CUT THE ENGINE LIGHT WHILE MOVING -CUST HAD TO STOP AT THE NEAREST FORD DEALER AND THEY HAVE HAD HIS VEH SINCE APRIL 20/01 -CUST SAYS WHEN HE CALLS DEALER THEY TELL HIM THEY DO NOT NO WHAT IS WRONG AND THEY HAVE NO IDEA WHEN VEH WILL BE READY -CUST IS VERY FRUSTRATED AND HE FEELS FORD SHOULD JUST GIVE HIM A NEW VEHICLE -CUST WANTS A TIME WHEN HIS VEH WILL BE FIXED AND HE FEELS THIS IS NOT ACCEPTABLE THAT HE SHOULD HAVE TO WAIT WITHOUT A TIMEFRAME PER CUSTOMER, DEALER SAYS: DLR DOES KNOW WHAT IS WRONG WITH IT AND THEY ARE WAITING FOR FORD TO CALL THEM BACK OBC TO DEALER SPOKE TO ALEX AND THEY HAVE CALLED TECH HOTLINE AND THEY HAVE DONE EVERYTHING THEY TOLD THEM TO DO THREE TIMES AND VEH IS STILL NOT FIXED CSR ASKED SRV MGR WHAT CONCERN THE VEH IS HAVING IN ORDER TO LOOK UP INFO ON THE ECM SITE AND SRV MGR STATED HE DID NOT HAVE TIME TO ANSWER MY QUESTION CAC ADVISED: - INFORM CUSTOMER WE WILL RESEARCH ISSUE - CRC WILL RE-CONTACT CUSTOMER WITH UPDATE INFERENCE CASE ID : 4900

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: PSINGH5 PRIYA SINGH
 ACTION DATA/COMMENTS:

2001/05/09

ER02-027 22374

13.01.35 -OBC TO CUST ON MAY 9, 12:56 PM -1ST ATTEMPT; LEFT MSG; WILL
L TRY AGAIN

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

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REGION: 41 CHICAGO	ZONE: D1	CASE NBR: 0613681281
VIN: 1FMYU04181KB03162	ENGINE: 1	OPENED: 05/08/2001
	VEH TYPE: T	CLOSED: 05/09/2001

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION; PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: PSINGH5 PRIYA SINGH
ACTION DATA/COMMENTS:

2001/05/09
15.43.02 -OBC TO CUST ON MAY 9, 3:37 PM -2ND ATTEMPT; LEFT MSG; WILL
TRY AGAIN
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: *****SUPERVISOR OBC (PRIYA, EXT 2660)*****

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION; PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: PSINGH5 PRIYA SINGH
ACTION DATA/COMMENTS:

2001/05/10
10.16.52 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: *****SUPERVISOR OBC (PRIYA, EXT 2660)*****
-OBC TO CUST ON MAY 9, 10:10 AM -UNABLE TO CONTACT CUST -3
RD AND FINAL ATTEMPT TO CONTACT CUST -NEXT CSR PLEASE ADVISE
CUST THAT THE ISSUE HAS BEEN REVIEWED BY A SUPERVISOR -RE
SOLUTION IS: -FORD CRC CANNOT AUTHORIZE A BUYBACK, GOAL I
S TO PROPERLY REPAIR, NOT REPLACE THE VEH -APOLOGIZE FOR VE
H CONCERNS, WE ARE LOOKING INTO A PROPER FIX FOR THIS, PLEA
SE CONTINUE TO WORK WITH AND STAY IN TOUCH WITH YOUR DLR, AS
THEY ARE ALSO RESEARCHING THIS, WE WILL CONTACT YOU ONCE WE
HAVE ANY MORE INFORMATION *****ISSU
E CLOSED*****

ORIGIN: DEALER - DEALER COMMUNICATION; PHONE
ACTION: DAC095 - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT: ANALYST: F41496 BRAD MANNING FORD INC
ACTION DATA/COMMENTS:

12.55.56 VEHICLE WAS TOWED IN FOR STALL/HESITATION WE VERIFIED CONCER
N WE CALLED FORD HOTLINE AND WE REPLACED PCM AND REPROGRAMME
D WE RECALLED FORD HOTLINE THEY WANTED US TO TRY TO CHECK TH
E GROUNDS AND POWER SUPPLY TO VEHICLE WE CHECKED DIODES AND
FUSES OK WE WERE WAITING FOR FORD HOTLINE TO CALL BACK AND V
EHICLE WAS TOWED OUT OF DEALERSHIP DUE TO DEALERSHIP TAKING
TO LONG TO REPAIR VEHICLE CUSTOMER FROM OUT OF TOWN VEHICLE
WAS TOWED TO ORIGINATING DEALER

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

ERR2-027 22378

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 16 PHILADELPHIA INFORMATION ISSUE CASE NBR: 0693462211
 VIN: 1FMYU04151KE79382 ZONE: F1 OPENED: 04/25/2002
 ENGINE: 1 VEH TYPE: T CLOSED: 04/25/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: LEBANON STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 11902
 DEALER NAME: PHILLIPS FORD SALES SALES CODE: F16510 P & A: 01224
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT 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: RDSOUZA RUTH D'SOUZA
 ACTION DATA/COMMENTS:

2002/04/25

17.08.22 CUSTOMER SAYS: --CUST HAS BEEN HAVING ONGOING CONCERNS WIT
 H VEH --VEH WAS TAKEN TO DLR 5 TIMES --VEH HAS STALLING IS
 SUE, WHICH DLR WAS UNABLE TO DUPLICATE --CUST LOCATED WEB S
 ITE "ESCAPE-CENTRAL.COM" (WITH COMPLAINTS ON THE ESCAPE STAL
 LING ISSUE --CUST NOTED ON WEBSITE THAT SOME VEHs HAD BEEN
 REPLACED --CUST UPSET THAT DLR AND FORD WILL NOT ACKNOWLEDG
 E THIS CONCERN PER CUSTOMER, DEALER SAYS: --DLR HAS BEEN
 UNABLE TO DUPLICATE CONCERN CAC ADVISED: ****ADVISED CUST
 TO TAKE VEH IN TO THE DLRSHIP AS SOON AS THE SYMPTOM RE-OCCU
 RS ****ADVISED CUST THAT THERE ARE NO CURRENT RELATED FSAS
 OR CSFS ON THE VEH - FOR THE VEHICLE TO BE REPAIRED, THE DE
 ALERSHIP 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 U
 NABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO
 CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTI
 CED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 72 SAN FRANCISCO INFORMATION ISSUE CASE NBR: 0699383251
 VIN: 1FMYU03111KB92803 ZONE: A2 OPENED: 03/18/2002
 ENGINE: 1 VEH TYPE: T CLOSED: 03/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

ER02-027 22378

CITY: HAIKU STATE: HI ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 3365
DEALER NAME: VALLEY ISLE MOTORS SALES CODE: F72444 P & A: 07839
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2002/03/18
15.01.08 DON RANDY BERGERUD SAN FRANCISCO
DATE OF SALE DEVIATION RANDY BERGERUD
ATT: CHARLES O'STEEN

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/04/10
12.52.05

CONSUMER AFFAIRS

06/18/2002 MCFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: INFORMATION ISSUE CASE NBR: 0727763270
ZONE: OPENED: 11/22/2000
VIN: 1FMCU03191KE76965 ENGINE: 1 VEH TYPE: T CLOSED: 11/22/2000

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: MIAMI STATE: FL ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1 SALES CODE: P & A:
DEALER NAME:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED

ER02-027 22377

DOCUMENT: ANALYST: LGOUDIE LORNE GOUDE
ACTION DATA/COMMENTS:

2000/11/22

20.11.22 CUSTOMER SAYS: - THE CAR STALLED WHILE HE WAS CRUISING AT 45 MILES PER HOUR. - THIS ONLY HAPPENED ONCE. - THE CONCERN OCCURRED ABOUT THREE WEEKS AGO. - THE CUSTOMER USES 87 OCTANE AND BUYS THE GAS FROM DIFFERENT SERVICE STATIONS. - THERE WERE NO WARNING LIGHTS PRIOR TO THE ENGINE STALLING. - THE ELECTRICAL POWER WAS FINE. - THE CUSTOMER PULLED OVER TO THE SIDE OF THE ROAD AND RESTARTED THE VEHICLE WITH NO PROBLEMS. - THE ENGINE WAS WARM. - THE CUSTOMER BROUGHT TO MARCONE FORD. - THEY COULD NOT FIND ANY PROBLEM. 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: - DEALERSHIP RAN DIAGNOSIS BUT COULD NOT FIND A CONCERN - CUSTOMER ASKING FORD ENGINEERING WHY THIS MAY HAVE HAPPENED - ADVISED CUSTOMER THAT I WILL ASK, HOWEVER THERE ARE MANY REASONS FOR SOMETHING LIKE THIS TO HAPPEN - IF THE DEALERSHIP IS UNABLE TO VERIFY THE CONCERN AND DIAGNOSTICS SHOWS NO PROBLEM, IT IS DIFFICULT TO SAY WHY THIS OCCURRED ** T O THE DEALERSHIP: - THIS CONTACT IS SOLELY TO DOCUMENT THE CONCERN DESCRIBED IN THE SURVEY - QUESTIONS/COMMENTS PLEASE CONTACT ME AT 1-888-933-4223 EXT 3512 - THANK YOU IN ADVANCE FOR YOUR ASSISTANCE - SINCERELY, LORNE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION:	INFORMATION ISSUE	CASE NBR: 0727763270
VIN: 1FMCU03191KE276965	ZONE:	OPENED: 11/22/2000
	ENGINE: 1	CLOSED: 01/04/2001
	VEH TYPE: T	

=====

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICDD02 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: LGOUDIE LORNE GOUDE
ACTION DATA/COMMENTS:

2001/01/04

14.48.40 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: OBC TO CUSTOMER: - NO ANSWER - ENGINEERS UNCERTAIN WHY THE VEHICLE WOULD HAVE STALLED - IF DEALERSHIP RAN DIAGNOSIS AND FOUND NO CONCERN, THEY CAN NOT SAY WHY THE ENGINE STALLED - WAS CALLING TO CONDUCT FOLLOW UP SURVEY AND SEE IF THE CONCERN HAPPENED AGAIN - I BELIEVE I HAVE RUN OUT OF FOLLOW UP SURVEY ATTEMPTS - I HAD GIVEN THE CUSTOMER MY TOLL FREE NUMBER IF HE HAS ANY CONCERNS OR NEEDS ASSISTANCE - I AM CLOSING THIS FOLLOW UP

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CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

INFORMATION ISSUE
CASE NBR: 0745962421
REGION: 56 DENVER
ZONE: D1
OPENED: 08/30/2001
VIN: 1FMYU04171KF92461
ENGINE: 1
VEH TYPE: T
CLOSED: 08/30/2001

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ARVADA STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10000
DEALER NAME: SILL-TERHAR MOTORS, SALES CODE: F56012 P & A: 03297
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: 2606681 ANALYST: JTHUSYAN JACQUELINE THUSYANTH
ACTION DATA/COMMENTS:

2001/08/30

20.39.22 CUSTOMER SAYS: ***** CONTACT W/ CUST ***** - THE
VEH HAS NOT YET STALLED ON THE HIGHWAY SINCE THE SURVEY -
THE ENGINE LIGHT AND GAS LIGHT COMES ON AND THEN THE STALLS
- THEN CUST HAS TO PUT THE VEH IN PARK AND RESTART THE VEH
- CUST IS NOW FEELING MORE SAFE WITH THE VEH - DLR TOLD
CUST THAT IF IT HAPPENS AGAIN THEY WILL TOW IT IN AND LOOK
AT THE VEH PER CUSTOMER, DEALER SAYS: DLR CANNOT DUPLICA
TE THE CONCERN AND THAT IS WHY THEY CANNOT FIND THE ISSUE
CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE TH
E 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: 446

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CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 74 SEATTLE		ZONE: B1	CASE NBR: 0789320812
VIN: 1FMCU04191KB64014		ENGINE: 1	OPENED: 03/22/2002
		VEH TYPE: T	CLOSED: 03/22/2002
=====			
LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]
TITLE:	[REDACTED]	MI:	[REDACTED]
ADDRESS:	[REDACTED]		
CITY:	AUBURN	STATE:	WA
HOME PHONE:	[REDACTED]	ZIP:	[REDACTED]
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4
MILEAGE:	9000		
DEALER NAME:	BOWEN SCARFF FORD	SALES CODE:	F74026
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		P & A: 08588
SYMPTOMS:	607692 STALL/QUITS AT CRUISE 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: CGAYAD CLINTON GAYADEEN
ACTION DATA/COMMENTS:

2002/03/22

21.55.27 CUSTOMER SAYS: - WHILE DRIVING VEH STOPPED RUNNING; FIRST
OCCURRENCE - CHK ENG AND OIL INDICATOR CAME ON SAME TIME -
TRIED RESTARTING VEH AND IT WORK; NO INDICATOR LIGHTS CAME
BACK ON - HAD OIL CHANGED THREE WEEKS AGO AT JIFFY LUBE -
CALLED DLR AND THEY ARE CLOSED - SEEKING ASSISTANCE PER CU
STOMER, DEALER SAYS: BOWEN SCARFF FORD CAC ADVISED: - WE
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT C
RM/SERV MGR - ADV CUST THAT IF CONCERN RELATED TO OIL CHANG
E DONE BY JIFFY LUBE, DLR MAY INFORM THAT REPAIR NOT COVERED
BY BTD 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

13.27.38

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REGION: 52 SOUTHWEST	ZONE: A1	INFORMATION ISSUE	CASE NBR: 1455772071
VIN: 1PMYU011X1KC39930	ENGINE: 1	VEH TYPE: T	OPENED: 07/26/2001
			CLOSED: 07/26/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SOUTHLAKE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 7073
DEALER NAME: DON DAVIS FORD, INC SALES CODE: F52016 P & A: 02417
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KRITH
ACTION DATA/COMMENTS:

2001/07/26
12.39.37 ANNA SALIH, CSM, SOUTHWEST
ATTN: DON DAVIS FORD

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: C-CRAIG1 CHRISTOPHER S. CRAIG
ACTION DATA/COMMENTS:

2001/08/01
20.18.03

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC005 - ISSUE OAC TO PREVIOUS VIN
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2001/08/14
10.12.55

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KRITH
ACTION DATA/COMMENTS:

2001/08/17
16.45.28

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

E902-827 22381

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 48 DETROIT	INFORMATION ISSUE	CASE NBR: 1529410212
VIN: 1FMYU04121KC40582	ZONE: D1	OPENED: 01/21/2002
	ENGINE: 1	CLOSED: 01/21/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: WEST BLOOMFIELD STATE: MI ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 10677
 DEALER NAME: HAGGIN-WIMBERLEY FO SALES CODE: F48566 P & A: 02587
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: SCHURCH STEVEN CHURCH
 ACTION DATA/COMMENTS:

2002/01/21

14.39.23

CUSTOMER SAYS: -VEH AT DLR(2) 2X WITHIN LAST WEEK FOR STALLING WHILE AT CRUISE-70/80 MPH TYPICALLY. -SEEKING PROPER REPAIR. NOT A SAFE CONCERN AT THESE SPEEDS. -CUST HAS RENTAL AND WILL SUBMIT RECEIPTS FOR PROCESSING 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 HAGGIN-WIMBERLEY FORD-COREY, SERVICE-VEH HAS NOT BEEN DIAGNOSED YET. -PLEASE CALL STEVE AT CRC IF ANY PROBLEM AREA WITH REPAIR IS CONCERNED. 888 364 0916 X2821 INFERENCE CASE ID: 4591

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ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC008 - AWAITING ASSISTANCE - TECHNICAL HOTLINE
 DOCUMENT: ANALYST: M-DANSON MARVIN DANSON
 ACTION DATA/COMMENTS:

2002/01/22

12.02.54

CUSTOMER'S VEHICLE WAS IN ANOTHER DEALERSHIP RECENTLY AND HAD PCM REPLACED/ CUSTOMER NOW TRAVELING AND HAS WHAT APPEARS AT THIS TIME TO BE SERIOUS ENGINE PROBLEM POSSIBLY REQUIRING ENGINE REPLACEMENT. UNABLE TO DETERMINE WHY CAC (STEVE) WOULD ISSUE (CLOSED INFORMATIONAL) TYPE CUDL CASE WHEN INDEED CUSTOMER HAS MAJOR CONCERN WITH VEHICLE WHICH IS NOW IN MY SHOP. WILL UPDATE AS MORE INFORMATION BECOMES AVAILABLE.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 56 DENVER	INFORMATION ISSUE	CASE NBR: 1616433201
VIN: 1FMCU04BX1KE88193	ZONE: A1	OPENED: 11/16/2001
	ENGINE: B	CLOSED: 11/16/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

E002-627 22382

CITY: COLO SPRG STATE: CO ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7000
DEALER NAME: PHIL LONG FORD, LLC SALES CODE: F56200 P & A: 03140
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

2001/11/16

17.08.00

CUSTOMER SAYS: -6 MONTHS AGO PURCHASED AN ESCAPE -CUST IS
HAVING MANY CONCERNS WITH VEH -VEH WAS BROUGHT TO DLRSHP
3 TIMES AND IT IS STILL NOT REPAIRED -IDLE IS GOING UP AND
DOWN AND VEH STALLS OUT -VEH HAS STALLED WHILE CUST IS DRIV
ING -CUST WOULD LIKE TO TRADE VEH -CUST IS NOT INTERESTED
IN HAVING VEH REPAIRED ANYMORE PER CUSTOMER, DEALER SAYS:
-CUST CLAIMS DLRSHP KEEPS ADVISING VEH IS REPAIRED -CUST
CLAIMS MICHAEL REYES ADVISED TO CALL CRC FOR ASSISTANCE CA
C ADVISED: -CSR MADE OSC TO DLRSHP -SPOKE WITH MICHAEL RE
YES S/A -MICHAEL ADVISED DID NOT TELL CUST TO CALL CRC -MI
CHEAL ADVISES BELIEVES IT IS CRC RESPONSIBILITY TO BEGIN BUY
BACK PROCESS -CSR ADVISED MICHAEL THAT CRC IS UNABLE TO IN
TERVENE IN SALES ISSUES -MICHAEL ADVISED TO HAVE CUST CALL
HIM BACK AND PROCEEDED TO HANG UP -CSR ADVISED CUST UNABLE
TO ASSIST WITH HAVING VEH BOUGHT BACK -CSR ADVISED CUST DLR
SHIP IN BEST POSITION TO ASSIST -CSR ADVISED CUST TO SPEAK
WITH MICHAEL FOR FURTHER ASISSTANCE INFERENCE CASE ID: 4906

CONSUMER AFFAIRS

06/18/2002 MMFAKPA3

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: INFORMATION ISSUE CASE NBR: 1658572961
ZONE: OPENED: 12/28/2001
VIN: 1FMYU03171KC41082 ENGINE: 1 VEH TYPE: T CLOSED: 12/28/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: HOUSTON STATE: TX ZIP:
HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 3000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

ERR2-027 22383

DOCUMENT: ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:

2001/12/28

19.24.47 CUSTOMER SAYS: - VEH STALLS WHILE DRIVING AT 0-50 M/P/H. I
T NEVER STALLS AT IDLE OR WHEN I STOP - JOE MYERS FORD SAID
THE VEH WOULD NOT STALL FOR THEM. THIS IS WHERE I PURCHASED
THE VEH - THIS IS AN INTERMITTENT PROBLEM AND IT IS VERY F
RUSTRATING THAT THE DLRSF IS NOT FINDING THE PROBLEM AND IT'
S COME TO THE POINT WHERE I WAS ALMOST KILLED 4 DIFFERENT TI
MES. I NEVER KNOW WHEN THE VEH WILL STALL - THIS IS THE 10T
H TIME IT'S STALLED ON ME AND THE DLRSF JUST KEEPS TELLING M
E THAT ONCE I START IT UP JUST TO KEEP DRIVING AS IT WILL NO
T STALL FOR THEM. IT'S AS THOUGH THEY DON'T CARE THAT I CAN
GET KILLED IN THIS VEH - I END UP PAYING FOR THE RENTAL VEH
BECAUSE THE DLRSF CANNOT DUPLICATE THE PROBLEM -I HAD A SE
CURITY ALARM PUT ON AND THEN I HAD IT TAKEN OFF AND THEN IT
DROVE WELL FOR A WHILE BUT STARTED STALLING AGAIN - I WILL
TAKE IT TO TOMBALL FORD TOMORROW - THE VEH STALLS MORE WHEN
I AM TURNING PER CUSTOMER, DEALER SAYS: CAC ADVISED:
- CSR WILL CONTACT TOMBALL FORD AND WORK ALONG WITH THE DLRS
F FOR A RESOLUTION OF CUSTOMER CONCERN. AFTERWARDS CSR WILL
CALL CUST - IF DLRSF CANNOT DUPLICATE PROBLEM AND CUST RENT
S A VEH, CSR WILL LOOK INTO RENTAL REIMBURSEMENT **** OBC T
O JOE MYERS FORD, SPOKE WITH MARK STEVENSON, CRM, WHO SAID T
HAT CSR SHOULD SPEAK WITH THE SERV MGR, JASON FRYOS AT EXT
270 AS HE IS THE ONLY ONE THAT COULD APPROVE A LOANER VEH FO
R THE CUST AND HELP HER WITH THIS PROBLEM - CRM SAID HE WOU
LD NOT HAVE A PROBLEM IF THE CUST GOT A SECOND OPINION FROM
ANOTHER FORD DLRSF AS HIS DLRSF HAS NOT BEEN ABLE TO DUPLICA
TE THE PROBLEM AND THEREFORE CANNOT FIX THE VEH - LEFT MSG
FOR JASON, SERV MGR INFERENCE CASE ID: 1586

CONSUMER AFFAIRS

06/18/2002 MMFALPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 1668572961
REGION: ZONE: OPENED: 12/28/2001
VIN: 1FMYU03171KC41082 ENGINE: 1 VEH TYPE: T CLOSED: 12/29/2001
=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:

2001/12/29

14.11.11 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
CAC ADVISED: ***** OBC TO DAVE, SERV MGR AND HE SAID THE
CUST WILL BRING THE VEH IN NEXT WEDNESDAY AND THEY WILL INST
ALL A FLIGHT RECORDER IN THE VEH AND IT WILL SHOW WHAT THE P
ROBLEM IS AND BE ABLE TO GET THE VEH FIXED - SERV MGR CALLE
D THE CUST THIS MORNING AND CUST WAS HAPPY WITH THE RESPONSE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:

CUSTOMER SAYS: - I AM HAPPY WITH THE FACT THAT THE SERV MG
R IS LOOKING INTO THE PROBLEM FOR ME - CUST IS HAPPY THAT C
SR CALLED BACK TO SEE HOW THINGS WERE WITH THE VEH PER CUST
OMER, DEALER SAYS: - NONE CAC ADVISED: - CSR WILL FOLLOW
UP ON FRIDAY OF NEXT WEEK

2002-027 22384

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 1715411142
VIN: 1PMYU041X1KC38966	ZONE: A2	OPENED: 04/24/2002
	ENGINE: 1	CLOSED: 04/24/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	GIBSONIA	STATE:	PA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	4000				
DEALER NAME:	MC CRACKIN FORD	SALES CODE:	F44007	P & A:	07459
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607692 STALL/QUITS AT CRUISE HOT ENGINE				

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: HMCIPHERS HERMAN MCPHERSON
ACTION DATA/COMMENTS:

2002/04/24

19.52.15 CUSTOMER SAYS: - THE VEH JUST STALLS - IT HAS DONE THIS
3 TIMES - KNOWS THAT THIS IS A PROBLEM - WANTS TO KNOW WH
AT FORD WILL DO ABOUT THIS PER CUSTOMER, DEALER SAYS: - N
ONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CU
STOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

EA02-027 22365

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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CONCERN ISSUE		CASE NBR: 0429662961
REGION: 27 WASHINGTON	ZONE: B1	OPENED: 10/23/2001
VIN: 1FMYD04191KE76484	ENGINE: 1 VEH TYPE: T	CLOSED: 10/23/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	HYATTSVILLE	STATE:	MD	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	13500			
DEALER NAME:	DARCARS FORD	SALES CODE:	P27021	P & A: 00143
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607692 STALL/QUITS AT CRUISE NOT ENGINE			

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RDEEN RAY DEEN
ACTION DATA/COMMENTS:

2001/10/23

11.56.24 CUSTOMER SAYS: - THE VEH STALL AT TIMES - NOT ALL THE TIME
- VEH DOES START AFTER STALLING - NO PROBLEM - I DON'T F
EEL SAFE - I TOOK VEH INTO DLR LAST WER FOR DIAGNOSIS - NO C
ONCERN FOUND PER CUSTOMER, DEALER SAYS: - NO CODES SHOWIN
G WHEN ITAKE IT TO THE DLR FOR DIAGNOSIS - CAN'T FIND A CONC
ERN CAC ADVISED: - OBC TO ASSIST CRM - LIZ - WILL SET APP
T FOR SRV TO LOOK AT THE VEH ONCE MORE AND LIZ WILL CALL THE
CUST BACK WITH APPT. DATE AND TIME (APPT. DETAILS) - 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: 4905

=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-MAYS84 JACKIE MAYS
ACTION DATA/COMMENTS:

2001/11/01

12.13.46 CUSTOMER CAME IN ON 10/26 AND THE CAR WAS REPAIRED

EA02-027 22366

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: CONCERN ISSUE CASE NBR: 0429662961
ZONE: OPENED: 01/15/2002
VIN: 1FMYU04191KE76484 ENGINE: 1 VEH TYPE: T CLOSED: 01/15/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HYATTSVILLE STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 16300
DEALER NAME: SALES CODE: P & A:
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY
ACTION DATA/COMMENTS:

2002/01/15

10.25.31 CUSTOMER SAYS: -SPOKE TO PREVIOUS REP -VEH WOULD STALL O
UT WHILE DRIVING -TOOK VEH INTO THE DLRSHIP REPIARS WERE DO
NE LAST YEAR -NOW HAVING PROBLEMS STARTING THE VEH -CONTAC
TED DLR LEFT MESSAGEWAITING FOR CB (DAN BEAVERS) -VEH STIL
L STALLING -SEEKING APPT FOR REPAIRS PER CUSTOMER, DEALER
SAYS: -NONE CAC ADVISED: **CUST REQUEST CB FOR APPT TIME
*** **OBC TO CRM/SRVC MGR NO ANSWER SET UP APPT FOR COT 0
1/17/2002 8AM ADVISE CUST TO SEE DAN BEAVERS - CRM/SERV MGR
UNAVAILABLE - DEALERSHIP IS IN THE BEST POSITION TO ASSIST
- FORWARDED INFORMATION TO CRM/SERV MGR - REQUESTED CRM/S
ERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CA
SE ID: 1533

ORIGIN: CACN02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY

ACTION DATA/COMMENTS:
CAC ADVISED: **OBC TO CUST NO ANSWER CALL INTERCEPT **FOLL
OW UP 01/15/2002 RE: APPT

ORIGIN: CACN02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY

ACTION DATA/COMMENTS:

11.45.53 CAC ADVISED: **OBC TO CUST HOME/DAY NUMBER NO ANSWER **FO
LLOW UP 01/16/2002
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ER02-027 22387

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
 =====
 CONCERN ISSUE CASE NBR: 0429662961
 REGION: ZONE: OPENED: 01/15/2002
 VIN: 1FMYU04191KE76484 ENGINE: 1 VEH TYPE: T CLOSED: 01/16/2002
 =====
 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
 DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY
 ACTION DATA/COMMENTS:
 2002/01/16
 09.41.43 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
 CAC ADVISED: **OBC TO CUST LEFT MESSAGE ON WORK VOICE MAIL
 APPT AT DARCARS FORD & NUMBER 01/17/2002 8AM SEE DAN BEAVERS

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
 =====
 CONCERN ISSUE CASE NBR: 0586202081
 REGION: 11 BOSTON ZONE: F1 OPENED: 08/01/2001
 VIN: 1FMYU04111KB61789 ENGINE: 1 VEH TYPE: T CLOSED: 08/01/2001
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] ERM2-027 22388

CITY: OAKHAM STATE: MA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2055
DEALER NAME: MILLBURY MOTOR COMP SALES CODE: F11213 P & A: 08961
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: AMHITELE ALTHEA WHITELEY
ACTION DATA/COMMENTS:

2001/08/01

21.43.21 CUSTOMER SAYS: ==VEH SHUT OFF WHILE SHE IS DRIVING ON THE
ROAD ==VEH CHECK ING LIGHT COME ON BRAKE HAVE TO BE PRESS
ON HARD TO STOP THIS HAS HAPPEN THREE TIME ==DEALER RUN D
CL AND NOTHING WAS FOUND --DEALER CHECK THE PCM POWER RELAY
THEY COULD NOT FOUND ANY THING WRONG. --- THIS KEEP ON F
ER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMM
ND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORM
ATION 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: D-BROW31 DANIEL J. BROWNE
ACTION DATA/COMMENTS:

2001/08/23

10.17.32 VEHICLE WAS WORKED ON BY DSE-STEVE SEIFERT AND SERVICE MANAG
ER MANNY TIMOTREO-CUSTOMER HAS HAD VEHICLE FOR A WEEK AND CO
NCERN HAS NOT HAPPENED SINCE REPAIRS WERE PERFORMED

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 16 PHILADELPHIA CONCERN ISSUE CASE NBR: 0693462211
VIN: 1FMYU04151KE79382 ZONE: F1 OPENED: 06/09/2001
ENGINE: 1 VEH TYPE: T CLOSED: 06/09/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: LEBANON STATE: PA ZIP:
HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 5261
DEALER NAME: PHILLIPS FORD SALES SALES CODE: F16510 P & A: 01224
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

0602-027 22389

DOCUMENT: ANALYST: RHOPKINS EULA CHIVERTON-HOPKINSON
ACTION DATA/COMMENTS:

2001/08/09

19.15.30 CUSTOMER SAYS: - PROBLEM WITH VEH STALL WHILE CUST IS DRIVING - CUST HAS TAKE VEH TO DLRSHIP WHEN VEH WAS AT 3000 MILES, DLRSHIP REPAIR VEH AND ADVISE CUST THAT IT WAS THE BASE IDLE, DLRSHIP REPAIR VEH - CUST VEH AGAIN STALL AND CUST TALK VEH TO DLRSHIP ON 08/07/2001 - DLRSHIP DIAGNOSED THE VEH AND RESET BASE IDLE - CUST WANT TO KNOW IF THE PROBLEM HAPPENS AGAIN WHAT TO DO - CUST STATE THAT SHE WOULD CONTACT THE DEPART. OF MV PER CUSTOMER, DEALER SAYS: PHILLIPS FORD SALES (717) 665 - 3551 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 OF COURSE, I CANNOT COMMENT ON EVENTS THAT HAVE NOT OCCURRED, HOWEVER WE ARE DOING EVERYTHING POSSIBLE TO ENSURE YOUR VEHICLE IS REPAIRED PROPERLY AND PROMPTLY. PLEASE STAY IN TOUCH WITH YOUR DEALERS AS THEY ARE OUR TECHNICAL EXPERTS.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-GEIB CHRISTOPHER GEIB
ACTION DATA/COMMENTS:

2001/09/07

09.36.19 ADVISED CUSTOMER THE FUEL ODOOR WAS CAUSED BY THE LEAKING INTAKE MANIFOLD GASKET. WE ACKNOWLEDGED THE CUSTOMER WAS UPSET WITH THE PROBLEMS ON SUCH A NEW VEHICLE AND APOLOGIZED FOR INCONVENIENCED. NO FURTHER ACTION NECESSARY.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

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CONCERN ISSUE		CASE NBR: 1346250942
REGION: 27 WASHINGTON	ZONE: A1	OPENED: 04/04/2002
VIN: 1FMYU04191KC35556	ENGINE: 1 VEH TYPE: T	CLOSED: 04/04/2002

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WASHINGTON STATE: DC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: KOONS COLLEGE PARK SALES CODE: F27022 P & A: 00010
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM
ACTION DATA/COMMENTS:

2002/04/04

09.28.50 CUSTOMER SAYS: -VEH HAS STALLED FOR THE 2ND TIME -CUST NEEDES LOANER VEH -DLR CAN'T FIND CUST'S ESP ON RECORD -CUST DID PURCHASE AN EXTENDED WARRANTY PER CUSTOMER, DEALER SAYS: -WE ARE UNABLE TO VERIFY ESP REGISTRATION CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE

5852-027 22398

ALLOW ME TO RESEARCH THIS FURTHER. ~ IS THERE A TIME THAT I
S MOST CONVENIENT FOR ME TO CONTACT YOU? +++ -OBC TO KOONS
FORD -LEFT MESSAGE FOR CRM TO CALL CRC INFERENCE CASE ID:
5388

ORIGIN: CAC02 - MANUAL - PHONE CSR COMMUNICATION: PHONE

ACTION: 214 - OUTBOUND CALL TO DEALER

DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM

ACTION DATA/COMMENTS:

CUSTOMER SAYS: -VEH HAS STALLED FOR THE 2ND TIME -CUST N
EDS LOANER VEH -DLR CAN'T FIND CUST'S ESP ON RECORD -CUST
T DID PURCHASE AN EXTENDED WARRANTY PER CUSTOMER, DEALER S
AYS: NONE CAC ADVISED: -OBC TO KOONS FORD-SPOKE TO ERIC
A BURN CRM ...WE WILL REVIEWISSUE AND CONTACT CUST +++
-OBC TO CUST -LEFT MESSAGE FOR CUST TO CALL CRC FOR UPDATE

ORIGIN: CAC02 - MANUAL - PHONE CSR COMMUNICATION: PHONE

ACTION: 199 - VEHICLE INFORMATION

DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM

ACTION DATA/COMMENTS:

13.40.51 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: -CUST CALLED IN AND WAS INFORMED THAT DLR WILL
REVIEW HER ISSUE AND RECONTACT HER -NO FURTHER CRC ACTION
REQUIRED

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 41 CHICAGO CONCERN ISSUE CASE NBR: 1578052821
ZONE: A2 OPENED: 10/09/2001
VIN: 1FMDU01B1KE44779 ENGINE: B VEH TYPE: T CLOSED: 10/09/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WINTHROP HARBOR STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 2000
DEALER NAME: SUTTON FORD, INC. SALES CODE: F41043 P & A: 01527
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOM: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: SURVEY

ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP

DOCUMENT: ANALYST: KINGRAM KERRY-ANN INGRAM

ACTION DATA/COMMENTS:

2001/10/09

18.36.10

CUSTOMER SAYS: -THE CUST VEH STOPED ON HER ON FRIDAY -TH
E CUST CALLED AAA AND THEY TOOK THE VEH INTO A NONE FORD DLR
BUT THEY WOULD NOT HOWER HER ESP WARRANTY -THE CUST CALLED
THE CRC AND WAS TOLD THAT THAT WAS NOT THE RIGHT PROCEDURE
TO DO -THE CUST'S VEH WAS NO WHERE TO BE FOUND UNTILL MOND
AY EVELING -THE CUST VEH WAS NOT LOOKED AT BY MOTRO FORD SO
SHE DECIEDED TO GET HER VEH TOWED TO HER SELLING DLR -THE
CUST CALLED MOTRO FORD TODAY AND FOUND OUT THAT HER VEH WAS
NOT TOWED TO THE DLR AS YET -THE CUST WANTS TO GET HER VEH
TO THE DLR BEFOR IT CLOSE -THE CUST WILL NEED A RENTAL V
EH PER CUSTOMER, DEALER SAYS: SUTTON FORD IN MATTSON, ILL
IONOIS CAC ADVISED: - CRC UNABLE TO REACH DEALER - CRC WI
LL RECONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE - FO
LLOW UP WITH CUSTOMER INFERENCE CASE ID: 5228

ER02-027 22391

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 41 CHICAGO	CONCERN ISSUE	CASE NBR: 1825193130
VIN: 1FMYU041K1KD97616	ZONE: E2	OPENED: 11/08/2000
	ENGINE: 1 VEH TYPE: T	CLOSED: 11/08/2000

=====

LAST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY:	OSHKOSH	STATE: WI ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	1300	
DEALER NAME:	SERVICE MOTORS, INC	SALES CODE: 941550 P & A: 06169
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY	
SYMPTOMS:	507692 STALL/QUITS AT CRUISE HOT ENGINE	

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE

ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED

DOCUMENT: ANALYST: JCARTER JUDY CARTER

ACTION DATA/COMMENTS:

2000/11/08

22.20.22 CUSTOMER SAYS: TWO DAYS AFTER PURCHASE, THE CUSTOMER WAS TURNING RIGHT SLOWLY AROUND A CORNER WHEN THE VEHICLE STALLED. THE CUSTOMER WAS ABLE TO COAST TO THE SIDE OF THE ROAD BUT IMMEDIATELY SMELLED GAS. WHEN THE CUSTOMER GOT OUT OF THE VEHICLE, SHE NOTICED FUEL ON THE GROUND. THE CUSTOMER USES REGULAR OCTANE FUEL. THIS ONLY HAPPENED THE ONE TIME. NO NOISES WERE HEARD AND NO LIGHTS CAME ON THE INSTRUMENT PANEL. THE VEHICLE WOULD NOT START AGAIN. THE ENGINE TEMPERATURE WAS WARM. NOTHING WAS WRONG WITH THE BATTERY. PER CUSTOMER, DEALER SAYS: CAC ADVISED: THE CLIPS ON THE FUEL LINE FELL OFF. THE DEALER REPAIRED THIS AS PER RO #114618 ON 10/02/00.

0002-027 22382

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 16 PHILADELPHIA REGION ISSUE CASE NBR: 0531801341
VIN: 1FMCU04191KE80710 ZONE: B1 OPENED: 05/14/2001
ENGINE: 1 VEH TYPE: T CLOSED: 05/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: POLCROFT STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10000
DEALER NAME: SPRINGFIELD FORD IN SALES CODE: F16028 P & A: 01471
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 507692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: DSIERENS DEBRA SIERENS
ACTION DATA/COMMENTS:

2001/05/14

14.45.20 *****DEMAND LETTER DATED 05/05/01 CI RECEIVED 05/14/01
***CUSTOMER STATES: THAT VEHICLE STALLS WHEN DRIVING AND COST
RELEASES FOOT OFF OF THE GAS PEDAL
***CUSTOMER SEEKS: REPAIR OR REPLACEMENT UNDER PA LEMON LAW
***CI FAXED A COPY OF LETTER TO REGION FOR THEIR REVIEW AND
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: F16028 SPRINGFIELD FORD INC
ACTION DATA/COMMENTS:

2001/05/31

07.56.36 REPAIRED 5/17/01 REGION TO CLOSE

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/06/07

11.57.37

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

EA02-027 22303

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
 =====
 REGION: 16 PHILADELPHIA REGION ISSUE CASE NBR: 0531801341
 VIN: 1FMCU04191KE80710 ZONE: B1 OPENED: 05/14/2001
 ENGINE: 1 VEH TYPE: T CLOSED: 06/14/2001
 =====
 ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: B485RM RITA MURPHY
 ACTION DATA/COMMENTS:

2001/06/14
 23.05.01 PER DEALER, VEH IS REPAIRED. NO FURTHER ACTION REQUIRED.
 RCM

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
 =====
 REGION: 44 PITTSBURGH REGION ISSUE CASE NBR: 1497853171
 VIN: 1FMYU04151KA34477 ZONE: C2 OPENED: 01/28/2002
 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/2002
 =====
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

ER02-027 22384

CITY: STRONGSVILLE STATE: OH ZIP: XXXXXXXXXX
HOME PHONE: XXXXXXXXXX
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11500
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 02173
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CACI3B - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: SBINNOM SHAWN BINNOM
ACTION DATA/COMMENTS:

2002/01/28

09.44.22 CUSTOMER SAYS: -VEH ALWAYS STALLS -TAKING IT TO DLR AGAIN
TODAY FOR THE FOURTH TIME FOR THE SAME CONCERN -VEH ALWAYS
STALLS WHEN DRIVING 30 MILES PER HOUR WHILE GOING DOWNHILL
-WAITING FOR CSR TO GET BACK WITH INFO FOR HIM OTHER THAN T
O BRING VEH TO DLR -CUST WILL CONTACT BETTER BUSINESS BUREAU
U -WANTS TO KNOW WHAT LAST CSR MESSAGE IS -NO OTHER CONCERNS
PER CUSTOMER, DEALER SAYS: -WE ARE GOING TO REPROGRAM
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 ***TOLD CUST THE ABOVE
AND THAT PREVIOUS CSR LEFT NOTE STATING THAT THEY WILL GET
BACK IN CONTACT WITH CUST TODAY*** -WILL FOLLOW UP WITH CUST
01/29/2002 ***OBC TO DLR*** ++CRM TRANSFERRED CALL TO
SRV+++ -SPOKE TO GARY SMITH (SRV-MGR) -REPROGRAMMING THE PCM
WITH THE SUPERVISION OF FIELD TECH -LAST TIME THEY TRIED
TO DO THE REPROGRAMMING THE SOFTWARE HAD A GLITCH -TOMMORROW
DLR WILL BE TRYING A NEW METHOD TO RECTIFY CUST SITUATION

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: SBINNOM SHAWN BINNOM
ACTION DATA/COMMENTS:

11.41.44 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: ---OBC TO CUST--- -TOLD HIM THAT GARY SMITH (SRV-MGR)
WILL BE REPROGRAMMING THE PCM WITH THE SUPERVISION OF FIELD TECH
-LAST TIME THEY TRIED TO DO THE REPROGRAMMING THE SOFTWARE HAD A GLITCH
-TOMMORROW DLR WILL BE TRYING A NEW METHOD TO RECTIFY CUST SITUATION

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
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REGION: 44 PITTSBURGH	REGION ISSUE	CASE NBR: 1497853171
VIN: 1PMYU04151KA34477	ZONE: C2	OPENED: 01/28/2002
ENGINE: 1	VEH TYPE: T	CLOSED: 02/04/2002

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: TOEBOLT TOM OEBOLT
ACTION DATA/COMMENTS:

2002/02/04

17.01.03 DLR TO REPROGRAM PCM PER ENGINEERING DIRECTION AT CUSTOMER'S
CONVENIENCE. SM CONTACTED CUSTOMER AND SET UP APPOINTMENT.

ER02-027 22398

CONSUMER AFFAIRS

06/18/2002 MMFAI PRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 71 CALIFORNIA REGION ISSUE CASE NBR: 1520793451
VIN: 1FMYU03101KC62808 ZONE: C4 OPENED: 06/14/2002
ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LOS ANGELES STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 3600
DEALER NAME: BEVERLY HILLS FORD SALES CODE: F71024 P & A: 02557
REASON CODE: 2405 LEMON LAW, CUST MENTIONS - WI RESIDENT
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 492 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM
DOCUMENT: ANALYST: KINGRAM KERRY-ANN INGRAM
ACTION DATA/COMMENTS:

2002/06/14

16.15.36 CUSTOMER SAYS: -THE VEH LOST ALL POWER AND STALL -THIS H
APPENES INTERMITTENTLY -THE CUST WOULD LIKE FORD TO TAKE SAC
K THE VEH -SHE STATES THAT THE DLR COULD NOT FIND THE VEH'
S PROBLEM IN THE VEH -THE CUST WANTS TO GET INFO ABOUT THE
LEMON LAW -THE STEERING WHEEL WILL LOCK UP ON HER WHEN TH
IS HAPPENES ALSO THE BRAKES -SHE FEELS ITS A SAFTY ISSUE AN

CR02-027 22396

D SHE IS AFRAID OF THE VEH - PER CUSTOMER, DEALER SAYS: -
==NONE== CAC ADVISED: - FORWARDED INFORMATION TO THE DEAL
ERSHIP, REGION - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WI
THIN 2 BUSINESS DAYS -ADVISED THE CUST THAT SHE SHOULD SPEA
K WITH THE SALES DEPT. ABOUT ANY BUY BACK ISSUES SHE MIGHT H
AVE WITH THE VEH INFERENCE CASE ID: 1465

CONSUMER AFFAIRS

06/18/2002 HMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 71 CALIFORNIA	RAV ISSUE	CASE NBR: 0692921801
VIN: 1FMYU03181KA00325	ZONE: A1	OPENED: 08/29/2001
	ENGINE: 1	CLOSED: 08/29/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CANCEL
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: STEEL VALLEY	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 5300		
DEALER NAME: VISTA FORD	SALES CODE: F71043	P & A: 07923
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS		
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE		

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV102 - OPEN CASE FOR GOODWILL REFUND - LEASED
DOCUMENT: ANALYST: M-MCLAND MINDY MCLANDRESS
ACTION DATA/COMMENTS:

2001/08/29

14.45.09 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV104 - CANCEL CASE FOR GOODWILL REFUND
DOCUMENT: ANALYST: MTHOMAS16 NADINE THOMAS
ACTION DATA/COMMENTS:

15.23.23

EP02-027 22387

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	RAV ISSUE	CASE NR: 1451372571
VIN: 1FMYU04131KF42964	ZONE: C1	OPENED: 01/28/2002
	ENGINE: 1	CLOSED: 01/28/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	L
ADDRESS: [REDACTED]		
CITY: PARMA	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 10242		
DEALER NAME: ED MULLINAX FORD IN SALES CODE: F44577	P & A: 02283	
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS		
SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE		

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV205 - OPEN CASE FOR DSB REPLACEMENT - OWNED
DOCUMENT: ANALYST: SHANBERR EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/01/28
14.45.56

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV211 - RECORD CHECK ISSUANCE FOR DSB REPLACEMENT
DOCUMENT: ANALYST: GOTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/02/01
10.05.05

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION:	INQUIRY ISSUE	CASE NBR:	1430571122
VIN: 1FMCU03191KB27126	ZONE:	OPENED:	04/22/2002
	ENGINE: 1	CLOSED:	04/22/2002
	VEH TYPE: T		

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	KENNESAW	STATE:	GA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	23000				
DEALER NAME:		SALES CODE:		P E A:	
REASON CODE:	3801 TECHNICAL INQUIRY - GENERAL/OTHER				
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP				

ORIGIN: NAPS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
ACTION: DBB312 - INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: JNCGOWAA JAMES MCGOWAN
ACTION DATA/COMMENTS:

2002/04/22

11.57.37

CUSTOMER [REDACTED] CALLED AND WAS EXTREMELY UPSET ABOUT HER VEHICLE BEING IN THE SHOP FOR THE 2ND TIME FOR THE SAME STALLING CONCERN. THE CUSTOMER IS NOT A FLEET (HER HUSBAND WORKS FOR HEWLETT PACKARD AND BOUGHT THE UNIT FOR HER WITH HIS DISCOUNT) BUT THE CRC SENT HER TO NAPS ANYWAY. HER CONCERN IS THAT THE UNIT IS DESTINED TO FAIL AGAIN AND SHE WANTS TO HAVE FORD BUY THE UNIT BACK. NAPS EXPLAINED, AFTER SPEAKING WITH THE SERVICE TECH, THAT THE TECH HAD PERFORMED THE MOST UPDATED BULLETINS ON THE REPAIR AND THE VEHICLE IS RUNNING FINE ACCORDING TO THE DEALER. NAPS ALSO EXPLAINED THAT WE COULD NOT PREDICT IF THE VEHICLE MAY FAIL AGAIN. CUSTOMER WAS NOT SATISFIED AND WANTED TO SPEAK WITH A SUPERVISOR. NAPS EXPLAINED THAT THE SUPERVISOR WAS NOT AVAILABLE (IT WAS 5:30PM ON A FRIDAY) AND THE CUSTOMER WAS FRUSTRATED AND HUNG UP. FLEET SERVICE SHOULD NOT HAVE BEEN INVOLVED WITH THIS RETAIL CUSTOMER. CUSTOMER DID STATE AT THE BEGINNING OF THE CONVERSATION THAT SHE EXPLAINED TO THE CRC (RICK) THAT SHE WAS NOT A FLEET.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

E022-027 22300

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 0294182571
ZONE: D3 OPENED: 03/27/2002
VIN: 1FMCU04191KB27996 ENGINE: 1 VEH TYPE: T CLOSED: 03/27/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MATTHEWS STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ILT 4x4
MILEAGE: 14401
DEALER NAME: MOORESVILLE FORD ME SALES CODE: F21725 P & A: 04180
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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:

2002/03/27

12.36.21 CERTIFICATE AMOUNT 2500
DAVID REITEN, CSM, ATLANTA
ATTN: JEFF SHOE

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-MAYHOL GRETCHEN MAYHORN
ACTION DATA/COMMENTS:

13.56.38

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/04/18

11.02.55 REDEEMED DATE 03-05-2002
REPLACEMENT VIN 2KB76391

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 13 NEW YORK INFORMATION ISSUE CASE NBR: 0352490932
ZONE: E1 OPENED: 04/03/2002
VIN: 1FMYU04171KC37242 ENGINE: 1 VEH TYPE: T CLOSED: 04/03/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

E002-027 22400

CITY: EDISON STATE: NJ ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10750
DEALER NAME: MALOUF FORD, INC. SALES CODE: F13055 P & A: 20527
REASON CODE: 2002 WARRANTY - COVERAGE INQUIRY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: LDARKO LAURIEANN DARKO
ACTION DATA/COMMENTS:

2002/04/03

09.47.11 CUSTOMER SAYS: -SOMEBODY WANTS TO BUY THE MAZDA VERSION OF THE ESCAPE -THIS MORNING WHILE COASTING THE VEH CUT OFF-STALLED -FELT THE STEERING GO HEAVY -THE BRAKES FAILED AS WELL -HAD TO PRESS REAL HARD FOR THE VEH TO EVEN SLOW -APPEARS TO BE A PROBLEM WITH THE PCM VALVE -THERE IS A TSB FOR THIS PROBLEM -CALLED TO SEE IF THERE IS ANYTHING RELATED TO THIS PROBLEM -WILL BRING THE VEH TO THE DLRSHP TOMORROW MORNING -WILL NEED A LOANER VEH IF VEH HAS TO STAY AT THE DLRSHP OVERNIGHT -VEH WAS PURCHASED AT MALOUF AND IS SERVICED THERE AS WELL -HAS BOUGHT TWO FORDS THIS YEAR -LOVES FORD BUT THIS IS A SERIOUS CONCERN 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 ***** -WILL FOLLOW UP WITH CUST TOMORROW TO LOOK INTO LOANER REQUEST IF NEEDED

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LDARKO LAURIEANN DARKO
ACTION DATA/COMMENTS:

2002/04/04

09.54.13 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: =====OBC TO DLR -CRM UNAVAILABLE FOR DISCUSSION -MESSAGE LEFT ON VOICEMAIL -CSR NEEDS TO DETERMINE STATUS OF VEH AND IF REQUIRED FOR REPAIRS OVERNIGHT -WOULD LIKE TO LOOK INTO CUSTS LOANER REQUEST -WILL FOLLOW UP

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 13 NEW YORK INFORMATION ISSUE CASE NBR: 0352480932
ZONE: EL OPENED: 04/03/2002
VIN: 1FMYU04171KC37242 ENGINE: 1 VEH TYPE: T CLOSED: 04/04/2002

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 199 - VEHICLE INFORMATION
DOCUMENT: ANALYST: LDARKO LAURIEANN DARKO
ACTION DATA/COMMENTS:

2002/04/04

18.02.48 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: -NO MESSAGE RECEIVED FROM DLR -UNABLE TO FOLLOW UP WITH CUST AS PREFERRED CONTACT IS THROUGH PAGER

ER02-027 22401

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE =====

CASE NUM: 0424522921

REGION: 52 SOUTHWEST

ZONE: H1

OPENED: 10/23/2001

VIN: 1PMYU03141KC23283

ENGINE: 1

VEH TYPE: T

CLOSED: 10/23/2001

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LAST NAME:

STATUS: CLOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

PASADENA

STATE:

TX

ZIP:

HOME PHONE:

MODEL YEAR:

2001

MODEL:

ESCAPE XLT 4X2

MILEAGE:

3933

DEALER NAME: CHARLIE THOMAS FORD SALES CODE: F52024

P & A: 04473

REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR

SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 524 - SUPPORT DEALER'S POSITION

DOCUMENT: ANALYST: ABINGHAM ANDREW BINGHAM

ACTION DATA/COMMENTS:

2001/10/23

19.22.07

CUSTOMER SAYS: -HAVE BEEN HAVING A BAD EXPERIENCE -VEH H
AS BROKE DOWN ONCE - AND NOW AFTER THE DLRSHP ATTEMPTED TO
REPAIR THE VEH -THE VEH IS NOT RUNNING PROPERLY AGAIN (STA
LL) -WOULD JUST LIKE TO RETURN THE VEH AND GO SOMEWHERE EL
SE -WILL NOT BE PAYING ANOTHER CENT FOR THIS VEH -WILL BE
GIVING THIS VEH BACK TO THE DLRSHP AND CONTACTING THE BBB AN

0002-027 22482

D MY LAWYER PER CUSTOMER, DEALER SAYS: -DLRSHF (CHARLIE THOMAS FORD) SEE. ADV. (RANDY) SAYS THAT THE FUEL PUMP WAS JUST REPAIRED -DOES NOT KNOW WHY THE VEH IS NOT WORKING CAC ADVISED: - SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER *****OBC TO DLRSHF***** -CAC SPK TO SER. MAN. (RON) -RON SAYS THAT THE VEH NEEDS TO BE REPAIRED UNDER WARRANTY -CUST CAN CONTACT THE SER. MAN (RON) FOR FURTHER ASSISTANCE *****CAC ADVISED THE CUST TO CONTACT THE DLRSHF SER. MAN. (RON) -CUST CLAIMS THAT SHE IS NOT FOLLOWING REPAIR PROCEDURES OF FORD AND WILL BE RETURNING THE VEH -CUST HUNG UP | INFERENCE CASE ID: 4906

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA	ZONE: A2	CASE NBR: 0425340792
VIN: 1FMYU03161KC20014	ENGINE: 1	OPENED: 03/20/2002
	VEH TYPE: T	CLOSED: 03/20/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: TRUSSVILLE	STATE: AL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 8700		
DEALER NAME: JIM SKINNER FORD	SALES CODE: F21012	P & A: 00224
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN		
SYMPTOM: 607693 STALL/QUITS AT CRUISE 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: CHARLIE GEORGETTE NAO CHARLIECOMBE
 ACTION DATA/COMMENTS:

2002/03/20

11.48.16

CUSTOMER SAYS: ----DRIVING ALONG AND VEH CUT OUT IN NOVEMBER ----DLR COULD NOT FIND ANYTHING WRONG WITH VEH ----VEH DID THE SAME THING YESTERDAY ----CUST WANTS VEH FIXED ----CUST CONTACTED DLR AND DLR SAID CANNOT VERIFY IF ITS AN INTERMITTENT CONCERN ----CUST SEEKS ASSISTANCE PER CUSTOMER, DEALER SAYS: JIM SKINNER FORD 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 ----CSR ADVISED CUST THAT THERE ARE NO FEA'S ON VEH ----CSR GAVE CUST TEL # FOR NHTSA | INFERENCE CASE ID: 4462

ER02-027 22403

CONSUMER AFFAIRS

06/18/2002 MMFAXVRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 71 CALIFORNIA	ZONE: B2	INFORMATION ISSUE	CASE NBR: 0440200282
VIN: 1FMCU01161KE71094	ENGINE: 1	VEH TYPE: T	OPENED: 01/28/2002
			CLOSED: 01/28/2002

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SANTA CLARITA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 29000
DEALER NAME: MAGIC FORD SALES CODE: F71491 P & A: 01864
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

=====

ORIGIN: CACI35 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JJAMES1 JENINNE JAMES
ACTION DATA/COMMENTS:

2002/01/28

12.08.28

CUSTOMER SAYS: -CUST STATES THAT THE VEH IS @ THE DLRSH
-CUST STATES THAT THE VEH STALLS WHILE DRIVING (ALL ENGINE
TEMPS) -CUST STATES THAT THE VEH HAS BEEN TO THE DLRSH 5-6
X FOR THE SAME CONCERN -CUST STATES THAT SHE LOVES HER VEH
-CUST STATES THAT SHE IS PAYING FOR A RENTAL (\$22.99) -C
UST WOULD LIKE TO KNOW WHAT TO DO -CUST STATES THAT SHE LO
OKED INTO THE LEMON LAW BUT HER VEH NO LONGER FALLS WITHIN T
HE LEMON LAW CRITERIA -CUST WOULD LIKE FORD TO ASSIST WITH
THE COST OF THE RENTAL -CUST WOULD LIKE FOR THE DLRSH TO
REPAIR THE VEH OR GIVE HER A DIFFERENT VEH PER CUSTOMER,
DEALER SAYS: ** MAGIC FORD ** CAC ADVISED: -ADVISED C
UST THAT I WILL FOLLOW UP WITH HER LATER TODAY -MADE OBC T
O DLRSH SPOKE WITH GREG (SER MGR) -GREG INFORMED ME THAT H
E IS UNAWARE OF THE CUST SITUATION -GREG STATED THAT THE C
UST 1ST BROUGHT THE VEH IN @ 15,000 MILES -GREG STATED THA
T THE CUST HAS BEEN THERE APPROX. 3X FOR THIS CONCERN AND 1X
THEY WERE NOT ABLE TO DUPLICATE THE CONCERN -GREG INFORMED
ME THAT HE WOULD CONSIDER THE CUST ISSUE TO BE AN INTERMITT
ANT CONCERN NOT A MULTIPLE REPAIR ISSUE -GREG STATED THAT
THE REGIONAL REP WILL BE IN ON THURSDAY SO THEY CAN HAVE THE
REP INSPECT THE VEH ON THURSDAY -ADVISED GREG THAT I WILL
INFORM THE CUST THAT THE REP WILL BE THERE ON THURSDAY F
OR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NE
ED TO DUPLICATE THE SYMPTOM. - 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

E002-027 22404

BY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS S
CON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID:
4462

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 71 CALIFORNIA	ZONE: B2	INFORMATION ISSUE	CASE NBR: 0440200282
VIN: 1FMCU01161KE71094	ENGINE: 1	VEH TYPE: T	OPENED: 01/28/2002
			CLOSED: 01/28/2002

=====

LAST NAME:		STATUS: CLOSED
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY:	SANTA CLARITA	STATE: CA
HOME PHONE:		ZIP:
MODEL YEAR:	2001	MODEL: ESCAPE XLS 4x2
MILEAGE:	29000	
DEALER NAME:	MAGIC FORD	SALES CODE: F71491
REASON CODE:	1140 AWA - WITHIN CRITERIA, REQUESTING AWA	P & A: 01864
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP	

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 725 - ADVISE CUST TO SUBMIT RECEIPTS TO DLR FOR REVIEW
DOCUMENT: ANALYST: JJAMES1 JEMINNE JAMES
ACTION DATA/COMMENTS:

2002/01/28

12.08.28

CUSTOMER SAYS: -CUST STATES THAT THE VEH IS @ THE DLRSHP
-CUST STATES THAT THE VEH STALLS WHILE DRIVING (ALL ENGINE
TEMPS) -CUST STATES THAT THE VEH HAS BEEN TO THE DLRSHP 5-6
X FOR THE SAME CONCERN -CUST STATES THAT SHE LOVES HER VEH
-CUST STATES THAT SHE IS PAYING FOR A RENTAL (\$22.99) -C
UST WOULD LIKE TO KNOW WHAT TO DO -CUST STATES THAT SHE LO
OKED INTO THE LEMON LAW BUT HER VEH NO LONGER FALLS WITHIN T
HE LEMON LAW CRITERIA -CUST WOULD LIKE FORD TO ASSIST WITH
THE COST OF THE RENTAL -CUST WOULD LIKE FOR THE DLRSHP TO
REPAIR THE VEH OR GIVE HER A DIFFERENT VEH PER CUSTOMER,
DEALER SAYS: ** MAGIC FORD ** CAC ADVISED: - FOR REIMBU
RSEMENT CONSIDERATION PLEASE SUBMIT YUR ORIGINAL RECEIPTS OF
THE CRM/SM OF YOUR LOCAL DEALER. THE DEALER WILL DETERMINE
IF REIMBURSEMENT IS POSSIBLE OR NOT INFERENCE CASE ID: 535

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CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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ERR2-027 22405

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 16 PHILADELPHIA	ZONE: B1	CASE NBR: 0462783511
VIN: 1FMYU04161KA79203	ENGINE: 1	OPENED: 12/18/2001
	VEH TYPE: T	CLOSED: 12/18/2001

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SOUTHAMPTON STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10181
DEALER NAME: DUNPHY MOTORS INC SALES CODE: F16011 P & A: 01337
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

=====

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/12/18
12.27.28 RITA MURPHY, CSM, PHILADELPHIA
ATTN: KEVIN DUNPHY

=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-SANDS2 DUNPHY FORD
ACTION DATA/COMMENTS:

2001/12/27
21.22.04 CUSTOMER IS IN A NEW VEHICLE. CONCERN RESOLVED

=====

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/12/28
09.47.17

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	ZONE: A3	CASE NBR: 0486682181
VIN: 1FMYU04191KE51446	ENGINE: 1	OPENED: 02/16/2002
	VEH TYPE: T	CLOSED: 02/16/2002

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

EAB2-027 22406

CITY: PITTSBURGH STATE: PA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 9208
DEALER NAME: STURMAN & LARKIN FO SALES CODE: P44017 P & A: 07430
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: AMATO ANTOINETTA AMATO
ACTION DATA/COMMENTS:

2002/02/15

12.41.23 CUSTOMER SAYS: - CUST HAVING A PROBLEM WITH THE VEH CUTTING OUT WHILE DRIVING - WHEN TRAVELLING 50-60 MPH, THE VEH SHUTS OFF AND LOOSES POWER BRAKES AND STEERING - DLR HAS TRIED TO REPAIR IT 3 TIMES TO NO AVAIL - SEEKING PROPER REPAIR PER CUSTOMER, DEALER SAYS: - DLR CANNOT LOOK AT THE VEH UNTIL WED. - 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 IS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? - TONI 2030 - OBC TO DLR 7 STURMAN & LARKIN FORD, INC. TEL: (412) 892-2300 UNABLE TO CONTACT THE SM - GARY D'ANGELIS WILL FL WITH THE DLR AND CUST ON MONDAY
INFERENCE CASE ID: 5408

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: AMATO ANTOINETTA AMATO
ACTION DATA/COMMENTS:

2002/02/18

13.47.03 CUSTOMER SAYS: - CUST HAVING A PROBLEM WITH THE VEH CUTTING OUT WHILE DRIVING 50-60 MPH, THE VEH SHUTS OFF AND LOOSES POWER BRAKES AND STEERING - DLR HAS TRIED TO REPAIR IT 3 TIMES TO NO AVAIL - SEEKING PROPER REPAIR PER CUSTOMER, DEALER SAYS: CAC ADVISED: TONI 2030 - OBC TO DLR- STURMAN & LARKIN FORD, INC. TEL: (412) 892-2300 - SPOKE - THE SM - GARY D'ANGELIS - DLR HAS ONLY DUPLICATED IT ONCE IN OCT. WHEN THEY MADE A REPAIR, CUST HAS AN APPOINTMENT WITH THEM ON WED. - WE WILL FL ON FRI TO CHECK STATUS OF THE VEH OBC TO CUST - LEFT A MESSAGE ADVISING WE WILL FL ON FRIDAY

CONSUMER AFFAIRS

06/18/2002 MMFAXPG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 44 PITTSBURGH ZONE: A3 CASE NBR: 0486682181
VIN: 1FMYU04191KB51446 ENGINE: 1 VEH TYPE: T OPENED: 02/16/2002
CLOSED: 02/19/2002

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: B-TOTH2 BETTY TOTH
ACTION DATA/COMMENTS:

2002/02/19

22.03.01 SVC MGR CALLED CSTR 2/18/02. VEHICLE HERE 11/23/01 AND REC POWER RELAY REPLACED. VEHICLE COMING IN TO GET CHECKED OUT.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: AMATO ANTOINETTA AMATO

ER02-827 22487

ACTION DATA/COMMENTS:

2002/02/22

17.39.38 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
 D: TONI 2030 - OBC TO DLR- STURMAN & LARKIN FORD, INC.
 TEL: (412) 892-2300 - UNABLE TO CONTACT THE DLR, NO ANSWER
 ER - I WILL FL ON MONDAY

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: AMATO ANTOINETTA AMATO
 ACTION DATA/COMMENTS:

2002/02/25

14.59.08 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
 D: TONI 2030 - OBC TO DLR- STURMAN & LARKIN FORD, INC.
 TEL: (412) 892-2300 - SPOKE - SM - GARY D'ANGELIS - THE
 Y HAVE A RACK & PINION ON ORDER AS PER TECH HOTLINE, EXPECT
 THAT THE PART WILL BE IN NEXT WEEK - CUST PRESENTLY HAS
 THE VEH - OBC TO CUST @ WORK NUMBER - ADVISED THAT THE
 PARTS ARE EXPECTED IN NEXT WEEK - WE WILL FL ON TUESDAY MAR
 CH 5

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
 DOCUMENT: ANALYST: B-TOTH2 BETTY TOTH
 ACTION DATA/COMMENTS:

2002/03/02

15.27.09 SVC MGR GARY DEANGELIS SPOKE TO CSTR & ADV S.O.P. ARE HERE.
 VEHICLE TO COME IN TO GET CONCERN RESOLVED. 3/2, BETTY TOTH
 LEFT ANOTHER MSG THAT PARTS ARE HERE & TO CALL FOR APPT.

CONSUMER AFFAIRS

06/18/2002 MMFAXPG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 44 PITTSBURGH ZONE: A3 CASE NBR: 0486682181
 VIN: 1FMYU04191KBS1446 ENGINE: 1 VEH TYPE: T OPENED: 02/16/2002
 CLOSED: 03/05/2002

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: TBYNDLOS TIFFANY BYNDLOSS
 ACTION DATA/COMMENTS:

2002/03/05

11.07.09 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
 CAC ADVISED: STURMAN & LARKIN FORD, INC. (412) 892-2300
 -----OBC TO DLASHP----- SPOKE TO GARY D'ANGELIS S/M --
 VEH IS COMING IN ON THURSDAY TO HAVE RACK AND PINION AND C
 OMPUTER REPLACED AS PER TEC HOTLINE -- CUST WILL BE PROVID
 ED WITH LOANER -- VEH SHOULD BE REPAIRED THURSDAY EVENING

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
 DOCUMENT: ANALYST: TBYNDLOS TIFFANY BYNDLOSS
 ACTION DATA/COMMENTS:

CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE C
 AC ADVISED: OBC TO CUST HOME @ LEFT MESSAGE OBC TO DAY @
 LEFT MESSAGE -- ADVISED CUST THAT CSR WOULD FOLLOWUP WITH
 HIM ON MONDAY @ 11 AM EST REGARDING REPAIR OF VEH

EP02-027 22486

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TBYNDLOS TIFFANY BYNDLOSS
ACTION DATA/COMMENTS:

2002/03/11

11.36.08 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: STURMA
N & LARKIN FORD, INC. (412) 892-2300 *****OBC TO DLRSHP==
== ** SPOKE TO GARY D'ANGELIS S/M --VEH IS @ DLRSHP RIGHT
NOW SHOULD BE REPIARED BY TOMORROW CAC ADVISED: NONE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: TBYNDLOS TIFFANY BYNDLOSS
ACTION DATA/COMMENTS:

CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE C
AC ADVISED: OBC TO CUST HOME # LEFT MESSAGE ==CSR FOLLOWI
NG UP REGARDIGN REPAIR ON THURSDAY ==OBC TO CUST DAY # NO
ANSWER ***OBC TO CUST CALL # LEFT MESSAGE == ADVISED CUST
THAT CSR WILL TRY TO CONTACT HIM BACK TOMORROW @ 11 AM EST

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== INFORMATION ISSUE CASE NBR: 0486682181
REGION: 44 PITTSBURGH ZONE: A3 OPENED: 02/16/2002
VIN: 1FMYU04191KB51446 ENGINE: 1 VEH TYPE: T CLOSED: 03/12/2002
=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TBYNDLOS TIFFANY BYNDLOSS
ACTION DATA/COMMENTS:

2002/03/12

11.25.08 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: STURMAN
& LARKIN FORD, INC. (412) 892-2300 *****OBC TO DLRSHP==
* -- SPOKE TO GARY D'ANGELIS S/M --VEH SHOULD BE REPIARED
BY 5 TODAY CAC ADVISED: NONE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JKALU JACQUELINE KALU
ACTION DATA/COMMENTS:

2002/03/14

14.22.11 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: SPOKE TO SRV. MGR GARY DEANGELIS WHO ADVISED THAT CUST F
ICKED UP VEH AND RETURNED THE LOANER - CUSTS PROBLEM HAS BEE
N RESOLVED

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: JKALU JACQUELINE KALU
ACTION DATA/COMMENTS:

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: LEFT MESS AT HO # STATING THAT JUST WANTED TO ENSURE THA
T EVERTHING RAN SMOOTHLY WITH REPAIR SPOKE TO CUST AT DAY #
AND HE STATED THAT THE DLRSHP WENT OUT OF THEIR WAY TO PROV
IDE SERVICE ANS HE WAS VERY PLEASED WITH THE SERVICE AND THE
REPAIR THUS FAR

0002-027 22400

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-TOTH2 BETTY TOTH
ACTION DATA/COMMENTS:

19.31.17 CSTR GIVEN LOANER CAR WHILE VEHCL IN FOR RPRS;RPRS COMPLETED
ON 3/13/02,RO 23458,WITH HOTLINE ASSIST. SVC MGR SPOKE TO
CSTR;CONCERN RESOLVED. ON FUP CALL THIS DATE, CSTR SAID SVC W
AS OUTSTANDING FROM STURMAN-LARKIN,BUT IS NOT ENTHUSED W/FOR
D PRODUCT OR QUALITY. HE & HIS FAMILY HAVE LOST ALL CONFIDEN
CE IN FORD. SAID CHUCK,SVC ADV.WAS GREAT.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

INFORMATION ISSUE CASE NBR: 0498160431
REGION: 71 CALIFORNIA ZONE: E1 OPENED: 04/21/2001
VIN: 1FNUU01B21KE85586 ENGINE: B VEH TYPE: T CLOSED: 04/21/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: RAMONA STATE: CA ZIP: [REDACTED]
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 6000
DEALER NAME: PERRY FORD SALES CODE: F71103 P & A: 01469
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: GNOVAK GLENN NOVAK
ACTION DATA/COMMENTS:

2001/04/21

11.23.41 CUSTOMER SAYS: --CUST SENT E-MAIL-- -CUST WAS DRIVING VEH
WHEN SUDDENLY, ALL POWER WAS LOST -VEH SHUT DOWN AND WOULD
N'T RE-START -VEH WAS TOWED TO DLR, BUT VEH STARTED PROPERLY
AT DLRSHIP -CUST HEARD THERE MAY HAVE BEEN A RECALL ANNOUN
CED RECENTLY AND WOULD LIKE TO KNOW IF IT RELATES PER CUST
OMER, DEALER SAYS: -UNABLE TO EXHIBIT 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
ONCERN IS NOTICED -ADVISED CUST OF ABOVE BY E-MAIL -ADVISE
D NO OPEN RECALLS OR CMPS AT PRESENT INFERENCE CASE ID: 446

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EA02-027 22410

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 71 CALIFORNIA	ZONE: E2	INFORMATION ISSUE	CASE NBR: 0557081402
VIN: 1FMYU03121KE77784	ENGINE: 1	VEH TYPE: T	OPENED: 05/20/2002
			CLOSED: 05/20/2002

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: RIALTO	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 24000		
DEALER NAME: FAIRVIEW FORD SALES	SALES CODE: F71156	P & A: 07852
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

=====

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LALOUCHE LIE ALOUCHE
ACTION DATA/COMMENTS:

2002/05/20

15.24.16

CUSTOMER SAYS: -CUST SAYS THAT HE HAS RECEIVED POOR CUST S
SERVICE FROM THE DLRSHIP -CUST IS AWARE THAT FORD DOES NOT
APPROVE OF THIS POOR SERVICE -THE BRAIN UNIT IN THE VEH HA
S A PROBLEM -THE VEH SHUTS OFF WHILE SHE IS DRIVING -CUS
T SAYS THAT SHE WAS IN A LIFE THREATENING CIRCUMSTANCE WITH
HER CHILDREN IN HER VEH -CUST VEH IS AT DLRSHIP NOW AND HA
S NOT BEEN REPAIRED PER CUSTOMER, DEALER SAYS: -DLRSHIP
TOLD CUST TO KEEP DRIVING THE VEH UNTIL THE PART SHE NEEDS F
OR THE REPAIR COMES IN 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 -CRC
FOUND NO FSA/CSP ON VEH FOR THIS CONCERN -CRC ADVISED CUS
T THAT THIS INFO WILL BE SENT TO OUR ENGINEERS -SINCE CUST
DID TAKE THE PROACTIVE APPROACH BY CONTACTING US TODAY THIS
WILL ASSIST OUR ENGINEERS FOR INSTATING ANY FUTURE FSA/CSP
-CUST WILL BE NOTIFIED BY LITERATURE IF ANYTHING IS INSTATED
RELATING TO HIS VEH -CUST SHOULD HOLD ON TO RECEIPTS INFR
RENCE CASE ID: 4391

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

0602-027 22411

1

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 56 DENVER INFORMATION ISSUE CASE NBR: 0563783611
VIN: 1FMYU02181KRS7981 ZONE: D1 OPENED: 03/11/2002
ENGINE: 1 VEH TYPE: T CLOSED: 03/11/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: EVERGREEN STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 46500
DEALER NAME: O'MEARA FORD CENTER SALES CODE: F56003 P & A: 03294
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607693 STALL/QUITE AT CRUISE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/11
11.27.42 JESSICA GRIEST, CSM, DENVER
ATTN: BRIAN HAMMERMAN

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-HAMMER
ACTION DATA/COMMENTS:

2002/03/15
10.32.40

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/20
14.46.22

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 0576342081
VIN: 1FMYU01171KB62305 ZONE: B3 OPENED: 07/27/2001
ENGINE: 1 VEH TYPE: T CLOSED: 07/27/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

EP02-027 22412

CITY: GASTONIA STATE: NC ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 3000
DEALER NAME: CHAMPION FORD LINC- SALES CODE: F21775 P & A: 00093
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: NBALDAN NEVILLE BALDANHA
ACTION DATA/COMMENTS:

2001/07/27

15.59.24 CUSTOMER SAYS: - CUST SAYS THAT VEH WAS CUT OFF 4 TIMES
TOOK VEH TO DLR NOW CUST WANTS LOANER PER CUSTOMER, DE
ALER SAYS: - DLR SAID DIAGNOSTICS SAY VEH IS OK BRING V
EH BACK IN CASE OF PROBLEM CAC ADVISED: *** OBC TO DLR - S
ERV. MGR. MR R. ROBINSON - ADVISED TO BRING VEH IN ON MONDA
Y - WILL LOOK INTO THE ISSUE - ADVISED CUST OF ABOVE IN
FERENCE CASE ID: 4906

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 0579292961
VIN: 1FMYU03181KE72167 ENGINE: 1 VEH TYPE: T
OPENED: 10/23/2001
CLOSED: 10/23/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: RALEIGH STATE: NC ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 16563
DEALER NAME: CAPITAL FORD INC SALES CODE: F21019 P & A: 00978
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

EP02-027 2241

DOCUMENT: ANALYST: C-KEITHA CHRISTINA KEITH
ACTION DATA/COMMENTS:

2001/10/23

16.03.25 PATRICIA JONES, CSM, ATLANTA; ATTN: PETER DUERKSEN

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC053 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND REJECTED
DOCUMENT: ANALYST: S-WICKEL SCOTT WICKER
ACTION DATA/COMMENTS:

2001/10/24

11.18.17 SUBSEQUENT OWNER. NO OAC.

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: CAD009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2002/01/10

13.05.48 NAME CHANGED TO TOSIA PER PATRICIA JONES CSM

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/01/25

13.20.56

CONSUMER AFFAIRS

06/18/2002 MEXAKPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 0613182691
ZONE: E1 OPENED: 11/20/2001
VIN: 1FMCU03181KB59212 ENGINE: 1 VEH TYPE: T CLOSED: 11/20/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: CORNELIUS STATE: NC ZIP:
HOME PHONE: MODEL: ESCAPE KLT 4K2
MODEL YEAR: 2001 MILEAGE: 7000
DEALER NAME: LAKE NORMAN FORD SALES CODE: P21655 P & A: 03914
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 507693 STALL/QUITS AT CRUISE 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: SWALTERS SHANE WALTERS
ACTION DATA/COMMENTS:

2001/11/20

17.41.12 CUSTOMER SAYS: **** SURVEY **** - VEH HAS CUT OUT ON CUST
TWICE - 1ST TIME HAPPENED 5 DAYS AFTER PURCHASE - DLR F
IXED THE PROBLEM BUT SAME PROBLEM REOCCURED ON 10-24-01 - D
LR CAN NOT DUPLICATE THE CONCERN - FEELS IT IS DANGEROUS S
ITUATION AS VEH BREAKS DOWN WHILE DRIVING - NO FOLLOW-UP
CALLS FROM DLRSH? SINCE LAST SERVICE *****INBOUND

END-827 22414

CALL***** - CUST VEH HAS STALLED TWICE SINCE THE
 TIME OF PURCHASE - DLR FIXED THE CONCERN THE FIRST TIME BU
 T DLR COULD NOT FIND THE PROBLEM THE SECOND TIME - CUST FEE
 LS THAT THIS IS A SAFETY ISSUE AND NO LONGER WANTS THE VEH U
 NLESS IT CAN BE FIXED PER CUSTOMER, DEALER SAYS: - NONE
 CAC ADVISED: - FORDS GOAL IS TO PROPERLY REPAIR THE VEH RAT
 HER THAN REPLACE OR REFUND - NO FSA/CSP IN REGARDS TO THE C
 CONCERN - 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

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA		ZONE: C2	CASE NBR: 0625243111
VIN: 1FMCU03101KC58526		ENGINE: 1	OPENED: 11/07/2001
		VEH TYPE: T	CLOSED: 11/07/2001
=====			
LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]
TITLE:	[REDACTED]	MI:	[REDACTED]
ADDRESS:	[REDACTED]	STATE:	GA
CITY:	MACON	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	MODEL:	ESCAPE XLT 4X2
MODEL YEAR:	2001		
MILEAGE:	1000		
DEALER NAME:	RIVERSIDE FORD INC	SALES CODE:	F21210
REASON CODE:	30MR PROD/COMP DMR/PERF - MULTIPLE REPAIR		P & A: 00348
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 524 - SUPPORT DEALER'S POSITION
 DOCUMENT: ANALYST: NDEBOURG NADINE DE BOURG
 ACTION DATA/COMMENTS:

2001/11/07

17.21.38

CUSTOMER SAYS: CUST IS HAVING PROBLEMS WITH VEH. VEH IS S
 TALLING WHEN DRIVING. IT HAPPENED THREE TIMES. DLR FIXED I
 DLE CONTROL VALVE. IGNITION FIX REPAIR WIRING WITH CORROSIO
 N. DLR TRIED TO FIX PROBLEM TWO TIMES, NO FIX. CUST WOULD
 LIKE FORD TO REPLACE THE VEH OR REFUND HER MONEY. PER CUST
 OMER, DEALER SAYS: CAC ADVISED: OBC TO DLR AND SPOKE TO
 SVR MGR THOMAS DAILY WHO SAYS TO ADVISE CUST TO BRING THE V
 EH IN TOMORROW MORNING. OR FRIDAY. MORNING. WHICH HE WILL G
 IVE CUST PERSONAL ATTENTION. =====
 ===== - SUPPORT REPAIR PROCEDURE COMPLETED BY DE
 ALER INFERENCE CASE ID: 4906

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 23 MEMPHIS	ZONE: A1	CASE NBR: 1371472121
VIN: 1FMYU03131KA14990	ENGINE: 1 VEH TYPE: T	OPENED: 08/30/2001
		CLOSED: 08/30/2001

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: SHERWOOD	STATE: AR	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 7000		
DEALER NAME: NORTH POINT FORD	SALES CODE: P23205	P & A: 06033
REASON CODE: 11MR AWA - MULTIPLE REPAIR		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP

DOCUMENT: ANALYST: JSPINGEL JODY SPIEGEL

ACTION DATA/COMMENTS:

2001/08/30

16.37.50

CUSTOMER SAYS: -IN PROCESS OF FILING LEMON LAW -WROTE LETTER, AS PROCESS ENTAILS, TO MANUFACTURER CLAIMING LEMON LAW -WAS SENT OUT DSB APPLICATION -HAD VEH ONCE AT CRAINS FORD AND THE LAST THREE TIMES AT NORTHPOINT FORD -CUST WAS TOLD BY CSM WHO WAS AT CRAINS THAT DSB HAS NOTHING TO DO WITH LEMON LAW -CUST WANTS THIS CASE ASSIGNED TO NORTH POINT FORD NOT CRAINS -OTHER CSRS HAVE SENT THE CASE TO CRAINS BY HIS TAKE -CUST WAS WAITING TO PURSUE THIS BECAUSE THOUGHT THAT NORTHPOINT FORD HAD FOUND A FIX BUT THEY DID NOT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER TO CONTACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHEDULED/COMPLETED. INFERENCE CASE ID: 5237

ER02-027 22418

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 52 SOUTHWEST	ZONE: AL	ENGINE: 1	VEH TYPE: T	INFORMATION ISSUE	CASE NBR: 1378353110
VIN: 1FMYD03151KE84745					OPENED: 07/27/2001
					CLOSED: 07/27/2001

=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: DALLAS STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x2
MILEAGE: 16000
DEALER NAME: LEADERSHIP FORD SALES CODE: F52006 P & A: 02490
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: MSAYA SAVA MAURICIO
ACTION DATA/COMMENTS:

2001/07/27

18.03.31 CUSTOMER SAYS: CUST CALLING REGARDING A CONTINUOUS PROBLEM THAT VEH HAS BEEN HAVING. VEH STALLS AT ANY TIME, ANYWHERE. CUST STATES THAT FORD ALREADY SENT AN ENGINEER TO CHECK VEH AT THE DEALERSHIP, BUT ENGINEER COULD NOT FIND WHAT THE PROBLEM IS WITH THE VEH. CUST CALLS NOW TO FIND OUT WHAT TO DO WITH VEH CUST IS TAKING VEH AGAIN ON SATURDAY TO THE DEALERSHIP. 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 CSR ADVISED CUST ON THE OUTCOME AND CSR WILL FOLLOW UP WITH CUST BY MONDAY TO SEE IF DEALERSHIP WAS ABLE TO FIND ANYTHING ON THE VEH BY SATURDAY IN REFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

E982-827 22417

1

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE =====
REGION: 44 PITTSBURGH ZONE: C3 CASE NBR: 1396750742
VIN: 1FMYU03181KBB2494 ENGINE: 1 VEH TYPE: T OPENED: 03/15/2002
CLOSED: 03/15/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CUYAHOGA FALLS STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 15000
DEALER NAME: T B CLARKE FORD, IN SALES CODE: F44077 P & A: 02257
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: JYNTER JASON WYNTER
ACTION DATA/COMMENTS:

2002/03/15

11.00.31 CUSTOMER SAYS: -VEH HAS A STALL -HAD TAKE VEH TO DLR AND
THEY COULD NOT DUPLICATE PROBLEM -WOULD LIKE TO KNOW IF
THIS A KNOWN CONCERN AND WHAT ARE THERE OPTIONS FOR REPAIR
PER CUSTOMER, DEALER SAYS: -CANNOT DUPLICATE CONCERN CAC
ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP
WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASS
IST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CAN
NOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO
REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT D
EALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED -CUS
T ASK ABOUT TAKING VEH TO ANOTHER DLR -ADVISED CUST THAT T
HEY MAY, WARRANTY VALID AT ANY DLR, BUT THE DLR MUST DUPLICA
TE CONCERN BEFORE REPAIRING THE VEH INFERENCE CASE ID: 4
462

CONSUMER AFFAIRS

06/18/2002 MM2AXPRG

1

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE =====
REGION: 24 ORLANDO ZONE: A2 CASE NBR: 1399751241
VIN: 1FMYU03121KA16097 ENGINE: 1 VEH TYPE: T OPENED: 02/14/2002
CLOSED: 02/14/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

0082-827 22418

CITY: MIAMI STATE: FL ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 11000
DEALER NAME: FORD OF CORAL GABLE SALES CODE: F24004 P & A: 03896
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: KEBRAHIM MOHAMED KEBRAHIM
ACTION DATA/COMMENTS:

2002/02/14

12.07.28 CUSTOMER SAYS: CUST CALLED YESTERDAY TO FILE A COMPLAINT AND
D WANTS TO KNOW THE NAME OF CSR WHO TOOK DOWN THE DETAILS.
CUST SAID THE VEH IS AT THE DLR 4 TIMES. THE LAST INC
IDENT WAS THE THIRD TIME IT HAS HAPPENED. CUST IS NERVOUS A
BOUT THE VEH DIES WHILE DRIVING AND THE WHEELS LOCKED AT HIGH
SPEED. CUST SAID THIS A VERY DANGEROUS VEH TO DRIVE. AND
WANTS SOMETHING DONE ABOUT IT. 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: 459
1

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 53 KANSAS CITY INFORMATION ISSUE CASE NBR: 1420592001
VIN: 1FMYU03171KP86015 ZONE: C1 OPENED: 07/19/2001
ENGINE: 1 VEH TYPE: T CLOSED: 07/19/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: STATE: MO ZIP:
CITY: CARTHAGE
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 6000
DEALER NAME: JOPLIN FORD-LINCOLN SALES CODE: F53496 P & A: 01850
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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

1002-027 22418

DOCUMENT: ANALYST: GROBINS GEORGETTE SHARON ROBINSON
ACTION DATA/COMMENTS:

2001/07/19

11.40.01 CUSTOMER SAYS: -SOME TIMES I AM DRIVING AND I LOSE ALL POWER AND ALL THE LIGHT COME ON IN THE DASH. - TODAY IT HAPPENED AGAIN. - THIS IS THE 3RD TIME IT HAPPENED. - THE FIRST TIME THE DEALERSHIP SAID IT WAS A HOSE CLAMP. - THE FIRST TIME THEY ALSO REPLACED THE STARTER. - I ASKED THEM TO KEEP IT AND THEY SAID NO. - THIS VEH IS NOT RELIABLE, THIS IS A SAFETY ISSUE. PER CUSTOMER, DEALER SAYS: WE CAN NOT DUPLICATE THE CONCERN - WE DO NOT HAVE A BLACK BOX THAT WOULD FIT INTO THE VEH. 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 IN REFERENCE CASE ID: 4462

1 CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

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INFORMATION ISSUE		CASE NBR: 1422873371
REGION: 13 NEW YORK	ZONE: E1	OPENED: 05/02/2002
VIN: 1FMYD041X1KP45375	ENGINE: 1 VEH TYPE: T	CLOSED: 05/02/2002
=====		
LAST NAME:		STATUS: CLOSED
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: WARREN	STATE: NJ	ZIP:
HOME PHONE:		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 20000		
DEALER NAME: FULLERTON FORD	SALES CODE: F13476	P & A: 20651
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: CDSOUZA CAROL DSOUZA
ACTION DATA/COMMENTS:

2002/05/02

10.45.37 CUSTOMER SAYS: -THE VEH JUST DIES WHEN DRIVING -THE VEH HAS NO POWER AT ALL -THE VEH STARTS BUT THEN IT DIES AGAIN -THIS IS THE FOURTH TIME THAT THIS IS HAPPENING -THE DEALERSHIP FIXES THIS BUT HAVE THE SAME PROBLEM AGAIN -CUST WAS DRIVING AND ADVISED ME SHE ONLY WANTED THIS INFO DOCUMENTED SO IT IS ON HER FILE - CUST WANTS INFO ON THE LEMON LAW

ER02-027 22428

PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - WE RECO
MMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INF
ORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SER
VICE MGR -ADV CUST SHE WILL GET MORE INFO ON THE LEMON LAW
AT HER PUBLIC LIBRARY OR THE PAPERS SHE RECD WHILE PURCHASI
NG THE VEH MAY HAVE INFO -ADV CUST SHE COULD CONTACT THE
CRM AT HER DLRSHIP TOO - PROVIDED THE CUST WITH THE NAME IN
REFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 1518911911
REGION: 56 DENVER ZONE: A1 OPENED: 12/03/2001
VIN: 1FMYU01B91KB61415 ENGINE: B VEH TYPE: T CLOSED: 12/03/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: AURORA STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 2000
DEALER NAME: COURTESY FORD SALES CODE: F56009 P & A: 03170
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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:

2001/12/03

11.45.11 TERRY SMITH, CSM, DENVER
ATTN: STEVE COAD

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2001/12/20

13.11.43 DATE OF SALE DEVIATION APPROVED BY TODD VAGI DOM

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

ER62-627 22421

2001/12/21
18.25.37

CONSUMER AFFAIRS

06/18/2002 MMFAFRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 1524290322
REGION: 24 ORLANDO ZONE: C1 OPENED: 02/01/2002
VIN: 1FMYU03141KC40245 ENGINE: 1 VEH TYPE: T CLOSED: 02/01/2002
=====

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: 5000
DEALER NAME: AL PACKER FORD SALES CODE: F24218 P & A: 04870
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

2002/02/01

14.33.26 CUSTOMER SAYS: -CUST HAS A RECURRING PROBLEM WITH HER VEH,
AND AL PACKARD FORD ADVISED THAT THEY CANNOT DO ANYMORE RE
PAIRS ON THE VEH (ALEX JOSEPHYC, SVC ADVISOR) -CUST SAYS THE
VEH STALLS AND DRIVES WHILE DRIVING -CUST SAYS IT'S HAPPEN
ED FOUR TIMES, AND HAS BEEN REPAIRED FOUR TIMES -CUST SAYS
THE LAST TIME THE VEH WAS IN WAS DEC./01, BUT CALLED THE DLR
TODAY -CUST MENTIONED LEMON LAW -CUST WANTS THE VEH REPA
IRED, OR A NEW VEH PER CUSTOMER, DEALER SAYS: -DLR ADVISE
D THEY COULDN'T DUPLICATE THE CONCERN, AND THEY CANNOT DO AN
YMORE REPAIRS (ALSO ADVISED BY RICK KLOTZ, SVC MGR) CAC ADV
ISED: -CRC DID OBC TO AL PACKER FORD; LFT MSG FOR RICK KLOT
Z TO CONTACT CRC IN RELATIONS TO CUST ISSUE -CRC THAT WE R
ECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP -
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM
/SERV MGR -CRC ADVISED CUST WE WIL FOLLOW UP INFERENCE CASE
ID: 4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

17.29.14 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: -CRC DID OBC TO DLR; LFT MSG FOR SVC MGR TO CONTI
ACT CRC IN RELATIONS TO CUST ISSUE -CRC DID OBC TO CUST, AC
VISED THAT WE ARE STILL FOLLOWING UP *****CSR ISN'T IN SAT

EM02-027 22422

URDAY, FORWARDING TO ANOTHER CSR FOR FURTHER RESOLVE*****

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

INFORMATION ISSUE
CASE NBR: 1529410212
REGION: 48 DETROIT ZONE: B2 OPENED: 03/26/2002
VIN: 1FMYU04121KC40582 ENGINE: 1 VEH TYPE: T CLOSED: 03/26/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WEST BLOOMFIELD STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: DON SEELYE FORD, IN SALES CODE: F48576 P & A: 09708
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LPEREZ LITISHA PEREZ
ACTION DATA/COMMENTS:

2002/03/26

15.25.50 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO DLR SPOKE MARK SVC MGR. ADVISED THAT HE SPOKE WITH
H ANOTHER REPRESENTATIVE ABOUT THE SAME CONCERN. AGENT ADVIS
ED THAT THEY WERE CALLING FOR CLARIFICATION. ADVISED THAT HE
IS UNSURE WHAT THE NEXT STEPS FOR CUST WOULD BE. ADVISED TH
AT HE DOES NOT KNOW CUST, HAS NEVER SEEN CUST BEFORE. REPAIR
COMPLETED UNDER WARRANTY. CUST WAS PASSING THROUGH TOWN WHE
N VEH BROKE DOWN.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: LPEREZ LITISHA PEREZ
ACTION DATA/COMMENTS:

CUSTOMER SAYS: CUST SAYS THAT THEY ARE UNSURE IF VEH IS CO
MPLSTLY REPAIRED. VEH IS DRIVING NOW. PER CUSTOMER, DEALER
SAYS: NONE CAC ADVISED: ADVISED THAT FORD DOES NOT HAVE
A BUY BACK PROGRAM. ADVISED THAT IF VEH STILL HAS A CONCERN
FORD WILL ATTEMPT TO REPAIR. ADVISED THAT IF CUST WISHES TO
DISCUSS A BUY BACK, CUST WOULD NEED TO CONTACT ORIGINAL SELL
ING DLR. ADVISED THAT DLRSHF IS INDP OWNED AND OPERATED FORD
IS UNABLE TO INTERVENE IN THE SALES ISSUES OF ANY PARTICULAR
DLR. *****ISSUE CLOSED*****

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

0602-027 22423

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 10 SDR INFORMATION ISSUE CASE NBR: 1532291271
 VIN: 1FMYU04191KA73136 ZONE: C1 OPENED: 05/07/2001
 ENGINE: 1 VEH TYPE: T CLOSED: 05/07/2001

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: 2757
 DEALER NAME: SYL WORKACE FORD IN SALES CODE: F16574 P & A: 01340
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 697693 STALL/QUITS AT CRUISE 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: ITSENEBI IRENE TSENEBIS
 ACTION DATA/COMMENTS:

2001/05/07

14.46.19 CUSTOMER SAYS: -SEEKING ASSISTANCE -IS HAVING A CONCERN W
 ITH THE VEHICLE SHUTTING OFF ON ITS OWN -BRUGHT THIS TO THE
 ATTENTION OF THE DEALER ON TWO DIFFERENT OCCASIONS -FEELS
 THAT THIS IS A SAFETY ISSUE -WILL BE INVOKING THE LEMON LA
 W PER CUSTOMER, DEALER SAYS: -CUST ALLEGES THAT THE DEALE
 R STATED THAT THEY CANNOT DUPLICATE THE 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 (INTERMIT
 TENT) CONCERN IS NOTICED -MADE OBC TO DEALER -SPOKE TO GEN
 ERAL MANAGER GREGG WORKACE -WAS ADVISED THAT THE VEHICLE HA
 S BEEN TEST DRIVEN ON SEVERAL OCCASIONS -WAS ALSO ADVISED T
 HAT THE TECH HOTLINE WAS CONTACTED AS WELL AS THE FIELD ENGI
 NEER -WAS ADVISED TO HAVE THE CUSTOMER BRING THE VEHICLE IN
 AS SOON AS THE CONCERN OCCURS AGAIN -ADVISED CUSTOMER AS
 PER CONVERSATION WITH GENERAL MANAGER INFERENCE CASE ID: 4
 462

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 24 ORLANDO INFORMATION ISSUE CASE NBR: 1533550502
 VIN: 1FMYU03111KE77646 ZONE: C2 OPENED: 03/27/2002
 ENGINE: 1 VEH TYPE: T CLOSED: 03/27/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED] 800-827 22424
 ADDRESS: [REDACTED]

CITY: APOKA STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1
DEALER NAME: MULLINAX FORD SALES CODE: F24227 P & A: 03073
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: YJAFER YASNIN JAFER
ACTION DATA/COMMENTS:

2002/03/27

17.14.12

CUSTOMER SAYS: -CX RECEIVED CARD -FOLLOWING BACK AS PER H
ISTORICALS -PURH DLASHP DIAGNOSE 4 TIMES-INTERMITTENT CONCE
RN -ENGINE STALLS -NO BRAKES-SAFETY ISSUE -WANTS THIS RESO
LVED -CUST WANTS TO KNOW IF THIS HAPPENED WITH OTHER VEHIC
LES PER CUSTOMER, DEALER SAYS: MULLINAX FORD 1FMYU03111K
E77646 JERRY GALLMAN CUSTOMER RELATIONS MANAGER PHONE
: 407-889-7600 EXT 2037 CAC ADVISED: - FOR THE VEHICLE
TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICAT
E THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNO
SING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, T
HE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND
- ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERM
ITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

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06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 16 PHILADELPHIA ZONE: B1 CASE NBR: 1695332471
VIN: 1FMYU02191KE75550 ENGINE: 1 VEH TYPE: T OPENED: 09/04/2001
CLOSED: 09/04/2001
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MARCUS HOOK STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 9000
DEALER NAME: MURPHY FORD CO SALES CODE: F16025 P & A: 01230
REASON CODE: 0914 ESP/ESC - RENTAL ASSISTANCE
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 537 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE

EM2-027 22425

DOCUMENT: ANALYST: CWOURELL CARSON WORRELL
ACTION DATA/COMMENTS:

2001/09/04

16.42.15 CUSTOMER SAYS: CUST CALLED REGARDING HER VEH --CUST SAYS SHE HAS A NEW VEHICLE --CUST SAYS THAT THE VEH INTERMITTENTLY STALLS --CUST SAYS SHE CANNOT LEAVE THE VEH AT THE DLR FOR DIAGNOSIS BECAUSE THEY WILL NOT PROVIDE A LOANER/RENTAL UNDER HER ESP BECAUSE THE VEH WILL NOT EXHIBIT THE CONCERNS AND CANNOT BE COVERED UNDER THE ESP PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - ADVISE CUSTOMER THAT THERE IS NO LOANER VEHICLE PROVISIONS OFFERED FOR THIS REPAIR. - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR THE LOANER VEHICLE --ADVISED CUST OF ABOVE ONLY --OBC TO DLR SPOKE TO RON THE SERVICE MANAGER WHO SAID THAT THE CUST WAS NOT LOYAL AND THAT SHE DID NOT HAVE MAINTENANCE DONE WITH THEM --RON SAYS THAT THE CUST WAS LAST IN 9 MONTHS AGO --RON WILL NOT PROVIDE ASSISTANCE --CUST SAYS SHE WILL GO BACK TO CHEVY - CUST SAYS SHE WILL JUST DRIVE THE VEH UNTIL IT DIES INFERRECE CASE ID: 5219

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 52 SOUTHWEST INFORMATION ISSUE CASE NBR: 1714110431
VIN: 1PMYU03151KF53546 ZONE: E2 OPENED: 07/25/2001
ENGINE: 1 VEH TYPE: T CLOSED: 07/25/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 5134
DEALER NAME: MAXWELL FORD SALES CODE: F52303 P & A: 02923
REASON CODE: 2605 CAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CREITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/07/25

12.47.03 LEMORA LANDA, CSN, SOUTHWEST
ATTN: ELSIE HANSEN

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CREITHS CHRISTIN KEITH

EMO-827 22425

ACTION DATA/COMMENTS:

2001/08/01
15.00.37

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CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA          INFORMATION ISSUE          CASE NBR: 1722810651
ZONE: A2                   OPENED: 09/07/2001
VIN: 1FMYU03171KA15835    ENGINE: 1    VEH TYPE: T    CLOSED: 09/07/2001
=====
LAST NAME: [REDACTED]      STATUS: CLOSED
TITLE: [REDACTED]         FI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOOVER              STATE: AL    ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001          MODEL: ESCAPE XLT 4X2
MILEAGE: 10500
DEALER NAME: LONG-LEWIS FORD    SALES CODE: F21015    P & A: 00225
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: JDERILVA JASON DE ZILVA
ACTION DATA/COMMENTS:

2001/09/07

18.37.44

CUSTOMER SAYS: -MECHANICAL PROBLEMS WHEN MOVING HAS STALLE
D TWICE, WHILE DRIVING BRAKES, ACCELERATOR THE STEERING COLU
NN LOCKS. -HAS TO PULL PARKING BRAKE TO GET VEH TO STOP -V
EH IS AT LONG LEWIS FORD SINCE TUE4 SEP PER CUSTOMER, DEALE
R SAYS: -CAN'T DETERMINE WHAT PROBLEM IS , ONLY HAVE SPECU
LATIONS CAC ADVISED: - OBC TO DLR - SPOKE WITH JOHNNY BO
WLIN (CRM) - HE ADV THAT THEY HAD PERFORMED NUMEROUS TESTS O
N THE VEH SUCH AS A PID MONITOR, IGNITION, AND REC TEST (ALL
DRIVEABILITY TESTS) BUT NO PROBLEM CODE CAME UP; THEREFORE,
DLR COULD NOT DIAGNOSE VEH; HOWEVER, DID RECEIVE MESSAGE AN
D WILL BE CALLING CUST IN THE NEXT FEW MINUTES; CRC THANKS D
LR FOR ALL THEIR HELP AND WILL ADV CUST ACCORDINGLY *****

** - INFORM WHY THE DEALERSHIP CANNOT RESOLVE THE CONCERN I
F THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE
- ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMI

E982-827 22427

TTENT) CONCERN IS NOTICED ***** NOTE *
***** - CUST'S CALL DISCONNECTED
AFTER ALL INFO WAS PROVIDED, THEREFORE, NO NEED FOR CALL BA
CK INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 24 ORLANDO	CONCERN ISSUE	CASE NBR: 0311442361
VIN: 1FMYU01141KE72346	ZONE: D2	OPENED: 08/24/2001
	ENGINE: 1	CLOSED: 08/24/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: GAINESVILLE	STATE: FL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE ILS 4X2	
MILEAGE: 11000		
DEALER NAME: GAINESVILLE FORD	SALES CODE: F24521	P & A: 03943
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: SCHURCH STEVEN CHURCH
ACTION DATA/COMMENTS:

2001/08/24

08.38.19 CUSTOMER SAYS: -VEH AT DLR FOR SHUTTING OFF.HAPPENS WHEN
GOING INTO REVERSE. -WATER COOLANT GUAGE GIVING FALSE READI
NGS. -SEEKING REPAIR PER CUSTOMER, DEALER SAYS: NONE 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: G-HARR24 GAINESVILLE FORD
ACTION DATA/COMMENTS:

2001/09/06

09.59.09 REPAIRED ON 8/24 RO #64003 SD GHARRIS

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 24 ORLANDO	CONCERN ISSUE	CASE NBR: 0321423601
VIN: 1FMYU03131KF63542	ZONE: A2	OPENED: 12/26/2001
	ENGINE: 1	CLOSED: 12/26/2001
	VEH TYPE: T	

=====

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: 10000
DEALER NAME: WORLD FORD/KENDALL SALES CODE: F24005 P & A: 04920
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: DBRANTON DAWN BRANTON
ACTION DATA/COMMENTS:

2001/12/26

08.54.20 CUSTOMER SAYS: = CUST SAYS THE VEH QUITS ON HER. = CUST L
OOKING TO TAKE VEH TO DLRSHIP FOR DIAGNOSIS. PER CUSTOMER,
DEALER SAYS: WORLD FORD CAC ADVISED: - WE RECOMMEND THE
REPAIR BE PERFORMED BY A FORD/LN DEALERSHIP - INFORMATION W
ILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INF
ERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC103 - UNABLE TO CONTACT CUSTOMER - INCORRECT CUSTOMER INFORMATION
DOCUMENT: ANALYST: C-MONTES CHARLIE MONTELEONE
ACTION DATA/COMMENTS:

2001/12/27

12.58.21 PLEASEHAVE CUSTOMER CALL FOR RESERVATION

CONSUMER AFFAIRS

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ERR2-827 22429

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

CONCERN ISSUE
REGION: 16 PHILADELPHIA ZONE: G1 CASE NBR: 0422422880
VIN: 1FMYU02111KE79754 ENGINE: 1 VEH TYPE: T OPENED: 09/07/2001
CLOSED: 09/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TAMARCA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 24000
DEALER NAME: GILBOY FORD/MERCURY SALES CODE: F16215 P & A: 01463
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 807693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: SCAMPH STEPHANIE CAMPBELL
ACTION DATA/COMMENTS:

2001/09/07
13.46.55

CUSTOMER SAYS: HAS BROUGHT VEH TO DEALER SEVERAL TIMES ..
VEH STILL NOT FIXED .. VEH STALLING .. HAS MADE APPT WITH DL
R TO LEAVE CAR FOR A WHILE AND USE RENTAL . . . APPT SEPT 25
TH CUSTOMER SAYS SHE WILL PURSUE LEMON LAW .. FEELS VEHICLE
IS UNSAFE AND HAS LOST FAITH IN VEH ABILITY PER CUSTOMER,
DEALER SAYS: GILBOY FORD/MERCURY INC (610) 434 - 4211 S
OB GILSON CAC ADVISED: - INFORM CUSTOMER OF UPDATED INFO
RMATION - REQUEST DEALER TO CONTACT CUSTOMER TO INFORM WHEN
REPAIR WILL BE SCHEDULED/COMPLETED. - OBC TO DLR GILBOY FO
RD/MERCURY INC. - SPOKE WITH BOB GILSON S/M ,.. INDICA
TED THAT CHECKED POWER RELAYS OF VEH .. NOTHING WRONG .. HAS
BEEN CONTACT WITH TECH HOTLINE .. UNABLE TO VERIFY CONCERN
WITH VEHICLE .. - ADVISED THAT CUSTOMER HAS APPT SET FOR SE
PT 25 TO TRY AND IDENTIFY CONCERN - CDR DALTON 2036 INFER
ENCE CASE ID: 4907

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MEGGER MARYANN EGGER.
ACTION DATA/COMMENTS:

2001/09/25
22.12.55

MARYANN EGGER ** CSM/RMM ** PHILA REGION HI BOB: HOW ARE Y
OU? HOPE ALL IS WELL. PLEASE CALL TO DISCUSS THIS ISSUE. T
HANKS MARYANN ;)

CONSUMER AFFAIRS

06/18/2002 MCFAPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

CONCERN ISSUE
REGION: 16 PHILADELPHIA ZONE: G1 CASE NBR: 0422422880
VIN: 1FMYU02111KE79754 ENGINE: 1 VEH TYPE: T OPENED: 09/07/2001
CLOSED: 09/28/2001

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY

ENC2-827 22496

DOCUMENT: ANALYST: R-GILSON R-GILSON
ACTION DATA/COMMENTS:

2001/09/28

14.22.22 REPLACE MASS AIR FLOW SENSOR AND TP SENSOR.

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 53 KANSAS CITY	CONCERN ISSUE	CASE NBR: 0584302441
VIN: 1FMYD04101KF34689	ZONE: B1	OPENED: 09/01/2001
	ENGINE: 1	CLOSED: 09/01/2001
	VEH TYPE: T	
=====		
LAST NAME:		STATUS: CLOSED
TITLE:		MI:
ADDRESS:		
CITY:	OMAHA	STATE: NE
HOME PHONE:		ZIP:
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	7816	
DEALER NAME:	JOHN MARKEL, INC.	SALES CODE: F53020
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER	P & A: 07232
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

EA02-027 22431

DOCUMENT: ANALYST: RWILKINS REBECCA WILKINSON
ACTION DATA/COMMENTS:

2001/09/01

16.13.51 CUSTOMER SAYS: E-MAIL IN THE 9 MONTHS I HAVE OWNED THIS VEHICLE, IT HAS STALLED 3 TIMES WHILE DRIVING. MARKEL FORD CHECKED FOR AN ERROR MESSAGE THE FIRST TIME BUT THERE WAS NONE. I WILL BE TAKING IT IN TO GET IT LOOKED AT AGAIN AS I CONSIDER THIS TO BE A GREAT HAZARD AND IT MAKES ME VERY NERVOUS TO DRIVE THIS CAR. EACH STALL HAS BEEN ON ONE OF TWO BLOCKS ON THE SAME STREET, NEAR A POWER SUBSTATION. COULD THIS BE INTERFERING WITH THE ENGINE OR THE COMPUTER? ALL THREE TIMES I WAS RUNNING THE AIR OR HEAT, AND THE RADIO. PLEASE ASK YOUR ENGINEERS FOR THEIR THOUGHTS ON THIS SERIOUS PROBLEM. PER CUSTOMER, DEALER SAYS: MARKEL 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 FOR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC008 - AWAITING ASSISTANCE - TECHNICAL HOTLINE
DOCUMENT: ANALYST: D-SEYMOUR DAVE SEYMOUR
ACTION DATA/COMMENTS:

2001/09/04

17.40.34 I HAVE SCHEDULED MRS. ANTONSON TO LEAVE THE TRUCK IN OUR CARE FOR A FEW DAYS TO TRY TO DUPLICATE THE STALLING CONDITION. I HAVE SPOKEN TO ANOTHER DEALER IN THE METRO AREA AND THEY HAVE A NUMBER OF TRUCKS WITH THE SAME CONCERN. WE WILL ROAD TEST AND MONITOR THE STALLING AND CONTACT THE HOT LINE.

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== CONCERN ISSUE CASE NBR: 0584302441
REGION: 53 KANSAS CITY ZONE: B1 OPENED: 09/01/2001
VIN: 1FMYU04101KP34689 ENGINE: 1 VEH TYPE: T CLOSED: 09/10/2001
=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-SEYMOUR DAVE SEYMOUR
ACTION DATA/COMMENTS:

2001/09/10

15.37.58 CONTACTED FORD HOT LINE AND HAVE FOLLOWED THE TESTS THEY HAVE RECOMMENDED. WE HAVE REPLACED THE ECC RELAY AND CONTINUED TO ROAD TEST. WE HAVE CLEANED THE TRUCK AND ARE RETURNING IT BACK TO THE CUSTOMER TODAY, AND WILL GET THE NO CHARGE RENTAL BACK.

0002-827 22432

1
CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 53 KANSAS CITY	CONCERN ISSUE	CASE NBR: 0386062551
VIN: 1FMCU04101KB70817	ZONE: B1	OPENED: 11/21/2001
	ENGINE: 1	CLOSED: 11/21/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: OMAHA	STATE: NE	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 3357		
DEALER NAME: WOODHOUSE FORD, INC	SALES CODE: F53507	P & A: 03423
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: RALSTROM REGINALD ALSTROM
ACTION DATA/COMMENTS:

2001/11/21

18.47.16 CUSTOMER SAYS: CUST VEH CONTINUES TO STALL AFTER GOING AT THE DLR - WOODHOUSE FORD- THREE TIMES ALREADY FOR THEM TO FIX -CUST HAD TO CANCEL VACATION PLANS BECAUSE OF THIS RECURRING PROBLEM -CUST MENTIONED THAT THE VEHICLE WAS A LEMON UNDER THE LEMON LAW -CUST DOES NOT WANT THE VEHICLE TO BE RE-SOLD TO ANYONE ELSE AS IT IS VERY DANGEROUS TO DRIVE PER CUSTOMER, DEALER SAYS: -WOODHOUSE FORD-SPOKE TO THE OWNER - B OB WOODHOUSE -HE CONFIRMED THAT HE WOULD HAVE A CHECK READY FOR THE CUST ON FRIDAY CAC ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST - FORWARDED INFORMATION TO CRM/SERV MGR - REQUESTED CRM/SERV MGR CONTACT WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 1607

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC095 - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT: ANALYST: C-RIEGE CHAD RIEGE

END-827 22433

ACTION DATA/COMMENTS:

2001/11/26

15.50.13 SANDRA DVORAK WAS IN OUR DEALERSHIP 10.23.01. SHE WAS MORE THAN UNWILLING TO LET US WORK ON HER ESCAPE AGAIN, SHE WAS VERY BELIGERANT, AND UNREASONABLE. WE OPTED TO BUY HER OUT OF THE VEHICLE AND SEND HER ON HER WAY. CLOSED BY CHAD RIEGE SVC. MGR.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION:	CONCERN ISSUE	CASE NBR:	0654380381
VIN: 1FMYU01B31KF78747	ZONE:	OPENED:	02/07/2001
	ENGINE: B	CLOSED:	02/07/2001
	VEH TYPE: T		

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	HEPHEIZAH	STATE:	GA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2		
MILEAGE:	6700				
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY				
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP				

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
 ACTION: ICC012 - ICCD - OUTBOUND SURVEY CONDUCTED
 DOCUMENT: ANALYST: TREWELL TANIA SEWELL
 ACTION DATA/COMMENTS:

2001/02/07

18.10.05 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE GAS PEDAL. THE GAS PEDAL IS STICKING. THE CUSTOMER NOTICED THE CONCERN 6 WEEKS AFTER PURCHASING THE VEHICLE. THE CONCERN IS CONSTANT. THE CONCERN HAPPENS AT ALL SPEEDS. THE CUSTOMER USES REGULAR UNLEADED GAS. THE CUSTOMER TOOK THE CONCERN TO THE DEALERSHIP AND THEY WERE NOT ABLE TO FIX THE PROBLEM. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ICCD OUTBOUND SURVEY CONDUCTED.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 23 MEMPHIS CONCERN ISSUE CASE NBR: 0703723461
 VIN: 1FMYD01111KBL3231 ZONE: C1 OPENED: 12/12/2001
 ENGINE: 1 VEH TYPE: T CLOSED: 12/12/2001

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: HAMMOND STATE: LA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
 MILEAGE: 12000
 DEALER NAME: LA PLACE FORD, INC. SALES CODE: F23050 P & A: 04127
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: UMOMHAMM URJII MOHAMMED
 ACTION DATA/COMMENTS:

2001/12/12

19.32.13

CUSTOMER SAYS: - CUST SAYS WHEN VEHICLE WAS PURCHASED WAS
 GETTING BRAKE DUST ON THE TIRES - CUST SAYS THE VEHICLE HAS
 BLACK RIMS - CUST SAYS DOESN'T UNDERSTAND WHY BRAND NEW BR
 ARE ARE PUTTING THAT MUCH DUST ON THE TIRES - CUST SAYS THE
 ROTORS ARE GETTING WORN - CUST SAYS DOESN'T RIDE THE BRAKE
 S AND DOESN'T UNDERSTAND WHY THE ROTORS ARE GETTING WORN -
 CUST SAYS THE VEHICLE HAS COMPLETELY STALLED WHILE DRIVING O
 N 3 OCCASSIONS - CUST SAYS THE DLRSHIP DIAGNOSED THE BRAKE
 DUST AS BEING A NORMAL CHARACTERISTIC - CUST SAYS THE CONCE
 RN WITH THE ROTORS AND THE STALLING HASN'T BEEN ADDRESSED YE
 T - CUST SAYS IS CONCERNED THAT THE DLRSHIP WILL NOT BE ABL
 E TO FIND THE CONCERN WITH THE STALLING BECAUSE IT IS SO INT
 ERMITTENT - CUST SAYS WOULD LIKE THE CONCERNS TO BE FIXED
 PER 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 *****
 ***** - CSR-ADVISED CUST THAT THE CONCERNS WITH TH
 E ROTORS AND THE STALLING NEED TO BE LOOKED AT BY THE DLRSHI
 P -ADVISED CUST THAT CRC WOULD NEED TO SUPPORT DL
 RSHIP'S DIAGNOSIS THAT THE BRAKE DUST IS A NORMAL CHARACTERIS
 TIC BUT CUST SHOULD DEFINATELY TAKE THE VEHICLE INTO THE DLR
 SHIP TO HAVE ALL THE OTHER CONCERNS LOOKED AT AND TO GIVE TH
 EM A CHANCE TO DO FURTHER DIAGNOSIS TO GET THE VEHICLE REPAI
 RED BUT IF CUST IS NOT SATISFIED CUST CAN CALL BACK CRC FOR
 FURTHER ASSISTANCE INFERENCE CASE ID: 4905

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

ER02-027 22435

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
 =====
 CONCERN ISSUE CASE NBR: 0703723461
 REGION: 23 MEMPHIS ZONE: C1 OPENED: 12/12/2001
 VIN: 1FMYU01111KBL3231 ENGINE: 1 VEH TYPE: T CLOSED: 12/18/2001
 =====
 ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
 ACTION: DAC095 - CUSTOMER REFUSES TO HAVE WORK DONE
 DOCUMENT: ANALYST: P-DAIGLE LAFLACE FORD
 ACTION DATA/COMMENTS:

2001/12/18
 19.48.07 CUSTOMER IS HAVING VEHICLE SERVICED AT ALL STAR FORD, CUSTOMER WAS DENIED ALTERNATE TRANSPORTATION THERE AS THEY DECLINED TO PURCHASE RENTAL CAR OR ESP COVERAGE. CUSTOMER WOULD HAVE TO HAVE VEHICLE SERVICED HERE FOR US TO CONSIDER FUTURE ALTERNATE TRANSPORTATION. WE OFFER FREE LOCAL ROUND TRIP SHUTTLE SERVICE OR CAN PROVIDE A RENTAL AT A NOMINAL FEE. CLOSE FILE

1 CONSUMER AFFAIRS 06/18/2002 MMFAKPRG

BEGINNING OF CONTACT
 06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
 =====
 CONCERN ISSUE CASE NBR: 1359731621
 REGION: ZONE: OPENED: 06/11/2001
 VIN: 1FMYU01161KP57656 ENGINE: 1 VEH TYPE: T CLOSED: 06/11/2001
 =====
 LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MI:
 ADDRESS: ERE2-027 22436

CITY: IRMO STATE: SC ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: MGRCH MATTHEW GRECH
ACTION DATA/COMMENTS:

2001/06/11

09.59.01 CUSTOMER SAYS: *CUST AT PH# 713-460-2585 -VEH WILL SHUT OFF WHEN IN MOTION AND THIS HAS OCCURRED 3 TIMES. -VEH WAS TAKEN TO DLR EACH TIME AND REPAIR WAS MADE WHICH WAS SUCCESSFUL FOR SOME TIME, BUT CONCERN WILL RE-OCCUR. -CUST WOULD LIKE TO BE SURE VEH IS REPAIRED PROPERLY AND PROMPTLY AS CUST IS AWAY FROM HOME. PER CUSTOMER, DEALER SAYS: -WILL LOOK AT VEH SOMETIME 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 -OBC TO DLR: SPOKE TO S/A TERRY WHO ADVISED DLR IS VERY BUSY DUE TO DISASTER SITUATION BUT DLR IS DOING BEST TO ACCOMMODATE CUST AND WILL TRY TO CONTACT AGENT MATT AT 1-888-364-0916 EXT ,3088 TO DISCUSS ISSUE FURTHER ONCE VEH HAS BEEN DIAGNOSED. *AWAITING DLR CONTACT WITH DIAGNOSIS. INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: J-PROIO1 JASON PROIOS
ACTION DATA/COMMENTS:

2001/06/12

20.22.25 CUSTOMER OUT OF STATE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: MGRCH MATTHEW GRECH
ACTION DATA/COMMENTS:

2001/06/15

14.44.32 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 13.27.38

CONCERN ISSUE CASE NER: 1359731621
REGION: ZONE: OPENED: 06/11/2001
VIN: 1FMYU01161KF57656 ENGINE: 1 VEH TYPE: T CLOSED: 06/15/2001

2001/06/15

14.44.32 D: -OBC TO DLR FOR UPDATE AS CUST IS AWAY FROM HOME AND MAY REQUIRE ETA AND DLR UPDATE INDICATES CUST IS UNREACHABLE. SPOKE TO S/M JASON WHO ADVISED THE CUST VEH WAS SUCCESSFULLY REPAIRED ON 6/12/2001 AND DLR ACCIDENTALLY USED WRONG CODE. -NO ASSISTANCE IS REQUIRED AND THIS ISSUE HAS BEEN RESOLVE D AS PER DLR.

ERR2-027 22437

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 16 PHILADELPHIA	CONCERN ISSUE	CASE NBR: 1391072811
VIN: 1PMYU04121KF92643	ZONE: E1	OPENED: 12/05/2001
	ENGINE: 1	CLOSED: 12/05/2001
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CANCEL
TITLE:		MI:		
ADDRESS:				
CITY:	NEWTON SQUARE	STATE:	PA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	13000			
DEALER NAME:	FRED BEANS FORD OF	SALES CODE:	F16406	P & A: 01341
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MEBRAHIM MORAMED EBRAHIM
ACTION DATA/COMMENTS:

2001/12/05

09.25.18 CUSTOMER SAYS: THE VEH HAS CONTINUING STALLING PROBLEM.
TOOK THE VEH TO THE DLRSHF TWICE AND THE PROBLEM HAS NOT GON
E AWAY. CUST IS FRUSTRATED WITH THIS VEH AND DOES NOT WANT
THIS VEH. LAST TIME HE TOOK THE VEH IN SEPTEMBER. THIS PROB
LEM HAS REOCCURRED YESTERDAY. CUST WAS NOT DISCUSSED THE IS
SUE OF RETURNING THIS VEH TO THE DLRSHF. PER CUSTOMER, DEAL

END-027 22438

ER 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 CAS
E ID: 4905

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: RMURPHY7 MURPHY, RITA (R.C.)
ACTION DATA/COMMENTS:

2001/12/10

23.51.28 DUPLICATE OPENING. PLEASE CANCEL. RITA MURPHY

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	CONCERN ISSUE	CASE NBR: 1398612531
VIN: 1FMCU04111KA44966	ZONE: J1	OPENED: 11/20/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 11/20/2001

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	HAUFFAUGE	STATE:	NY	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	3000			
DEALER NAME:	SMITHSON FORD, INC	SALES CODE:	F13098	P & A: 00676
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOM:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: IMCPHERS IAN MCPHERSON
ACTION DATA/COMMENTS:

2001/11/20

16.20.19 CUSTOMER SAYS: STALLS WHILE DRIVING 30 MPH, GASOLINE ODOR/
AFTER CAR RUNS, SHUT CAR DOWN/ODOR PROBLEMS WITH TO SERVICE
PER CUSTOMER, DEALER SAYS: -DLA MUST BE ABLE TO DUPLICAT
E CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A
FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUST
OWNER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-MARTEL CHARLES MARTELLA
ACTION DATA/COMMENTS:

2001/11/21

07.45.21 SERVICE MANAGER ADVISING CUSTOMER TO STOP IN WHILE ODOR IS O
CCURING

HR02-027 22438

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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REVIEWING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	CONCERN ISSUE	CASE NBR: 1404532431
VIN: 1PMYU04131KD91723	ZONE: B1	OPENED: 08/31/2001
	ENGINE: 1	CLOSED: 08/31/2001
	VEH TYPE: T	

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LAST NAME:		STATUS: CLOSED
TITLE:		MI:
ADDRESS:		
CITY:	ORCHARD PARK	STATE: NY
HOME PHONE:		ZIP:
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	7464	
DEALER NAME:	WEST-HERR FORD INC	SALES CODE: F44120
REASON CODE:	1103 AWA - W/M CRITERIA, REQUEST AWA PRIOR REPAIR	P & A: 00601
SYMPTOM:	507693 STALL/QUITS AT CRUISE ALL ENGINE TEMP	

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: JJOHN210 JOCELYN JOHN
ACTION DATA/COMMENTS:

2001/08/31

11.13.44 CUSTOMER SAYS: -CUST IS CALLING IN REGARDS TO HIS TRUCK ST
ALLING PER CUSTOMER, DEALER SAYS: -CALIBRATION IS ISSUE;
TRY DIFFERENT GAS -DLR UNABLE TO FIND PROBLEM CAC ADVISED:
- POSSIBLE WARRANTY COVERAGE, HOWEVER, FORD COVERED REPAIR
S MUST BE PERFORMED BY F/L/M DEALER - DOCUMENTED INFORMATIO
N - CONTACT NEAREST F/L/M DEALER =====
-ADVISED CUST TO WORK WITH DLASHP FOR RESOLUTION OR TA
KE VEH TO ANOTHER DLR FOR SECOND OPINION INFERENCE CASE ID:
8

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ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: K-GALLIG WEST HERR FORD OF AMHERST
ACTION DATA/COMMENTS:

2001/09/17

14.46.06 VEHICLE HAS BEEN REPAIRED AND RETURNED TO CUSTOMER

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 52 SOUTHWEST	CONCERN ISSUE	CASE NBR: 1433513191
VIN: 1PMYU01181KE71944	ZONE: H2	OPENED: 11/26/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 11/26/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BOMA STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 18947
DEALER NAME: ORANGE FORD LINCOLN SALES CODE: 952754 P & A: 00382
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: HMCIPHERS HERMAN MCPHERSON
ACTION DATA/COMMENTS:

2001/11/26

17.04.47 CUSTOMER SAYS: - VEH IS SHUTTING OFF WHILE DRIVING SHE HAS
HAD VEH FOR 7MO AND IT FIRST SHUT OFF 1 MO AFTER SHE BOUGHT
IT - SHUTTING OFF AT DIFFERENT SPEEDS - CUST WANTS FORD T
O PUT HER IN A NEW VEH WITH NO LOSS TO HER PER CUSTOMER, DE
ALER SAYS: - WANT TO PUT IN COMPUTER CAC ADVISED: - INFO
RM CUSTOMER OF UPDATED INFORMATION - REQUEST DEALER TO CONT
ACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHEDULED/COMPLET
ED. - OBC TO DLR SPOKE WITH WESLEY DUVAL S/M ADVISED THAT
PROBLEM WAS FINALLY DUPLICATED AND THEY ARE ALLOWED TO GET A
N APPROVAL CODE FROM THE MANUFACTURER AND START REPAIR - AD
VISE CUST SAME INFERENCE CASE ID: 4907

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ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: W-DUVAL WESLEY DUVAL
ACTION DATA/COMMENTS:

17.21.08 DEALERSHIP IS AWAITING NEW PCM AFTER FINALLY RECEIVING AUTH
ORIZATION FROM RTD FOR REPLACEMENT.PCM DUE TO ARRIVE 11-26-0
1.

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: CONCERN ISSUE CASE NBR: 1503533010
ZONE: OPENED: 07/24/2001
VIN: 1FMYU04131KE57672 ENGINE: 1 VEH TYPE: T CLOSED: 07/24/2001

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: 10791
DEALER NAME: SALES CODE: P & A:
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 685 - ADVISE CUSTOMER CRC WILL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: MCGAW MELISHA MCGAW
ACTION DATA/COMMENTS:

2001/07/24

11.12.50 CUSTOMER SAYS: -VEH IS STALLING WHENEVER GOING DOWNHILL -
THERE IS NO WARNING I ONLY NOTICE IT WHEN STEERING STIFFENS
-I AM CONCERNED THAT MY WIFE WILL GET IN AN ACCIDENT -I WANT
T PMC TO FIND OUT WHAT IS WRONG OR TAKE VEH BACK -I WANT TH
E VEH FIXED -WALT SWEENEY IS CLOSEST AND THAT'S WHERE WE TAK
E THE VEH FOR SERVICING -THE S/M MATT KNOWS OF MY SITUATIO
N -THIS IS THE LAST FORD I WILL BUY -I HAVE TO GET RID OF
VEH PER CUSTOMER, DEALER SAYS: -2 DLRS SAYS DO NOT KNOW W
HAT IS WRONG -CANNOT FIND ANYTHING CAC ADVISED: - INFORM
CUSTOMER WE WILL RESEARCH ISSUE FURTHER - CRC WILL RE-CONTA
CT CUSTOMER WITH UPDATE ***** OBC TO S/M MATT: -HAVE
NO IDEA WHAT'S WRONG WITH VEH -COULD NOT DUPLICATE CONCERN
-HAS HAPPENED 3 TIMES SINCE CUST HAS OWNED VEH -CUST PICKED
UP VEH YESTERDAY -TOLD CUST WILL HAVE TO KEEP WORKING ON
ISSUE TO FIND OUT WHAT IS HAPPENING -SAYS CUST SHOULD BRING
IN VEH AS SOON AS PROBLEM OCCURS AGAIN INFERENCE CASE ID:
4908

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: B-BRISCI WALT SWEENEY FORD
ACTION DATA/COMMENTS:

2001/08/03

17.09.33 TEST DROVE VEHICLE BEC TESTED UNABLE TO VERIFY CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 21 ATLANTA CONCERN ISSUE CASE NBR: 1542472011
ZONE: B1 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]

EM82-827 22442

CITY: MARIETTA STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 10000
DEALER NAME: JIM TIDWELL'S WORLD SALES CODE: F21023 P & A: 00472
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: LPEREZ LITISHA PEREZ
ACTION DATA/COMMENTS:

2001/07/20

15.03.38 CUSTOMER SAYS: VEH CUTTING OUT AND STALLING. TOLD IT WOULD
BE TWO WEEKS BEFORE AN ENGINEER CAN LOOK AT IT. VEH IS AT T
HE CUST'S HOME. CUST SEEKING AREA REP OR ENGINEER TO GET IN
PUT ON VEH (WHAT'S WRONG WITH IT AND WHEN IT CAN BE FIXED AN
D HOW SOON). CUST DOES NOT WANT TO WAIT 2 WEEKS BEFORE THE V
EH IS FIXED. CUST IS TEMPTED TO LEMON LAW THE VEH IF THE PRO
BLEM PERSISTS. PER CUSTOMER, DEALER SAYS: AS PER CUST DLR
SAYS THAT THEY ARE UNABLE TO LOCATE THE CONCERN WITH THE VE
H. FORD IS AWARE OF THE PROBLEM. CAC ADVISED: - WE RECOMMEN
D THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORM
ATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV
MGR FURTHER ADVISED CUST THAT THE WAIT FOR THE ENGINEER TO
VIEW THE VEH IS UNAVOIDABLE AS THE REGION IS WITHOUT A REP.
INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION; PHONE
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: S-PAULE3 SHERRY PAULEY
ACTION DATA/COMMENTS:

2001/07/30

11.39.13 FSE TO BE ASSIGNED TO OUR DEALERSHIP 7-31-01. CUSTOMER IS I
N RENTAL CAR NOW. WILL BE SCHEDULED TO BRING IN VEHICLE FOR
FSE TO CHECK.

CONSUMER AFFAIRS

06/18/2002 MCFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 21 ATLANTA CONCERN ISSUE CASE NBR: 1542472011
ZONE: B1 OPENED: 07/20/2001
VIN: 1FMYU041K1KF18032 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/2001

ORIGIN: DEALER - DEALER COMMUNICATION; PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-PAULE3 SHERRY PAULEY
ACTION DATA/COMMENTS:

2001/08/28

11.35.44

ER02-027 22443

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 10 SDR	CONCERN ISSUE	CASE NBR: 1591492901
VIN: 1FMCU04121KC18821	ZONE: H3	OPENED: 10/17/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 10/17/2001

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	NEIR	STATE:	KS	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XL/T 4X4	
MILEAGE:	3251			
DEALER NAME:	PITTSBURG FORD-MERC	SALES CODE:	F53473	P & A: 05001
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607693 STALL/QUITS AT CRUISE 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: PGREEN PHILOMENA GREEN
ACTION DATA/COMMENTS:

2001/10/17

16.56.07 CUSTOMER SAYS: -TOOK VEH IN 3 WEEKS -IN THE WARMER WEATH
ER, AFTER DRIVING FOR ABOUT A MILES, THE VEH LOST POWER AND
SUDDENLY IT WOULD PICK UP POWER AGAIN. -ASSIST SER/MGR KU
KOVICH - PER CUSTOMER, DEALER SAYS: -DID NOT DUPLICATE
-I AM AWARE OF THE SAFETY CONCERN, DRIVE IT AND BE CAREFULLY
-NO FIX YET. CAC ADVISED: - WE RECOMMEND THE REPAIR BE

5082-027 22444

PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR IN REFERENCE CASE ID: 4905

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: PGREEN PHILOMENA GREEN
ACTION DATA/COMMENTS:

2001/10/23

15.18.27 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -OBC TO DLR SPOKE TO ASSIST SER/MGR KUKOVICH -TECH HOT LINE IS AWARE OF THE PROBLEM BUT THERE IS NO FIX YET. -AS PER TECH HOT, LET THE VEH, RUN FOR ABOUT 5 MINUTES, BEFORE MOVING IT, BUT THEY ARE NOT SURE NOW. "NO FIX YET" -OBC TO CUST, ADVISED THIS WAS REFERRED TO THE RESEARCH DEPT.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 87 - REFER TO RESEARCH
DOCUMENT: ANALYST: PGREEN PHILOMENA GREEN
ACTION DATA/COMMENTS:

CUSTOMER SAYS: -TOOK VEH IN 3 WEEKS -IN THE WARMER WEATHER, AFTER DRIVING FOR ABOUT A MILE, THE VEH LOST POWER AND SUDDENLY IT WOULD PICK UP POWER AGAIN. PER CUSTOMER, DEALER SAYS: -DID NOT DUPLICATE -I AM AWARE OF THE SAFETY C

CONSUMER AFFAIRS

06/18/2002 MDTXFRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.30

REGION: 10 SDR CONCERN ISSUE CASE NBR: 1591492901
VIN: 1FMCU04121KC18621 ENGINE: 1 VEH TYPE: T OPENED: 10/17/2001
CLOSED: 10/23/2001

2001/10/23

15.18.27 CONCERN, DRIVE IT AND BE CAREFULLY. -NO FIX YET. CAC ADVISED: -OBC TO DLR SPOKE TO ASSIST SER/MGR KUKOVICH -AS PER TECH HOT LINE, LET THE VEH SIT FOR ABOUT 5 MINUTES BEFORE MOVING OFF, BUT NOW THEY ARE NOT SURE YET. -NO FIX AT THIS TIME.

ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION: PHONE
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: AVUJCUP ALEX VUTUP
ACTION DATA/COMMENTS:

2001/10/24

09.46.27 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED:

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: T-KUKOVI TODD KUKOVICH
ACTION DATA/COMMENTS:

2001/12/26

18.03.24 TECH SUPPORT ADVISED OF NEW COMPUTER RECALIBRATION FOR CONCERN AFTER CHRISTMAS BREAK. OUR SERVICE TECH HAS TRIED RECALIBRATING PCM, CHANGING RELAY'S PER TECH SUPPORT, 100 T/P SWEEP S AND REPLACED MAP PER FIELD SERVICE ENGINEER-GEORGE SACKET. THE CUSTOMER WAS PROMPTED BY DATA ENTRY UPON CALLING IN AND INFORMED THEM THAT WE HAVE DONE EVERYTHING POSSIBLE AND THAT AT ITS FORDS PROBLEM NOT THE DEALERS SERVICE DEPT.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-GLOVES JERRY GLOVER

0002-027 22448

ACTION DATA/COMMENTS:

2002/02/11

18.19.29 CONTACTED CUSTOMER THREE TIMES AFTER UPDATED COMPUTER PER SS
M CUSTOMER HAPPY HAS NOT EXPERIENCED CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

CONCERN ISSUE CASE NBR: 1596893511
REGION: 16 PHILADELPHIA ZONE: E1 OPENED: 12/17/2001
VIN: 1FXYU04121KB22788 ENGINE: 1 VEH TYPE: T CLOSED: 12/17/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WRIGHTSVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL/T 4X4
MILEAGE: 11000
DEALER NAME: CARL BEASLEY FORD I SALES CODE: F16513 P & A: 00181
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: GCHARLIC GEORGETTE NAO CHARLIECOMBE
ACTION DATA/COMMENTS:

2001/12/17

16.30.55 CUSTOMER SAYS: ---DRIVING DOWN A HILL AND THE VEH SHUTS OF
F ---THIS PROBLEM IS INTERMITTENT ---DLR SAID THEY ARE AWA
RE OF THIS PROBLEM ---LOOKED ON NHTSA WEBSITE AND FOUND OUT
THIS IS A COMMON PROBLEM PER CUSTOMER, DEALER SAYS: BEASL
BY 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 ---NO RECALLS ON VEH ---
ADVISED CUST OF SSN ON VEH ----HARD TO REPAIR INTERMITTENT
PROBLEMS ----CONTACT DLR AS SOON AS PROBLEM ARISES AGAIN IN
REFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: M-KAHLER MICHAEL KAHLER
ACTION DATA/COMMENTS:

2002/01/07

14.32.09

2002-027 22448

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION:	CONCERN ISSUE	CASE NBR: 1602573271
VIN: 1FMCU04161KF16627	ZONE:	OPENED: 11/23/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 11/23/2001

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	CRESTWOOD	STATE:	KY	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	28000			
DEALER NAME:		SALES CODE:	P & A:	
REASON CODE:	1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR			
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

2001/11/23

16.38.24

CUSTOMER SAYS: -2001 ESCAPE -CUST PURCHASED VEH IN MAY -
VEH HAS BEEN STALLING WHEN CUST HAS BEEN DRIVING -CUST ALMO
ST HIT THE BACK OF A BUS LAST TIME THIS HAPPENED -CUST TOOK
VEH TO TRI- COUNTY DLRSHIP WHERE VEH WAS PURCHASED -CUST
SAYS CONCERN IS VERY REAL AND DOES NOT FEEL SAFE DRIVING VEH
-CUST WOULD LIKE TO KNOW WHAT HER RIGHTS ARE -CUST DOES N
OT WANT TO PICK UP VEH WHEN IT HAS NOT BEEN REPAIRED -VEH H
AS BEEN AT DLRSHIP FOR 5 DAYS -CUST SEEKING RENTAL VEH WHIL
E VEH IS AT DLRSHIP BEING DIAGNOSED PER CUSTOMER, DEALER SA
YS: -CUST CLAIMS DLRSHIP ADVISED HAS NOT BEEN ABLE TO DUPL
ICATE CONCERN -CUST CLAIMS DLRSHIP ADVISED CAC ADVISED:
- INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CON
TACT CUSTOMER TO PROCESS LOANER REQUEST -CSR MADE OBC TO DL
RSHIP -SPOKE WITH GINO S/A -GINO ADVISED HAS NOT BEEN ABLE
TO DUPLICATE CONCERN AS OF YET -GINO ADVISED ALL CODES HAV
E COME UP CLEAN -GINO ADVISED WOULD LIKE TO KEEP VEH FOR F
URTHER DIAGNOSES BUT CUST NEEDS VEH BACK -GINO ADVISED DLR
SHIP HAS NO LOANER VEH'S FOR CUST -CSR ADVISED GINO WILL PRO
VIDE RENTAL FROM MONDAY NOV.26-FRIDAY NOV.30 @ \$28.00/DAY FO
R A TOTAL OF \$140.00 -CSR ADVISED GINO OF P98 PROCESS AND E
XT. IN CASE OF FURTHER INFORMATION -CSR ADVISED WILL FOLLOW
UP WITH DLRSHIP AND CUST NEXT WEEK INFERRENC CASE ID: 5224

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - 'OTHER'
DOCUMENT: ANALYST: A-GROSS2 ALLEN GROSS
ACTION DATA/COMMENTS:

2001/11/26

08.50.41 NO REPAIR PROCEDURE-CANNOT DUPLICATE CONCERN.

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

CONCERN ISSUE CASE NBR: 1602573271
REGION: ZONE: OPENED: 11/23/2001
VIN: 1FMCU04161KF16627 ENGINE: 1 VEH TYPE: T CLOSED: 11/30/2001

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

2001/11/30

15.31.37 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -CSR MADE OBC TO CUST -LEFT MESSAGE ADVISING
WILL C/B LATER TONIGHT

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

19.00.23 CUSTOMER SAYS: -CUST HAD RENTAL VEH THIS WEEK -DLRSHIP WA
S NOT ABLE TO DIAGNOSE CONCERN -CUST PICKED UP VEH TODAY AN
D RETURNED RENTAL VEH -CUST WOULD LIKE IT DOCUMENTED THAT T
HE FORD POLICIES LEAVE THE CUST WITH AN UNSAFE VEH -CUST S
AYS DLRSHIP SHOULD HAVE BEEN ABLE TO CHANGE SOME PARTS IN TH
E VEH THAT MAY HAVE BEEN CONTRIBUTING TO THE CONCERN EVEN TH
OUGH THE CONCERN WAS NOT DUPLICATED -CUST HAD OIL CHANGED A
ND CHANGED AIR FILTER AT AN IND MECH AND VEH STILL STALLED A
FTER THIS MAINTENANCE WAS DONE PER CUSTOMER, DEALER SAYS:
-CUST CLAIMS DLRSHIP ADVISED NOT ABLE TO DUPLICATE CONCERN
CAC ADVISED: -CSR ADVISED CUST CAN TAKE VEH TO ANOTHER DL
RSHIP FOR A SECOND OPINION IF DESIRED -CSR ADVISED CUST UNA
BLE TO ASSIST ANY FURTHER AT THIS TIME -CSR ADVISED CUST IN
FORMATION HAS BEEN DOCUMENTED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

CONCERN ISSUE CASE NBR: 1641092870
REGION: ZONE: OPENED: 10/13/2000
VIN: 1FMYU03161KD92284 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: STATUS: OPEN
TITLE: FIRST NAME: MI:
ADDRESS:

BR02-027 22440

CITY: EHRHARDT STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1500
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4101 ICCD - RESOLUTION REQUIRED
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC002 - ICCD CONCERN RESOLUTION REQUIRED
DOCUMENT: ANALYST: DASHLEY DAHLIA ASHLEY
ACTION DATA/COMMENTS:

2000/10/13

17.38.51 CUSTOMER SAYS: THE VEHICLE STALLS AND THE RPM DROP WHEN THE VEHICLE IS PUT INTO CRUISE CONTROL. THERE IS NO NOISE ASSOCIATED WITH THE VEHICLE STALLING. THE CUSTOMER RESTARTS THE VEHICLE IMMEDIATELY AFTER IT STALLS. THERE ARE NO LIGHTS ILLUMINATING WHEN THE VEHICLE STALLS. THE CUSTOMER HAS NOT CHECKED THE BATTERY. THE ENGINE TEMPERATURE IS GENERALLY WARM WHEN THE VEHICLE STALLS. THE CONCERN IS INTERMITTENT. THE VEHICLE HAS STALLED THREE TIMES SINCE THE CUSTOMER TOOK DELIVERY OF THE VEHICLE. 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. PLEASE DETAIL OASIS AND UPDATE THIS CONTACT WITH SPECIFIC REPAIR INFORMATION AT YOUR EARLIEST CONVENIENCE. FOR ANY QUESTIONS OR COMMENTS PLEASE CONTACT ME AT 1-888-933-4223, EXT.2676 THANK YOU IN ADVANCE FOR YOUR ASSISTANCE. DAHLIA

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06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== CONCERN ISSUE CASE NBR: 1655392421
REGION: 21 ATLANTA ZONE: C1 OPENED: 12/26/2001
VIN: 1FMYU031X1KA99939 ENGINE: 1 VEH TYPE: T CLOSED: 12/26/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: KENNESAW STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 13000
DEALER NAME: CAREY PAUL FORD SALES CODE: P21007 P & A: 00277
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

END-027 22446

DOCUMENT: ANALYST: DCHIAREL DIANA CHIARELLI
ACTION DATA/COMMENTS:

2001/12/26

10.35.12

CUSTOMER SAYS: -VEH STALLS MYSTERIOUSLY EVERY SO OFTEN -B
EGAN SHORTLY AFTER BUYING VEH -VEH STALLED TWO WEEKS AGO A
ND BROUGHT IT TO DLR AND HAS BEEN THERE EVER SINCE -NOW THE
RE'S A CLICKING NOISE AND DLR CANNOT FIGURE OUT WHY -WANTS
THE REPAIR DONE WELL OR WANTS NEW VEH BECAUSE SHE DOES NOT F
EEL SAFE -OCCURRED WHILE DRIVING 30-40 MILES PER HOUR -DAS
H ILLUMINATES AND VEH STALLS -CUST FALLS OVER AND IS ABLE T
O RESTART VEH PER CUSTOMER, DEALER SAYS: CAREY PAUL FORD
LINDA TONERS IN SERVICE -FORD TECHNICIAN GOING TO BE CALLE
D 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 WASHADE TO D
LR AND WAS ADVISED BY CRM LATANYA CRAWFORD THAT TECHNICIAN DI
SCOVERED POPPING NOISE AND IS WORKING ON DETERMINING WHAT IS
CAUSING IT -CUST'S HUSBAND WAS INFORMED OF THE SITUATION B
Y SERVICE ADVISOR AND THE SERVICE NEEDED -CRM ADVISED CSR T
HAT VEH SHOULD BE READY BY THE END OF TODAY -SER ADVISOR LI
NDA TEMPLE -CUST WAS INFORMED THAT IT IS FORD'S GOAL TO REP
AIR THE VEH FOR HER SO THAT SHE FEELS SAFE WHILE DRIVING IT
-CUST WAS GIVEN THE ADDRESS TO DEARBORN IN THE CASE SHE CO
NTINUES TO FEEL UNSAFE WITH VEH EVEN AFTER SERVICE - SEND Y
OUR WRITTEN NOTIFICATION TO: FORD MOTOR COMPANY CUSTOMER R
ELATIONSHIP CENTER 16800 EXECUTIVE PLAZA DRIVE DEARBORN, MI
48121 INFERENCE CASE ID: 4905

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA	CONCERN ISSUE	CASE NBR: 1655392421
VIN: 1FMYU031X1KA99939	ZONE: C1	OPENED: 12/26/2001
	ENGINE: 1	CLOSED: 12/27/2001
	VEH TYPE: T	

=====

CPIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-CORREL BRAD CORRELL
ACTION DATA/COMMENTS:

2001/12/27

08.21.24

ES02-027 22498

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CONSUMER AFFAIRS

06/18/2002 MMFAZPRQ

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.39

CONCERN ISSUE
REGION: 13 NEW YORK ZONE: B1 CASE NBR: 1661770992
VIN: 1FMYU04121KF16677 ENGINE: 1 VEH TYPE: T OPENED: 04/09/2002
CLOSED: 04/09/2002

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BROOKLYN STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ELT 4X4
MILEAGE: 30000
DEALER NAME: PREMIER FORD INC SALES CODE: F13011 P & A: 03635
REASON CODE: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: LMASTRAN LUANA MASTRANGELO
ACTION DATA/COMMENTS:

2002/04/09
18.22.00

CUSTOMER SAYS: -CUST SAID THE CONCERN STARTED LAST SAT WHI
LE HE WAS ON A TRIP. 100 MILES INTO THE TRIP, THE VEHICLE D
IED ON HIM -THE VEHICLE WOULD NOT IDLE PROPERLY WHEN HE LEF
T A GAS STATION; HE REALIZED THE TRANE WOULD NOT SHIFT GEARS
UNDER 65 MPH -CHECK ENGINE LIGHT ILLUMINATED AND ABOUT TEN
MINUTES LATER, HE STARTED TO LOOSE PRESSURE AND POWER, THEN
HE PULLED OVER, AT WHICH TIME THE VEHICLE STALLED - HE FUE
LS THE VEHICLE WITH 87 OCTANE -THE DLR IS TRYING TO GET MOR
E MONEY OUT OF HIM EVEN THOUGH HE IS WITHIN HIS BTR WARRANTY
-NOW HE HAS NO MEANS OF TRANSPORTATION -HE HAS COMPLAINED
TO THE DLR THAT THE FRONT END HAS A LOUD NOISE IN THE COLD
WEATHER, FIRST THING IN THE MORNING -WHEN HE TURNS HE COULD
HEAR A HEAVY NOISE AND FEEL A GRINDING IN THE PEDAL FOR A F
EW MINUTES AND THEN IT WILL GO AWAY -THE SAME PERSON WHO TO
LD HIM THE ENGINE NEEDS INSPECTION FROM A WARRANTY, HE SAID
HE COULD NOT GET REIMBURSED FOR THE TOWING, WHEN HE WAS ABLE

ER02-027 22451

TO GET THE MONEY BACK, NOW HE DOES NOT KNOW IF HE SHOULD BELIEVE HIM OR NOT -HE IS CALLING IN TO OBTAIN THE CORRECT INFORMATION REGARDING HIS WARRANTY AND THE CUST IS SEEKING A RENTAL VEHICLE PER CUSTOMER, DEALER SAYS: -PREMIER FORD IS ASKING HIM HOW HE MAINTAINS HIS VEHICLE, IF HE HAS ANY RECEIPTS, AND THAT SOMEONE HAS TO LOOK AT THE ENGINE FROM THE WARRANTY DEPARTMENT -DLR SAID THE FRONT END NOISE IS A NORMAL OPERATING CHARACTERISTIC CAC ADVISED: -ADVISED IF THE DLR IS UNABLE TO DUPLICATE THE CONCERN, THEY WOULD NOT BE ABLE TO PERFORM ANY REPAIRS ON THE VEHICLE -ADVISED REPAIRS SUCH AS AN ENGINE REPAIR, THE DLR WILL HAVE TO GET CONFIRMATION FROM THE WARRANTY DEPARTMENT TO ENSURE A REPAIR CAN BE COVERED UNDER THE BTS WARRANTY, THAT IS NOT AN ABNORMAL PROCEDURE -ADVISED CUST I WOULD GET INTO CONTACT WITH HIM ON THE MORNING OF APRIL 10, 2002 BETWEEN 10:30 AND 11:00 AM -OBC TO

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== CONCERN ISSUE CASE NBR: 1661770992
REGION: 13 NEW YORK ZONE: S1 OPENED: 04/09/2002
VIN: 1FMYU04121KP16677 ENGINE: 1 VEH TYPE: T CLOSED: 04/09/2002
=====

2002/04/09
18.22.00 PREMIER FORD, NO ANSWER FROM EITHER THE CRM OR SERVICE MANAGER, NO VOICEMAIL FOR EITHER ONE INFERENCE CASE ID: 5418

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LMASTRAN LUANA MASTRANGELO
ACTION DATA/COMMENTS:

2002/04/10
10.55.13 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -OBC TO PREMIER FORD, SPOKE WITH JERRY SHAW, CRM, WHO REFERRED ME TO THE SERVICE MANAGER JACKIE YORK -SPOKE WITH JACKIE YORK, SERVICE MANAGER, WHO INDICATED THE CUST BLEW HIS ENGINE BECAUSE OF LACK OF MAINTENANCE; IT APPEARS AS IF THE CUST NEVER CHANGED HIS OIL BECAUSE THERE IS SLUG BUILD UP EVERYWHERE -S/M INDICATED IF THE ENGINEER CONFIRMS THE ENGINE WILL NOT BE COVERED UNDER WARRANTY, THERE WOULD NOT BE ANY ASSISTANCE AVAILABLE FOR A RENTAL VEHICLE

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: LMASTRAN LUANA MASTRANGELO
ACTION DATA/COMMENTS:
CUSTOMER SAYS: -CUST SAID HE WILL CALL IF THE DLR INDICATES THE REPAIR WILL BE COVERED UNDER HIS BTS WARRANTY PER CUSTOMER, DEALER SAYS: - CAC ADVISED: -ADVISED THE CUST AS THE WARRANTY DEPARTMENT HAS NOT HAD AN OPPORTUNITY TO INSPECT HIS VEHICLE, AND THEY HAVE NOT DEEMED THE CONCERN AS BEING A MANUFACTURER'S DEFECT, WE ARE UNABLE TO DISCUSS ANY SORT OF RENTAL ASSISTANCE AT THIS TIME -IF THE DLR AND WARRANTY DEPARTMENT ARE GOING TO COVER THE REPAIR UNDER THE BTS WARRANTY, THE CUST CAN CONTACT THE CENTER TO LOOK INTO ANY POSSIBLE ASSISTANCE AT THAT TIME -PROVIDED CUST WITH CRC NUMBER A GAIN

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: J-YORK1 JACKIE YORK
ACTION DATA/COMMENTS:

2002/04/11
11.01.06 DEALERSHIP IS AWAITING VISIT FROM FORD ENGINEER, EXPECTED TO

E002-027 22452

BE AT DEALERSHIP TODAY APRIL 11TH 2002. ENGINEER WILL VERIFY WHETHER OR NOT THE SLUDGE IN CUSTOMER'S VEH WAS CAUSED BY A FORD DEFECT OR BY LACK OF MAINTENANCE. CUSTOMER WILL BE NOTIFIED OF RESULTS.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	CONCERN ISSUE	CASE NBR: 1661770992
VIN: 1FMYU04121KF16677	ZONE: B1	OPENED: 04/09/2002
	ENGINE: 1	CLOSED: 04/17/2002
	VEH TYPE: T	

=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC072 - WARRANTY REPAIR DENIED - "OTHER" (DESCRIBE IN COMMENTS)
DOCUMENT: ANALYST: J-YORK1 JACKIE YORK
ACTION DATA/COMMENTS:

2002/04/17

09.34.17 DEALERSHIP RECEIVED VISIT FROM FSE 4/11/02. FSE CONFIRMED DEALERSHIP'S DIAGNOSIS. VEHICLE'S ENGINE FAILURE OCCURED DUE TO A BUILD UP OF SLUDGE CAUSED BY LACK OF MAINTENANCE. CUSTOMER PICKED UP VEHICLE FROM DEALERSHIP 4/16/02

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ER02-027 22453

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 52 SOUTHWEST	CONCERN ISSUE	CASE NBR: 1668572961
VIN: 1FMYU03171KC41082	ZONE: D1	OPENED: 12/19/2001
	ENGINE: 1	CLOSED: 12/19/2001
	VEH TYPE: T	

=====

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 XLT 4X2
 MILEAGE: 1
 DEALER NAME: JOE MYERS FORD SALES CODE: F52023 P & A: 04402
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: CHOLT CHRISTINA HOLT
 ACTION DATA/COMMENTS:

2001/12/19

11.03.38 CUSTOMER SAYS: -VEH HAS DIED 5 TIMES WHILE DRIVING -ENGINE
 E TEMPERATURE DOESN'T MATTER -PROBLEM IS INTERMITTENT -CUS
 T. SEEKING ASSISTANCE IN GETTING THE VEH REPAIRED PER CUSTO
 MER, DEALER SAYS: -DROVE THE VEH FOR 40 MILES AND THERE WA
 S NO PROBLEM FOUND 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 MAD
 E TO DEALERSHIP -SPOKE TO CRM MARK STEVENSON -MARK IS AWAR
 E THAT THE CUST. IS HAVING A STALLING CONCERN WITH THE VEH
 -SUGGESTED I SPEAK WITH JASON, SERVICE MANAGER -SERVICE MAN
 AGER, JASON NOT AVAILABLE -LEFT MESSAGE WITH ECH DEALER# AN
 D EXT. INFERENCE CASE ID: 4905

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
 ACTION DATA/COMMENTS:

17.24.36 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
 CAC ADVISED: -OBC MADE TO DEALERSHIP -JASON, SERVICE MANAG
 ER NOT AVAILABLE -LEFT MESSAGE WITH ECH DEALER# AND EXT.

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
 ACTION DATA/COMMENTS:

2001/12/20

15.45.50 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
 CAC ADVISED: -OBC MADE TO DEALERSHIP -JASON, SERVICE MANAG
 ER WILL NOT BE IN UNTIL MONDAY -CSR WILL FOLLOW UP ON DEC.2

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 52 SOUTHWEST	CONCERN ISSUE	CASE NBR: 1668572961
VIN: 1FMYU03171KC41082	ZONE: D1	OPENED: 12/19/2001
	ENGINE: 1	CLOSED: 12/20/2001
	VEH TYPE: T	

=====

2001/12/20

15.45.50 7/2001 (AFTER THE HOLIDAYS)

ER02-027 22454

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -OBC MADE TO CUST. -CUST. NOT HOME, LEFT MES
SAGE ON ANSWERING MACHINE -CSR WILL FOLLOW UP TOMORROW WITH
CUST.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

2001/12/27
12.26.24 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -OBC MADE TO DEALERSHIP -S/M JASON. NOT AVAIL
ABLE -LEFT MESSAGE WITH ECH DEALER# AND EXT.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

2001/12/28
12.17.28 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -OBC MADE TO DEALERSHIP -S/M NOT AVAILABLE, L
EFT MESSAGE WITH ECH DEALER# AND EXT. -THIS IS MY 5TH ATTEM
PT TO REACH S/M JASON -S/M HAS NOT RESPONDED TO MY MESSAGES

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 199 - VEHICLE INFORMATION
DOCUMENT: ANALYST: RDIMULES RADITA DIMULESCU
ACTION DATA/COMMENTS:

14.00.04 CUSTOMER SAYS: -PROBLEMS WITH THE VEH -IDLED YESTERDAY -
HAS IDLED TODAY AGAIN -THE DLRSHP CAN NOT DUPLICATE THE CO
NCERN -CALLS TO UPDATE FILE - TO KEEP FORD INFORMED PER CU
STOMER, DEALER SAYS: CAC ADVISED: CSR APOLOGIZED FOR IN
CONVENIENCE AND ADVISED THAT INFO HAS BEEN DOCUMENTED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
===== CONCERN ISSUE CASE NBR: 1668572961
REGION: 52 SOUTHWEST ZONE: D1 OPENED: 12/19/2001
VIN: 1FMYU03171KC41082 ENGINE: 1 VEH TYPE: T CLOSED: 01/04/2002
=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: J-PROIO1 JASON PROIOS
ACTION DATA/COMMENTS:

2002/01/04
15.30.58 NEVER ABLE TO DUPLICATE

EO02-027 22455

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 71 CALIFORNIA CONCERN ISSUE CASE NBR: 1790433040
VIN: 1FMYU01101K871923 ZONE: A1 OPENED: 01/09/2002
ENGINE: 1 VEH TYPE: T CLOSED: 01/09/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SHERMAN OAKS STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 9660
DEALER NAME: GALPIN FORD SALES CODE: F71040 P & A: 05536
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI36 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RSMITHS ROB SMITHS
ACTION DATA/COMMENTS:

2002/01/09

17.28.11

CUSTOMER SAYS: CUST BROUGHT IN FOR NEAR STALLING ON DEC 10
TH IS STILL AWAITING VEH -HAS VARIOUS REPAIR CONCERNS -W
OULD LIKE KNOW WHY REPAIR IS SO LONG PER CUSTOMER, DEALER S
AYS: NONE 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 -DID OBC TO DL

ERR2-027 22456

SHIP LEFT MESSAGE WITH S/M -ADVISE CUST WILL FOLLOW UP ON
THIS ISSUE TO SEE WHAT ISSUE IS -WOULD NOT COMMENT WITH D
DEALER FEEDBACK INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC079 - ANA P01 REQUEST - PROVIDE ADDITIONAL INFORMATION
DOCUMENT: ANALYST: E-BERTIE EILEEN BERTIE
ACTION DATA/COMMENTS:

2002/01/17

16.52.58 OFFER TO BE MADE BY GARY ROBBINS TO CUSTOMER OF 2 PAYMENTS A
ND ESP.

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: E-BERTIE EILEEN BERTIE
ACTION DATA/COMMENTS:

2002/01/24

16.35.09 CUSTOMER OFFERED 2 PAYMENTS AND PREMIUM CARE ESP BY GARY RO
BINS.

CONSUMER AFFAIRS

06/18/2002 MMFAIRPG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 13 NEW YORK REGION ISSUE CASE NBR: 0341100031
VIN: 1FMYU04111KP17898 ZONE: G1 OPENED: 04/18/2002
ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

LAST NAME: DITTMAR STATUS: CLOSED
TITLE: ME FIRST NAME: ERIN MI: L
ADDRESS: 7 OLD FOUR BRIDGES RD
CITY: CHESTER STATE: NJ ZIP: 07930
HOME PHONE: 908-8794019
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 22393
DEALER NAME: MAPLECREST FORD SALES CODE: F13454 P & A: 01765
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 620 - CB-ADVISE CUST OBC TO DLR WILL BE MADE, DSB APP IS BEING SENT
DOCUMENT: ANALYST: MEHRAHIM MOHAMED EBRAHIM
ACTION DATA/COMMENTS:

2002/04/18

08.40.32 CUSTOMER SAYS: CUST CALLED TO SAY THAT THE VEH IS STALLING
. TOOK THE VEH TO THE DLRSEH MORE THAN THREE TIMES FOR THE
SAME PROBLEM. THE DLRSEH COULD NOT DUPLICATE THE PROBLEM.
CUST JUST CALLED TO SAY THE VEH IS STALLING AS SHE IS DRIVIN
G AND IS TERRIFIED. CUST WAS CRYING SAYING THAT "I AM GOING
TO DIE". CUST WANTS THIS MATTER RESOLVED AS QUICKLY AS POS
SIBLE. SHE SAID SHE WRITTEN A LETTER TO FORD AND CANNOT WAI
T ANY LONGER. WANTS THIS MATTER RESOLVED URGENTLY. SHE SAI
D THE DLRSEH WOULD NOT LOOK AT HER VEH BECAUSE THEY CANNOT D
UPLICATE THE CONCERN. PER CUSTOMER, DEALER SAYS: CAC AD
VISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2
BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - FOR
WARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REG
IONAL OFFICE INFERENCE CASE ID: 1975

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT

ERR2-827 22457

ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: C-CARLS4 MAPLECREST FORD
ACTION DATA/COMMENTS:

2002/04/19
10.40.45 PLEASE SEND THIS CONTACT TO CUST SELLING DEALERSHIP, FULLERT
ON FORD, SOMERVILLE, NEW JERSEY

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: PCMIAREL CHIARELLO, PAUL (P.J.)
ACTION DATA/COMMENTS:

2002/04/29
13.08.25 PER SERVICE MANAGER CARL, VEHICLE HAS BEEN REPAIRED.

CONSUMER AFFAIRS 06/18/2002 MDPAXERG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 21 ATLANTA REGION ISSUE CASE NBR: 0356540632
VIN: 1FMYU03131KA16660 ZONE: A1 OPENED: 05/15/2002
ENGINE: 1 VEH TYPE: T CLOSED: 05/15/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SEMOTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 17750
DEALER NAME: ALLAN VIGIL FORD SALES CODE: F21022 P & A: 00509
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TRUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

2002/05/15
13.40.19 ***DEMAND LETTER DATED 5/8/02*** ***CI RECEIVED 5/15/02***
***CUSTOMER STATES: VEHICLE STALLS WHILE DRIVING. CHECK ENGINE
LIGHT ON WHILE DRIVING.
***CUSTOMER SEEKS: FINAL RESOLUTION.
***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: W-BONDS WALTBOBDS
ACTION DATA/COMMENTS:

2002/05/16
12.14.56 CUST IS TRADING VEH IN FOR A NEW VEH

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC079 - AWA P01 REQUEST - PROVIDE ADDITIONAL INFORMATION
DOCUMENT: ANALYST: W-BONDS WALTBOBDS
ACTION DATA/COMMENTS:

2002/05/23
09.29.58 CUST TRADED THIS VEH IN WITH ASST FROM FORD

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC079 - AWA P01 REQUEST - PROVIDE ADDITIONAL INFORMATION
DOCUMENT: ANALYST: W-BONDS WALTBOBDS

1902-027 22458

ACTION DATA/COMMENTS:

2002/05/27

11.14.36 CUST TRADED THIS VECH IN WITH FORD ASST

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA	REGION ISSUE	CASE NBR: 0356540632
VIN: 1FMYU03131KA16660	ZONE: A1	OPENED: 05/15/2002
	ENGINE: 1	CLOSED: 06/06/2002
	VEH TYPE: T	

=====

ORIGIN:	FIELD	- FIELD ORGANIZATION	COMMUNICATION: VISIT
ACTION:	DAC096	- CUST SAT REST TOOL UTILIZED	- VEHICLE REPLACEMENT OFFERED
DOCUMENT:		ANALYST: LWILLI75	LISA WILLIAMS

ACTION DATA/COMMENTS:

2002/06/06

01.57.40 CSM AUTHORIZED REPLACEMENT VEHICLE FOR CUSTOMER. DEALERSHIP
CURRENTLY HAS DOCUMENTS TO PERFORM BUYBACK.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

EP02-027 22469

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 11 BOSTON	REGION ISSUE	CASE NBR: 0586202081
VIN: 1FMYU04111KB61789	ZONE: F1	OPENED: 08/08/2001
	ENGINE: 1	CLOSED: 08/08/2001
	VEH TYPE: T	

=====

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: 1275		
DEALER NAME: MILLBURY MOTOR COMP	SALES CODE: F11213	P & A: 08961
REASON CODE: 25DL CI - DEMAND LETTER		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
 ACTION: CI101 - OPEN REGION CONTACT
 DOCUMENT: ANALYST: JYATES9 JULIE YATES
 ACTION DATA/COMMENTS:

2001/08/08

13.57.14

***DEMAND LETTER DATED 08/03/01 ***CI RECEIVED 08/08/01
 ***NAVIS ORIGINAL OWNER:
 ***CUSTOMER STATES: CONCERNS WITH ENGINE STALLING WHILE DRIVING. THREE OCCURRENCES AND REPAIR ATTEMPTS.
 ***CUSTOMER SEEKS: FINAL RESOLUTION
 ***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
 ACTION: CI210 - LETTER FAXED TO REGION
 DOCUMENT: ANALYST: JYATES9 JULIE YATES
 ACTION DATA/COMMENTS:

16.08.30

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: OTHER
 ACTION: 335 - THICK FILM IGNITION MODULES ISSUE
 DOCUMENT: ANALYST: RWINN RHONDA WIEN
 ACTION DATA/COMMENTS:

2001/08/13

09.05.03

CUSTOMER SAYS: -CUST SEEKS REPAIR TO VEH WHICH SHUTS OFF WHEN GOING DOWN THE HILL. PER CUSTOMER, DEALER SAYS: -NONE
 CAC ADVISED: *** ADVISE CUSTOMER OF INFORMATION FOUND IN SR AND DOCUMENTUM *** - WE HAVE DOCUMENTED YOUR CONCERNS REGARDING THIS ISSUE AND THANK YOU FOR TAKING THE TIME TO CALL FORD MOTOR COMPANY. - YOUR VEHICLE IS NOT CURRENTLY INVOLVED IN A RECALL FOR THE TFI MODULES. - FORD MOTOR COMPANY IS CURRENTLY NOT ANNOUNCING ANY RECALLS RELATED TO THE TFI MODULES. - THE NATIONAL HIGHWAYS TRAFFIC SAFETY ADMINISTRATION (NHTSA), WHICH IS THE FEDERAL AGENCY RESPONSIBLE FOR MOTOR

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 11 BOSTON	REGION ISSUE	CASE NBR: 0586202081
VIN: 1FMYU04111KB61789	ZONE: F1	OPENED: 08/08/2001
	ENGINE: 1	CLOSED: 08/13/2001
	VEH TYPE: T	

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2001/08/13

09.05.03

R VEHICLE SAFETY, IS THE ONLY ORGANIZATION WITH THE AUTHORITY TO ORDER A RECALL. NHTSA HAS INVESTIGATED VEHICLES WITH T

E802-027 22400

HESE MODULES SEVERAL TIMES, REVIEWED ALLEGATIONS IN THIS LIT
IGATION, AND CONCLUDED THAT THE EVIDENCE DOES NOT INDICATE A
SAFETY DEFECT TREND.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI312 - REOPEN CONTACT
DOCUMENT: ANALYST: SMICKEL STEVEN MICKELSON
ACTION DATA/COMMENTS:

2002/04/17
14.35.43 ***CI RECIEVED DEMAND LETTER DATED 4/11/02 ON 4/17/02. CUSTO
MER MAINTAINS VEHICLE STALL WHILE DRIVING DOWN HILLS AND TIR
ES WON'T MAINTAIN PRESSURE. *** CUSTOMER SEEKS FINAL RESOLUT
ION PURSUANT TO MASSACHUSETTS LEMON LAW. ***

CI SENDING CUSTOMER FLEM LETTER, SCANNING TO REGION FOR HAND
LING. ***

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL STEVEN MICKELSON
ACTION DATA/COMMENTS:

14.46.56

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: CHILT HILT, CHRISTA (C.L.)
ACTION DATA/COMMENTS:

2002/04/25
11.55.14 THE REGION RECEIVED CUSTOMER'S DEMAND LETTER AND CONTACTED D
EALER. DEALER SCHEDULED FINAL REPAIR ATTEMPT AND FINAL REPA
IR ATTEMPT WAS SUCCESSFUL. ***BOSTON REGION, CSM--CHRISTA H
ILT***

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

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REGION: 27 WASHINGTON	REGION ISSUE	CASE NBR: 0664400302
VIN: 1FMCU04191KA78914	ZONE: E1	OPENED: 04/18/2002
	ENGINE: 1	CLOSED: 04/18/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	MANASSAS	STATE:	VA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	13666			
DEALER NAME:	BATTLEFIELD FORD	SALES CODE:	F27049	P & A: 00067
REASON CODE:	25DL CI - DEMAND LETTER			
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP			

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT

ERG2-027 22481

DOCUMENT: ANALYST: TBUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

2002/04/18

13.36.41 ***DEMAND LETTER DATED 4/09/02*** CI RECEIVED 4/18/02***
***CUSTOMER STATES: VEHICLE IS NOT RELIABLE. HAS HAD THE VEHICLE TO TWO DEALER SEVERAL TIMES AND PROBLEM CANNOT BE DUPLICATED.
***CUSTOMER SEEKS: REPLACEMENT OF VEHICLE.
***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION; OTHER
ACTION: C121D - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TBUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

13.54.16

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:

2002/04/22

19.46.42 COULD NOT DUPLICATE CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 23 MEMPHIS REGION ISSUE CASE NBR: 1371472121
ZONE: A2 OPENED: 07/31/2001
VIN: 1FMY003131KA14990 ENGINE: 1 VEH TYPE: T CLOSED: 07/31/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SHERWOOD STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 5000
DEALER NAME: CRAIN FORD LINCOLN SALES CODE: P23541 P & A: 05897
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607593 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION; VISIT
ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: CTITI CHIMU TITI
ACTION DATA/COMMENTS:

2001/07/31

10.18.32 CUSTOMER SAYS: -LEMON LAW -HAS BEEN TO TWO DEALERS FOUR TIMES -VEH IS AT DEALER -VEH IS ALWAYS STALLING FEARS FOR BODILY HARM - PER CUSTOMER, DEALER SAYS: CAC ADVISED;
-AS 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 ESCAL

END-827 22482

ATTN - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE -OBC TO DEALER SPOKE W/HUCH SERV/A
DVI -STILL WORKING ON CAR DOESN'T HAVE A SOLUTION TO HER PR
OB INFERENCE CASE ID: 105

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: B1B2DH DAN HUBER
ACTION DATA/COMMENTS:

12.23.31 JIM---HAVE YOU BEEN ABLE TO VERIFY THE CONCERN? IF YOU HAVE
CAN YOU REPAIR? DAN

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC010 - UNABLE TO CONTACT CUSTOMER TO DATE
DOCUMENT: ANALYST: J-MRIG27 CRAIN FORD
ACTION DATA/COMMENTS:

2001/08/03

10.30.88 DAN, THIS CAR IS AT NORTH POINT FORD, NOT CRAIN FORD; CALL CUST
OWNER ON 08-01-01. CAR HAS BEEN REPAIRED

CONSUMER AFFAIRS

06/18/2002 MCFAPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 23 MEMPHIS REGION ISSUE CASE NBR: 1371472121
ZONE: A2 OPENED: 07/31/2001
VIN: 1FMYU03131KA14990 ENGINE: 1 VEH TYPE: T CLOSED: 08/03/2001

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B1B2DH DAN HUBER
ACTION DATA/COMMENTS:

2001/08/03

17.29.02 I AM CLOSING THIS CASE PER THE SVC. MGR'S. COMMENTS.
DAN HUBER CSE MEMPHIS

CONSUMER AFFAIRS

06/18/2002 MMFAI PRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 23 MEMPHIS REGION ISSUE CASE NBR: 1371472121
ZONE: A2
VIN: 1FMYU03131KA14990 ENGINE: 1 VEH TYPE: T OPENED: 08/06/2001
CLOSED: 08/06/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: SHERWOOD STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL/T 4X2
MILEAGE: 4956
DEALER NAME: CRAIN FORD LINCOLN SALES CODE: F23541 F & A: 05897
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: LTURNER32 LAKESIA TURNER
ACTION DATA/COMMENTS:

2001/08/06

13.54.03 ***DEMAND LETTER DATED 07/31/01** **CI RECEIVED 08/06/01
***CUSTOMER STATES: VEHICLE DIES WHILE DRIVING, LOSS OF POWER
STEERING, AND THE EMISSION SYSTEM LIGHT COMES ON. HAS MADE
SEVERAL REPAIR ATTEMPTS.
***CUSTOMER SEEKS: FINAL REPAIR/REPURCHASE OR REPLACE UNDER
AR LEMON LAW.*****

***CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: LTURNER32 LAKESIA TURNER
ACTION DATA/COMMENTS:

14.07.28

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: S182DH DAN HUBER
ACTION DATA/COMMENTS:

2001/08/07

09.48.18 JIM---CAN YOU HANDLE, OR DO YOU NEED MY HELP? DAN

1062-027 22454

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET

ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: J-WRIG27 CRAIN FORD
ACTION DATA/COMMENTS:

10.39.23 DAN,CUSTOMER HAS HAD CAR AT NORTH POINT FORD REPAIRS HAVE BE

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

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REGION: 23 MEMPHIS	REGION ISSUE	CASE NBR: 1371472121
VIN: 1FMYU03131KA14990	ZONE: A2	OPENED: 08/06/2001
	ENGINE: 1	CLOSED: 08/07/2001
	VEH TYPE: T	

=====

2001/08/07

10.39.23 N MADE AND CAR HAS BEN RETURNED TO CUSTOMER.CALLED CUSTOMER
ON 08-0701,CAR HAS BEN REPAIRED AND RETURNED TO CUSTOMER.PLE
ASE CLOSE

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 8182DH DAN HUBER
ACTION DATA/COMMENTS:

2001/08/10

09.22.04 I AM CLOSING THIS CONTACT PER THE SVC MGR'S COMMENTS.
DAN HUBER CSE MEMPHIS

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1902-027 22488

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 53 KANSAS CITY REGION ISSUE CASE NBR: 1420592001
ZONE: C1 OPENED: 07/19/2001
VIN: 1FMYU03171KP86015 ENGINE: 1 VEH TYPE: T CLOSED: 07/19/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CARTHAGE STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 6000
DEALER NAME: JOPLIN FORD-LINCOLN SALES CODE: 753498 P & A: 01850
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

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: DRAINFOR DROAN RAINFORD
ACTION DATA/COMMENTS:

2001/07/19

15.00.57 CUSTOMER SAYS: -SOME TIMES I AM DRIVING AND I LOSE ALL PO
WER AND ALL THE LIGHT COME ON IN THE DASH. - TODAY IT HAPPE
NED AGAIN. - THIS IS THE 3RD TIME IT HAPPENED. - THE FIRST
TIME THE DEALERSHIP SAID IT WAS A HOSE CLAMP. - THE FIRST
TIME THEY ALSO REPLACED THE STARTED. - I ASKED THEM TO KEEP
IT AND THEY SAID NO. - THIS VEH IS NOT RELYABLE, THIS IS
A SAFTY ISSUE. -CUST SEEKING ALTERNATIVES PER CUSTOMER,
DEALER SAYS: DEALER HAS DECIDED TO CHANGE THE ECHO RELAY
WHICH THEY HOPE WILL SOLVE THE ENGINE STALL PROBLEM CAC ADV
ISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 B
USINESS DAYS - INITIATED MAILING OF DSB APPLICATION - FORW
ARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGI
ONAL OFFICE INFERENCE CASE ID: 1982

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION; PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: GGIGNOUX GIGNOUX, GREG (G.)
ACTION DATA/COMMENTS:

2001/07/31

22.58.17 DEALER UNABLE TO VERIFY/DUPLICATE PROBLEM WSE IS SCHEDULED T
O LOOK AT VEHICLE NEXT WEEK

CONSUMER AFFAIRS

06/18/2002 MMFAXPRO

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 24 ORLANDO REGION ISSUE CASE NBR: 1524290322
ZONE: C1 OPENED: 02/25/2002
VIN: 1FMYU03141KC40245 ENGINE: 1 VEH TYPE: T CLOSED: 02/25/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED] E982-827 22486
ADDRESS: [REDACTED]

CITY: LAKE WORTH STATE: FL ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1
DEALER NAME: AL PACKER FORD SALES CODE: F24218 P & A: 04870
REASON CODE: 2511 CI - FLORIDA MVDN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: ESMITH68 BRIKA SMITH
ACTION DATA/COMMENTS:

2002/02/25

15.29.16 **MVDN RECEIVED 02/25/02** **DATED 02/19/02**
**CUSTOMER STATES:
*VEH SHUTS OFF WHILE DRIVING
**CUSTOMER SEEKS:
FINAL RESOLUTION UNDER FL LEMON LAW
NOTE TO DEALER
CUSTOMER MUST BE SCHEDULED FOR A FINAL REPAIR ATTEMPT
WITHIN 10 DAYS OF THIS NOTIFICATION. IF FURTHER ASSISTANCE
IS NEEDED, PLEASE CONTACT YOUR FORD CSN.
POSTCARD MAILED 02/25/02

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: R-KLOTZ1
ACTION DATA/COMMENTS:

2002/02/27

15.10.41 CALLED CUST LEFT MESSAGE TO RETURN CALL FOR FINAL REPAIR ATT
EMPT, CHECKED WITH HOT LINE, THERE IS A FIX FOR THIS CONCERN
, NEW TSB NOT OUT YET, WILL GET CUST TO RETURN AND UPDATE PC
M OR REPLACE PCM, CUST HAS NOT RETURNED PHONE CALL

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: R-KLOTZ1
ACTION DATA/COMMENTS:

2002/02/28

07.42.28 CUST RETURNED PHONE CALL, WILL RETURN TO DEALER AT 3:30 TODA
Y AND WILL BE PROVIDED WITH LOANER, CUST WAS HAPPY THAT CAR
WILL BE FIXED WITH NEW SOFTWARE UPDATE, TSB FITS HER CAR TO

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 24 ORLANDO REGION ISSUE CASE NBR: 1524290322
ZONE: C1 OPENED: 02/25/2002
VIN: 1FMYD03141KC40245 ENGINE: 1 VEH TYPE: T CLOSED: 02/28/2002

2002/02/28

07.42.28 A TEE, WILL REPAIR TODAY

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: RWADHAM RONNIE WADHAM (RWADHAM)
ACTION DATA/COMMENTS:

2002/03/01

11.29.43 NEW TSB CAME OUT, FIXED ISSUE WITH VEHICLE. CUSTOMER IS HAP
PY WITH THE VEHICLE.

ERS2-827 22467

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 16 PHILADELPHIA	REGION ISSUE	CASE NBR: 1528393391
VIN: 1FMCU04181KB22059	ZONE: E1	OPENED: 12/05/2001
	ENGINE: 1	CLOSED: 12/05/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	CHALEY	STATE:	PA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4x4		
MILEAGE:	1359				
DEALER NAME:	CARL BEASLEY FORD I	SALES CODE:	F16513	P & A:	00181
REASON CODE:	25DL CI - DEMAND LETTER				
SYMPTOMS:	507693 STALL/QUITS AT CRUISE ALL ENGINE TEMP				

=====

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: ESMITH68 ERIKA SMITH
ACTION DATA/COMMENTS:

2001/12/05

14.40.39 *****DEMAND LETTER DATED 11/10/01*** **CI RECEIVED 12/05/01
*****CUSTOMER STATES:
*PER AWS, STALLING, LOOSE REAR HATCH, CHECK ENGINE INDICATOR
*****CUSTOMER SEEKS:
*REPLACEMENT/REFUND UNDER PA LEMON LAW
**CI SCANNED A COPY OF THE LETTER TO THE REGIONAL OFFICES

END-827 22488

FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGMENT LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: RSMITH68 BRIKA SMITH
ACTION DATA/COMMENTS:

2001/12/27
15.28.11

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC050 - CUST. SAT. REST. TOOL UTILIZED - ESP PLAN OFFERED AND ACCEPTED
DOCUMENT: ANALYST: ANASH9 ALLYSON NASH (ANASH9)
ACTION DATA/COMMENTS:

2002/01/18
10.57.22

ALLYSON NASH CSM/RMM SPOKE WITH HENRY SMELTZER REGARD
ING ESCAPE STALLING CONCERN. VEHICLE HAD BSM FOR CONCERN PE
RFORMED IN DECEMBER 01. SINCE THEN VEHICLE HAS BEEN WORKING
TO CUSTOMER'S SATISFACTION. OFFERED CUSTOMER ESP FOR INCON
VENIENCE WITH SITUATION. CUSTOMER ACCEPTED AND WAS SATISFIE
D WITH OFFER. ISSUE 5/75 PREMIUM CARE

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 48 DETROIT REGION ISSUE CASE NBR: 1529410212
ZONE: B2 OPENED: 02/20/2002
VIN: 1FMYU04121KC40582 ENGINE: 1 VEH TYPE: T CLOSED: 02/20/2002

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: 10596
DEALER NAME: DON BEELYE FORD, IN SALES CODE: F48576 P & A: 09708
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2002/02/20
15.32.25

DEMAND LETTER DATED 02/11/02 ***CI RECEIVED 02/20/02
***CUSTOMER STATES: FOUR ATTEMPTS HAVE BEEN MADE TO RESOLVE
CONCERN.
***CUSTOMER SEEKS: REPLACE VEHICLE
***CI E-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFICE
FOR REVIEW. SENT CUSTOMER FLEM LETTER.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: DKRAUS1 KRAUS, DANA (D.)
ACTION DATA/COMMENTS:

2002/02/22
16.40.16

CSM D KRAUS VEHICLE WAS REPAIRED UNDER WARRANTY ON 1/28/02

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT

EM02-027 22468

ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2002/03/07
15.09.33

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

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DEFINITION OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 71 CALIFORNIA REGION ISSUE CASE NBR: 1651972821
ZONE: E1 OPENED: 10/09/2001
VIN: 1FMYU03131KES8452 ENGINE: 1 VEH TYPE: T CLOSED: 10/09/2001

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RAMONA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1
DEALER NAME: PERRY FORD SALES CODE: P71103 P & A: 01469
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: TLEON TANIA LEON
ACTION DATA/COMMENTS:

2001/10/09

18.05.38 CUSTOMER SAYS: -REQUESTING THE PHONE NUMBER TO THE DSB. -
HAB A REOCCURRING STALLING PROBLEM -STALLING AT LEAST SIX TI
MES PER DAY. -STALLS GOING DOWN HILL, STREIGHT AND AT LOW
SPEEDS. -PROBLEM STILL PERSIST PER CUSTOMER, DEALER SAYS:
-COULD NOT REPEAT PROBLEM AND THEN THEY REPLACED A VALVE A
ND IT CORRECTED THE PROBLEM BREFIPLY -TODAY BROUGH VEH BACK
FOR SAME CONCERN CAC ADVISED: - REQUESTED DEALERSHIP TO CO
NTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING O
F DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RESO
LVE CONCERN PRIOR TO DSB ESCALATION -OBC TO DLR PERRY FORD
SPK WITH DAVE THE S/M HE SAID THAT HE WAS NOT ABLE TO DETERM
INE THE PROBLEM WITH VEH YET BUT SHOULD HAVE AN ANSWER BY TH
URSDAY. -ADVISE THAT I WOULD CALL BACK ON THURSDAY. -ADVISE
ED THE CUST THAT I WOULD CAL BACK ON THURSDAY AFTER SPEAKING
WITH DLR. TOLD HER THAT APPLICATION WAS SENT TO HER. - FOR
WARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REG
IONAL OFFICE INFERENCE CASE ID: 105

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TLEON TANIA LEON
ACTION DATA/COMMENTS:

2001/10/11

18.48.54 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -OBC TO DLR PERRY FORD 858-748-1400 LEFT MESSAGE FOR THE

0002-027 22470

S/M TO CALL BACK WITH FINDINGS ON VEH. -OBC TO FORD CUST A
ND UPDATED HER THAT I WAS STILL WAITING TO HEAR FROM DLR AND
THAT I WOULD CALL BACK ON MONDAY.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

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REGION: 71 CALIFORNIA	REGION ISSUE	CASE NBR: 1651972821
VIN: 1FMYU03131KE58452	ZONE: E1	OPENED: 10/09/2001
	ENGINE: 1	CLOSED: 10/15/2001
	VEH TYPE: T	

=====

ORIGIN: CACN02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 224 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: TLEON TANIA LEON
ACTION DATA/COMMENTS:

2001/10/15

20.27.48 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: SCHEDULED CALL TO CUST SO THAT CONTACT WITH DLR CAN BE M
ADE.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: CCHOW1 CYNTHIA CHOW (CCHOW1)
ACTION DATA/COMMENTS:

2001/10/19

17.51.54 SERVICE MANAGER TALKED TO CUSTOMER AND HAVE CUSTOMER CAME IN
TO DEALERSHIP. THEY PERFORMED THE REPAIR AND THE CUSTOMER
CONCERN SHOULD BE RESOLVED.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

ER02-027 22471

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 41 CHICAGO REGION ISSUE CASE NBR: 1654833150
ZONE: E3 OPENED: 10/05/2001
VIN: 1FMYU04111KE76088 ENGINE: 1 VEH TYPE: T CLOSED: 10/05/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: DE PERE STATE: WI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 17049
DEALER NAME: VAN BOXTEL FORD, IN SALES CODE: F41104 P & A: 06197
REASON CODE: 2514 CI - WISCONSIN DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: JYATES9 JULIE YATES
ACTION DATA/COMMENTS:

2001/10/05

11.26.56

***DEMAND LETTER DATED 10/02/01 **CI RECEIVED 10/05/01
***CUSTOMER STATES CONCERNS WITH VEHICLE STALLING (LOSING ALL
POWER) WITH NO WARNING, STEERING WHEEL, GAS AND BRAKES LOCK
UP.
***CUSTOMER SEEKS FINAL RESOLUTION
**CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.
WISCONSIN RESIDENTPLEASE NOTE THAT IN THE STATE OF WIS
CONSIN, THE LEMON LAW ONLY ALLOWS 30 DAYS IN WHICH TO PROVIDE
LEMON LAW REMEDIES.***

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: JYATES9 JULIE YATES
ACTION DATA/COMMENTS:

11.40.48

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: DDOBERST DEREK DOBERSTEIN
ACTION DATA/COMMENTS:

2001/10/10

21.07.51

CUSTOMER ACCEPTED OAC TO GET INTO NEW VEHICLE.

CONSUMER AFFAIRS

06/18/2002 MNPAKPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 21 ATLANTA REGION ISSUE CASE NBR: 1655392421
ZONE: C1 OPENED: 04/11/2002
VIN: 1FMYU031X1KA99939 ENGINE: 1 VEH TYPE: T CLOSED: 04/11/2002

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]

E982-827 22472

CITY: KENNESAW STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 15428
DEALER NAME: CAREY PAUL FORD SALES CODE: F21007 P & A: 00277
REASON CODE: 2512 CI - GEORGIA DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2002/04/11

12.48.35 ***FINAL REPAIR FORM DATED 04/04/02 **CI RECEIVED 04/11/02
***CUSTOMER STATES: VEHICLE STALLS WITHOUT NOTICE, BRAKES VI
BRATE
***CUSTOMER SEEKS: FINAL RESOLUTION UNDER GEORGIA LEMON LAW.
***CI MAILED FLEM LETTER TO CUSTOMER 04/11/02
***ATTEN DEALER SERVICE MANAGER: PLEASE SCHEDULE CUSTOMER FO
R FINAL REPAIR ATTEMPT WITHIN 14 DAYS.
CI E-MAILED COPY OF CUSTOMER FORM TO REGION.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: OROSIGNO ROSIGNON, OSCAR (O.)
ACTION DATA/COMMENTS:

2002/04/13

17.23.57 CONTACTED CUSTOMER AND HE REQUESTED VEHICLE TO BE REPLACED.
VEHICLE IS LEMON LAW ELIGIBLE. CSM OFFERED TO REPLACE VEH
CLE AND CUSTOMER ACCEPTED. CSM WILL PROCESS REPLACEMENT REQ
UEST.

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 13 NEW YORK REGION ISSUE CASE NBR: 1661770992
ZONE: B1 OPENED: 04/12/2002
VIN: 1FMYU04121KF16677 ENGINE: 1 VEH TYPE: T CLOSED: 04/12/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: BROOKLYN STATE: NY ZIP:
HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 30104
DEALER NAME: PREMIER FORD INC SALES CODE: F13011 P & A: 03635
REASON CODE: 2365 DSB - NO DSB AVAILABLE IN NEW YORK
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 656 - CB-ADVISE CUST NO DSB IN NY; ADVISE OBC WILL BE MADE TO DLR

END-027 22473

DOCUMENT: ANALYST: JPLUNKET JANETT PLUNKETT
ACTION DATA/COMMENTS:

2002/04/12

12.55.09 CUSTOMER SAYS: --CUST IS UPSET ABOUT THE SERVICE THAT HE H
AS BEEN RECIEVING FROM THE DLR. -CUST WOULD LIKE TO KNOW WH
AT DOES BTE MEAN. -CUST HAS SPOKEN TO HIS ATTORNEY. -VEH
IS STILL AT THE DLR -CUST IS GOING TO CONTACT HIS ATTORNE
Y GENERAL PER CUSTOMER, DEALER SAYS: CAC ADVISED: - DO
CUMENTED INFORMATION - DSB UNAVAILABLE IN THE STATE OF NEW
YORK - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BU
SINESS DAYS INFERENCE CASE ID: 1983

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: ICD002 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: J-YORK1 JACKIE YORK
ACTION DATA/COMMENTS:

2002/04/24

11.12.18 CUSTOMER REMOVED VEHICLE FROM DEALERSHIP 4/16/02 AFTER IT WA
S CONFIRMED BY FSE 4/11/02 THAT ENGINE FAILURE WAS A RESULT
OF LACK OF MAINTENANCE.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC069 - WARRANTY REPAIR DENIED - ABUSE
DOCUMENT: ANALYST: PRICHA18 PATRICK RICHARDS
ACTION DATA/COMMENTS:

2002/05/06

23.51.36 SEE DEALER NOTES.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	REGION ISSUE	CASE NBR: 1661770992
VIN: 1PMYU04121KF16677	ZONE: B1	OPENED: 04/12/2002
	ENGINE: 1	CLOSED: 05/16/2002
	VEH TYPE: T	

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: PRICHA18 PATRICK RICHARDS
ACTION DATA/COMMENTS:

2002/05/16

11.13.46 WARRANTY CANCELLATION REQUEST FAXED ON 5/16.

EP02-027 22474

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	REGION ISSUE	CASE NBR: 1715411142
VIN: 1FMYU041X1KC38966	ZONE: A2	OPENED: 05/06/2002
	ENGINE: 1	CLOSED: 05/06/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CANCEL
TITLE: [REDACTED]	MI: A	
ADDRESS: [REDACTED]		
CITY: GIBSONIA	STATE: VA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 4220		
DEALER NAME: MC CRACKIN FORD	SALES CODE: F44007	F & A: 07459
REASON CODE: 25DL CI - DEMAND LETTER		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

=====

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TRUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

2002/05/06

09.26.26 ***DEMAND LETTER DATED 4/29/02*** ***CI RECEIVED 5/6/02
**** **CUSTOMER STATES: VEHICLE STALLS WHILE DRIVE APPROX.
30 MPH ***CUSTOMER SEEKS: REPURCHASE OR REPLACEMENT OF VEH
ICLE. ***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: TRUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

09.40.03

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: PHELOTE BELOTE, PAUL (P.S.)

1802-827 22475

ACTION DATA/COMMENTS:

2002/05/28

10.25.27 I CALLED THE CUSTOMER 05/24/2002. CONFIRMED WITH HER THAT NO OTHER STALLING CONCERN EXISTS. REQUESTED THAT IF ANOTHER CONCERN OCCURS, TO CONTACT DEALERSHIP AND REQUEST THAT THE SERVICE MANAGER CALLS ME TO INSPECT.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	LEGAL ISSUE	CASE NBR: 1635391062
VIN: 1FMYU04151KB29198	ZONE: K1	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: SUFFERN	STATE: NY	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XL/T 4X4	
MILEAGE: 14308		
DEALER NAME: SCHULTE FORD INC	SALES CODE: F13465	P L A: 20636
REASON CODE: 0772 LEGAL - ACCIDENT		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CALGL	- CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: FAX
ACTION: LP200	- OPEN LEGAL CONTACT - PRODUCT LIABILITY	
DOCUMENT: ANALYST: MKELSEY1	MOLLY	KELSEY

ACTION DATA/COMMENTS:

2002/04/17

12.51.37 ***** DEALER REQUEST LETTER *****

REC'D 04/17/02

DEALERSHIP CONTACT: RICK MEYER 845 624 3600

ALLEGES

CUSTOMER ALLEGES HIS VEHICLE IS DEFECTIVE.

CUSTOMER REQUESTS FORD REPLACE THE SIDE MOLDING ON HIS VEHICLE.

ORIGIN: CALGL	- CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: FAX
ACTION: LP300	- MAKE OUTBOUND CALL TO DEALER	
DOCUMENT: ANALYST: 9835NH	MICHELLE HULL	

ACTION DATA/COMMENTS:

2002/04/19

07.58.21 LEFT MESSAGE FOR SM

ORIGIN: CALGL	- CONSUMER AFFAIRS - LITIGATION PREVENTION	COMMUNICATION: FAX
ACTION: LP800	- PAY FOR REPAIRS - PRODUCT DEFECT (P96)	
DOCUMENT: ANALYST: 9835NH	MICHELLE HULL	

ACTION DATA/COMMENTS:

2002/05/10

17.39.03 DEALERSHIP VERIFIED CONCERN AND HAS COMPLETE THE BSM FOR THE PCM. FORD HAS AGREED TO FIX THE MOLDING. EST. COST IS \$250 TO \$300. DEALERSHIP WILL SCHEDULE AN APPOINTMENT TO FIX BODY DAMAGE.

K482-827 22476

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	LEGAL ISSUE	CASE NBR: 1635391062
VIN: 1FMYU04151KB29198	ZONE: K1	OPENED: 04/17/2002
	ENGINE: 1	CLOSED: 06/07/2002
	VEH TYPE: T	

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 9835MH MICHELLE HULL
ACTION DATA/COMMENTS:

2002/06/07

11.36.32 CUSTOMER IS MAKING AN APPOINTMENT WITH DEALERSHIP TO BRING T
HE VEHICLE IN AND HAVE THE MOLDING REPAIRED. CUSTOMER IS NOT
SURE WHEN HE WILL BE ABLE TO DO THIS. ONCE REPAIRS HAVE BEEN
COMPLETED THE DEALERSHIP WILL RECONTACT FORD AT THAT TIME F
OR THE CODE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ER02-027 22477

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 27 WASHINGTON	RAV ISSUE	CASE NBR: 0447202981
VIN: 1FMYU04101KF78370	ZONE: E1	OPENED: 01/02/2002
	ENGINE: 1	CLOSED: 01/02/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	ARARAT	STATE:	NC	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	19174			
DEALER NAME:	JOHNSON FAMILY FORD	SALES CODE:	F27512	F & A: 01364
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS			
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP			

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
 DOCUMENT: ANALYST: CREDD1 CLARA REDD
 ACTION DATA/COMMENTS:

2002/01/02
 12.45.01

12-13-2001
 285B472
 17575
 4089

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
 DOCUMENT: ANALYST: CREDD1 CLARA REDD
 ACTION DATA/COMMENTS:

2002/01/07
 09.35.59

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 10 SDR	RAV ISSUE	CASE NBR: 0467560562
VIN: 1FMYU04191KB90537	ZONE: C1	OPENED: 02/25/2002
	ENGINE: 1	CLOSED: 02/25/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				

EP02-027 22478

CITY: [REDACTED] STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 6705
DEALER NAME: PALMER H REED MOTOR SALES CODE: F16586 P & A: 01436
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: A-WEAKLA ANTHONY WEAKLAND
ACTION DATA/COMMENTS:

2002/02/25
12.57.08 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: BHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/02/28
09.28.09

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== RAV ISSUE CASE NBR: 0491023201
REGION: 52 SOUTHWEST ZONE: E2 OPENED: 02/20/2002
VIN: 1FMCU03181KD97464 ENGINE: 1 VEH TYPE: T CLOSED: 02/20/2002
=====

LAST NAME: [REDACTED] STATUS: CANCEL
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: 18127
DEALER NAME: COVERT FORD, INC. SALES CODE: F52302 P & A: 04437
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

EM02-827 22479

DOCUMENT: ANALYST: P-POLOCO PERSIDE POLOCOSER
ACTION DATA/COMMENTS:

2002/02/20
13.58.58 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: P-POLOCO PERSIDE POLOCOSER
ACTION DATA/COMMENTS:

14.05.16

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - CANCEL CASE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: K-TEBO1 KEN TEBO
ACTION DATA/COMMENTS:

2002/02/21
14.59.16

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 71 CALIFORNIA RAV ISSUE CASE NBR: 0572530222
VIN: 1FMCU03101KE96862 ZONE: C1 OPENED: 01/22/2002
ENGINE: 1 VEH TYPE: T CLOSED: 01/22/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MISSION VIEJO STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 18360
DEALER NAME: TUTTLE-CLICK FORD SALES CODE: P71069 P & A: 05556
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: J-PADIER JUSTINO PADIERNOS
ACTION DATA/COMMENTS:

2002/01/22
15.46.03 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: NTHOMAS6 NADINE THOMAS
ACTION DATA/COMMENTS:

ER92-027 22460

2002/01/25
10.17.09

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	RAV ISSUE	CASE NBR: 0633243390
VIN: 1PMYU04151KD92629	ZONE: E1	OPENED: 03/29/2002
	ENGINE: 1	CLOSED: 03/29/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	MARTINSVILLE	STATE:	NJ	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	19000				
DEALER NAME:	FULLERTON FORD	SALES CODE:	F13476	P & A:	20651
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP				

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RV1501 - OPEN CASE FOR LEGAL SETTLEMENT (OGC) REFUND - OWNED
DOCUMENT: ANALYST: D-LEAVY DAVID LEAVY
ACTION DATA/COMMENTS:

2002/03/29
11.16.48 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RV1611 - RECORD CHECK ISSUANCE FOR LEGAL SETTLEMENT (OGC) REFUND
DOCUMENT: ANALYST: HANSBERRY EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/04/02
15.40.22

CONSUMER AFFAIRS

06/18/2002 MMYAIPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 24 ORLANDO	RAV ISSUE	CASE NBR: 1304270252
VIN: 1PMYU031X1KB02824	ZONE: A1	OPENED: 04/08/2002
	ENGINE: 1	CLOSED: 04/08/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	DANIA BEACH	STATE:	FL	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XL/T 4X2		
MILEAGE:	12880				
DEALER NAME:	HOLLYWOOD LINCOLN-E	SALES CODE:	L25058	P & A:	11636
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP				

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: A-BARTH1 BARTHOLOMEW, AUDRY
ACTION DATA/COMMENTS:

2002/04/08

11.42.56 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: ENANBER EYVETTE HANBERRY
ACTION DATA/COMMENTS:

2002/04/11

09.17.15

0002-027 22482

1 CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	RAV ISSUE	CASE NBR: 1370130352
VIN: 1FMCU04171KC44038	ZONE: A1	OPENED: 02/04/2002
	ENGINE: 1	CLOSED: 02/04/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	EXPORT	STATE:	PA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	3555				
DEALER NAME:	KENNY ROSS FORD	SALES CODE:	744417	P & A:	07350
REASON CODE:	0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER				
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP				

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: V-LANTON VICKI LANTON
ACTION DATA/COMMENTS:

2002/02/04

10.07.56 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: GUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/02/08

10.24.11

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06/18/2002 MNFAXPRG

ER02-827 22483

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 52 SOUTHWEST	RAV ISSUE	CASE NBR: 1433513191
VIN: 1FMYU01181KE71944	ZONE: H2	OPENED: 02/13/2002
	ENGINE: 1	CLOSED: 02/13/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HUNTA STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 22284
DEALER NAME: ORANGE FORD LINCOLN SALES CODE: F52754 P & A: 00382
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: G-GUTHER GWEN GUTHERY
ACTION DATA/COMMENTS:

2002/02/13
16.08.07 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: BHANSBER SYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/02/18
10.01.49

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	RAV ISSUE	CASE NBR: 1497853171
VIN: 1FMYU04151KA34477	ZONE: C2	OPENED: 04/26/2002
	ENGINE: 1	CLOSED: 04/26/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

EP02-027 22484

CITY: STRONGSVILLE STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 14539
 DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 02173
 REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV313 - OPEN CASE FOR DSB PRIOR RESOLVED REPLACEMENT - OWNED
 DOCUMENT: ANALYST: GUTHERY GWENDOLY GUTHERY
 ACTION DATA/COMMENTS:
 2002/04/26
 14.26.04

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
 DOCUMENT: ANALYST: GUTHERY GWENDOLY GUTHERY
 ACTION DATA/COMMENTS:
 14.28.34

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV312 - RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REPLACEMENT
 DOCUMENT: ANALYST: HANSBER EYVETTE HANSBERRY
 ACTION DATA/COMMENTS:
 2002/04/30
 09.29.01

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
 06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 16 PHILADELPHIA RAV ISSUE CASE NBR: 1544412980
 VIN: 1FMCU04151KB56422 ZONE: A1 OPENED: 04/18/2002
 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: WEST CHESTER STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 25081
 DEALER NAME: GEO M YOCUM INC SALES CODE: F16419 P & A: 01300
 REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

EM82-827 22435

DOCUMENT: ANALYST: NTHOMA16 MADINE THOMAS
ACTION DATA/COMMENTS:

2002/04/18
16.46.16

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - CANCEL CASE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: T-DAV113 DAVIS, TIFFANY
ACTION DATA/COMMENTS:

2002/04/22
10.42.43

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: T-DAV113 DAVIS, TIFFANY
ACTION DATA/COMMENTS:

11.02.22 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: ENANBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/04/23
09.00.59

CONSUMER AFFAIRS

06/18/2002 MMFA1PRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 47 CINCINNATI RAV ISSUE CASE NBR: 1667913091
VIN: 1FMYU04141KF56582 ZONE: E1 OPENED: 11/05/2001
ENGINE: 1 VEH TYPE: T CLOSED: 11/05/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DANVILLE STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11114
DEALER NAME: PAUL MILLER FORD IN SALES CODE: F47301 P & A: 05688
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 507693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV106 - OPEN CASE FOR GOODWILL REPLACEMENT - LEASED
DOCUMENT: ANALYST: P-POLOCO PERSIDE POLOCOSER
ACTION DATA/COMMENTS:

2001/11/05
18.24.45 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: CREDD1 CLARA REDD
ACTION DATA/COMMENTS:

ENR2-027 22456

2001/11/12
09.39.27

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 72 SAN FRANCISCO	REGION ISSUE	CASE NBR: 1714570712
VIN: 1FMYU06121KB41681	ENGINE: 1 VEH TYPE: T	OPENED: 03/12/2002
		CLOSED: 03/12/2002

=====

LAST NAME:		STATUS: CLOSED
TITLE:		MI:
ADDRESS:		
CITY:	HILO	STATE: HI ZIP:
HOME PHONE:		
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	10000	
DEALER NAME:	ORCHID ISLE AUTO CE	SALES CODE: F72414 P & A: 07761
REASON CODE:	30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE	
SYMPTOMS:	607791 STALL/QUITS DECELERATION COLD ENGINE	

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 776 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: ISMITHEN IESHA SMITHEN
ACTION DATA/COMMENTS:

2002/03/12
19.50.45

CUSTOMER SAYS: -STATES THAT VEH DIES- INTERMITTENTLY -STA
TES THAT SHE HAS BROUGHT VEH TO ALL 4 TIMES -STATES THAT VE
H IS AT DLR CURRENTLY -SEEKING TO GET OUT OF VEH PER CUST
OMER, DEALER SAYS: -STATES THAT THEY CANNOT FIND ANYTHING
-STATES THAT BATTERY IS CORRODED -STATES THAT RELAY SWITCH
NEEDS TO BE REPLACED -STATES THAT THERE IS NOTHING THAT TH
EY CAN DO- PICK UP VEH 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 DLR***** -CSR SPOKE TO CHA
RLES S/M WHO STATES THAT DLR IS CURRENTLY OPENING A PACKET O
F REPAIR ATTEMPTS TO FORD REP- STATES THAT VEH HAS A INTERMI
TTENT STALL ON DECELERATION ON INCLINE- ENGINE COLD- STATES

2002-027 22487

THAT THERE IS A REPAIR PROCEDURE ON MAZDA-TRIBUTE WHICH HAS NOT BEEN APPROVED FROM FORD- STATES THAT THERE WAS A TSB TO REPLACE RELAY ON VEH WHICH HAS BEEN COMPLETED AND CONCERN ST ILL EXISTS- STATES THAT DLR HAS RESET THE BASE IDLE- APPEARS TO HAVE FIX THE CONCERNS W/ MAZDA- WAITING TO SEE IF REPAIR WORKED ON CUST VEH- STATES THAT DLR WILL CONTACT CUST W/ RESPONSE REGARDING BUYBACK REQUEST -CAC ADVISED CUST OF INFO INFERENCE CASE ID: 5406

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

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REGION: 72 SAN FRANCISCO	REGION ISSUE	CASE NBR: 1714570712
VIN: 1PMYU04121KB41681	ZONE: A2	OPENED: 03/12/2002
	ENGINE: 1	CLOSED: 03/20/2002
	VEH TYPE: T	

=====

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: M-ESPINO ORCHID ISLE AUTO CENTER
ACTION DATA/COMMENTS:

2002/03/20

18.17.03 CUSTOMER WAS TRADED OUT OF VEHICLE INTO NEW ESCAPE

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC096 - CUST SAT REST TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: BRUCHANI BUCHANAN, BELINDA (B.)

ACTION DATA/COMMENTS:

2002/04/02

14.54.12 CUSTOMER WAS GIVEN A NEW A VEHICLE. THERE IS NO FURTHER ACTION REQUIRED.

ER02-027 22488

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

05/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	RAV ISSUE	CASE NBR: 0491722951
VIN: 1FMYU04131KES2460	ZONE: A2	OPENED: 02/06/2002
	ENGINE: 1	CLOSED: 02/06/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	ALBUQUERQUE	STATE:	PA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	14845			
DEALER NAME:	MOON TOWNSHIP FORD	SALES CODE:	F44022	P & A: 07495
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS			
SYMPTOMS:	607791 STALL/QUITS DECLARATION COLD ENGINE			

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/02/06
12.50.28

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: GOUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/02/08
10.22.34

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

EP03-027 22488

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	RAV ISSUE	CASE NBR: 0493760242
VIN: 1FMYU04131KB41429	ZONE: A2	OPENED: 01/25/2002
	ENGINE: 1	CLOSED: 01/25/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	PITTSBURGH	STATE:	PA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	11472			
DEALER NAME:	SHULTS FORD, INC.	SALES CODE:	F44026	P & A: 01762
REASON CODE:	0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER			
SYMPTOMS:	607791 STALL/QUITS DECELERATION COLD ENGINE			

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
 DOCUMENT: ANALYST: EMANBERR EYVETTE HANSEBERRY
 ACTION DATA/COMMENTS:

2002/01/25
 09.38.28

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
 DOCUMENT: ANALYST: NTHOMA16 NADINE THOMAS
 ACTION DATA/COMMENTS:

2002/01/31
 10.40.07

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	RAV ISSUE	CASE NBR: 0493760242
VIN: 1FMYU04131KB41429	ZONE: A2	OPENED: 01/24/2002
	ENGINE: 1	CLOSED: 01/24/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CANCEL
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			

002-027 22400

CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11472
DEALER NAME: SHULTS FORD, INC. SALES CODE: F44026 P & A: 01762
REASON CODE: 0532 RAV - UNABLE TO REPAIR (SCRAP, DONATE ONLY)
SYMPTOMS: 607791 STALL/QUITS DECELERATION COLD ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/01/24

13.42.56 ALL WARRANTIES TO BE CANCELED VEHICLE TO BE SALVAGED.

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - CANCEL CASE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/01/25

09.36.12

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== RAV ISSUE CASE NBR: 1582650842
REGION: 44 PITTSBURGH ZONE: A2 OPENED: 05/13/2002
VIN: 1FMYU04101KF53968 ENGINE: 1 VEH TYPE: T CLOSED: 05/13/2002
=====

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: 14968
DEALER NAME: MC CRACKIN FORD SALES CODE: F44007 P & A: 07459
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607791 STALL/QUITS DECELERATION COLD ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED

ERR2-027 22461

DOCUMENT: ANALYST: LMCCOGGL LARETTA MCCOGGLE
ACTION DATA/COMMENTS:

2002/05/13
17.01.01

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: EHANSER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/17
08.41.18

CONSUMER AFFAIRS

06/18/2002 MMFAIRPG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	ZONE: G1	CASE NBR: 0341100031
VIN: 1FMYU04111KF17898	ENGINE: 1	OPENED: 04/02/2002
	VEH TYPE: T	CLOSED: 04/02/2002

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	CHESTER	STATE:	NJ	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:				
DEALER NAME:	MAPLECREST FORD	SALES CODE:	F13454	P & A: 01765
REASON CODE:	3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT			
SYMPTOMS:	607792 STALL/QUITS DECELERATION HOT ENGINE			

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: JSHAPIRO JILLIAN SHAPIRO
ACTION DATA/COMMENTS:

2002/04/02
08.43.15

CUSTOMER SAYS: - VEH STALLED AGAIN LAST NIGHT - GOING AWAY FOR 5 DAYS PER CUSTOMER, DEALER SAYS: MAPLECREST FORD WENT IN TODAY AND SPOKE TO JOE IN SERVICE AT DLHNSP, SAID ENGINEER HAS ALREADY BEEN OUT THERE, SAID GO TO A DIFFERENT DEALER CAC ADVISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT

EQ02-927 22492

T 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) - IN ECH NO-FIX SITE: - ADVISE TECHNICIANS TO CHECK PCM GROUNDS G104 & G105 UNDERNEATH THE BATTERY TRAY FOR BEING LOOSE. THE TECHNICIAN WILL HAVE TO REMOVE THE BATTERY TRAY TO GET ACCESS TO THE GROUNDS. IF A DEALER OR TECHNICIAN EXPERIENCES ANYMORE VEHICLES WITH THIS CONCERN AND THE GROUNDS ARE FOUND TO BE LOOSE, PLEASE ADVISE THEM TO SUBMIT AND EDSR FOR EACH CASE OBC TO MAPLECREST FORD TO JESSICA M. GARIBALDI, CFM OR SM - SPOKE TO JOE, SERVICE ADVISOR - SAYS CUST HAS BEEN IN 3 TO 4 TIMES WITH STALLING CONCERN - DLRSHIP HAS NEVER DUPLICATED CONCERN, REPLACED PARTS ANYWAY, KNEW MAY NOT REPAIR PROBLEM - CHECKED OASIS, FOUND NOTHING - FEE HAS TAKEN A LOOK AT VEH, MADE SUGGESTIONS FOR THE DLRSHIP TO TRY BUT APPARENTLY CONCERN IS STILL HAPPENING - ALREADY TRIED SEM 15434 (IN ECH NO FIX SITE) - RECOMMENDED ANOTHER DLRSHIP - UPDATED CUST, NEED TO SPEAK TO SM, NOT IN TODAY - WILL CALL CUST BACK TOMORROW AT 8:30AM AT CELL: 201 965 5201 - AFTER SPEAKING TO SERVICE MANAGER AT MENDHAM FORD AT SAM INFERENCE CASE ID: 5401

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== INFORMATION ISSUE CASE NBR: 0341100031
 REGION: 13 NEW YORK ZONE: G1 OPENED: 04/02/2002
 VIN: 1FMYU04111KF17898 ENGINE: 1 VEH TYPE: T CLOSED: 04/03/2002
 =====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: JSHAPIRO JILLIAN SHAPIRO
 ACTION DATA/COMMENTS:

2002/04/03

09.24.31 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
 D: - OBC TO MENDHAM FORD TO JESSICA M. GARIBALDI CUSTOMER
 R RELATIONS MANAGER PHONE: 908.964.7700 OR - CARL CARLSON
 N CUSTOMER SERVICE DIRECTOR PHONE: (973) 543-2531 - SPOKE
 TO CARL WHO SAID CUST SHOULD GO BACK TO SELLING DLRSHIP

===== ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
 DOCUMENT: ANALYST: JSHAPIRO JILLIAN SHAPIRO
 ACTION DATA/COMMENTS:

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
 D: OBC TO CUST. CUST NOT HAPPY THAT CRC WILL NOT PAY FOR VEH
 H TO BE SENT TO FULLERTON FORD VEH WAS TAKEN BY CUST TO MENDHAM
 FORD THIS MORNING - CUST WANTS TO SPEAK TO SUPERVISOR,
 WOULD LIKE SUP TO CALL HER BACK AT CELL PHONE NUMBER 201 965
 5201 - SUPERVISOR MATT 3888, CALLED CUST BACK ON CELL PHONE
 - LEFT MESSAGE FOR CUST ON VOICE MAIL ADVISING THAT WE ATTEMPTED
 TO CONTACT HER - AS CUST MAY STILL BE AT DLRSHIP, CALLED THERE
 TO SPEAK TO HER AT 908.964.7700 - ASKED TO JOE OR CARL - 973-543-2531
 SPOKE TO DLR SERVICE DEPT: -CUST NOT AT DLR; CUST UNREACHABLE;
 NEXT CSR CAN ADVISE: -DLR HAS INSPECTED VEH AND WILL DRIVE IT
 AGAIN TO TRY TO DUPLICATE CONCERN, HOWEVER, DLR HAS EXHAUSTED ALL
 RESOURCES AND RECOMMENDS THAT CUST BRING VEH TO SELLING DLR AS THIS
 DLR CAN NOT SPEND MORE TIME LOOKING AT VEH WITHOUT BEING ABLE TO
 DUPLICATE ANY CONCERN(S) AS DLR WILL HAVE TO PAY TECHNICIAN FOR TIME

EP02-027 22483

WENT LOOKING AT VEH WHICH WILL NOT BE COVERED BY WARR IF NO
PROBLEM IS FOUND (THIS WILL BE CUST EXPENSE). =DLR POSITION
: UNABLE TO DUPLICATE CONCERN.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: MEBRAHIM MOHAMED EBRANIM
ACTION DATA/COMMENTS:

09.47.53 CUSTOMER SAYS: CUST CALLED TO SAY SUPERVISOR MATT 3088 CAL
LED HER BUT SHE MISSED THE CALL. CUST DID NOT WANT TO DISCU
SS THIS ISSUE WITH CSR AND INSISTED TO SPEAK WITH MATT. CSR
PROVIDED ALL INFO THAT WAS PUT IN BY MATT BUT CUST WAS NOT
CONVINCED AND WANTS TO DISCUSS THIS WITH SUPERVISOR. PER CU
STOMER, DEALER SAYS: CAC ADVISED: ADVISED CUST CSR WILL

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== INFORMATION ISSUE CASE NBR: 0341100031
REGION: 13 NEW YORK ZONE: G1 OPENED: 04/02/2002
VIN: 1FMYU04111KP17898 ENGINE: 1 VEH TYPE: T CLOSED: 04/03/2002
=====

2002/04/03
09.47.53 PUT A REQ FOR SUPERVISOR TO CALL HER ON HER CELL NUMBER 20
1 965 5201.

ORIGIN: CACM00 - MANUAL - NO CUSTOMER COMMUNICATION: PHONE
ACTION: 209 - HANG-UP
DOCUMENT: ANALYST: JEROME46 STACY BROWN
ACTION DATA/COMMENTS:

10.41.24 CUSTOMER SAYS: =STATES THAT SHE IS CALLING BACK TO SPEAK W
ITH A SUPERVISOR....SUPERVISOR MATT WAS SUPPOSED TO CALL HER
BACK AND HAS LEFT HER A MESSAGE...CUSTOMER IS REQUESTING LI
VE SUPERVISOR PER CUSTOMER, DEALER SAYS: CAC ADVISED:
CUSTOMER HUNG UP WHILE REP WENT TO SEE IF THERE WAS AN AVAIL
ABLE SUPERVISOR =====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: LOUFAGLI LOUISA PAGLIUCA
ACTION DATA/COMMENTS:

2002/04/04
12.55.08 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
CAC ADVISED: - SUPERVISOR LOUISA 7814 - OBC TO CUST ON C
ELL 201-965-5201 AND LFT A VOICE MSG - OBC TO CUST AT HOME
NUMBER AND LFT A VOICE MSG - WILL FOLLOW UP 04/05/02

1A82-827 22494

CONSUMER AFFAIRS

06/18/2002 MMFAVPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 0349320562
VIN: 1FMYU04121KB63745	ZONE: A3	OPENED: 02/25/2002
	ENGINE: 1	CLOSED: 02/25/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	BROWNSVILLE	STATE:	PA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XL/T 4X4	
MILEAGE:	9000			
DEALER NAME:	SUPERIOR FORD	SALES CODE:	F44508	P & A: 04112
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS:	607792 STALL/QUITS DECELERATION HOT ENGINE			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 592 - CB-ADVISE CUST DECISION STILL UNDER REVIEW; CONTACT CRM
DOCUMENT: ANALYST: ELRECAMP ELAINE LEE- CAMPBELL
ACTION DATA/COMMENTS:

2002/02/25

16.14.44 CUSTOMER SAYS: SHE IS VERY DISSATISFIED WITH THE SERVICE SHE
HE IS RECEIVING. VEHICLE IS HAVING ENGINE CONCERN. THE CHECK
ENGINE LIGHT CAME ON AND IT STALLED IN DECELERATION. VEHICLE
WAS TAKEN TO DEALER 23 DAYS WAITING ON A NEW ENGINE. PER
CUSTOMER, DEALER SAYS: DEALER IS WAITING ON A NEW ENGINE
CAC ADVISED: - ADVISE PER DEALERSHIP CONVERSATION - S
ITUATION IS STILL UNDER REVIEW - REQUESTED CRM/SERV MGR CON
TACT CUSTOMER WITHIN 2 BUSINESS DAYS *****OBC TO DEALER SP
oke to SERVICE MANAGER STANLEY WHO STATED ENGINE WAS ORDERED
ON FEB 4. HE HAS CONTACTED THE BOSS FOR THE REGIONAL REP
ON FEB 23. HE IS WAITING TO SEE WHAT WILL BE DONE FOR THE
CUSTOMER. INFERENCE CASE ID: 1545

CONSUMER AFFAIRS

06/18/2002 MMFAVPRG

EN02-027 22486

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 72 SAN FRANCISCO	INFORMATION ISSUE	CASE NBR: 0635942111
VIN: 1FMYU04111KP57088	ZONE: A2	OPENED: 09/12/2001
	ENGINE: 1	CLOSED: 09/12/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HAINU STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2900
DEALER NAME: VALLEY ISLE MOTORS SALES CODE: F72444 P & A: 07839
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607792 STALL/QUITS DECELERATION HOT ENGINE

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/09/12

16.07.48 RANDY BERGSRUD, DOM, SAN FRANCISCO
ATTN: CHARLES O' STEEN

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: C-KEITH4 CHRISTINA KEITH
ACTION DATA/COMMENTS:

2001/10/23

17.24.06

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1417011642
VIN: 1FMYU03191KP44431	ZONE: B1	OPENED: 06/13/2002
	ENGINE: 1	CLOSED: 06/13/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

E002-027 22406

CITY: MARIETTA STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 30000
DEALER NAME: FAMILY FORD INC SALES CODE: F21578 P & A: 00192
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607792 STALL/QUITS DECELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: AFACLO ANGRENE FAIRCLOUGH
ACTION DATA/COMMENTS:

2002/06/13

11.33.37 CUSTOMER SAYS:]]]CX STATED THAT SHE WAS DRIVING DOWN A HI
LL SHE ON THE BRAKES AND THE VEH QUIT.]]]CX STATED SHE PUL
LED OFF TO THE RIGHT AND STARTED THE VEH AND IT RAN FINE.
CX STATED THAT SHE JUST WANTED TO LET FORD KNOW WHAT HAP
PEN. 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 ADVISED CX THE ABOVE. KIM LEGGETT GENERA
L MANAGER / CUSTOMER RELATIONS MANAGER PHONE: 770-445-8
891 INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MNFAFRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 71 CALIFORNIA INFORMATION ISSUE CASE NBR: 1520793451
ZONE: C4 OPENED: 12/11/2001
VIN: 1FMYU03101KC62808 ENGINE: 1 VEH TYPE: T CLOSED: 12/11/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: LOS ANGELES STATE: CA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 888
DEALER NAME: BEVERLY HILLS FORD SALES CODE: F71024 P & A: 02557
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607792 STALL/QUITS DECELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

EM02-627 22467

DOCUMENT: ANALYST: DBOWEN DANE BOWEN
ACTION DATA/COMMENTS:

2001/12/11
14.27.19

CUSTOMER SAYS: - A FEW WEEKS AGO LESS THAN 100 MILES AGO THE VEH DIED WHILE GOING DOWN HILL AND CUST COULD NOT STOP THE VEH BECAUSE THE BRAKES WERE LOCKED IN POSITION, AND THERE WAS NO POWER STEERING AND THE VEH SLOWED DOWN WHEN THE HILL LEVELED - VEH WAS TOWED TO THE DLRSHIP BUT THEY COULD NOT FIND ANYTHING WRONG YET THEY REPLACED 2 PARTS - THIS MORNING THE PROBLEM RETURNED LUCKILY ON LEVELED GROUND - BOTH TIMES IT TAKES SEVERAL TIMES TO RESTART - WITH THIS BEING THE 2ND TIME, CUST IS NOT CONFIDENT WITH THIS VEH - THE VEH IS FINE NOW - WHAT CAN BE DONE PER CUSTOMER, DEALER SAYS: SE RV ADVISOR MANNIE AGUAYO SAID WE CANNOT FIND THE PROBLEM 2 PARTS WERE REPLACED CAC ADVISED: OBC TO DLR; - SPOKE TO SRV ADVISOR MANNIE AGUAYO WHO SAID WE PERFORMED A SPECIAL SERVICE BULLETIN BASED ON WHAT THE CUST ADVISED US BUT IT LOOKS LIKE THE REPAIR HAS RETURNED - WE PROVIDED CUST WITH A LOANER THE LAST SERVICE DATE AND IT SHOULD BE A PROBLEM PROVIDING HER WITH A LOANER THIS TIME ***** CBR ***** - 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 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== CONCERN ISSUE CASE NBR: 1570370702
REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 04/01/2002
VIN: 1FMYU04LX1KD92027 ENGINE: 1 VEH TYPE: T CLOSED: 04/01/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MORRISTOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 14000
DEALER NAME: FRED BEANS FORD LIN SALES CODE: F16410 P & A: 01203
REASON CODE: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA
SYMPTOMS: 607792 STALL/QUITS DECLARATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: ZKHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

2002/04/01
16.05.33

VLC076UCUSTOMER SAYS: VEH BEEN TO THE DLR FEW TIMES FOR THE STALLING PROBLEM AND I BEEN TOLD BY THE SRV/MGR THAT THERE IS A BULLETIN TO REPLACE THE COMPUTER AND REFRESH THE PROGRAM. -CUST SAID I WANT TO KNOW WHAT I NEED TO REPLACE THE PCM UNDER THE WARRANTY PER CUSTOMER, DEALER SAYS: DLR SAID WE CAN NOT FRESH THE PCM BECAUSE THIS IS THE OLDER VERSION

0062-027 22488

OF COMPUTER 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 CRM WAS NOT AVAILABLE. -CSR SPOKE TO [JIM] SRV/MGR. HE STATED THAT I NEED TO LOOK INTO THIS AND PLS CALL ME BACK TOMORROW. -CUST IS ADVISED THAT CSR WILL FOLLOW UP TOMORROW WITH THE CUST AND THE DLR'S WORK NUMBER @ 4:00 INFERENCE CASE ID: 5417

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ZKHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

2002/04/02

16.27.03 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: ==>OBC TO DLR CRM WAS NOT AVAILABLE -CSR SPOKE TO [JIM] SRV/MGR. HE STATED THAT I SPOKE TO THE TECH AND THE SRV/ADV ABOUT THIS. HE STATED THAT WE HAVE LOOKED AT IT SEVERAL TIMES BUT UNABLE TO DUPLICATE THIS AND THERE IS A SEM AND I HAVE CONTACTED THE TECH RTA BUT THEY WILL NOT SEND US THE PROCESSOR UNLESS WE PRODUCE THE SYMPTOMS AND WE ARE UNABLE TO DUPLICATE THE CONCERN BECAUSE THIS IS VERY INTERMITTENT CONCERN.

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
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REGION: 16 PHILADELPHIA	ZONE: A1	CASE NBR: 1570370702
VIN: 1PMYU041X1KD92027	ENGINE: 1	OPENED: 04/01/2002
	VEH TYPE: T	CLOSED: 04/02/2002

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: ZKHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

2002/04/02

16.27.03 VLC076UCUSTOMER SAYS: -CUST SAID I WILL CONTACT MY LAWYER ABOUT THIS. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ==>OBC TO CUST ADVISED THAT THIS IS CONCERN IS INTERMITTENT CONCERN AND DLR TRYING THE BEST TO DUPLICATE THE PROBLEM BUT THEY ARE UNABLE TO DUPLICATE THE PROBLEM AND IN ORDER TO CHANGE THE PROCESSOR IN YOUR VEH THE DLR HAVE TO HAVE THE CORRECT SYMPTOMS SO THEY CAN GET THE PROCESSOR REPLACES UNDER WARRANTY. -CUST IS ADVISED TO BE IN TOUCH WITH THE DLR AND IF VEH STALL PLS CONTACT DLR A.S.A.P SO THEY CAN VERIFY THE PROBLEM AND FIX IT TO YOUR SATISFACTION. AT THIS MOMENT THERE IS NOTHING WE CAN DO ABOUT THIS.

5852-827 22489

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	REGION ISSUE	CASE NBR: 0567900142
VIN: 1FMCU04161KE96704	ZONE: A1	OPENED: 04/30/2002
	ENGINE: 1	CLOSED: 04/30/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: PORT WASHINGTON STATE: NY ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE ILT 4X4

MILEAGE: 19000

DEALER NAME: TOWER FORD INC SALES CODE: F13083 P & A: 03654

REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE

SYMPTOMS: 607792 STALL/QUITS DECELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 776 - ADVISE CUSTOMER OF DEALER'S RESPONSE

DOCUMENT: ANALYST: YLATTY YVONNE LATTY

ACTION DATA/COMMENTS:

2002/04/30

10.43.33 CUSTOMER SAYS: -EXTREMELY UPSET -VEH HAD NO BRAKE, S
TEERING AND ACCELERATION -HAVE CONTACTED HIS LAWYER,
THE HOSPITAL, SCHOOL PRINCIPAL SHOULD VEH HAS AN AC
CIDENT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED:
-CUST HANG BEFORE SOLUTION WAS PROVIDED -REFUSED TO
PROVIDE CEL NUMBER FROM WHICH HE WAS CALLING ON

-OBC RENE KASS, SERV
MGR -PREVIOUS CONCERNS WERE INTERMITTEN -WITH NO
CODES, REPAIRS WERE DONE AS PER SEM AND TECH HOTLINE
-CURRENTLY THERE IS A CHECK ENGINE LIGHT AND CODES -
WILL BE CONTACTING TECH HOT LINE FOR FURTHER ASSISTANC
E -CUST IS PROVIDED WITH A LOANER

- WE SPOKE TO THE SERVICE DEPARTMENT
AND HAVE CONFIRMED THAT YOUR VEHICLE HAS NOW BEEN TO THE DE
ALERSHIP MULTIPLE TIMES - WE HAVE DOCUMENTED YOUR CONCERN A
ND WILL SEND A COPY TO YOUR DEALERSHIP REQUESTING FURTHER TE
CHNICAL ASSISTANCE - YOUR CRM/SERV MGR WILL CONTACT YOU AS
SOON AS THEY HAVE MORE INFORMATION INFERENCE CASE ID: 5406

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE

ACTION: DAC054 - PART ON ORDER

DOCUMENT: ANALYST: R-KASS2 RENE KASS

ACTION DATA/COMMENTS:

0982-527 22500

2002/05/01

09.42.28 VEHICLE CHECKED, ORDERED PURGE VALVE AND VAPOR MANAGEMENT V
ALVE AS PER CODES, CONTACTED CSM TO APPRAISE OF SITUATION

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	REGION ISSUE	CASE NBR: 0567900142
VIN: 1FMCU04161KE96704	ZONE: A1	OPENED: 04/30/2002
	ENGINE: 1	CLOSED: 05/03/2002
	VEH TYPE: T	

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ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: R-KASS2 RENE KASS
ACTION DATA/COMMENTS:

2002/05/03

10.40.11 VEHICLE REPAIRED AS PER CODES, REPLACED VMV AND PURGE VALVE,
REPLACED LAC, ROADTESTED 50 MILES, CHECKED BRAKING SYSTEM A
S PER CUSTOMER REQUEST, REPLACED WEAK MASTER CYLINDER, CUSTO
MER PICKING UP VEHICLE TODAY, 5-3-02

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: MJOHN148 MICHAEL JOHNSON
ACTION DATA/COMMENTS:

2002/06/12

17.14.23 DLRSHP HAS LEFT MESSAGES ASKING CUSTOMER TO CALL IF THEY ST
ILL HAVE PROBLEM. TO DATE, DLR HASN'T HEARD FROM CUSTOMER

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

1

2002-027 22501

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 72 SAN FRANCISCO	RAV ISSUE	CASE NBR: 1705213101
VIN: 1FMYU041K1KA74B28	ZONE: A3	OPENED: 01/04/2002
	ENGINE: 1	CLOSED: 01/04/2002
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	HAIRU	STATE:	HI	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	1442			
DEALER NAME:	VALLEY ISLE MOTORS	SALES CODE:	F72444	P & A: 07839
REASON CODE:	0532 RAV - UNABLE TO REPAIR (SCRAP, DONATE ONLY)			
SYMPTOMS:	607792 STALL/QUITS DECELERATION HOT ENGINE			

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
 DOCUMENT: ANALYST: J-PADIER JUSTINO PADIERNO
 ACTION DATA/COMMENTS:

2002/01/04

09.52.34 VEHICLE DONATED. ALL WARRANTIES CANCELLED.

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
 DOCUMENT: ANALYST: 2246JY JOE YAMIN
 ACTION DATA/COMMENTS:

2002/01/23

15.53.09

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV002 - RECORD DISPOSAL OF VEHICLE FOR DONATION
 DOCUMENT: ANALYST: BGMWZD21 BRIAN GWIZDE
 ACTION DATA/COMMENTS:

2002/03/07

09.11.08 THE CONTROLLERS OFFICE APPROVED THIS VEHICLE FOR DONATION
 AND THE PAPERWORK WAS SENT TO CORPORATE CONTRIBUTIONS FOR
 FINAL APPROVAL. ALL WARRANTIES HAVE BEEN CANCELLED.

CONSUMER AFFAIRS

06/18/2002 MBFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0288400292
VIN: 1FMYU031K1KBS2011	ZONE: C1	OPENED: 02/08/2002
	ENGINE: 1	CLOSED: 02/08/2002
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			

E002-027 22582

CITY: DECATUR STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 16000
DEALER NAME: TEAM FORD SALES CODE: F21003 P & A: 00482
REASON CODE: 3004 PROD/COMP DUR/PERF - VEHICLE CHARACTERISTIC
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: MORECH MATTHEW GRECH
ACTION DATA/COMMENTS:

2002/02/08

13.25.22 CUSTOMER SAYS: -VEH WILL STALL ON DECELERATION ESPECIALLY ON A DECLINE. -CUST TOOK VEH TO DLR WHO SUPPOSEDLY FIXED THE PROBLEM, BUT SINCE THE REPAIR THE VEH SEEMS TO NOT BE OPERATING NORMALLY AND SOUNDS ABNORMAL AND TACH SEEMS TO BE JUMPY. -LAST REPAIR ON THIS ISSUE WAS 1 WEEK AGO AND VEH HAS NOT STALLED SINCE, BUT CUST DOES NOT FEEL CONFIDENT IN VEH AND QUESTIONS CUST SAFETY. PER CUSTOMER, DEALER SAYS: -CONCERN IS RESOLVED. CAC ADVISED: *CONFIRMED NO FIX ISSUE PER ECH WEBSITE: WHERE NORMAL DIAGNOSTICS FAIL TO PIN POINT ROOT CAUSE, CHECK THE REC POWER RELAY-HAVE TECHNICIAN TAP ON RELAY (FOR LOCATION USE 2001 ESCAPE WIRING DIAGRAM SECTIONS 303-07B-00-1 CONNECTOR #C1016, 700-06-00-37 BATTERY JUNCTION BOX) IF THE ENGINE STALLS OR STUMBLES REPLACE THE RELAY WITH PART# F0A2-14N089-A. CHECK CONNECTIONS AT PDB FOR PIN PUSH OUT. CHECK PCM GROUNDS - G104 & G105 UNDERNEATH BATTERY TRAY FOR BEING LOOSE (WILL HAVE TO REMOVE TRAY TO GET ACCESS TO GROUNDS). CHECK REC CASE GROUND - G100 ON BULKHEAD AND G101 ON TRANSMISSION, UNDERNEATH BATTERY TRAY (DO THIS AT THE SAME TIME AS G104 & G105) FOR BEING LOOSE. CHECK IAC VALVE - IF PART NUMBER IS OTHER THAN YF1E-9F715AB, IT MUST BE REPLACED. CHECK CONNECTORS C270B, C270C, C270D & C270E FOR LOOSE CONNECTION, SIGNS OF CORROSION OR WATER INTRUSION, OR TERMINAL/PIN DAMAGE. SPOKE TO S/M JOHN WHO ADVISED THIS WAS NOT THE REPAIR PERFORMED BY DLR AND IF CUST FEELS ISSUE IS UNRESOLVED AND VEH IS STILL EXHIBITING A CONCERN, DLR WILL INSPECT VEH WITH ADDITIONAL INFO PROVIDED. - THE DEALERSHIP HAS REPAIRED YOUR VEHICLE WITHIN SPECIFICATIONS. -ADVISED CUST IF VEH EXHIBITS ANY PROBLEM CUST CAN CONTACT CRC OR DLR WHO ARE BOTH WILLING TO ASSIST CUST ANY WAY POSSIBLE. - THANK CUSTOMER FOR PROVIDING THEIR FEEDBACK INFERRECE CASE ID: 5396

CONSUMER AFFAIRS

06/18/2002 MPMFAPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 10 SDR INFORMATION ISSUE CASE NBR: 0354141052
ZONE: K1 OPENED: 04/15/2002
VIN: 1PMYU04131KE23450 ENGINE: 1 VEH TYPE: T CLOSED: 04/15/2002

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: FIRST NAME:
CITY: PHILPS STATE: KY ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 22000
DEALER NAME: MOORE FORD LINCOLN SALES CODE: F47591 P & A: 02101
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

0002-027 22583

DOCUMENT: ANALYST: SPIGHEAU SHIELA PIGEAU
ACTION DATA/COMMENTS:

2002/04/15

09.49.33 CUSTOMER SAYS: -VEH HAS STALLED 3 TIMES -CUST DAUGHTER DRIVES VEH -HAS NOT BEEN TO DLR ABOUT THIS CONCERN -WOULD LIKE TO KNOW IF THERE WERE ANY REPORTS ON THIS CONCERN -CUST FEELS THIS IS A SAFETY ISSUE -DAUGHTER WILL BE GOING TO COLLEGE SOON -PURCHASED VEH IN WINSTON-SALEM NC 9 PARKWAY FORD INC BUT HAS SINCE MOVED TO KY -CALLED SELLING DLR AND TOLD CUST TO CALL CRC FOR MORE ASS'T -CUST WOULD LIKE CRC TO MAKE APPOINTMENT WITH LOCAL DLR -VEH LAST STALLED LAST WEDNESDAY -WHILE DECELERATED AND TAKING FOOT OFF ACCELERATOR PEDAL VEH STALLS -THIS SEEMS TO HAPPEN ON A CURVE AND DOWNHILL -BECAUSE ENGINE SHUTS RIGHT OFF STEERING BECOMES VERY DIFFICULT AND HARD TO GET TO A SAFE SPOT TO STOP VEH COMPLETELY AND SAFELY -VEH WILL THEN RESTART RIGHT BACK UP AGAIN PER CUSTOMER, DEALER SAYS: CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LN DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR REFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 23 MEMPHIS INFORMATION ISSUE CASE NBR: 0397760831
ZONE: B1 OPENED: 10/18/2001
VIN: 1FMYU04131KF87273 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/2001

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 ILT 4K4
MILEAGE: 20000
DEALER NAME: GREENWOOD FORD SALES CODE: F23052 P & A: 05672
REASON CODE: 2354 DEB - APPLICATION REQUEST
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 57 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND DEB APP IS BEING SENT
DOCUMENT: ANALYST: KALLEN1 KEIRON ALLEN
ACTION DATA/COMMENTS:

2001/10/18

19.13.09 CUSTOMER SAYS: -CUST SAYS THAT DLRSHP TOLD HER TO CALL THE CRC AND ASK FOR AN ARBITRATION PACKAGE -VEH DIES ON CUST -GOING THROUGH RED LIGHT AND VEH DIES -CUST LOVES VEH BUT A FRAID TO DRIVE -FAST OR SLOW - VEH DIES ANY TIME -DLRSHP SAYS THEY CANNOT DUPLICATE CONCERN -CUST IS CONCERNED FOR HER SAFETY AND THAT OF THE PASSENGERS IN THE VEH -CUST SAYS F

ERR2-027 22534

ORD IS GREAT AND WILL PROBABLY BUY ANOTHER FORD- SHE JUST DOES NOT FEEL SAFE IN THIS ONE PER CUSTOMER, DEALER SAYS:
-CANNOT DUPLICATE THE CONCERN CAC ADVISED: - WE HAVE DOCUMENTED YOUR CONCERN AND WILL FORWARD YOU A DSB (DISPUTE SETTLEMENT BOARD) APPLICATION ***** -ADVISED CUST OF ABOVE INFORMATION CASE ID: 4735

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 0404780792
REGION: 53 KANSAS CITY ZONE: A2 OPENED: 04/02/2002
VIN: 1FMCU04171KC55010 ENGINE: 1 VEH TYPE: T CLOSED: 04/02/2002
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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: KANSAS CITY STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7235
DEALER NAME: BILL WOODS FORD SALES CODE: F53007 P & A: 05079
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CREITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/04/02
16.06.52 CERTIFICATE AMOUNT 2500
KEVIN HEILESON, CBM, KANSAS CITY
ATTN: MIKE HAWES

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CREITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/04/10
15.26.04 REDEEMED DATE 03-25-2002
REPLACEMENT VIN 2KC28917

1002-027 22585

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 16 PHILADELPHIA	INFORMATION ISSUE	CASE NBR: 0430003211
VIN: 1FMCU04101KC57083	ZONE: B1	OPENED: 12/28/2001
	ENGINE: 1	CLOSED: 12/28/2001
	VEH TYPE: T	

=====

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:	1260				
DEALER NAME:	FORD OF THE MAIN LI	SALES CODE:	F16030	P & A:	03967
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	607793 STALL/QUITS DECELERATION ALL ENGINE TEMP				

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ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/12/28
10.51.52 CERTIFICATE AMOUNT 3000
RITA MURPHY, CSM, PHILADELPHIA
ATTN: BENAN CAMILLO

=====

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC003 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

10.52.59	CUSTOMER NAME	AMY KEATING FISHER
	ADDRESS	500 BRITTON DRIVE
	CITY	KING OF PRUSSIA
	STATE	PA
	ZIP	19406

=====

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/01/08
15.40.47 REDEEMED DATE 12-17-2001
REPLACEMENT VIN 2EB46701

1982-827 22008

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 0634202071
REGION: 27 WASHINGTON ZONE: A1 OPENED: 09/14/2001
VIN: 1FMCU04191KB41722 ENGINE: 1 VEH TYPE: T CLOSED: 09/14/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FAIRFAX STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 3150
DEALER NAME: TED BRITT FORD SALE SALES CODE: F27042 P & A: 00048
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 628 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SPERRY SHERYL FERRYMAN
ACTION DATA/COMMENTS:

2001/09/14

11.22.15 CUSTOMER SAYS: BOUGHT 2001 ESCAPE -VEH STALLS RANDOMLY,
AND BROUGHT TO DLR -HEADLINER FELL OUT, AND DOOR LATCHES RA
TTL -LOOKING AT THE WEBSITE AND THERE ARE ALOT OF CONCERNS
ABOUT THIS PER CUSTOMER, DEALER SAYS: -CAN'T FIND ANYTHI
NG WRONG WITH IT -CAN'T DUPLICATE PROBLEM CAC ADVISED: -
INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF TH
EY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - AD
VISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT
) CONCERN IS NOTICED IN REFERENCE CASE ID: 4462

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: SPERRY SHERYL FERRYMAN
ACTION DATA/COMMENTS:

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: *****OBC TO DLR*****AS PER DLR*****
-SRVC ADVER----- -CAN'T VERIFY PROB.,TECH. HAS OFFE
RED TO TAKE TEST DRIVE WITH CUST -TESTED A/C SYSTEM, NO PR
OB FOUND -VEH STALLING, BATTERY TEST, AND DROVE VEH, NO PRO
BLEM FOUND -HEADLINER, NO COMMENTS YET -REMOVED FOAM THAT
WAS COVERING VIN AT DASH GONE -HIGH PITCH WINDING NOISE, NO
T FOUND -CUST CALL SPEAK TO MIKE SRVC ADVER

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 23 MEMPHIS INFORMATION ISSUE CASE NBR: 0438560781
ZONE: C1 OPENED: 08/28/2001
VIN: 1PMYU03151KF09586 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/2001

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: STATE: LA ZIP: CITY: HARVEY
HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 6527
DEALER NAME: ADVANTAGE FORD SALES CODE: F23027 P & A: 05440
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607793 STALL/QUITS DECELERATION 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:

2001/08/28
16.03.32 CERTIFICATE AMOUNT 3000
KEN CAMPBELL, CSM, MEMPHIS
ATTN: STEVE MARQUEZ

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC003 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/08/29
10.15.49 CUSTOMER NAME KEVIN STRAUTHER
ADDRESS 3832 MELISSA STREET
CITY HARVEY
STATE LA
ZIP 70058

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/09/24
16.09.31 REDEEMED DATE 05-31-2001
REPLACEMENT VIN ZUA21473

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 13 NEW YORK INFORMATION ISSUE CASE NBR: 0449300982
ZONE: H1 OPENED: 04/08/2002
VIN: 1PMYU04171KE24052 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/2002

LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: E982-827 22000

CITY: MONTROSE STATE: NY ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 22000
DEALER NAME: PLEASANTVILLE FORD SALES CODE: F13117 P & A: 03777
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 568 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: PDIMITRO PEPPI DIMITROPOULOS
ACTION DATA/COMMENTS:

2002/04/08

12.22.26 CUSTOMER SAYS: -CUST HAS HAD NUMEROUS CONCERNS WITH THE VE
H -CUST SAYS THAT SHE HAS 2 CONCERNS WITH THE VEH -BACK BU
MPER NEEDS TO BE REPAINTED AND REPAIRED -CUST HAD TO WAIT F
OR THE DLRSH TO ORDER A BUMPER COVER -CUST WAS NOT PROVIDE
D WITH A LOANER VEH -CUST WAITED 6 WEEKS FOR THE PART TO AR
RIVE -BUMPER COVER ISSUE HAS GONE ON FOR OVER A YEAR AND FI
NALLY NEW BUMPER COVER WAS INSTALLED IN MARCH - 11 MONTHS AF
TER VEH WAS PURCHASED -CUST SAYS THAT THE DLRSH REC'D THE
CORRECT BUMPER BUT WHEN THEY CUT OUT THE HOLE FOR THE HITCH
THEY CUT IT JAGGED, UN-NEAT AND CROOKED - CUST VERY UNHAPPY
WITH THE WORKMANSHIP OF THE DLRSH -VEH BATTERY LIGHT CONST
ANTLY COMES ON AND STALLS WHEN GOING DOWNHILL OR WHEN FOOT I
S ON THE BRAKE -DLRSH UNABLE TO REPAIR VEH AND ADV HER THA
T IF SHE BREAKS DOWN ON THE ROAD TO CALL ROADSIDE ASSISTANCE
-CUST SAYS THAT THE DLRSH REC'D THE CORRECT BUMPER BUT WH
EN THEY CUT OUT THE HOLE FOR THE HITCH THEY CUT IT JAGGED, U
N-NEAT AND CROOKED - CUST VERY UNHAPPY WITH THE WORKMANSHIP
OF THE DLRSH PER CUSTOMER, DEALER SAYS: -PLEASANTVILLE
FORD 47 PLEASANTVILLE ROAD PLEASANTVILLE, NY 10570 TEL:
(914) 769-1800 CUST SPOKE TO CHERYL BARELLI (GENERAL MNGR)
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A
FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUST
OWNER SHOULD CONTACT CRM/SERV MGR -ADV CUST THAT WE DO SUPPO
RT OUR DLRSH DIAGNOSIS BECAUSE THEY ARE FACTORY TRAINED AND
QUALIFIED -ADV CUST THAT I WILL FOLLOW UP WITH HER TOMO
ROW MORNING TO FIND OUT IF THE DLRSH HAS PROVIDED HER WITH
A LOANER VEH -FOLLOW UP WITH CUST @ 914-784-4882 AT APP
ROX. 11-12 A.M. INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MEMFAXPG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 13 NEW YORK INFORMATION ISSUE CASE NBR: 0449300982
ZONE: H1 OPENED: 04/08/2002
VIN: 1FMYU04171KB24052 ENGINE: 1 VEH TYPE: T CLOSED: 04/09/2002

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: PDIMITRO PEPPI DIMITROPOULOS
ACTION DATA/COMMENTS:

2002/04/09

11.48.53 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: =====OBC TO CUST===== -REC'D ANSWERING MACHINE -LEFT ME
SSAGE THAT I WILL FOLLOW UP AT APPROX. 2:00 PM

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER

2482-827 22589

DOCUMENT: ANALYST: PDIMITRO PEPPI DIMITROPOULOS
ACTION DATA/COMMENTS:

13.27.57 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: =PLEASANTVILLE FORD 47 PLEASANTVILLE ROAD PLEASANTVILLE, NY 10570 TEL: (914) 769-1800 CAC ADVISED: =====OBC TO CUSTOMER=====
=CUST SAYS THAT SHE HAD SUCH A HARD TIME TRYING TO SPEAK TO SOMEONE AT THE DLRSHF AND FINALLY SPOKE TO THE RENTAL CAR MANAGER =CUST WAS ADV BY JOE ANGIE (RENTAL MANAGER) THAT HE WILL PROVIDE HER WITH A LOANER VEH ON THURSDAY FOR 1 DAY A DV CUST THAT I WILL FOLLOW UP ON FRIDAY TO DISCUSS THE OUTCOME OF THE REPAIR AND IF CUST NEEDS ADDITIONAL DAYS FOR A RENTAL VEH AT THAT TIME WHICH WE WILL REVIEW CUST TO BE CONTACTED AT: 203-552-3056

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION; PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: PDIMITRO PEPPI DIMITROPOULOS
ACTION DATA/COMMENTS:

2002/04/12

14.30.28 CUSTOMER SAYS: -ANSERING MACHINE PER CUSTOMER, DEALER SAY S: =PLEASANTVILLE FORD 47 PLEASANTVILLE ROAD PLEASANTVILLE, NY 10570 TEL: (914) 769-1800 CAC ADVISED: =====OBC TO DLRSHF===== =SPOKE TO RICHARD S/A WHO ADV ME THAT THERE ARE SPECIAL ORDER PARTS ON THE VEH AND THE CUST HAS THE VEH -VEH STALLS APPROX. EVERY 2 WEEKS =CONCERN CANNOT BE DUPLICATED =CUST WILL BE CALLED ONCE THE SPECIAL ORDER PARTS ARRIVE AT THE DLRSHF =CUST DOES NOT NEED A RENTAL VEH AT THIS TIME =====OBC TO CUSTOMER===== CUST TO BE CONTACTED AT: 203-552-3056 AS PER PREVIOUS DOCUMENTATION REC'D ANSWERING MACHINE LEFT MESSAGE THAT I HAVE FOLLOWED UP WITH THE DLRSHF AND THAT THEY WILL BE CONTACTED HER ONCE THE SPECIAL ORDER PARTS ARRIVE =CUST DOES NOT NEED A RENTAL VEH AT THIS TIME =CUST HAS HER OWN VEH AS PER RICHARD S/A AT DLRSHF =

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== INFORMATION ISSUE CASE NBR: 0449300982
REGION: 13 NEW YORK ZONE: H1 OPENED: 04/08/2002
VIN: 1FMYU04171KB24052 ENGINE: 1 VEH TYPE: T CLOSED: 04/12/2002
=====

2002/04/12

14.30.28 ADV CUST THAT SHE MAY CALL US BACK IN THE FUTURE IF SHE WOULD LIKE US TO REVIEW HER CONCERNS IF THEY ARE NOT RESOLVED AFTER THIS REPAIR

ERB2-027 22510

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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INFORMATION ISSUE		CASE NBR: 0477980562
REGION: 44 PITTSBURGH	ZONE: C4	OPENED: 02/25/2002
VIN: 1FMYU04131KC38971	ENGINE: 1	VEH TYPE: T
		CLOSED: 02/25/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED	
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	NEWBURY	STATE:	OH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	10504				
DEALER NAME:	CLASSIC FORD	SALES CODE:	F44128	F & A:	02917
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	6D7793 STALL/QUITS DECELERATION 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:

2002/02/25

13.16.38 HARLYNN GOOLSBY, CSM, PITTSBURGH
ATTN: DON ROSE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/04

14.40.19

ERE2-827 22511

CONSUMER AFFAIRS

06/18/2002 KMFALPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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INFORMATION ISSUE		CASE NBR: 0518100021
REGION: 52 SOUTHWEST	ZONE: K1	OPENED: 03/16/2002
VIN: 1FMYU03171KF62183	ENGINE: 1 VEH TYPE: T	CLOSED: 03/16/2002
=====		
LAST NAME:		STATUS: CLOSED
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY:	STATE:	ZIP:
HOME PHONE:		
MODEL YEAR:	MODEL:	
MILEAGE:		
DEALER NAME:	SALES CODE:	P & A:
REASON CODE:		
SYMPTOMS: 507793 STALL/QUITS DECELERATION 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: APEARCE ARLENE PEARCE-ELLIOTT
ACTION DATA/COMMENTS:

2002/03/16

12.49.51

CUSTOMER SAYS: -CUST SAYS THAT HE IS CALLING BECAUSE HIS VEH STALL AND DLR IS UNABLE TO GET AN ERROR CODE ON THE VEH PROBLEM -CUST SAYS THAT DLR IS UNABLE TO DUPLICATE THE PROBLEM -CUST SAYS THAT THE ENGINE TURNS OUT COMPLETELY -CUST SAYS THE VEH DOES NOT GIVE ANY WARNING AND THAT THE IDLE DOES NOT DROP -CUST SAYS THAT THE VEH IS AT THE DLR -CUST SAYS THIS IS NOT A COMPLAINT ABOUT THE DLR -CUST SAYS HE ALSO KNOWS OF DLR WHO HAVE BEEN ABLE TO DUPLICATE THE CONCERN BUT STILL NOT ABLE TO FIX THE PROBLEM -CUST SAYS THAT HE FEELS IT IS AN ELECTRICAL ISSUE TO DO WITH THE IGNITION SWITCH -CUST SAYS HE SUGGESTS THAT FORD SHOULD BUY BACK ONE OF THE VEH WITH THE PROBLEM AND RUN IT SO THEY CAN DUPLICATE THE PROBLEM -CUST SAYS CONCERN ABOUT HIS FAMILY SAFETY -CUST SAYS HE WANTS TO WORK IT OUT WITH FORD NAD HE DOES NOT WANT TO REACH TO THE POINT WHERE HE WOULD HAVE TO FILE THE LEMON LAW -CUST SAYS HE WANTS FORD TO REPLACE THE VEH OR REPAY THE PURCHASING PRICE PER CUSTOMER, DEALER SAYS: DLR TOLD CUST THAT THEY CAN NOT DUPLICATE 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 -ADV CUST THAT FORD GOAL IS TO FIX AND REPAIR THE VEH AND THAT HE CAN TALK TO HIM DLR ABOUT ANY TRADING INFERENCE CASE ID: 4462

0082-027 22512

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 58 TWIN CITIES	ZONE: A1	CASH NBR: 0573980361
VIN: 1PMYU04171KD92759	ENGINE: 1 VEH TYPE: T	OPENED: 02/05/2001
		CLOSED: 02/05/2001

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	BLOOMINGTON	STATE:	MN	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	1609			
DEALER NAME:	MORRIS'S MINNETONKA	SALES CODE:	P58018	P & A: 03891
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY			
SYMPTOMS:	507793 STALL/QUITS DECELERATION 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:

2001/02/05
15.56.38 TODD SEAGREN CSM TWIN CITIES
ATTEN AARON VELICK

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: P58018 BOB RYAN MOTORS INC
ACTION DATA/COMMENTS:

2001/02/07
09.25.39
CSM OFFERED TRADE ASSISTANCE, CUSTOMER IS NOW IN A NEW VEH
CLE

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
17.35.25

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

EA02-027 22513

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 47 CINCINNATI INFORMATION ISSUE CASE NBR: 0580283371
 VIN: 1FMYU03121KF20259 ENGINE: 1 VEH TYPE: T OPENED: 12/03/2001
 CLOSED: 12/03/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: CYNTHIANA STATE: KY ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 20000
 DEALER NAME: NOLAN FORD OF GEORG SALES CODE: F47452 P & A: 06284
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607793 STALL/QUITS DECELERATION 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: DHOLDER DANIELLE HOLDER
 ACTION DATA/COMMENTS:

2001/12/03

15.41.55 CUSTOMER SAYS: -VEHICLE POWER JUST SHUTS OFF WHEN DRIVING
 DOWN THE HIGHWAY -VEHICLE WOULD JUST STALL EITHER WHEN DECE
 LERATING OR CRUISING -CUST WOULD LIKE VEHICLE REPAIRED PER
 CUSTOMER, DEALER SAYS: -CAN NOT FIND CONCERN -HAVE TO B
 RING VEHICLE IN CAC ADVISED: - INFORM WHY THE DEALERSHIP C
 AN NOT RESOLVE THE CONCERN IF THEY CANNOT DOPLICATE THE CON
 CERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DE
 ALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED -----
 OBC TO DEALER----- -SHELLY S/M -CANNOT FIND THE PROBLEM -EX
 TREMELY INTERMITTENT -CUST DID STATE THAT CONCERN COULD POS
 SIBLY NOT HAPPEN AGAIN FOR ANOTHER MONTH OR TWO -WILL HAVE
 THE ADVISOR CALL FORD TECH TO SEE IF HE CAN FIND OUT A POSSI
 BLE FIX -INFORMED CUST OF ABOVE 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

13.27.38

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 1304933051
 VIN: 1FMCU04101KA72967 ENGINE: 1 VEH TYPE: T OPENED: 11/29/2001
 CLOSED: 11/29/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED] 5902-027 22614
 ADDRESS: [REDACTED]

CITY: RALEIGH STATE: NC ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 9500
DEALER NAME: CAPITAL FORD INC SALES CODE: F21019 P & A: 00978
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2001/11/29
17.26.42 PATRICIA JONES CSM ATLANTA
ATTN PETER DUERKSEN

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: S-WICKEL SCOTT WICKER
ACTION DATA/COMMENTS:

2001/11/30
10.15.16 \$5000 OAC

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/01/25
13.28.58

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 47 CINCINNATI INFORMATION ISSUE CASE NBR: 1395772951
ZONE: D1 OPENED: 10/25/2001
VIN: 1FMCU03111KB27041 ENGINE: 1 VEH TYPE: T CLOSED: 10/25/2001

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: LOUISVILLE STATE: KY ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 8900
DEALER NAME: STAR FORD AT OXMOOR SALES CODE: F47020 P & A: 03559
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

ER02-027 22516

DOCUMENT: ANALYST: VLATTY YVONNE LATTY
ACTION DATA/COMMENTS:

2001/10/25

16.02.42 CUSTOMER SAYS: -VEH STALLED TODAY AND HAVE CONTACTED
THE DLR -WANTS TO KNOW IF AN ENGINEER HAS ANY R
ECOMMENDATION -HAVE TAKEN VEH EIGHT TIMES WITHIN THE
LAST MONTH FOR PROBLEM -NEXT STEP IS TO SUE FORD,
VEH IS UNSAFE TO DRIVE PER CUSTOMER, DEALER SAYS:
-WOULD NEED VEH TO DUPLICATE THE CONCERN CAC ADVIS
ED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST
YOU - CONTACT CRM/SERV MGR FOR ADDITIONAL INFORMATION
- DOCUMENTED INFORMATION -FORD WILL WORK WITH DLR
TO PROPERLY REPAIR VEH INFERENCE CASE ID: 1586

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== INFORMATION ISSUE CASE NBR: 1399751241
REGION: 24 ORLANDO ZONE: A2 OPENED: 02/13/2002
VIN: 1FMYD03121KA16097 ENGINE: 1 VEH TYPE: T CLOSED: 02/13/2002
=====

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: 11000
DEALER NAME: FORD OF CORAL GABLE SALES CODE: F24004 P & A: 03896
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI3B - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: EF0611 EVELYN FOX
ACTION DATA/COMMENTS:

2002/02/13

10.24.27 CUSTOMER SAYS: -VEH HAS BEEN STALLING WHEN STOPPING -TODA
Y WHILE DRIVING AND EXITING THE FREEWAY THE STEERING WHEEL L
OCKED AND VEH WAS STALLING -THIS COULD HAVE CAUSED A SERIOU
S ACCIDENT -HAS NOT BEEN TO THE DLRSHF FOR THIS ISSUE YET
PER CUSTOMER, DEALER SAYS: FORD OF CORAL GABLES CAC ADVIS
ED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEA

ERR2-827 22518

DLRSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD
CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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INFORMATION ISSUE		CASE NBR: 1414253071
REGION: 16 PHILADELPHIA	ZONE: E1	OPENED: 11/03/2001
VIN: 1FMYU041K1KB22649	ENGINE: 1 VEH TYPE: T	CLOSED: 11/03/2001
=====		
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: 9000		
DEALER NAME: APPLE FORD	SALES CODE: F16517	P & A: 03569
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR		
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP		

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP

DOCUMENT: ANALYST: OLUNAN OMAR LUNAN

ACTION DATA/COMMENTS:

2001/11/03

11.30.53

CUSTOMER SAYS: -CUST VEH COMPLETELY SHUTS DOWN WHEN GOING
DRIVING ON AN DECLINE (DID THIS IN THE FIRST FIVE MONTHS OF
OWNING THE VEH); VEH IDLES LOW, THEN DIES -CUST SAYS DLR RE
PLACED RELAY THE FIRST TIME, SECOND TIME THEY COULDN'T FIND
ANYTHING; DLR ADVISED THAT THE VEH WAS IDLING PROPERLY -CUS
T DOESN'T WANT TO DRIVE HER VEH BECAUSE SHE DOESN'T FEEL SAF
E -CUST WANTS VEH REPAIRED PER CUSTOMER, DEALER SAYS: NO
NE CAC ADVISED: -CRC DID OSC TO DLR; WAS ADVISED BY A SVC
PERSON THAT THE DLRSHIP WAS EXTREMELY BUSY AND THIS WAS A BA
D TIME TO CALL -CRC LEFT MSG WITH THE SVC MGR TO CONTACT CR
C REGARDING ISSUE -CUST WAS ADVISED THAT CRC WILL FOLLOW UP

EP02-027 22517

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 27 WASHINGTON	ZONE: B1	ENGINE: 1	VEH TYPE: T	CASE NBR: 1438371072
VIN: 1FMCU04141KA35601				OPENED: 04/17/2002
				CLOSED: 04/17/2002

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	OLNEY	STATE:	MD	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	16000			
DEALER NAME:	HILL & SANDERS FORD	SALES CODE:	F27016	P & A: 00104
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS:	607793 STALL/QUITS DECELERATION ALL ENGINE TEMP			

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SEARTELL SANDRA BARTELLA
ACTION DATA/COMMENTS:

2002/04/17

12.09.53 CUSTOMER SAYS: -VEH STALLED WHILE GOING DOWN A HILL A COUP
LE OF MONTHS AGO -CUST CALLED DEALERSHIP AND THEY DO NOT K
NOW ANYTHING ABOUT IT -HAS NOT BEEN DIAG -CUST IS VERY CO
NCERNED WITH VEH -CUST HEARD MANY CONCERNS WITH STALLING
PER CUSTOMER, DEALER SAYS: HILL & SANDERS FORD, INC. 112
50 VEINS MILL ROAD WHEATON, MD 20902 PHONE: (301) 949-4
060 FAX: (301) 949-3170 CAC ADVISED: - WE RECOMMEND T
HE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATIO
N WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR

***** -NO FSA OR CSP -CSR DID CONFIRM ON NO REPAIR N
ESITE STALLING CONDITION -HOWEVER CSR ADVISED CUST VEH NEE
DS TO BE DIAG INFERENCE CASE ID: 4591

END-027 22518

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 47 CINCINNATI	INFORMATION ISSUE	CASE NBR: 1551590032
VIN: 1FMYU03171KB12288	ZONE: A1	OPENED: 03/14/2002
	ENGINE: 1	CLOSED: 03/14/2002
	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 4K2
MILEAGE: 10650
DEALER NAME: BOB TOWNSEND FORD SALES CODE: F47001 P & A: 01923
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/14

12.24.02 JUDY MCLAUGHLIN, CSM, CINCINNATI
ATTN: LISA CRYDER

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-YOU50 TOWNSEND FORD
ACTION DATA/COMMENTS:

2002/04/08

08.06.13 CUSTOMER TRADED OUT OF VEHICLE, SEE JUDY

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REOPENED
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

14.46.30

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 1554310772
VIN: 1FMYU04171KC45132	ZONE: A1	OPENED: 03/18/2002
	ENGINE: 1	CLOSED: 03/18/2002
	VEH TYPE: T	

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=====

LAST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]	MI: [REDACTED]
CITY: MC KESPORT	STATE: PA
HOME PHONE: [REDACTED]	ZIP: [REDACTED]
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4
MILEAGE: 11500	
DEALER NAME: DAY FORD	SALES CODE: F44004
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE	P & A: 07410
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP	

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

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2002/03/18

15.21.58

CUSTOMER SAYS: -CUST SAYS THE VEH DIES OUT INTERMITTENTLY (DOWNHILL, MOSTLY, REGARDLESS OF ENGINE TEMPERATURE) -CUST HAS TAKEN THE VEH BACK TO DAY FORD 3 TIMES TO GET IT REPAIRED (LAS TIME WAS MARCH 5/02), AND IT HAPPENED FRIDAY, MARCH 15/02 -CUST SAYS HE WAS IN AN ACCIDENT THAT COULD'VE JEOPARDIZE D HIS LIFE -CUST SAYS THE BRAKES GO OUT AS WELL -CUST WAS ADVISED BY THE DLR THAT THEY'VE EXPERIENCED THIS BEFORE -CUST SAYS HE'S OWNED 3 FORD'S IN THE PAST DECADE -CUST WANTS THE VEH REPAIRED PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -CRC DID OBC TO DLR; LPT MSG FOR SVC MGR TO CONTACT CRC IN REGARDS TO CUST ISSUE -CRC ADVISED CUST WE WILL FOLLOW UP - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION N. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME TH AT IS MOST CONVENIENT FOR ME TO CONTACT YOU? INTERFERENCE CASE ID: 5408

=====

ORIGIN: CACH02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

=====

18.51.09 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -CRC DID OBC TO DLR; SVC MGR NOT AVAILABLE - CRC DID OBC TO CUST; ADVISED CUST WE ARE STILL FOLLOWING UP

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 1554310772
VIN: 1FMYU04171KC45132	ZONE: A1	OPENED: 03/18/2002
	ENGINE: 1	CLOSED: 03/19/2002
	VEH TYPE: T	

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ORIGIN: CACH02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER

=====

EP02-827 2752B

DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

2002/03/19

13.07.59 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: -CRC DID OBC TO DLR; LPT MSG FOR SVC MGR TO CONT
ACT CRC IN REGARDS TO CUST ISSUE (2ND ATTEMPT) -CRC DID OBC
TO CUST; NO ANSWER -CRC WILL FOLLOW UP

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

16.31.52 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -CRC DID OBC TO DLR; LPT MSG FOR SVC MGR TO C
ONTACT CRC IN REGARDS TO CUST ISSUE (**CRC WAS ON HOLD FOR
APPROX. 10 MINS WAITING FOR A RESPONSE)

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

2002/03/20

16.37.25 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: -CRC DID OBC TO DLR (CRC RECEIVED A MSG FROM GAR
Y; SVC MGR); GARY ADVISED THAT THEY WILL LOOK AT THE VEH AS
AP (SO THEY CAN CONFIRM THE ISSUE) -CRC WAS ADVISED THAT T
HE DLR WASH'T ABLE TO DUPLICATE THE CONCERN, BUT CONTACT TOM
OSLICK (SHOP FOREMAN; 7:30-4:30 PM) WHEN HE IS IN NEXT -C
RC DID OBC TO CUST; LPT MSG INFORMING CUST OF DLR'S RESPONSE

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC022 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: G-PARKE3 GARY PARKER
ACTION DATA/COMMENTS:

2002/03/21

06.56.54 SPOKE WITH CAC ADVISED TO HAVE OWNER ROAD TEST WITH SHOP FOR
EMAN TO DEMONSTRATE CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== INFORMATION ISSUE CASE NBR: 1573851082
REGION: 10 SDR ZONE: D1 OPENED: 04/18/2002
VIN: 1FMYU02B61KA19756 ENGINE: B VEH TYPE: T CLOSED: 04/18/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BORTOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 15701
DEALER NAME: POINT MARION FORD & SALES CODE: P44504 P & A: 07604
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE

2002-027 22521

DOCUMENT: ANALYST: JMARSHAL JENNIFER MARSHAL
ACTION DATA/COMMENTS:

2002/04/18

15.55.32 CUSTOMER SAYS: -CHECK ENGINE LIGHT CAME ON -VEH STALLING
-THE SPEEDOMETER AND ODOMETER NOT WORKING -TOOK VEH INTO DL
R - DLR FIXED STALLING CONCERN AND CHECK ENGINE LIGHT -NEXT
DAY CHECK ENGINE LIGHT CAME BACK ON AND STALLING REOCCURED
-SEATBELT CHIME STOPPED WORKING AND REVERSE LIGHT STOPPED W
ORKING -DROPPED VEH OFF AGAIN TO DLR -WHEN DECELERATING VE
H SHUTS DOWN - LOST POWER -CUST LOOKING FOR ASSISTANCE WIT
H RENTAL PER CUSTOMER, DEALER SAYS: -NEED VEH OVERNIGHT
CRC 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 SUB
MIT THEM TO BILL THE SM/CRM FOR REIMBURSEMENT ONCE YOUR SERV
ICE HAS BEEN COMPLETED. - ADVISE CUSTOMER ASSISTANCE OF 2 D
AYS AT \$28 A DAY - TOTAL \$56 - PLEASE NOTE THAT FORD WILL N
OT COVER FUEL, TAXES, INSURANCE OR MILEAGE COSTS. IF THE CU
STOMER RENTS A VEHICLE WITH A DAILY COST GREATER THEN THE DA
ILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE.
-OBC TO DLR - SPOKE TO BILL (SM) -HE ADVISED THAT HE DOES
NOT HAVE ANY LOANERS AVAILABLE. HE ADVISED THAT CRC CAN ASS
IST CUST WE WANT. -CSR AND DLR AGREED TO 2 DAYS AT \$28 A DA
Y RENTAL REIMBURSEMENT IF CUST WOULD LIKE TO RENT A VEH.
-CSR OFFERED RENTAL REIMBURSEMENT TO CUST -CUST REFUSED -
CSR ADVISED CUST THAT THE NEW VEHICLE LIMITED WARRANTY DOES
NOT HAVE PROVISIONS THAT WOULD PROVIDE A LOANER. AND CUST D
ID NOT PURCHASE AN ESP WITH RENTAL PROVISIONS. IF A DLR IS T
O PROVIDE A LOANER VEH IT IS AS A COURTESY. INFERENCE CASE I
D: 5384

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

INFORMATION ISSUE CASE NBR: 1692070521
REGION: ZONE: OPENED: 02/21/2001
VIN: 1FMYU01121KPB6295 ENGINE: 1 VEH TYPE: T CLOSED: 02/21/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: STUART STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ILS 4X2
MILEAGE: 1600
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: SBOOD SUNIL BOODHAI
ACTION DATA/COMMENTS:

2001/02/21

19.13.31 CUSTOMER SAYS: TWO DAYS AFTER PURCHASING THE ESCAPE, THE V
EHICLE BEGAN TO BACKFIRE AND STALL. THE CUSTOMER HAD BEEN D
RIVING THE VEHICLE FOR ABOUT ONE HOUR, STOPPED AND TURNED OF
THE VEHICLE FOR ROUGHLY THIRTY MINUTES. THEN, UPON ATTEMPT
ING TO RESTART THE VEHICLE, THE CUSTOMER NOTICED THAT THE ES
CAPE SEEMED A LITTLE "LAZY" AND DID NOT TURN OVER IMMEDIATEL

EW02-527 22522

Y. THE VEHICLE MADE A COUGHING SOUND BEFORE IT STARTED. AFTER THE VEHICLE STARTED UP THE CUSTOMER BEGAN TO DRIVE, ONLY TO NOTICE THAT THE ESCAPE WAS BACKFIRING AND STALLING WHILE DRIVING UNDER 25MPH. THE VEHICLE WAS ALWAYS STALLING WHEN BROUGHT TO A STOP. THE ORANGE ENGINE LIGHT CAME ON AND STAYED ON WHEN THIS OCCURRED. THE CUSTOMER ONLY USES THE RECOMMENDED OIL AND FUEL IN HIS VEHICLE. THE ESCAPE ALWAYS STARTED UP IMMEDIATELY AFTER IT STALLED. THE VEHICLE PERFORMED PERFECTLY AFTER THE REPAIR UNTIL THIS MORNING WHEN THE CUSTOMER NOTICED THAT THE VEHICLE MADE THE SAME COUGHING SOUND BEFORE STARTING UP. HOWEVER, THE VEHICLE IS PERFORMING WITHOUT ANY PROBLEMS AND THERE ARE NO LIGHTS ILLUMINATED IN THE VEHICLE. THE CUSTOMER WILL TAKE THE VEHICLE TO THE DEALERSHIP IF THE CONCERN PERSISTS. PER CUSTOMER, DEALER SAYS: HE CUSTOMER TOOK THE VEHICLE TO THE DEALERSHIP TO BE SERVICED. THE SERVICE DEPARTMENT STATED THAT THE "VACUUM LINE HAD BECOME LOOSE AND HAD TO BE REATTACHED." CAC ADVISED: -ICCD OUTBOUND SURVEY CONDUCTED THIS CUSTOMER WAS CONTACTED ON BEHALF OF THE ESCAPE ASSEMBLY PLANT THROUGH THE ICCD PROGRAM, AT WHICH THIS 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 YOUR DEALERSHIP IN THE NEAR FUTURE. WE ARE TRACKING THIS FOR THE ESCAPE ENGINEERING TEAM. PLEASE DETAIL OASIS WITH SPECIFIC INFORMATION AT YOUR EARLIEST CONVENIENCE. IF YOU HAVE ANY QUESTIONS OR COMMENTS,

CONSUMER AFFAIRS

06/18/2002 NMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
 =====
 INFORMATION ISSUE CASE NBR: 1692070521
 REGION: EONE: OPENED: 02/21/2001
 VIN: 1FMYU01121KF86295 ENGINE: 1 VEH TYPE: T CLOSED: 02/21/2001
 =====
 2001/02/21
 19.13.31 PLEASE CONTACT ME AT 1-888-933-4223..... EXT...2420 THANK
 YOU IN ADVANCE FOR YOUR ASSISTANCE . *****SUNIL*****

ENR2-027 22523

CONSUMER AFFAIRS

06/18/2002 MIFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 27 WASHINGTON	CONCERN ISSUE	CASE NBR: 0434202071
VIN: 1FMCU04191KB41722	ZONE: A1	OPENED: 09/14/2001
	ENGINE: 1	CLOSED: 09/14/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	FAIRFAX	STATE:	VA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	3150				
DEALER NAME:	TED BRITT FORD SALES	SALES CODE:	F27042	P & A:	00048
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607793 STALL/QUITS DECELERATION 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: SPERRY SHERYL FERRYMAN
ACTION DATA/COMMENTS:

2001/09/14

11.22.19 CUSTOMER SAYS: BOUGHT 2001 EXSCAPE -VEH STALLS RANDOMLY,
AND BROUGHT TO DLR -LOOKING AT THE WEBSITE AND THERE ARE AL
OT OF CONCERNS ABOUT THIS - -BOUGHT FROM TED BRITT FORD FA
IRFAX PER CUSTOMER, DEALER SAYS: -CAN'T FIND ANYTHING WR
ONG WITH IT -CAN'T DUPLICATE PROBLEM 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: 4905

=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: S-BRYN0U
ACTION DATA/COMMENTS:

2001/09/18

15.46.01 DEALER TEST DROVE VEHICLE FOR CONCERN, UNABLE TO VERIFY COMP
LAIN AT TIME.

0602-027 22524

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 21 ATLANTA REGION ISSUE CASE NBR: 0302221592
ZONE: C1 OPENED: 06/12/2002
VIN: 1FMCU03101KB04690 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: STATUS: OPEN
TITLE: FIRST NAME: MI:

ADDRESS: CITY: ATLANTA STATE: GA ZIP:

HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
AGE: 1

DEALER NAME: WORLD FORD SANDY SP SALES CODE: F21002 P & A: 00460

REASON CODE: RECD CI - DEMAND LETTER

SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL

ACTION: CI101 - OPEN REGION CONTACT

DOCUMENT: ANALYST: PWALKE48 PIER WALKER

ACTION DATA/COMMENTS:

2002/06/12

10.47.06 DEMAND LETTER DATED: 5/8/02 CI RECEIVED: WEDNESDAY, JUNE 1
2, 2002 CUSTOMER STATES: CAR STALLS AND QUITS ENGINE POWER
CUSTOMER SEEKS: FINAL REPAIR OR FINAL RESOLUTION *SENT C
CUSTOMER A LETTER OF ACKNOWLEDGEMENT.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL

ACTION: CI210 - LETTER FAXED TO REGION

DOCUMENT: ANALYST: PWALKE48 PIER WALKER

ACTION DATA/COMMENTS:

10.52.47 REGION NUMBER 21
DATE RECEIVED 06-12-2002
TIME RECEIVED 8:46
DATE FAXED 06-12-2002
TIME FAXED 10:50

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

0602-027 22528

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 53 KANSAS CITY REGION ISSUE CASE NBR: 1432212911
ZONE: A2 OPENED: 10/18/2001
VIN: 1FMCU041X1XB45254 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: INDEPENDENCE STATE: MO ZIP: HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 22000
DEALER NAME: METRO FORD, INC. SALES CODE: F53003 P & A: 05158
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607793 STALL/QUITS DECELERATION 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: RDIMULES RADITA DIMULESCU
ACTION DATA/COMMENTS:

2001/10/18

11.59.53 CUSTOMER SAYS: -VEH WAS IN THE SHOP 4-5 TIMES -THE DLR SEEMS NOT TO BE ABLE TO DUPLICATE -VEH STALLS -REGIONAL FORD REP WAS CONTACTED A BUY BACK -CONTACTED THE STATE ATTORNEY GENERAL OFFICE AND WAS TOLD THE VEH IS OLDER THAN 1 YEAR -WHAT DOES THAT MEAN? THAT THE VEH IS NOT SAFE TO DRIVE BUT NOBODY CARES? -WOULD LIKE TO SPEAK TO SOMEBODY IN FORD WHO IS ABLE TO MAKE A DECISION AND BUYBACK VEH PER CUSTOMER, 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 RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INDEPENDENCE
CASE ID: 105

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC102 - ICCD-CUSTOMER DOES NOT WISH TO ADDRESS CONCERN AT THIS TIME
DOCUMENT: ANALYST: AMCCALL MCCALL, ANNETTE (A.R.)
ACTION DATA/COMMENTS:

2002/01/22

13.51.38 CUSTOMER REQUESTED A DSB APPLICATION. FIELD INVOLVEMENT IS LIMITED AT THIS POINT.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 52 SOUTHWEST REGION ISSUE CASE NBR: 1563133241
ZONE: E2 OPENED: 11/20/2001
VIN: 1FMYU03161K932849 ENGINE: 1 VEH TYPE: T CLOSED: 11/20/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: STATE: ZIP: HOME PHONE: MODEL YEAR: MODEL: MILEAGE: DEALER NAME: SALES CODE: P & A: REASON CODE: SYMPTOMS:

E062-027 22528

CITY: AUSTIN STATE: TX ZIP: XXXXXXXXXX
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 19192
DEALER NAME: LEIF JOHNSON FORD SALES CODE: F52300 P & A: 04465
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2001/11/20

15.30.58 DEMAND LETTER DATED: 11/11/01 ***** CI RECIEVED: 11
/20/01 *** CUSTOMER STATES: PROBLEM WITH VEHICLE STALLING, L
OOSING POWER STERRING AND BRAKES AS CAR UNEXPECTEDLY DIES. *
** CUSTOMER SEEKS: FINAL RESOLUTION PURSUANT TO TEXAS LEMON
LAW. *** CI SENT CUSTOMER FLEM LETTER, SCANNED TO REGION. **
** ****

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

17.08.00

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JLEARY1 JIM LEARY
ACTION DATA/COMMENTS:

2002/01/09

22.51.07

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: TSMITH25 SMITH, TRACY (T.J.)
ACTION DATA/COMMENTS:

2002/05/28

15.51.17 TEXAS DEPT OF TRANSPORTATION HAS OPENED A LEMON LAW CASE FOR
THIS CUSTOMER. CUSTOMER WANTS VEHICLE REPURCHASED BECAUSE
OF INTERMITTENT STALLING. CSM WILL INVESTIGATE & PROVIDE A

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

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REGION: 52 SOUTHWEST	REGION ISSUE	CASE NBR: 1563133241
VIN: 1PMYU03161KF32849	ZONE: E2	OPENED: 11/20/2001
	ENGINE: 1	CLOSED: 05/28/2002
	VEH TYPE: T	

=====

2002/05/28

15.51.17 WRITTEN REPORT FOR TDOT.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: TSMITH25 SMITH, TRACY (T.J.)
ACTION DATA/COMMENTS:

2002/06/07

15.10.06 STATE HAS SCHEDULED A LEMON LAW HEARING ON 7/1/02 IN AUSTIN,
TX. FORD WILL BE REPRESENTED BY JACK WETZEL, TX LEMON LAW
REPR. STATE CONSIDERS INTERMITTENT STALLING CONCERN TO BE A
SAFETY ISSUE.

EQ02-027 22527

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 11 BOSTON	RAV ISSUE	CASE NBR: 0268900102
VIN: 1FMCU04141KF17100	ZONE: G1	OPENED: 01/10/2002
	ENGINE: 1	CLOSED: 01/10/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: NEW BRITAIN STATE: CT ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 17308

DEALER NAME: MONACO & SONS MTR & SALES CODE: F11221 P & A: 08896

REASON CODE: 0527 RAV - DAYS OUT OF SERVICE

SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: V-LANTON VICKI LANTON

ACTION DATA/COMMENTS:

2002/01/10

07.24.25

10-05-2001

2852090

18275

3762

2KB29336

0602-027 22525

NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: SIBARRA SYLVIA IBARRA
ACTION DATA/COMMENTS:

2002/01/14
09.51.45

01-11-2002
01-14-2002
22,036
6325791
MONACO & BONE MTR SALES INC

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 11 BOSTON RAV ISSUE CASE NBR: 0384521161
ZONE: E1 OPENED: 12/12/2001
VIN: 1FMYU04151KP63721 ENGINE: 1 VEH TYPE: T CLOSED: 12/12/2001

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BARNSTAD STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 24602
DEALER NAME: BILL DUBE FORD SALES CODE: F11544 P & A: 08996
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV505 - OPEN CASE FOR PRE-ARBITRATION REPLACEMENT - OWNED
DOCUMENT: ANALYST: K-TEBO1 KEN TEBO
ACTION DATA/COMMENTS:

2001/12/12
15.27.42

10-16-2001
2858102
17375
2498
2226.06
2UAB3469

NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV508 - CANCEL CASE FOR PRE-ARBITRATION REPLACEMENT
DOCUMENT: ANALYST: K-TEBO1 KEN TEBO
ACTION DATA/COMMENTS:

2001/12/14
14.24.40

0002-827 22529

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 74 SEATTLE	RAV ISSUE	CASE NBR: 1551931442
VIN: 1FMCU04181KF31243	ZONE: B1	OPENED: 05/24/2002
	ENGINE: 1	CLOSED: 05/24/2002
	VEH TYPE: T	

=====

LAST NAME:		STATUS: CLOSED
TITLE:		MI:
ADDRESS:		
CITY: PUYALLUP	STATE: WA	ZIP:
HOME PHONE:		
MODEL YEAR: 2001	MODEL: ESCAPE XL/T 4X4	
MILEAGE: 17700		
DEALER NAME: RIVERSIDE FORD	SALES CODE: F74207	P & A: 01718
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS		
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP		

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV106 - OPEN CASE FOR GOODWILL REPLACEMENT - LEASED
DOCUMENT: ANALYST: A-SEWEL2 SEWELL, ANGELA
ACTION DATA/COMMENTS:

2002/05/24

15.19.52 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: A-SEWEL2 SEWELL, ANGELA
ACTION DATA/COMMENTS:

15.22.21

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: HANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/30

09.35.17

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV008 - RECORD ADDITIONAL FUNDS
DOCUMENT: ANALYST: HANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/06/05

10.02.07 ADDITIONAL FUNDS

ES62-027 22538

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	RAV ISSUE	CASE NBR: 1605252571
VIN: 1FMYU04101KB40393	ZONE: A1	OPENED: 03/21/2002
	ENGINE: 1	CLOSED: 03/21/2002
	VER TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LEVEL GREEN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 12889
DEALER NAME: TOM CLARK FORD, INC SALES CODE: F44414 P & A: 07996
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: K-BENITE BENITEZ, RIMBERLY
ACTION DATA/COMMENTS:

2002/03/21
10.59.06 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: BHANSER EYVETTE BHANSBERRY
ACTION DATA/COMMENTS:

2002/03/26
10.09.05

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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EQ02-827 22531

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 0360840822
 REGION: 21 ATLANTA ZONE: B1 OPENED: 04/02/2002
 VIN: 1FMYU031X2KB02985 ENGINE: 1 VEH TYPE: T CLOSED: 04/02/2002
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: ACWORTH STATE: GA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
 MILEAGE: 5300
 DEALER NAME: TEAM FORD OF MARIET SALES CODE: F21005 P & A: 00243
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE

 ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: CCAMARA CYNTHIA CAMARA
 ACTION DATA/COMMENTS:

2002/04/02

09.35.07

CUSTOMER SAYS: - VEH STALLS WITHOUT ANY WARNING WHILE DRIVING - VEH CHECK ENGINE LIGHT COMES ON AND STAYS ON FOR LONG PERIOD - VEH HAS BEEN TO THE DLRSHIP APPROX SIX TIMES FOR THE SAME CONCERN - VEH HAS BEEN TO THE DLRSHIP AWAITING REPAIRS SINCE 03/28/2002 - CUST MENTIONED THAT THE DLRSHIP IS PAYING FOR THE RENTAL FEE - CUST WOULD LIKE TO HAVE THE VEH REPAIRED OR GIVEN A NEW VEH - CUST MENTIONED THAT THE DLRSHIP KNOWS THE CAUSE OF THE CONCERN BUT IS AWAITING INFORMATION FROM THE ENGINEERS - CUST IS VERY UPSET THAT SHE IS NOT ABLE TO USE THE VEH BUT STILL HAS TO PAY FOR IT - CUST WOULD LIKE TO KNOW IF THE VEH IS REPAIRABLE PER CUSTOMER, DEALER SAYS: - S/MGR ROBERT - VEH WAS REPROGRAM FOR THE STALLING - THEY ARE WAITING FOR A FORD ENGINEER - THERE IS A LOOSE WIRING CONNECTION 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 - CAC TO DLRSHIP BUT S/MGR WAS NOT AVAILABLE - CAC LEFT MESSAGE FOR S/MGR TO CONTACT CAC WITH UPDATED INFORMATION - LEFT NUMBER 888 364 0916 - CAC WILL FOLLOW UP WITH DLRSHIP AND CUST LATER INFERENCE CASE ID: 4591

 ORIGIN: CACW02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: ASPENCER AULEEN SPENCER
 ACTION DATA/COMMENTS:

2002/04/03

11.09.41

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: -CAC TO DEALERSHIP SPK TO S/A BENJAMIN - HE STATED THE S/M GARY WOOD THAT IS WORKING ON VEH IS IN A MEETING AT THIS TIME BUT HE WILL PASS THE INFO TO HIM TO CALL ME BACK. -W

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 0360840822
 REGION: 21 ATLANTA ZONE: B1 OPENED: 04/02/2002
 VIN: 1FMYU031X2KB02985 ENGINE: 1 VEH TYPE: T CLOSED: 04/03/2002
 =====

2002/04/03

11.09.41

ILL FOLLOW UP WITH THE CUSTOMER LATER ON TODAY.

ER02-827 22832

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ASPENCER AULEEN SPENCER
ACTION DATA/COMMENTS:

16.23.08 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -OBC TO DEALERSHIP- SPK TO S/M FRED WHO SAID T
HAT THEY REFLASH THE PROCESSOR AND CAN NOT DUPLICATE PROBLE
M- THE VEH AS BEEN TEST DRIVEN TO SEE IF IT WOULD STALL OUT
BUT IT DID NOT. THE DEALERSHIP IS HOPING TO KEEP THE VEH UNT
IL FRIDAY TO PERFORM MORE TESTING BUT IF THE CUSTOMER WANT T
HE VEH BACK TOMORROW THEN SHE CAN PICK IT UP- HE WILL HAVE
HER SERVICE ADVISE GIVE HER A CALL.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: ASPENCER AULEEN SPENCER
ACTION DATA/COMMENTS:

CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -OBC TO CUSTOMER - UNABLE TO REACH HER -LEFT M
ESSAGE THAT I WILL TRY BACK TOMORROW.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CCAMARA CYNTHIA CAMARA
ACTION DATA/COMMENTS:

2002/04/04

09.10.14 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NON
E CAC ADVISED: -OBC TO DLRSHP AND SPOKE WITH S/MGR FRED V
ILLA WHO CRC THAT CUST WAS ADVISED BY HIS S/ADVISOR TO PICK
UP THE VEH TODAY - S/MGR INFORMED CRC THAT THEY WAS NOT AB
LE TO DUPLICATE ALL THE CONCERN BUT HAS FOLLOW ALL THE INFOR
MATION BY TECHNICAL HOTLINE AND ENGINEERING - NO FURTHER F
OLLOW UP WITH THE DLRSHP REQUIRED

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: CCAMARA CYNTHIA CAMARA
ACTION DATA/COMMENTS:

13.10.17 CUSTOMER SAYS: - INFORMED CRC THAT IF THE VEH STALLS OUT A
GAIN SHE WILL TRADE IT IN - CUST MENTIONED THAT SHE HOPES
THAT THE VEH DOES NOT STALLED AGAIN OR ANY ACCIDENT OCCUR -
CUST MENTIONED THAT IF THE VEH STALLED AGAIN SHE WILL CONTA

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 0360840822
ZONE: B1
VIN: 1FMYU031K2KB02985 ENGINE: 1 VEH TYPE: T OPENED: 04/02/2002
CLOSED: 04/04/2002

2002/04/04

13.10.17 CT THE POLICE PER CUSTOMER, DEALER SAYS: - NONE CAC A
DIVISED: - OBC TO CUST AND SPOKE WITH MS HUERTA CAC INFORM
ED - OBC TO DLRSHP AND SPOKE WITH S/MGR FRED VILLA WHO CRC
THAT CUST WAS ADVISED BY HIS S/ADVISOR TO PICK UP THE VEH TO
DAY - S/MGR INFORMED CRC THAT THEY WAS NOT ABLE TO DUPLICA
TE ALL THE CONCERN BUT HAS FOLLOW ALL THE INFORMATION BY TEC
HNICAL HOTLINE AND ENGINEERING

ERR2-027 22533

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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INFORMATION ISSUE		CASE NBR: 0759361092
REGION: 44 PITTSBURGH	ZONE: C3	OPENED: 06/12/2002
VIN: 1FMYU041K2KC60693	ENGINE: 1 VEH TYPE: T	CLOSED: 06/12/2002
=====		
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	M
ADDRESS: [REDACTED]		
CITY: TALLMADGE	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 1500		
DEALER NAME: PARK FORD	SALES CODE: P44213	F & A: 03853
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 568 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: KINGRAM KERRY-ANN INGRAM
ACTION DATA/COMMENTS:

2002/06/12

18.30.35

CUSTOMER SAYS: -THE CUST HAS BEEN HAVING STALING PROBLEMS
WITH THE VEH BUT AFTER THEY TOOK THE VEH INTO THE DLR THE PR
BLEM WAS TAKEN CARE OF UNTILL YESTERDAY IT HAPPENED AGAIN -
THIS HAPPENED ON FIRST START UP OF THE ENGINE -THE CUST WOU
LD LIKE TO GET A DIFFERENT VEH -THE DLT SAID THAT THEY DID
NOT KNOW WHAT THE PROBLEM WITH THE VEH IS -THE DLR IS PAR

EA02-027 22534

K FORD IN TALLMADGE, OHIO PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A
FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTO
MER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MCFXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 10 SDR	CONCERN ISSUE	CASE NBR: 1464492951
VIN: 1FMYU03182KA39059	ZONE: R1	OPENED: 10/22/2001
	ENGINE: 1	CLOSED: 10/22/2001
	VEH TYPE: T	

=====

LAST NAME: OKA	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: CAPISTRANO BEACH	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X2	
MILEAGE: 356		
DEALER NAME: BLYTHE FORD CENTER	SALES CODE: F71417	P & A: 00423
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE		

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: CLAM CHANTELLA LAM
ACTION DATA/COMMENTS:

2001/10/22

12.52.50

CUSTOMER SAYS: PURCHASE THE VEHICLE WED EVENING VEHICLE BR
OKN DOWN AND TOWED TO BLYTHE FORD BECAUSE THE ENGINE LIGH
T CAME ON AND THE VEHICLE STALLED. CUST IS SEEKING FOR A NEW
VEHICLE. PER CUSTOMER, DEALER SAYS: -- BLYTHE FORD CENTE
R 410 E HONSBERRY BLYTHE, CA 92225 TEL: (760) 921-367
3 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 DLRSHP SPOKE
SR MGR SAID THEY HAVE NOT HAVE TIME TO LOOK INTO THE VEHICLE
YET. WILL LOOK INTO IT THIS LATER SCHEDULES ARE FULL WITH H
IS LOCAL CUSTOMER. -ADV CUST TO TALK TO SALES MGR OF THE SE
LLING DLRSHP REGARDING VEHICLE BOUGHT BACK. OUR GOAL IS TO
WORK WITH YOU AND YOUR SERVICING DEALERSHIP TO PROPERLY REPA
IR YOU VEHICLE. THE DEALERSHIP IS IN THE BEST POSITION TO AS
SIST YOU WITH THIS AND OTHER CONCERNS. INFERENCE CASE ID
: 4905

EA82-827 22838

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-BANLEY DWAIN HAWLEY
ACTION DATA/COMMENTS:

2001/11/09

20.47.29 FORD/SELLING DEALERSHIP PICKED UP VEHICLE AND TOOK BACK TO S
ELLING DEALERSHIP.

CONSUMER AFFAIRS

06/18/2002 MMFAXPROG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 0564340562
REGION: 10 SDR ZONE: F3 OPENED: 03/30/2002
VIN: 1FMYU04162KB97480 ENGINE: 1 VEH TYPE: T CLOSED: 03/30/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SEVIERVILLE STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2800
DEALER NAME: MCNELLY-WHALEY MOTO SALES CODE: F21275 P & A: 05733
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CAC136 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: ASILVA ANNABELLE SILVA
ACTION DATA/COMMENTS:

2002/03/30

16.57.28 CUSTOMER SAYS: -THERE IS AN ONGOING CONCERN WITH VEH -VEH
STALLS IN THE MIDDLE OF THE ROAD, LOST ALL POWER EG. LIGHTS
/BRAKES ETC. -STALLED 3 TIMES IN 3 MONTHS ..STALLS AFTER DR
IVING ABOUT 10 MINUTES/HOT ENGINE -VEH HAS BEEN TO DLR 1 TI
ME FOR REPAIR -CUST IS SEEKING REPAIR OF THE STALLING CONC
ERN PER CUSTOMER, DEALER SAYS: -DLR TOLD CUST THAT THEY I
NSTALLED NEW COMPUTER IN VEH CAC ADVISED: - WE RECOMMEND T
HE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATIO
N WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR
-I ADVISED CUST TO CONTACT CRM/SN TO SET UP AN APPT. TO HAV
E VEH DIAGNOSED AND REPAIRED -I ADVISED CUST THAT DLR MUST
DUPLICATE CONCERN IN ORDER TO REPAIR IT INFERENCE CASE ID:
4591

EP02-027 22535

CONSUMER AFFAIRS

06/18/2002 MMFAI PRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 15 PHILADELPHIA	ZONE: A1	CASE NBR: 0680680982
VIN: 1PMYU04162KB20754	ENGINE: 1	OPENED: 04/08/2002
	VEH TYPE: T	CLOSED: 04/08/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	SOUTHAMPTON	STATE:	PA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	3600				
DEALER NAME:	C & C FORD SALES, I	SALES CODE:	F16039	P & A:	01304
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607692 STALL/QUITS AT CRUISE NOT ENGINE				

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: APEARCE ARLENE PEARCE-ELLIOTT
ACTION DATA/COMMENTS:

2002/04/08

18.54.18 CUSTOMER SAYS: -CUST SAYS THAT HIS VEH IS STALLING -CUST
SAYS THAT IT HAPPY 3 TIMES SINCE HE BOUGHT THE VEH -CUST S
AYS IT HAPPEN TODAY -CUST SAYS HE IS CALLING TO MAKE A COMP
LAIN -CUST SAYS THAT HE HAS AN APPOINTMENT WITH THE DLR TOM
ORROW 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 C
RM/SERV MGR INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAI PRG

EA82-827 22537

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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INFORMATION ISSUE CASE NBR: 0773961122

REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 04/22/2002

VIN: 1FMYU03112KC46554 ENGINE: 1 VEH TYPE: T CLOSED: 04/22/2002

=====

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: HONOLULU STATE: HI ZIP: [REDACTED]

HOMR PHONE: [REDACTED]

MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2

MILEAGE:

DEALER NAME: CUTTER FORD, INC. SALES CODE: F72204 P & A: 07908

REASON CODE: 1105 AWA - W/H CRITERIA, REQUEST AWA AFTER REPAIR

SYMPTOMS: 607692 STALL/QUITS AT CRUISE NOT ENGINE

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 732 - PROVIDE ASSISTANCE

DOCUMENT: ANALYST: EBOOD ELIZABETH BOODHAI

ACTION DATA/COMMENTS:

2002/04/22

21.29.50 VLC078UCUSTOMER SAYS: - VEH HAS A CONCERN THE VEH STALLS
 - VEH WILL STALL AND YOU CAN START IT RIGHT AWAY - THE VE
 H CHECK ENGINE LIGHT IS ON - VEH IS CURRENTLY AT THE DLR
 - CUST SEEKING RENTAL PER CUSTOMER, DEALER SAYS: - DLR
 STILL NEEDS TO DO A DIA 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 LO
 ANER VEHICLE. - PLEASE RETAIN YOUR ORIGINAL RECEIPTS FOR TH
 E LOANER VEHICLE AND SUBMIT THEM TO (PROVIDE EMPLOYEE NAME)
 THE SM/CRM FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMP
 LETED. - 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 DA
 ILY COST GREATER THEN THE DAILY LIMIT, THE CUSTOMER IS RESPO
 NSIBLE FOR THE DIFFERENCE. - I ADVISED MEL THAT I CAN AUT
 MORIZE THE RENTAL FOR 3 DAYS @ 28/DAY - I PROVIDED MEL WIT
 H ME 888 NUMBER TO CONTACT ME FOR FURTHER ASST INFERENCE CA
 SE ID: 5384

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE

ACTION: 821 - AWARD SERVICE LOANER

DOCUMENT: ANALYST: RWILKINS REBECCA WILKINSON

ACTION DATA/COMMENTS:

2002/04/26

08.39.40 VLC078UCUSTOMER SAYS: E-MAIL FROM DLR REQUESTING COMMITMEN
 T CODE: PACODE: 07908 NAME: JOAN ISHIMI REPAIR ORDER:
 2989 LINE NUMBER: 8 REPAIR DATE: APR 22, 2002 DOLLAR_A
 MOUNT: 48.89 VEHICLE IDENTIFICATION NUMBER: 1FMYU03112KC46
 554 CUDL: COMMENTS: COMMENTS: NEED AUTH FOR RENTAL PREP

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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INFORMATION ISSUE CASE NBR: 0773961122

REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 04/22/2002

VIN: 1FMYU03112KC46554 ENGINE: 1 VEH TYPE: T CLOSED: 04/26/2002

=====

2002/04/26

08.39.40 BRAD CONTACT METHOD: EMAIL E-MAIL ADDRESS: ALANS_ANGELSON
 OTMAIL.COM PHONE: 808-487-9281 EXTENSION: PER CUSTOMER

EN02-027 22538

, DEALER SAYS: CUTTER FORD, INC. CAC ADVISED: PROVIDED C
COMMITMENT CODE TO DLR

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 1614170532
REGION: 21 ATLANTA ZONE: B2 OPENED: 02/22/2002
VIN: 1FMCU03192KA93500 ENGINE: 1 VEH TYPE: T CLOSED: 02/22/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GREER STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 412
MILEAGE: 3100
DEALER NAME: FAIRWAY FORD INC SALES CODE: P21226 P & A: 00977
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

DN02-027 22538

DOCUMENT: ANALYST: KEOGLE KEITH GREGORY HOGLER
ACTION DATA/COMMENTS:

2002/02/22

17.02.31 CUSTOMER SAYS: - THE CUST STATES THAT THE COMPUTER ON THE
VEH HAS BEEN SERVICED 2 TIMES. IT CAUSES THE VEH TO SHUT DO
WN COMPLETELY. FIRST OCCURED ON FEB. 12/02 - THE VEH RELE
ASED ON THURS, FEB. 14/02, AND IT HAS REOCCURED TODAY. - C
UST SEEKING A PERMANENT REPAIR TO THE PROBLEM. PER CUSTOME
R, DEALER SAYS: LIBERTY FORD, MGR SPOKE TO CUST, IS AWARE
OF REOCCURANCE OF PROBLEM AND S.C. 3 REPAIR RULE. WILL ATT
EMPT TO REPAIR ONCE. OPEN REGION CONTACT. CAC ADVISED: -
THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF Y
OUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEERING IS CU
RRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE STAY IN CON
TACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY WILL CONTA
CT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AVAILABLE - (N
OTE TO CSR: IF CUSTOMER ASKS FOR TIMELINES, INFORM THEM THAT
WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINES, AND TO STAY I
N CONTACT WITH THEIR DEALERSHIP) =====
===== - THE CUST TOLD TO KEEP IN TOUCH WITH
FRED SIZEMORE TOUCH. INFERENCE CASE ID: 5401

CONSUMER AFFAIRS

06/18/2002 MM7AXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 1640551012
REGION: 47 CINCINNATI ZONE: C1 OPENED: 04/11/2002
VIN: 1FMCU06192KA53934 ENGINE: 1 VEH TYPE: T CLOSED: 04/11/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 8080
DEALER NAME: CROWN FORD, INC. SALES CODE: P47463 P & A: 07965
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SFLOURNO SANDRA FLOURNOY
ACTION DATA/COMMENTS:

2002/04/11

17.47.18 CUSTOMER SAYS: -THE VEH STALLS -CUST TOOK THE VEH TO DL
R 2 TIMES FOR THE STALL PROBLEM -CUST DOES HAVE AN APPT F
OR AT THE DLRSH 15-04-2002 - PER CUSTOMER, DEALER SAYS:
-HARRISON FORD 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

EQ02-027 22540

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	CONCERN ISSUE	CASE NBR: 0409800932
VIN: 1FMYU04142KA20460	ZONE: M1	OPENED: 04/03/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: OPEN
TITLE:				MI:
ADDRESS:				
CITY:	NEW FAIRFIELD	STATE:	CT	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	9000			
DEALER NAME:	MARK FORD-MERCURY I	SALES CODE:	F13547	F & A: 03662
REASON CODE:	1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR			
SYMPTOMS:	607692 STALL/QUITS AT CRUISE HOT ENGINE			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
 DOCUMENT: ANALYST: DGUNNIS DOUGLAS GUNNIS
 ACTION DATA/COMMENTS:

2002/04/03

11.20.05 CUSTOMER SAYS: - CUST STATE SEEKING RENTAL/LOANER VEH ASSISTANCE, WOULD LIKE TO KNOW IF I CAN GET A LOANER VEH WHEN MY VEH GOES IN TOMORROW, VEH DIED TWICE ALREADY ... PER CUST OWNER, 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? (((((((((((OBC TO DLR SPOKE TO S/M (NEIL AVELLINO) WHO SAID, THIS GOOD CUST, WOULD LIKE FORD ASSIST CUST W/ LOANER VEH, S/M SAID, WILL CALL CSR TOMORROW WHEN VEH COMES IN)))))))) - CAC ADVISED CUST WHEN VEH GOES IN TOMORROW, CSR WILL CONTACT DLR FIRST THING IN THE MORNING TO MAKE ARRANGMENTS ... INFERENCE CASE ID: 5388

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER

0602-027 22541

DOCUMENT: ANALYST: DGUNNIS DOUGLAS GUNNIS
ACTION DATA/COMMENTS:

2002/04/04

10.32.26 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
E CAC ADVISED: (((((((((((OBC TO DLR REGARDING L/R VEH
REQUEST CSR SPOKE TO S/M (NEIL AVELLINO) WHO SAID, WE HAVE
THE VEH, WE DONT WHATS WRONG W/ IT BUT WE PUT HER IN A RENTAL
FOR 3 DAYS, IF ANYTHING CHANGES, WE'LL ADVISE CUST ACCORDI
NGLY, CSR ADVISED S/M, CSR WILL AUTHORIZE RENTAL VEH FOR 3 D
AYS FR AP 04/02 TO AP 06/02 AT \$28.00 A TOTAL OF \$84.00, CSR
ALSO ADVISE S/M OF QCDEALER FOR P98 CODE)))))))))

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== CONCERN ISSUE CASE NBR: 0408800932
REGION: 13 NEW YORK ZONE: M1 OPENED: 04/03/2002
VIN: 1FMYU04142KA20460 ENGINE: 1 VEH TYPE: T CLOSED:
=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: RWILKINS REBECCA WILKINSON
ACTION DATA/COMMENTS:

2002/04/04

16.17.52 DEALER P AND A CODE 03662
AMOUNT OF AMA 28
LAST FOUR OF R.O. # 2784
LINE 52
COMMITMENT CODE M01LN
CAC PARTICIPATION 100
DID DEALER INITIATE CONTACT? N
CSR NAME DGUNNIS
TEAM LEADER NAME LPIERRO
WAS REQUEST DUE TO PARTS DELAY ISSUE? N
CUSTOMER SAYS: E-MAIL FROM DLR REQUESTING COMMITMENT CODE:
PACODE: 03662 NAME: KATHERINE RIDENOUR REPAIR ORDER:
2784 LINE NUMBER: 52 REPAIR DATE: 040402 DOLLAR AMOUN
T: 28.00 VEHICLE IDENTIFICATION NUMBER: 1FMYU04142KA20460
CUIDL: 0408800932 COMMENTS: COMMENTS: PREFERRED CONTACT
METHOD: EMAIL E-MAIL ADDRESS: MARKFORDSERVICE@AOL.COM P
PHONE: 860-355-6225 EXTENSION: PER CUSTOMER, DEALER SAYS:
MARK FORD-MERCURY INC CAC ADVISED: PROVIDED COMMITMENT
CODE TO DLR

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: DGUNNIS DOUGLAS GUNNIS
ACTION DATA/COMMENTS:

16.41.24 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
E CAC ADVISED: *****CSR FOLLOWING UP W/ CUST*
***** (((((((((((OBC TO CUST TO FIND OUT IF EVER
YTHING WENT OK W/ THE RENTAL VEH, CUST NOT AVAILABLE, CSR LE
FT VOICE MESSAGE FOR CUST ADVISING THAT DLR IS STILL LOOKING
HER VEH CONCERN)))))))))

EA02-027 22542

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.30

REGION: 13 NEW YORK	CONCERN ISSUE	CASE NBR: 0466043401
VIN: 1FMYU04172KB01064	ZONE: G1	OPENED: 12/06/2001
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

LAST NAME:		FIRST NAME:		STATUS:	OPEN
TITLE:				MI:	
ADDRESS:					
CITY:	HOPATCONG	STATE:	NJ	ZIP:	
HOME PHONE:					
AGE:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	5200				
DEALER NAME:	WARNOCK FORD	SALES CODE:	F13451	P & A:	0367
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607692 STALL/QUITS AT CRUISE NOT ENGINE				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: JEHAN JUNAID KHAN
ACTION DATA/COMMENTS:

2001/12/06

13.10.40

[illegible]

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06/18/2002 NOTAXPRG

FD-302 (Rev. 5-22-64)

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 71 CALIFORNIA	RAV ISSUE	CASE NBR: 0487860572
VIN: 1FMYU03182KB44992	ZONE: A1	OPENED: 05/03/2002
	ENGINE: 1	CLOSED: 05/03/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	MOORPARK	STATE:	CA	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	1445			
DEALER NAME:	SIMI VALLEY FORD	SALES CODE:	F71447	P & A: 07022
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS			
SYMPTOMS:	607692 STALL/QUITS AT CRUISE NOT ENGINE			

=====

ORIGIN:	CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES	COMMUNICATION: MAIL
ACTION:	RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED	
DOCUMENT:	ANALYST: GGUTHERY	GWENDOLY GUTHERY
ACTION DATA/COMMENTS:		

2002/05/03
16.17.39

=====

ORIGIN:	CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES	COMMUNICATION: MAIL
ACTION:	RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT	
DOCUMENT:	ANALYST: EHANSBER	EYVETTE HANSBERRY
ACTION DATA/COMMENTS:		

2002/05/08
10.00.41

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 0302061052
VIN: 1FMCU04152KA78121	ZONE: H1	OPENED: 04/15/2002
	ENGINE: 1	CLOSED: 04/15/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			

EA02-027 22544

CITY: CARMEL STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2600
DEALER NAME: PARK FORD OF MAHOFA SALES CODE: F13448 P & A: 03926
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: KNATION1 KEVIN NATION
ACTION DATA/COMMENTS:

2002/04/15

08.23.12 CUSTOMER SAYS: - RECENTLY PURCHASED A FORD ESCAPE WHICH HE
HAD PROBLEMS WITH - ENGINE BLEW AT 333 MILES SO FORD/DLASH
P PUT HIM IN ANOTHER ONE - NOW THE NEW ESCAPE IS SHUTTING O
FF ON HIM WHILE DRIVING - 1ST INCIDENT INCIDENT OCCURRED WHI
LE DRIVING LAST THURSDAY - BROUGHT TO DLASHP FOR REPAIR AND
WAS TOLD THAT VEH IS FIXED - YESTERDAY THE VEHICLE SHUT OF
F AGAIN WHILE DRIVING - GOING OVER TO DLASHP RIGHT NOW BECA
USE HE DOESN'T FEEL SAFE AND NO LONGER WANTS THIS VEHICLE P
ER CUSTOMER, DEALER SAYS: - VEHICLE IS FIXED CAC ADVISED:
- WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALER
SHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CON
TACT CRM/SERV MGR INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== INFORMATION ISSUE CASE NBR: 0335521542
REGION: 27 WASHINGTON ZONE: E1 OPENED: 06/03/2002
VIN: 1FMCU041K2KB14515 ENGINE: 1 VEH TYPE: T CLOSED: 06/03/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ARARAT STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 8600
DEALER NAME: JOHNSON FAMILY FORD SALES CODE: F27512 P & A: 01364
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

EA02-027 22545

DOCUMENT: ANALYST: FBROOKS FAITHLYN BROOKS
ACTION DATA/COMMENTS:

2002/06/03

09.18.40 CUSTOMER SAYS: - STATES SHE HAD A 2001 ESCAPE THAT HAD THE
SAME PROBLEM AND FORD BOUGHT BACK VEH; - STATES VEH JUST C
UTS- OFF IN JANUARY; - TOOK VEH TO DRLSHP AND HAD REPAIR DO
NE; - STATES DRLSHP REPLACED THE EEC POWER RELAY - STATES
VEH CUTS OFF AGAIN OVER THE WEEKEND; - STATES WHEN CRUISING
, DOWN HILL OR AROUND A CURB @ 35 OR 45MPH AND RPM BETWEEN 1
-0; - STATES SHE IS VERY FRUSTRATED AND WANTS OUT OF VEH;
PER CUSTOMER, DEALER SAYS: JOHNSON FAMILY FORD - SERV. MG
R (GREG) - STATES FORD SEND OUT A TSB FOR CONCERN; - ADVIS
ED CUST TO CONTACT CRC AND ADVISE THEM OF CONCERN; CAC ADVI
SED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DE
ALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD
CONTACT CRM/SERV MGR 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

13.27.38

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REGION: 27 WASHINGTON	ZONE: D1	CASE NBR: 0431120792
VIN: 1FMYU04122KA69110	ENGINE: 1 VEH TYPE: T	OPENED: 03/20/2002
		CLOSED: 03/20/2002

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	CALIFORNIA	STATE:	MD	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	6116			
DEALER NAME:	WALDORF FORD, INC.	SALES CODE:	F27047	P & A: 00149
REASON CODE:	1105 AMA - W/N CRITERIA, REQUEST AMA AFTER REPAIR			
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 732 - PROVIDE ASSISTANCE

DOCUMENT: ANALYST: YCAMPBELL YVETTE CAMPBELL

ACTION DATA/COMMENTS:

2002/03/20

16.15.49 AMOUNT (ROUND UP NEAREST DOLLAR) 1
TYPE (REPAIR, LOANER, CONSEQUENTIAL) L
WAS REQUEST DUE TO PARTS DELAY Y
CUSTOMER SAYS: =SEEKING RENTAL ASSIST FOR THE CUST =PART
IS ON ORDER PER CUSTOMER, DEALER SAYS: CAC ADVISED: -
I HAVE REVIEWED THE SITUATION AND SINCE YOU ARE SUCH A VALUE

EW02-027 22546

D 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, \$35 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: 538
4

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 227 - INQUIRY FROM DEALER
DOCUMENT: ANALYST: YCAMPEL YVETTE CAMPEL
ACTION DATA/COMMENTS:

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: RICHARD NEED RIK, SM FROM WALDORF FORD, INC. CALLED ON CUST'S BEHALF - PACODE IS 00149 -HE WANTS TO KNOW IF CRC WILL PROVIDE RENTAL ASSISTANCE FOR THE CUST -VEN NOT PURCHASED FROM THIS DLR -PART IS ON ORDER -CUST WILL NEED VEN FOR ABOUT 7 DAYS -HE BELIEVE IT WOULD BE A GOOD BUSINESS DECISION CAC ADVISE D:

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 0435163311
REGION: 44 PITTSBURGH ZONE: C2 OPENED: 11/27/2001
VIN: 1FMYU03152KB20522 ENGINE: 1 VEN TYPE: T CLOSED: 11/27/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PARMA STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 178
DEALER NAME: LIBERTY FORD SOLOM, SALES CODE: F44116 P & A: 02319
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: STIMPERL SIMON TIMPERLEY
ACTION DATA/COMMENTS:

2001/11/27

12.03.13

CUSTOMER SAYS: .VEN STALLED ON CUST YESTERDAY MORNING. .W
HEN THE STALLS THE ENGINE LIGHT THE BATTERY LIGHT AND THE OIL
LIGHT ALL CAME ON AND CUST LOST POWER STEERING AND POWER BR
AKES. .THIS EXACT SAME THING HAPPENED TO CUST 4 TIMES WITH
HIS '01 ESCAPE BEFORE FORD BOUGHT HIM OUT OF IT AND GOT HIM
INFO THIS ESCAPE. .BETWEEN THIS ESCAPE AND THE '01 THE DLR
HAS NEVER BEEN ABLE TO DUPLICATE THE CONCERN THEMSELVES. .D
LR IS LIBERTY FORD IN SOLOM, DLR IS A GREAT GROUP OF PEOPLE
AND THEY HAVE TRIED TO HELP CUST AS BEST THEY CAN. .CUST JU
ST WANTED TO CALL AND LOG ISSUE WITH CRC SO THAT WE HAD IT O
N FILE, DLR IS VERY PROACTIVE AND THEY ARE TRYING TO TAKE CA
RE OF CUST. PER CUSTOMER, DEALER SAYS: .DLR SAID THAT THE
Y HAVE DONE ALL THAT THEY CAN AND THEY DON'T KNOW WHAT'S WR
ONG WITH IT. THEY ROAD TESTED IT TO VERIFY AND THERE WAS NO
PROBLEM FOUND. .S/M SAID THAT HE HAS LEFT A MESSAGE FOR T
ON OXBOLT - REG REP ABOUT THE CONCERN AND TO CONTACT CUST AB

EM02-027 22547

OUT IT. 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 - ADVISED CUS T THAT I HAVE DOCUMENTED CONCERN IN OUR SYSTEMS, ADVISED CUS T TO CONTACT CRC IF ANYTHING ELSE HAPPENS. - ADVISED CUS T HAT HE IS CURRENTLY FOLLOWING THE BEST COURSE OF ACTION BY DEALING WITH DLR TO RESOLVE THE CONCERN. 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

13.27.38

===== INFORMATION ISSUE CASE NBR: 0487860572
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 03/22/2002
VIN: 1FMYU03182KB44992 ENGINE: 1 VEH TYPE: T CLOSED: 03/22/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MOOREPARK STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 1
DEALER NAME: SIMI VALLEY FORD SALES CODE: F71447 P & A: 07022
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: VMCCARTY VIVIAN MCCARTHY
ACTION DATA/COMMENTS:

2002/03/22

15.10.20

CUSTOMER SAYS: - CALL MR MORLEY ON CELL - VEH HAS BEEN AT THE DEALERSHIP FOR OVER 4 WEEKS - THE VEH CAN'T BE REPAIRED - THE DEALER PRINCIPAL (LARRY HIBLER) TOLD CUS T HAT THE VEH WOULD BE REPLACED BY FORD AND THAT THIS WOULD TAKE 7 TO 10 DAYS WHICH HAS PASSED - CALLED THE DEALERSHIP AND WAS TOLD BY MR HIBLER THAT HE IS UNABLE TO RE-PLACE THE VEH BECAUSE HE HAS NOT GOTTEN THE PAPER WORK FROM FORD - THE FORD REP LOOKED AT THE VEH AND WAS UNABLE TO FIND THE CONCERN - ASKED MR. HIBLER IF HE COULD TAKE THE VEH UNTIL A RE-PLACEMENT CAN BE FOUND AND WAS TOLD THAT IF HE DID THIS AND THERE IS AN ACCIDENT FORD OR THE DEALERSHIP WOULD NOT BE LIABLE. PER CUSTOMER, DEALER SAYS: 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 T DEALER >>>> UNAVAILABLE ; CSR WILL FOLLOW UP ON MONDAY ***** CUS I IS VERY VERY UPSET !!!!!!!!!!!!!!!!!!!!! INFERENCE CASE ID: 5408

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: TCHINAPP THOMAS CHINAPPAN
ACTION DATA/COMMENTS:

HR02-827 22548

2002/03/25

12.55.37 CUSTOMER SAYS: - CUST SAYS THAT CRC REP DID NOT CALL HIM BACK, BUT NO ONE CALLED HIM BACK. - CUST VEH HAD BEEN IN THE SHOP SINCE MARCH 5,01 - CUST SAYS THAT DLRSHP CAN'T FIXED.
- CUST SAYS THAT THE OWNER OF THE DLRSHP LARRY HIBBLER (SIMI VALLEY FORD) INFORMED HIM THAT THE VEH CANT FIX THE VEH

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: Q487860672
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 03/22/2002
VIN: 1FMYU031B2KB44992 ENGINE: 1 VEH TYPE: T CLOSED: 03/25/2002
=====

2002/03/25

12.55.37 AND WAS TOLD THAT THEY COULD REPLACE THE VEH. - CUST WANTS TO KNOW WHY THE PAPER WORK FOR THE REPLACEMENT VEH NOT BEEN SENT BACK TO HIS BY FORD YET. - VEH AT THE DLRSHP. - CUST WANTS TO SPEAK TO A SUPERVISOR. - CUST SAYS THAT DLRSHP BROUGHT A FORD TECH AND HE COULD NOT FIND THE PROBLEM. - CUST IS VERY UPSET WITH FORD. PER CUSTOMER, DEALER SAYS: SIMI VALLEY FORD- WAITING FOR FORD TO SEND THEM THE PAPER WORK. CAC ADVISED: - INFORMED THE CUST THAT I HAVE FILLED OUT A SUPERVISOR FOLLOW UP FORM AND THAT ONE WILL BE CALLING HIM BACK ASAP.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 224 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: VMCCARTH VIVIEN MCCARTHY
ACTION DATA/COMMENTS:

13.16.44 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE D: - AS PER DOCUMENTATION BY PREVIOUS REP THIS HAS BEEN FORWARDED TO A SUPERVISOR AS PER CUS REQUEST.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LEENARD
ACTION DATA/COMMENTS:

13.45.53 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: *****SUPERVISOR JOANNE 7818*****
***** -OBC TO DLR ON 03/25/02 AT 1:35PM - GM, BM AND CRM ARE UNAVAILABLE; LEFT MESSAGE WITH RECEPTIONIST ASKING GM TO RETURN CALL TO DISCUSS CUST'S ISSUE -SUPERVISOR WILL FOLLOW UP

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LEENARD
ACTION DATA/COMMENTS:

18.45.16 CUSTOMER SAYS: -2 WEEKS AGO WAS TOLD FROM DLR THAT VEH WILL BE REPLACED IN 7 TO 10 DAYS -HAS BEEN WAITING FOR PAPERWORK FROM FORD SINCE 03/05/02 -WONDERING WHY IT IS TAKING SO LONG FROM FORD TO DELIVER THE PAPERWORK -CUST IS REQUESTING SUPERVISOR CALLBACK TO VERIFY WHETHER PAPERWORK WAS RECEIVED PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: *****
*****SUPERVISOR JOANNE 7818***** -OBC TO DLR ON 03/25/02 AT 5:56PM - SPOKE TO GM - LARRY HIBBLER - CRM HAS AGREED TO BUY THE VEH BACK AND IS WAITING FOR THE PAPERWORK TO COME FROM DEARBORN -PAPERWORK WAS SUBMITTED 2 WEEKS

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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ENC2-027 22548

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 71 CALIFORNIA	INFORMATION ISSUE	CASE NBR: 0487860672
VIN: 1FMYU03182KB44992	ZONE: A1	OPENED: 03/22/2002
	ENGINE: 1	CLOSED: 03/25/2002
	VEH TYPE: T	

=====

2002/03/25

18.45.16 KB AGO AND SHOULD BE ARRIVING THIS WEEK BECAUSE IT NORMALLY TAKES 2 TO 3 WEEKS TO BE PROCESSED -CUST WILL BE CONTACTED BY SM - MATE JORDAN WHEN IT ARRIVES ***** -OBC TO CUST ON 03/25/02 AT 6:05PM - APOLOGIZED TO CUST FOR HIS EXPERIENCE AND MISINFORMATION -ADVISED CUST THAT PAPERWORK IS SENT FROM DEARBORN AND NOT THE CRC -REASSURED CUST THAT SUPERVISOR OR SPOKE TO GM AND THE PAPERWORK IS IN PROCESS AND SHOULD BE ARRIVING SHORTLY -ADVISED CUST THAT SM - MATE JORDAN WILL CALL CUST WHEN PAPERWORK IS RECEIVED -SUPERVISOR ADVISED CUST THAT SHE BELIEVES DLR IS DOING EVERYTHING POSSIBLE TO ASSIST CUST -SUPERVISOR WILL FOLLOW UP WITH CUST ON 04/01/02

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: JLENNARD JOANNE LEONARD
 ACTION DATA/COMMENTS:

2002/04/01

17.33.14 VLOC878CUSTOMER SAYS: -IS STILL WAITING TO HEAR FROM DLR ABOUT RELACEMENT VEH -LAST CONTACT WAS WITH DLR 10 DAYS AGO AND HAS NOT RECEIVED VEH YET PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: *****SUPERVISOR JOANNE 7818***** -OBC TO CUST ON 04/01/02 AT 5:13PM - APOLOGIZED TO CUST FOR THE DELAY -SUPERVISOR OFFERED TO CONTACT DLR FOR AN UPDATE -SUPERVISOR WILL FOLLOW UP WITH CUST ON 04/02/02 ***** -OBC TO DLR ON 04/01/02 AT 5:17PM - SPOKE TO GM - LARRY HIBLER - SPOKE WITH REGIONAL REP - JENNIFER KAY WALKER ON 03/29/02 AND SHE ADVISED THAT PAPERWORK HAS BEEN SUBMITTED AND IS IN THE MAIL -IS EXPECTING THE PAPERWORK ANY DAY NOW -SUPERVISOR WILL FOLLOW UP WITH CUST AND DLR ON 04/01/02

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: JLENNARD JOANNE LEONARD
 ACTION DATA/COMMENTS:

2002/04/03

14.49.28 ONE CAC ADVISED: *****SUPERVISOR JOANNE 7818***** -OBC TO DLR ON 04/03/02 AT 2:38PM - SPOKE TO GM - LARRY HIBLER - HAS NOT HEARD ANYTHING YET ABOUT REPLACEMENT VEH -DLR IS FRUSTRATED BECAUSE CUST IS CALLING VERY FREQUENTLY AND DLR DOESN'T HAVE ANY UPDATED INFO -SUPERVISOR WILL DO FURTHER RESEARCH -SUPERVISOR WILL FOLLOW UP WITH CUST AFTER 5PM EST ON 04/03/02

CONSUMER AFFAIRS

06/18/2002 MEMAKFNG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 71 CALIFORNIA	INFORMATION ISSUE	CASE NBR: 0487860672
VIN: 1FMYU03182KB44992	ZONE: A1	OPENED: 03/22/2002
	ENGINE: 1	CLOSED: 04/03/2002
	VEH TYPE: T	

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP

0402-027 22000

DOCUMENT: ANALYST: JLENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

2002/04/03

17.29.42 ONE CAC ADVISED: *****SUPERVISOR JOANNE 78
18***** -OBC TO CUST ON 04/03/02 AT 5:09PM - LEFT M
MESSAGE; ADVISED CUST THAT SHE IS STILL LOOKING INTO HIS ISSU
E AND DOES NOT HAVE ANY UPDATED INFO YET -IS TRYING TO CONF
ACT REGIONAL REP TO GET STATUS ON ISSUE -SUPERVISOR WILL FO
LLOW UP ON 04/05/02
VLC078TCUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: N

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

2002/04/05

18.27.15 VLC078TCUSTOMER SAYS: -REQUESTING A CALLBACK BY 04/10/02 T
O DECIDE WHAT TO DO NEXT -IS FRUSTRATED WITH SITUATION AND
THE LENGTH OF TIME TO GET PAPERWORK FROM FORD -DOES NOT WAN
T TO ESCALATE TO LAMYER PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: *****SUPERVISOR JOANNE 7818*****
***** -OBC TO DLR ON 05/04/02 AT 5:57PM - SPOKE TO SA
LES MANAGER - DENNIS SHANK - STILL DOESN'T HAVE ANY INFORMAT
ION ON PAPERWORK YET -OBC TO CUST- MR. MORLEY - ON 05/04/02
AT 6:08PM - APOLOGIZED TO CUST FOR THE DELAY IN PROCESSING
PAPERWORK -ADVISED CUST THAT DLR IS STILL WAITING FOR PAPER
WORK AND SUPERVISOR IS STILL RESEARCHING THE ISSUE -SUPERVI
SOR WILL FOLLOW UP WITH CUST BY 04/10/02

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

2002/04/10

18.09.14 VLC078TCUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: N
ONE CAC ADVISED: *****SUPERVISOR JOANNE 78
18***** -OBC TO DLR ON 10/04/02 AT 5:56PM - TRIED T
O SPEAK TO GM - LARRY NIBELER - HAS LEFT FOR THE DAY - SPOK
E TO SALES MANAGER - DENNIS - WILL LOOK INTO SITUATION AND C
ALL BACK TOMORROW -OBC TO CUST ON 10/04/02 AT 6:06PM - LEFT
MESSAGE ADVISING THAT SUPERVISOR IS STILL LOOKING INTO HIS
SITUATION -SUPERVISOR WILL RECONTACT HIM ON 11/02/02

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

INFORMATION ISSUE CASE NBR: 0487860672
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 03/22/2002
VIN: 1FMYU03182KB44992 ENGINE: 1 VEH TYPE: T CLOSED: 04/11/2002

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

2002/04/11

18.00.42 VLC078TCUSTOMER SAYS: -SPOKE TO GM - LARRY NIBELER YESTERD
AY AND WAS TOLD THAT FORD IS NOT RESPONDING TO HIS REQUESTS
-DLR THINKS THAT FORD LOST THE PAPERWORK SO HE HAS RESUBMIT
TED IT -IS VERY DISAPPOINTED WITH THE PROCESS AND IS WAITI
NG FOR THE VEH -WAS TOLD IT WOULD TAKE 7 TO 10 DAYS, THEN 2
TO 4 WEEKS FOR PAPERWORK TO BE PROCESSED PER CUSTOMER, DEA

8982-827 22861

LEA SAYS: NONE CAC ADVISED: *****SUPERVISOR
R JOANNE 7818***** -OBC TO DLR ON 11/04/02 AT 5:2
1PM - SPOKE TO SM - NATE - SPOKE TO REGIONAL REP THIS MORNIN
G AND THEY ARE STILL WAITING FOR THE PAPERWORK TO BE PROCESS
ED -REALISTICALLY, IT TAKES 4 TO 6 WEEKS TO BE PROCESSED -
THE DOM IS INVOLVED IN THE SITUATION AND IS TRYING TO HEPEDI
TE THE SITUATION *****
***** -OBC TO CUST ON 11/04/02 AT 5:3
6PM - ADVISED CUST THAT ISSUE HAS BEEN ESCALATED TO THE REGI
ON -SUPERVISOR IS STILL LOOKING INTO THE SITUATION AND WILL
L CONTACT HIM WHEN THERE IS MORE INFORMATION AVAILABLE -SUP
ERVISOR IS USING ALL RESOURCES TO FIND OUT INFORMATION -SU
PERVISOR WILL FOLLOW UP ON 15/04/02

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LEONARD
ACTION DATA/COMMENTS:

2002/04/22

15.41.16 VLC078TCUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: N
ONE CAC ADVISED: *****SUPERVISOR JOANNE 78
18***** -OBC TO DLR ON 22/04/02 AT 4:30PM - SPOKE T
O SM - NATE - CUST IS IN THE VEH AS OF 19/04/02 OR 20/04/02
-NO OTHER ISSUES *****
***** -OBC TO CUST ON 22/04/02 AT 4:
38PM - LEFT MESSAGE ACKNOWLEDGING THAT AS PER CONVERSATION W
ITH DLR, THAT CUST HAS THE REPLACEMENT VEH -WILL FOLLOW UP
WITH CUST ON 23/04/02

CONSUMER AFFAIRS

06/18/2002 MDPAXPRO

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

INFORMATION ISSUE CASE NBR: 0497860672
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 03/22/2002
VIN: 1PMYU03182KB44992 ENGINE: 1 VEH TYPE: T CLOSED: 04/23/2002

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LEONARD
ACTION DATA/COMMENTS:

2002/04/23

15.48.20 VLC078TCUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: N
ONE CAC ADVISED: *****SUPERVISOR JOANNE 781
8***** -OBC TO CUST ON 23/04/02 AT 4:44PM - LEFT M
ESSAGE; ADVISED HIM THAT AS MUCH AS SUPERVISOR IS AWARE, THE
VEH HAS BEEN DELIVERED TO HIS DAUGHTER AND SON-IN-LAW AND T
HERE ARE NO OTHER ISSUES -ADVISED CUST THAT IF THERE IS ANO
THER CONCERN TO CONTACT CRC AND A REPRESENTATIVE WILL BE ABL
E TO ASSIST HIM *****ISSUE CLOSED*****

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: ICD001 - ICCD CUSTOMER - CONCERN RESOLVED
DOCUMENT: ANALYST: N-JORDAN SIMI VALLEY FORD
ACTION DATA/COMMENTS:

ENR2-827 22852

2002/05/06

12.13.43 CUSTOMER WAS PUT INTO ANOTHER ESCAPE VIA RAV.
AMKE, KATE JORDAN

TH

CONSUMER AFFAIRS

06/18/2002 HMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0689741292
VIN: 1FMYU03142KB24626	ZONE: B1	OPENED: 05/09/2002
	ENGINE: 1	CLOSED: 05/09/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	ROSWELL	STATE:	GA	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	5010			
DEALER NAME:	TEAM FORD OF MARIET	SALES CODE:	F21005	P & A: 00243
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS:	607693 STALL/QUITS AT CRUISE 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: VKUMAR VIKAS KUMAR
ACTION DATA/COMMENTS:

2002/05/09

19.09.26 CUSTOMER SAYS: - THE CAR DIED DOWN THE 2ND TIME TODAY - I
T HAD DONE THE SAME THING IN FEBURARY - I WAS WONDERING WHA
T TO DO PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISE
D: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEAL
ERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD C
ONTACT CRM/SERV MGR INFERENCE CASE ID: 4591.

ER02-027 22503

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 1304470022
REGION: 44 PITTSBURGH ECNR: A3 OPENED: 02/18/2002
VIN: 1FMYU04182KA14791 ENGINE: 1 VEN TYPE: T CLOSED: 02/18/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: INDEPENDENCE STATE: WV ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 7038
DEALER NAME: CAMPUS FORD LINCOLN SALES CODE: F44543 P & A: 07407
REASON CODE: 2501 CI - ATTORNEY GENERAL
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAIWTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI103 - CREATE CLOSED INFO
DOCUMENT: ANALYST: JYATESB JULIE YATES
ACTION DATA/COMMENTS:

2002/02/18

14.57.40

*** AG LETTER DATED 02/05/02 *** CI RECEIVED 02/12/02
***CUSTOMER STATES:CONCERNS WITH GAS MILEAGE AND ENGINE STALL
L OCCURRENCE.
***CUSTOMER SEEKS:BUY BACK OF VEHICLE.
***CI SENDING CLOSING LETTER TO AG OFFICE ADVISING OF ACTION
/RESOLUTION OF ISSUE. CI SENDING LETTER TO AG/WV ADVISING TH
AT GAS MILEAGE IS WITHIN NORMAL FORD SPECIFICATION RANGE AND
THE ENGINE STALL OCCURRENCE HAS BEEN REPAIRED- NO FURTHER C
ONTACT BY CUSTOMER WITH REGARD TO THAT CONCERN. CI PROPOSES
NO FURTHER ACTION AND IS CLOSING FILE.

ENR2-827 22854

CONSUMER AFFAIRS

06/18/2002 MCFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 1345850292
ZONE: A1 OPENED: 04/24/2002
VIN: 1FMYU03102KA79863 ENGINE: 1 VEH TYPE: T CLOSED: 04/24/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ATLANTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 7950
DEALER NAME: LOU SOBH FORD, INC. SALES CODE: F21008 P & A: 04230
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GRIZZLE PAMELA GRIZZLE
ACTION DATA/COMMENTS:

2002/04/24

17.23.29

VLC088TCUSTOMER SAYS: -ON GOING TROUBLES WITH THE VEH -C
UST FILED DSB -WHEN DRIVING IN TRAFFIC VEH STALLS AND THE
PS AND BRAKES GO OUT --VEH WENT IN TO THE DLR THIS MORNING
G -THE VEH BEEN REPAIRED ONCE PRIOR FOR THIS CONCERN CUST
DOES NOT WANT ANYTHING ELSE BUT MONEY WHEN RETURNING THE VE
H -CUST IS UNHAPPY WITH THE VEH DOES NOT WANT THE VEH AND
DOES NOT WANT TO HAVE TO HAVE THE VEH ANY MORE TIMES FOR THI
S ISSUE -MY WIFE IS NOT GETTING BACK INTO THE CARE -WIFE
IS AFRAID TO GET BACK INTO THE VEH - -I WANT A VOLVO -THI
S HAS TO DO WITH ALL THE EXPERIENCES -MY WIFE WAS SHAKEN
AND THIS IS REALLY DANGEROUS -SHE IS NOT GETTING BACK IN T
HE VEH -BONDY WAS SELLING DLR AND WENT OUT OF BUSINESS
-THE VEH IS GONE THE VEH IS HISTORY 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, CUSTOMER SHOULD CONTACT CRM/SERV MGR -OEC TO DLR
SPOKE WITH ANNE THE CRM - EDUCATED HER AS PER CUST DIFFERENT
ATION WANT TO PROVIDE THE CUST WITH POWERTRAIN ESP - CUST DE
CLINED WANTS OUT OF THE VEH - TL WILL CONTACT CUST AS PER CU
ST REQUEST - FORWARDED INFO TO TL WINSTON PINNOCK INFERRECE
CASE ID: 4591

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 468 - ADVISE CUST THAT THEY WILL RECEIVE INFO FROM DSB IN THE MAIL
DOCUMENT: ANALYST: VRICHARD VIOLET RICHARDSON
ACTION DATA/COMMENTS:

2002/04/25

12.04.04

VLC088TCUSTOMER SAYS: - VEH HAD DIED 3 TIMES - THIS TIME
DID NOT GET A LOANER OR RENTAL WHILE THE VEH WAS BEING SER
VICED - SELLING DLRSHIP HAS GONE OUT OF BUSINESS - HAS L

CONSUMER AFFAIRS

06/18/2002 MCFAXPRG

ER02-027 22555

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 1345850292
 VIN: 1FMYU03102KA79863 ENGINE: 1 VEH TYPE: T OPENED: 04/24/2002
 CLOSED: 04/25/2002

2002/04/25

12.04.04 OST CONFIDENCE IN THE VEH AND FAITH IN IT - HER HUSBAND I
 S UNABLE TO MAKE THE CALL - WOULD LIKE TO GET THE MONIES B
 ACK FOR THE VEH PER CUSTOMER, DEALER SAYS: NONE CAC AD
 VISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU
 - DSB IS REVIEWING INFORMATION, WILL CONTACT YOU BY MAIL
 T/L WILL ALSO FOLLOW UP AS WELL AS PER HER HUSBAND'S REQU
 EST INFERENCE CASE ID: 1563

ORIGIN: CACNU2 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 226 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: MCRUE WALTER CRUE
 ACTION DATA/COMMENTS:

18.10.08 VLC088TCUSTOMER SAYS: -WISHES NOT TO HAVE THE VEHICLE ANYM
 ORE -THE ORIGINAL SELLING DEALERSHIP IS CLOSED -THE POWE
 RSTERING GOES OUT AND BRAKES PER CUSTOMER, DEALER SAYS:
 -NONE CAC ADVISED: ***** SUPERVISOR WALTER 6
 276 ***** -CBC TO CUST: 1ST ATTEMPT -SPOKE TO MR. HU
 MTER -TL, WINSTON, HAS REQUESTED FOR ME TO INFORM THE CUST
 OMER TO BRING THE VEHICLE TO THE SERVICING DEALERSHIP FOR AN
 Y VEH TRADE IN -FORD'S GOAL IS TO REPAIR THE VEH AND NOT T
 O REPLACE THE VEHICLE -UNFORTUNATELY, THIS HAS BEEN ESACAL
 ATED TO THE HIGHEST POINT ***** ISS
 UE CLOSED *****

CONSUMER AFFAIRS

06/18/2002 MMFAI PRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 47 CINCINNATI INFORMATION ISSUE CASE NBR: 1366931082
 VIN: 1FMYU03122KA65995 ENGINE: 1 VEH TYPE: T OPENED: 04/18/2002
 CLOSED: 04/18/2002

LAST NAME:

TITLE:

ADDRESS:

FIRST NAME:

STATUS: CLOSED

NI:

5902-027 22556

CITY: CINCINNATI STATE: OH ZIP: XXXXXX
HOME PHONE: XXXXXXXXXX
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 9975
DEALER NAME: WOODY SANDER FORD I SALES CODE: F47002 P & A: 01972
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: ABALASUB AKALYA BALASUBRAMANIAN
ACTION DATA/COMMENTS:

2002/04/18

10.02.38 CUSTOMER SAYS: -->THE VEH IS CURRENTLY @ FORD DLRSHIP FOR THE
LAST WEEK. -->AFTER HAVING THE VEH FOR 5 DAYS THE
ALTERNATOR WENT OUT. -->THE VEH STALLS, YOU LOSE YOUR POWER
BRAKES, POWER STEERING. IT'S NOT SAFE TO DRIVE THE
VEH. TOOK THE VEH TO THE DLRSHIP SEVERAL TIMES FOR THIS C
ONCERN. -->I WANT MY MONEY BACK OR ANOTHER VEH. PER CUSTO
MER, DEALER SAYS: WOODY SANDER FORD INC 235 W MITCHELL A
VE, I-75 EXIT #6. CINCINNATI, OH 45232 PHONE: (513)541-
5586 -->THIS IS A COMMON PROBLEM W/THE FORD ESCAPE -->THIS
IS FORD PROBLEM. YOU NEED TO CALL THEM(G.M) CAC ADVISED
: - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE
OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEERING I
S CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE STAY IN
CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY WILL C
ONTACT 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 ST
AY IN CONTACT WITH THEIR DEALERSHIP) ---OBC TO DLR--- SF
OKE TO LAN(S/M) WHO STATED...>THERE IS A MAJOR PROBLEM W/THE
ESCAPE QUITTING. WE HAVE NEVER FOUND THE PROBLEM BUT DID TH
E REPAIRS THAT THE TECH.HOTLINE HAS SUGGESTED. WE ARE GOING
TO BE DRIVING THE VEH FOR NEXT FEW DAYS TO SEE IF WHAT CAN B
E DONE. --ADVISED CUST THAT FORD'S GOAL IS NOT REPLACE T
HE VEH BUT TO PROPERLY REPAIR IT. --CUST WAS NOT HAPPY W
/THE RESPONSE AND WANTED TO SPEAK TO SUPERVISOR -----A
S PER LCSR[CHARLENE] ----- -[ZACK KHAN 2989] HANDLED THE C
ALL AS AN ACTING SUPERVISOR -CUST IS ADVISED THAT FORD ENGI
NEERING DEPT IS INVESTIGATING THIS ISSUE AND AS SOON AS WE W
ILL HAVE THE FIX AVAILABLE WE WILL FIX YOUR VEH WITHIN FORD
SPECIFICATION AND TO YOUR SPECIFICATION. -CUST IS ADVISED N
TO BE IN TOUCH WITH THE DLR FOR MORE INFORMATION. IMPERENC

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 47 CINCINNATI ZONE: A1 CASE NR: 1366951082
VIN: 1FMYU03122KA65995 ENGINE: 1 VEH TYPE: T OPENED: 04/18/2002
CLOSED: 04/18/2002

2002/04/18

10.02.38 X CASE ID: 5401

1902-827 22557

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTRACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1451220512
VIN: 1FMYU04122KA17816	ENGINE: 1 VEH TYPE: T	OPENED: 02/20/2002
		CLOSED: 02/20/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: BALDWIN	STATE: NC	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 3402		
DEALER NAME: CROSSROADS FORD, IN SALES CODE: F21026	P & A: 00998	
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE 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: 7723PT PATRICIA TRENCOTT
ACTION DATA/COMMENTS:

2002/02/20

12.32.01 PATRICIA JONES CSM ATLANTA
ATTN MIKE INNERARITY

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ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC052 - CUPT. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: M-INNERA MIKE INNERARITY

2002-027 22058

ACTION DATA/COMMENTS:

2002/02/21

07.18.21 CUSTOMER WAS OFFERED AND HAS ACCEPTED AN OAC AND HAS PURCHASED A NEW FORD.

ORIGIN: CMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDERIVED
DOCUMENT: ANALYST: CKRITHS CHRISTIN KRITH
ACTION DATA/COMMENTS:

2002/03/04

13.37.41

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM XII

13.27.38

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REGION: 71 CALIFORNIA	INFORMATION ISSUE	CASH NH: 1464492951
VIN: 1PMYU03182KA39059	ZONE: D1	OPENED: 12/11/2001
	ENGINE: 1	CLOSED: 12/11/2001
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	CAPISTRANO BEACH	STATE:	CA	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	3000			
DEALER NAME:	CAPISTRANO FORD	SALES CODE:	F71096	P & A: 00712
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS:	507693 STALL/QUITS AT CRUISE ALL ENGINE TEMP			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CE-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LPEREZ LITISHA PEREZ
ACTION DATA/COMMENTS:

2001/12/11

19.53.39

CUSTOMER SAYS: CUST SAYS THAT ENGINE HAS BEEN REPLACE TWICE. CUST HAD THE SAME CONCERN WITH A 2ND ENGINE. CUST IS NOW ON THEIR THIRD ENGINE. CUST DOES NOT FEEL THAT THE REPLACE MINT WILL REPAIR THE CONCERN. CUST DOES NOT FEEL COMFORTABLE IN THE VEH. CUST SAYS THAT THEY WANT VEH REPLACED. DLRSHIP ADVISED THAT IF CONCERN OCCURS AGAIN THEN THEY WILL CONSIDER REPLACING THE VEH. CUST MAY WANT TO PURSUE LEMON LAW. PER CUSTOMER, DEALER SAYS: CAPISTRANO FORD CAC ADVISED: - DE ALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - CONTACT CRM M/SERV MGR FOR ADDITIONAL INFORMATION - DOCUMENTED INFORMATION FURTHER ADVISED CUST THAT IF THEY WANT TO PURSUE LEMON LAW, THEY WOULD NEED TO DO SO ON THEIR OWN, AS FORD DOES NOT PURSUE LEMON LAW ON A CUST'S BEHALF. INFERENCE CASE ID: 15

86

0002-027 22500

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

INFORMATION ISSUE

CASE NBR: 1538191082

REGION: 13 NEW YORK

ZONE: A1

OPENED: 04/25/2002

VIN: 1FMYU04142KA54443

ENGINE: 1

VEH TYPE: T

CLOSED: 04/25/2002

LAST NAME:

TITLE:

ADDRESS:

CITY:

HOME PHONE:

MODEL YEAR:

MILEAGE:

DEALER NAME:

REASON CODE:

SYMPTOMS:

FIRST NAME:

STATE:

MODEL:

SALES CODE:

VEHICLE QUALITY

STALL/QUITS AT CRUISE ALL ENGINE TEMP

STATUS: CLOSED

MI:

ZIP:

P & A: 03618

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: LALOUCHE LIE ALOUCHE

ACTION DATA/COMMENTS:

2002/04/25

16.14.15

CUSTOMER SAYS: -DLRSHIP DOES NOT KNOW WHAT IS WRONG WITH THE VEH -DLRSHIP CALLED TECH HOTLINE AND THEY TOLD CUST THAT THEY HAVE TO REPROGRAM THE PCM -WHEN CUST PICKED UP THE VEH CUST WAS DRIVING AND THE VEH STALLED AGAIN -CUST IS VERY UPSET BECAUSE OF ALL THE PROBLEMS THAT THEY HAD -CUST TOOK THE VEH BACK ANOTHER DEALERSHIP -CUST FEELS THAT REPROGRAMMING THE PCM WILL NOT HELP -CUST DOESN'T WANT THE VEH ANYMORE PER CUSTOMER, DEALER SAYS: -2ND DEALERSHIP SAYS THAT THEY ARE GOING TO REPROGRAM THE PCM AGAIN -DLRSHIP TOLD CUST THAT IF HE DOESN'T WANT THE VEH ANYMORE HE CAN CONTACT CRC 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 -CRC MADE OBC TO GET CLARIFICATION FOR CUST -S/M ADVISED CRC THAT A REG REP WILL PROBABLY BE CONTACTED BUT THE DEALERSHIP WANTS TO REPAIR THE VEH FIRST -S/M WOULD LIKE CRC TO ADVISE THAT THEY WILL REPAIR THE VEH AND THEY WILL DOCUMENT EVERYTHING THAT HAS HAPPENED AND THAT THE DEALERSHIP WILL TAKE CARE OF THIS SITUATION FOR CUST -CRC RELAYED THIS INFO TO CUST AND ADVISED CUST TO CONTINUE WORKING WITH THE DEALERSHIP -CRC ADVISED CUST THAT THIS INFO WILL BE SENT TO OUR ENGINEERS -SINCE CUST DID TAKE THE PROACTIVE APPROACH BY CONTACTING US TODAY THIS WILL ASSIST OUR ENGINEERS FOR INSTATING ANY FUTURE FSA/CSF -CUST WILL BE NOTIFIED BY LITERATURE IF ANYTHING IS INSTATED RELATING TO HIS VEH INFERENCE CASE ID: 4591

ENR2-027 22088

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 23 MEMPHIS	ZONE: B1	CASE NBR: 1567491212
VIN: 1FMYU03192KA51883	ENGINE: 1	OPENED: 05/01/2002
	VEH TYPE: T	CLOSED: 05/01/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: ANTIOCH	STATE: TN	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X2	
MILEAGE: 3000		
DEALER NAME: TWO RIVERS FORD INC	SALES CODE: P23042	P & A: 05729
REASON CODE: 1140 AMA - WITHIN CRITERIA, REQUESTING AMA		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 738 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: CDSOUZA1 CAROL DSOUZA
ACTION DATA/COMMENTS:

2002/05/01

15.44.05

CUSTOMER SAYS: -HAVE HAD TROUBLE WITH THE VEH NUMEROUS TIMES -THE VEH IS AT THE DLRSHP AT THE MOMENT -THE VEH QUIT ON ME TODAY -CUST WANTS A RIDE TO COLLECT HER VEH PER CUSTOMER, DEALER SAYS: -NONE -TWO RIVERS FORD TEL: (615) 889-9215 CAC ADVISED: - I HAVE REVIEWED THIS SITUATION WITH YOUR DEALERSHIP AND THEY HAVE AGREED THAT DUE TO YOUR LOYALTY WITH FORD AND THE DEALERSHIP, THEY WOULD LIKE TO PROVIDE YOU WITH ASSISTANCE TOWARDS YOUR VEHICLE REPAIR. - PLEASE SPEAK WITH YOUR SM/CRM TO REVIEW THE DETAILS -OBC TO DLRSHP - SPOKE WITH CRM STEVE PARKER WHO ADVISED ME HE WILL CALL THE CUST WHEN THE VEH IS READY AND SEE THAT SHE GETS A RIDE TO THE DLRSHP INFERENCE CASE ID: 5415

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

CONCERN ISSUE
REGION: 21 ATLANTA ZONE: B1 CASE NBR: 0361140112
VIN: 1FMCU03182KA35362 ENGINE: 1 VEH TYPE: T OPENED: 01/11/2002
CLOSED: 01/11/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WOODSTOCK STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 5500
DEALER NAME: TEAM FORD OF MARIET SALES CODE: F21005 P & A: 00243
REASON CODE: 1103 AMA - W/N CRITERIA, REQUEST AMA PRIOR REPAIR
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: TSENEBI IRENE TSENEBI
ACTION DATA/COMMENTS:

2002/01/11

10.01.15 CUSTOMER SAYS: -SEEKING ASSISTANCE -WHILE DRIVING THE VE
HICLE STALLED -HAS BROUGHT THIS TO THE ATTENTION OF THE DEA
LER PREVIOUSLY -WOULD LIKE TO BRING THE VEHICLE TO THE FOR
THIS CONCERN -THE VEHICLE WOULD BE OUT OF SERVICE FOR THE
DAY AND I NEED TRANSPORTATION PER CUSTOMER, DEALER SAYS:
-CUST ALLEGES THAT THE DEALER STATED THAT THE CONCERN WAS R
ELATED TO THE FUEL INJECTOR AND THE PARTS WOULD BE ORDERED
CAC ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQ
UEST CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER
CONTACT CUSTOMER REGARDING REQUEST -MADE OSC TO DEALER -S
POKE TO SERVICE MANAGER FRED -WAS ADVISED THAT THE VEHICLE
NEEDS TO BE DIAGNOSED PRIOR TO MAKING A DETERMINATION OF WH
ETER OR NOT A LOANER IS REQUIRED -WAS ALSO ADVISED THAT IF
THE CUSTOMER GETS THE VEHICLE INTO THE DEALER BEFORE NOON T
HERE SHOULD BE NO PROBLEM IN HAVING THE VEHICLE READY TODAY

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

CONCERN ISSUE
REGION: 13 NEW YORK ZONE: N1 CASE NBR: 0490823481
VIN: 1FMCU04172KA44116 ENGINE: 1 VEH TYPE: T OPENED: 12/14/2001
CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

MM02-027 22502

CITY: NEW ROCHELLE STATE: NY ZIP: XXXXXXXXXX
HOME PHONE: XXXXXXXXXX
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1000
DEALER NAME: PLEASANTVILLE FORD SALES CODE: F13117 P & A: 03777
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 607693 STALL/QUITS AT CRUISE 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: ALIARES ARACHEL LINARES
ACTION DATA/COMMENTS:

2001/12/14

13.36.53 CUSTOMER SAYS: CUST SAYS THAT HE HAS A CONCERN WITH HIS VEH. CUST SAYS THAT HIS TRUCK STOPPED RUNNING. CALLED ROAD SIDE ASSISTANCE MONDAY MORNING THEY TOOK IT TO THE DEALERSHIP FOR REPAIRS. CALLED YESTERDAY TO SEE ABOUT HIS VEH CUST WAS ADVISED THAT THERE ARE OTHER CUST WITH APPT. CUST SAYS THAT IT LOOKED LIKE IT RAN OUT OF GAS CUST WAS DRIVING WHEN VEH DIED ON HIM. CUST IS SEEKING LOANER WHILE VEH IS BEING REPAIRED. CUST IS A FORD LOYAL CUST. PER CUSTOMER, DEALER SAYS: DON'T KNOW WHAT IS WRONG WITH IT. 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 DEALERSHIP IN PLEASANTVILLE AND SPOKE TO GARY S/M AND HE ADVISED THEY ORDERED A PART FOR THE CUST VEH. THE IS CALLED THE CRANKSHAFT GEAR FOR THE TIMING CHAIN. PART WILL COME IN EITHER MONDAY OR TUESDAY. OBC TO SELLING DEALERSHIP AND SPOKE TO LUI S/AD AND HE ADVISED JUST LIKE THE DEALERSHIP IN PLEASANTVILLE IT IS UP TO FORD IF THEY WANT TO PROVIDE CUST WITH A LOANER. OBC TO CUST AND SPOKE TO SPOKE TO HIM AND ADVISED HIM THAT CRC WOULD BE MORE THAT HAPPY TO PROVIDE HIM WITH A LOANER. CUST SAID THAT HE WILL MANAGE UNTIL TUESDAY WITHOUT A VEH. ADVISED CUST THAT IF PART DOES COME IN ON TUESDAY TO CALL CRC BACK FOR LOANER CONSIDERATION. INFERENCE CASE ID: 4905

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GJOSHI2 GIRISH JOSHI
ACTION DATA/COMMENTS:

2001/12/19

11.41.19 CUSTOMER SAYS: THE SUV WAS TOWED TO PLEASANTVILLE FORD TWO

CONSUMER AFFAIRS

06/18/2002 BNFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.30

REGION: 13 NEW YORK CONCERN ISSUE CASE NBR: 0490823481
EONE: H1 OPENED: 12/14/2001
VIN: 1FMCU04172KA44116 ENGINE: 1 VEH TYPE: T CLOSED:

2001/12/19

11.41.19 WEEKS AGO. I HAVEN'T HEARD FROM THEM SINCE. THEY WERE ORDERING A PART (CRANKSHAFT GEAR) FROM FORD AND THE PART WAS SUPPOSED TO BE IN THIS WEEK. WOULD LIKE TO KNOW WHAT'S GOING ON. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ***** OBC TO PLEASANTVILLE FORD ***** CSR WAS GETTING THEIR TELEPHONE LINE BUSY AND WILL FOLLOW-UP LATER WITH THE DLR AND CUSTOMER. ACCORDINGLY, ADVISED CUSTOMER.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GJOSHI2 GIRISH JOSHI
ACTION DATA/COMMENTS:

0002-027 22563

16.21.22 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
 D: ***** OBC TO DEALER ***** CSR SPOKE
 WITH MR. RICH VANTAPPELL (S/ADVISOR) AS MR. JOHN BAZZO (CRM
) @ PLEASANTVILLE FORD WAS NOT AVAILABLE. WAS TOLD THAT TH
 EY HAVE ORDERED THE PART (CRANKSHAFT GEAR FOR THE TIMING CHA
 IN) AND THEY ARE EXPECTING THE PART IN THE NEXT COUPLE OF DAY
 S AND THAT THE VEHICLE SHOULD BE READY BY AROUND WED/THU (1
 2/26 OR 12/27) . ACCORDINGLY, ADVISED CUSTOMER OF CONVERSA
 TION WITH THE DEALERSHIP.

CONSUMER AFFAIRS

06/18/2002 MEXFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 24 ORLANDO	CONCERN ISSUE	CASE NBR: 0709281232
VIN: 1FMYU03172KC29810	ZONE: A2	OPENED: 05/03/2002
	ENGINE: 1 VEH TYPE: T	CLOSED: 05/03/2002

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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: 2002	MODEL: ESCAPE XLT 4X2	
MILEAGE: 2530		
DEALER NAME: FORD OF CORAL GABLE SALES CODE: F24004	P & A: 03896	
REASON CODE: 1140 AMA - WITHIN CRITERIA, REQUESTING AMA		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
 DOCUMENT: ANALYST: ANILLIAM ANDRE WILLIAMS
 ACTION DATA/COMMENTS:

2002/05/03

19.41.29 VIC078TCUSTOMER SAYS: -CUST BOUGHT VEH 30 DAYS AGO -15 DA
 YS LATER VEH TURNED OFF ON HIGHWAY -15 DAYS LATER FROM LAST
 CONCERN STIERING WHEEL LOCKS UP -CUST IS CONCERNED THAT DE
 ALER CAN NOT FIND CONCERN -CUST DOESN'T SAFE WITH VEH -CUS
 T WANTS A NEW VEH -CUST WAS SPEAKING TO S/M ERNIE -DRIVER
 OF VEH CAN'T SPEAK ENGLISH -MERIDA PEREZ CALLER WOULD LIKE

2002-027 22554

TO BE CONTACTED BACK PER CUSTOMER, DEALER SAYS: -CAN'T FIND CONCERN 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. - I S THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU ? INFERENCE CASE ID: 5418

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ANILLIAM ANDRE WILLIAMS
ACTION DATA/COMMENTS:

2002/05/06

13.00.29 VLC078TCUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC
ADVISED: =====OBC TO DEALER===== -UNABLE TO CO
NTRACT CRM -LEFT MESSAGE

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: E-PER12 FORD OF CORAL GABLES
ACTION DATA/COMMENTS:

17.24.27 VEH. HAS NEVER STALL HERE AT DEALER WE HAVE BEEN WORKING WITH
H FORD HOT LINE WE HAVE DONE EVERYTHING THAT HOT LINE HAS TO
LD US TO DO .VEH. ONLY STALLS EVERY TWO WEEKS OR MORE.ERNIE

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== CONCERN ISSUE CASE NBR: 0709281232
REGION: 24 ORLANDO ZONE: A2 OPENED: 05/03/2002
VIN: 1FMYU03172KC29810 ENGINE: 1 VEH TYPE: T CLOSED: 05/06/2002
=====

2002/05/06

17.24.27 PEREE SERVICE DIRECTOR.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ANILLIAM ANDRE WILLIAMS
ACTION DATA/COMMENTS:

2002/05/07

12.11.16 ADVISED: =====OBC TO DEALER===== -ERNIE WAS OUT
TO LUNCH WILL CALL BACK

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ANILLIAM ANDRE WILLIAMS
ACTION DATA/COMMENTS:

15.24.57 ADVISED: =====OBC TO DEALER===== -AS PER ER
NIE WE HAVE BEEN WORKING WITH FORD HOT LINE WE HAVE DONE EVE
RYTHING THAT HOT LINE HAS TOLD US TO DO .VEH. ONLY STALLS EV
ERY TWO WEEKS OR MORE -IF CUST STILL HAS CONCERN DEALER WIL
L GET FSE TO TAKE A LOOK AT VEH
VLC078TCUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: ANILLIAM ANDRE WILLIAMS
ACTION DATA/COMMENTS:

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: =====OBC TO CUST===== -ADVISED CUST AS FOLLO
WING -AS PER ERNIE WE HAVE BEEN WORKING WITH FORD HOT LINE
WE HAVE DONE EVERYTHING THAT HOT LINE HAS TOLD US TO DO .VEH
. ONLY STALLS EVERY TWO WEEKS OR MORE -IF CUST STILL HAS CO

EA02-027 22005

CONCERN DEALER WILL GET FSE TO TAKE A LOOK AT VEH

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION:	CONCERN ISSUE	CASE NBR: 1384893061
VIN: 1FMYU031K2KA79529	ENGINE: 1 VEH TYPE: T	OPENED: 11/02/2001
		CLOSED: 11/02/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	DALLAS	STATE:	TX	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2002	MODEL:	MSCAPE XLT 4X2		
MILEAGE:					
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	0914 BSP/ESC - RENTAL ASSISTANCE				
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: MSEGRE MAUREEN SEGRE
ACTION DATA/COMMENTS:

2001/11/02

10.41.24

CUSTOMER SAYS: BOUGHT A CAR MONDAY AND CAR STOPPED WORKING ON WEDNESDAY AND AGAIN FRIDAY. NEEDS A LOANER - WHILE DRIVING ABOUT 40 MPH AT A STEADY SPEED. - NO BRAKES, NO STEERING. CAR SHUTS OFF AND HAS TO BE RESTARTED. THIS HAS HAPPENED 3 TIMES IN THE 4 DAYS SINCE I BOUGHT THIS NEW VEHICLE. - SPOKE WITH CHAD, SERVICE ADVISOR AT DEALERSHIP. CHAD SAYS THAT HE CANNOT ASSIST CUSTOMER WITH A LOANER VEHICLE BECAUSE SHE DID NOT PURCHASE AN BSP PLAN. - NEED TRANSPORTATION WHILE VEHICLE IS AT THE DEALERSHIP. PER CUSTOMER, DEALER SAYS: TOWN EAST FORD 18411 LBJ FREEWAY MESQUITE, TX 75150 TEL: 972-270-6441 FAX: (972) 682-4347 CAC ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CONTACT CUSTOMER TO PROCESS LOANER REQUEST----- AS PER DISCUSSION WITH RANDY BARBER, THE LOANER WILL BE ANYWHERE FROM 1-5 DAYS AS REQUIRED. NOT BEYOND 5 DAYS UNLESS THE DEALERSHIP SEES IT NECESSARY AND MUST THEREFORE, CONTACT THIS CENTRE FOR APPROVAL OF AN EXTENSION. MR. BARBER HAS REQUESTED THAT THE CUSTOMER SPEAKS WITH HIM. - CSR PROVIDED MR. BARBER'S NAME AND TEL. TO THE CUSTOMER AND INFORMED HER TO CONTACT HIM. INFERENCE CASE ID: 5223

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: T-TINSLEY TIM TINSLEY
ACTION DATA/COMMENTS:

8002-827 22000

2001/11/27

17.51.37 WAITING ON CAC TO PROVIDE COMMITMENT CODE, SENT 2 ONLINE BM
AILS AND LEFT A PHONE MESSAGE FOR MAUREEN.

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CONSUMER AFFAIRS

06/18/2002 MHPAXPRG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION:	CONCERN ISSU	CASH NBR:	1384893061
VIN:	1FMYU031X2KA79529	ENGINE:	1
		VEH TYPE:	T
		OPENED:	11/02/2001
		CLOSED:	11/27/2001

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - AMAR SERVICE LOANER
DOCUMENT: ANALYST: BOUTHER EILEEN SUTHERLAND
ACTION DATA/COMMENTS:

2001/11/27

19.14.49 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: PACODE: 06192 NAME: TIMOTHY TINSLEY REPAIR ORDER: 53
11 LINE NUMBER: A DOLLAR AMOUNT: 140.00 VEHICLE IDENTI
FICATION NUMBER: 1FMYU031X2KA79529 REPAIR DATE: 11/2/01
COMMENTS: COMMENTS: I HAVE MADE SEVERAL REQUESTS FOR THIS P
REFERRED CONTACT METHOD: EMAIL E-MAIL ADDRESS: TINSLEY@VT
AIG.COM PHONE: 972-682-1265 EXTENSION:

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: T-TINSLE TIM TINSLEY
ACTION DATA/COMMENTS:

2001/11/29

13.14.18 RECEIVED P98 AUTHORIZATION FROM CAC

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - AMAR SERVICE LOANER
DOCUMENT: ANALYST: BOUTHER EILEEN SUTHERLAND
ACTION DATA/COMMENTS:

2001/12/07

14.46.47 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: PREVIOUS CODE WAS INVALID, A NEW CODE HAS BEEN ISSUED TO
THE DEALERSHIP VIA E-MAIL.

1
CONSUMER AFFAIRS

06/18/2002 MHPAXPRG

EP02-827 22867

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

CONCERN ISSUE
 REGION: 71 CALIFORNIA ZONE: D1 CASE NBR: 1464492951
 VIN: 1FMYU03182KA39059 ENGINE: 1 VEH TYPE: T OPENED: 12/11/2001
 CLOSED: 12/11/2001
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: CAPISTRANO BEACH STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
 MILEAGE: 2500
 DEALER NAME: CAPISTRANO FORD SALE CODE: F71096 P & A: 00712
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: PMCLINTOS PATRICE MCLENTOSH
 ACTION DATA/COMMENTS:

2001/12/11

12.41.32 CUSTOMER SAYS: - CUST SAID YESTERDAY THE ENGINE STARTED KW
 OCKING REALLY LOUD - CUST WOULD LIKE TO HAVE ANOTHER VEH
 BECAUSE THIS IS THE SECOND TIME THE VEH HAS STALL - CUST S
 AID THIS HAPPEN A MONTH AGO WHEN THE ENGINE LIGHT CAME ON AN
 D IT STALLED PER CUSTOMER, DEALER SAYS: - RICH AND MIKE S
 AID THEY WILL HAVE TO REPLACE THE ENGINE CAC ADVISED: - WE
 RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
 - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT C
 RM/SERV MGR - INFORMED CUST THAT FORD DOES NOT HAVE A BUY
 BACK PROGRAM IT IS FORD'S GOAL TO WORK WITH YOU TO ENSURE T
 HAT YOUR VEH IS PROPERLY REPAIRED, THROUGH THE ASSISTANCE OF
 OUR DEALERSHIP AND OUR ENGINEERING DEP. INFERENCE CASE ID:
 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: M-MUELL4 MIKE MUELLER
 ACTION DATA/COMMENTS:

2001/12/12

10.43.07 12/12/01 THIS CAR IS OUR DEALER WAITING ON A MOTOR FROM THE
 PLANT THISA IS THE 2 ND ENGINE WHEN TECH LINE WAS CALLED THE
 Y NEW THE CONCERN I ORDERED NEXT DAY AIR BUT IN ALL YOUR ENG
 INKING WISDOM DAY 2 HAS COME AND GONE AND NO ENGINE

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION ISSUE
 REGION: 13 NEW YORK ZONE: H1 CASE NBR: 0490823481
 VIN: 1FMCU04172KA44116 ENGINE: 1 VEH TYPE: T OPENED: 01/10/2002
 CLOSED: 01/10/2002
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

0902-027 22566

CITY: NEW ROCHELLE STATE: NY ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1000
DEALER NAME: PLEASANTVILLE FORD SALES CODE: F13117 P & A: 03777
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2002/01/10

14.04.47 DEMAND LETTER DATED: 12/24/01 *** CI RECEIVED: 01/10/02 ***
CUSTOMER STATES: VEHICLE STOPPED RUNNING, HAD TO BE TOWED. *
** CUSTOMER SEEKS: NO SPECIFIC RESOLUTION SOUGHT ** CI SENT
CUSTOMER FLEM LETTER, SCANNED TO REGION. *** **

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

16.18.43

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2002/01/25

13.06.01 ***CI RECEIVED ADDITIONAL CORRESPONDENCE ADDRESSING SAME ISS
UES. CI SENT CUSTOMER PADD LETTER, SCANNED TO REGION. *** **
* **

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

14.13.17

CONSUMER AFFAIRS

06/18/2002 MAFAXPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 13 NEW YORK REGION ISSUE CASE NBR: 0490823481
ZONE: H1 OPENED: 01/10/2002
VIN: 1FMCU04172KA44116 ENGINE: 1 VEH TYPE: T CLOSED: 01/29/2002

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2002/01/29

14.41.10 ***CI RECEIVED ADDITIONAL INFORMATION FROM CUSTOMER DATED: 1
/22/02 ADDRESSING SAME CONCERNS. VEHICLE STALLED YESTERDAY (
1/21/02) ON HIGHWAY. CUSTOMER SEEKS: FINAL RESOLUTION PURSU
ANT TO NEW JERSEY LEMON LAW. *** CI SENT CUSTOMER PADD 2 LE
TTER, SCANNED TO REGION. *** **

ERR2-827 22000

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKELI STEVEN NICKELSON
ACTION DATA/COMMENTS:

17.06.17

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: CAD009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: SMICKELI STEVEN NICKELSON
ACTION DATA/COMMENTS:

2002/02/12

15.14.31 ***CI RECEIVED ADDITIONAL CORRESPONDENCE FROM CUSTOMER. THIS
TIME A COPY OF A FORM THAT CUSTOMER APPARENTLY HAS SENT TO T
HE STATE OF NEW JERSEY. CI HAS NOT RECEIVED CORRESPONDENCE F
ROM THE STATE IN THIS MATTER AS OF TODAY. CI WILL KEEP COPY
OF FORM ON FILE. CI DID NOT RESPOND TO CUSTOMER. ***

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: BECKMAN SARAH BECKMAN
ACTION DATA/COMMENTS:

2002/05/13

16.13.27 CUSTOMER TOOK VEHICLE TO SELLING DEALER IN NEW JERSEY FOR RE
PAIRS.

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 72 SAN FRANCISCO REGION ISSUE CASE NBR: 0515701342
ZONE: A4 OPENED: 05/14/2002
VIN: 1FMCU041X2KB65948 ENGINE: 1 VEH TYPE: T CLOSED: 05/14/2002
LAST NAME: FIRST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: CITY: BRENTWOOD STATE: CA ZIP: HOME PHONE: MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 3238
DEALER NAME: LITHIA FORD OF CONC SALES CODE: F72023 P & A: 02624
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2002/05/14

14.19.30 ***DEMAND LETTER DATED 05/09/02*** ***CI RECEIVED 05/14/02
***CUSTOMER STATES: VEHICLE QUIT AT 35 MPH, CAUSING LOSS OF
POWER AND COULD NOT STEER OR BRAKE.
***CUSTOMER SEEKS: RESOLUTION OF CONCERN
***CI E-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFICE
FOR REVIEW. SENT CUSTOMER FLEM LETTER.

2002-027 22576

NOTE: CUSTOMER HAD 2001 ESCAPE BOUGHT BACK FOR SAME DEFECT

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MWOMACK1 WOMACK, MEGAN (M.)
ACTION DATA/COMMENTS:

19.40.50 CSM - I SPOKE WITH [REDACTED] ON 5/13/02 REGARDING HIS 2002 ESCAPE. [REDACTED] IS IN THIS VEHICLE AFTER HAVING HIS 2001 ESCAPE REPLACED FOR THE SAME CONCERN. THE VEHICLE WAS IN LITHIA FORD OF CONCORD ON 5/10/02 FOR A STALLING CONCERN. NO CODES WERE PULLED, SO NO PROBLEM WAS VERIFIED. PER THE TSB ON THIS PROBLEM, THE PCM ON THE VEHICLE WAS REPROGRAMMED. MR. LUCCIA PICKED UP THE VEHICLE ON 5/10/02 AND IS DRIVING IT. CURRENTLY, THERE HAVE BEEN NO FURTHER CONCERNS OF STALLING. [REDACTED] SEEKS TO HAVE THE DEALERSHIP BUY BACK HIS 2002 ESCAPE FOR THE FULL PRICE HE PAID FOR IT ON A TRADE IN TO AN EDDIE BAUER EXPLORER. I EXPLAINED THAT AS A FORD REP, I COULD NOT ASK THE DEALERSHIP TO PERFORM WHAT HE IS REQUESTING. FURTHER, I SAID THAT I WOULD LIKE TO FIND OUT ABOUT PUTTING A FLIGHT RECORDER ON THE VEHICLE TO DETERMINE THE CAUSE OF THE PROBLEM. HOWEVER, NEITHER LITHIA OF CONCORD NOR ANY CLOSE DEALERSHIPS HAVE A 2002 FLIGHT RECORDER AVAILABLE. AT THIS POINT, I HAVE OFFERED NOTHING TO THE CUSTOMER. I HAVE EXPLAINED TO HIM THAT UNLESS WE CAN VERIFY A PROBLEM, THERE

CONSUMER AFFAIRS

06/18/2002 MWFAIRPG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 72 SAN FRANCISCO REGION ISSUE CASE NBR: 0518701342
ZONE: A4
VIN: 1FMCU041X2KB65948 ENGINE: 1 VEH TYPE: T OPENED: 05/14/2002
CLOSED: 05/14/2002

2002/05/14

19.40.50 IS NOTHING THAT CAN BE REPAIRED. MR. LUCCIA HAS THREATENED TO TAKE THIS PROBLEM TO THE MEDIA.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC090 - AWA P01 OFFER - DENIED BY FORD REPRESENTATIVE
DOCUMENT: ANALYST: MWOMACK1 WOMACK, MEGAN (M.)
ACTION DATA/COMMENTS:

2002/05/23

00.44.30 [REDACTED] SEEKS REPLACEMENT OF HIS 2002 FORD ESCAPE. THIS IS HIS SECOND ESCAPE, THE FIRST 2001 ESCAPE WAS REPLACED FOR A STALLING CONCERN ALSO. THE DEALERSHIP CURRENTLY CAN NOT VERIFY A CONCERN. THE DEALERSHIP HAS ORDERED A FLIGHT RECORDER FOR THE 2002 MODEL YEAR VEHICLES. WHEN THIS FLIGHT RECORDER ARRIVES, [REDACTED] WILL BE CONTACTED AND THE FLIGHT RECORDER WILL BE PLACED ON THE VEHICLE. [REDACTED] IS CURRENTLY INVOLVED IN NEGOTIATIONS WITH LITHIA FORD OF CONCORD REGARDING A TRADE IN ON HIS VEHICLE. NO FURTHER ACTION IS NEEDED BY FORD.

0002-027 22071

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 13 NEW YORK REGION ISSUE CASE NBR: 0685741502
VIN: 1FMYD04182KB32324 ENGINE: 1 VEH TYPE: T OPENED: 06/10/2002
CLOSED: 06/10/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: OSSINING STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2807
DEALER NAME: CURRY FORD SALES CODE: F13116 P & A: 03690
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TRUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

2002/06/10

09.40.19 ***DEMAND LETTER DATED 6/3/02***CI RECEIVED 6/7/02***
***CUSTOMER STATES: VEHICLE STALLS WHEN DRIVING DOWNHILL BEFW
RHW 35-40MPH WITH FOOT OFF GAS. REPAIR ATTEMPTS HAVE BEEN M
ADE.
***CUSTOMER SEEKS: REFUND OR REPLACEMENT OF VEHICLE.
***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.***

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TRUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

09.45.51

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: KLEO ED LEO
ACTION DATA/COMMENTS:

2002/06/12

16.19.41 VEHICLE WAS AT DEALER TODAY. SERVICE DEPT WORKED WITH FSH T
O REPAIR VEHICLE. DEALER IS CONFIDENT VEHICLE IS REPAIRED.

1982-827 22572

CONSUMER AFFAIRS

06/18/2002 MMFAIRPG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 21 ATLANTA REGION ISSUE CASE NBR: 1430151292
ZONE: C1 OPENED: 05/09/2002
VIN: 1FMYU03182KB01074 ENGINE: 1 VEH TYPE: T CLOSED: 05/09/2002

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 3031
DEALER NAME: WORLD FORD SANDY SP SALES CODE: P21002 P & A: 00460
REASON CODE: 2512 CI - GEORGIA DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CALIVT - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2002/05/09

11.56.55 ***FINAL REPAIR FORM DATED 05/03/02 **CI RECEIVED 05/09/02
***CUSTOMER STATES: VEHICLE STALLS WHILE DRIVING AT 40 - 50
MPH
***CUSTOMER SEEKS: FINAL RESOLUTION UNDER GEORGIA LEMON LAW.
***CI MAILED FLEM LETTER TO CUSTOMER 05/09/02
***ATTN DEALER SERVICE MANAGER: PLEASE SCHEDULE CUSTOMER FO
R FINAL REPAIR ATTEMPT WITHIN 14 DAYS.
CI E-MAILED COPY OF CUSTOMER FORM TO REGION.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: OROSIGNO ROSIGNON, OSCAR (O.)
ACTION DATA/COMMENTS:

2002/05/10

16.43.43 CSM AGREED TO REPLACE VEHICLE UNDER RAV PROVISIONS.

CONSUMER AFFAIRS

06/18/2002 MMFAIRPG

EM2-827 22573

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 53 KANSAS CITY REGION ISSUE CASE NBR: 1484771152
VIN: 1FMTU04182KA38556 ZONE: B1 OPENED: 04/25/2002
ENGINE: 1 VEH TYPE: T CLOSED: 04/25/2002

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: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 4000
DEALER NAME: ATCHLEY FORD INC SALES CODE: F53022 P & A: 07130
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: EMAIL
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: THUBH3 TRACY BUSH
ACTION DATA/COMMENTS:

2002/04/25

13.27.57 ***DEMAND LETTER DATED 4/19/02/ *** CI RECEIVED 4/2
5/02*** ***CUSTOMER STATES: VEHICLE STALL WHILE DRIVING.
ISSUE HAS BEEN ADDRESSED. ***CUSTOMER SEEKS: ***CI SCANNED
D COPY OF THE LETTER TO THE REGIONAL OFFICES FOR REVIEW. SHE
WANT THE CUSTOMER AN ACKNOWLEDGEMENT***

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: EMAIL
ACTION: CI1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: THUBH3 TRACY BUSH
ACTION DATA/COMMENTS:

13.36.58

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: EMAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: STILLER STUART TILLER
ACTION DATA/COMMENTS:

2002/04/30

00.31.22 PER SERVICE MANAGER, DEALERSHIP REPROGRAMMED THE PCM. HE CO
NTACTED CUSTOMER. SHE STATED THAT EVERYTHING IS CURRENTLY F
INE WITH THE VEHICLE. IF ANOTHER PROBLEM OCCURS SHE WILL CO
NTACT THE DEALERSHIP

CONSUMER AFFAIRS

06/18/2002 MMFAI2PG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 27 WASHINGTON PRIORITY ISSUE CASE NBR: 0374460322
VIN: 1FMCU04162KA79391 ZONE: B1 OPENED: 02/01/2002
ENGINE: 1 VEH TYPE: T CLOSED: 02/01/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

E082-027 22574

CITY: ROCKVILLE STATE: MD ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: CRYSTAL FORD LTD SALES CODE: P27002 P & A: 06677
REASON CODE: 2501 CI - ATTORNEY GENERAL
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI100 - OPEN PRIORITY CONTACT
DOCUMENT: ANALYST: RSMITH68 ERIKA SMITH
ACTION DATA/COMMENTS:

2002/02/01
10.24.06 3RD PARTY NAME AG-MD
AG LETTER DATED 01 /14/02 **CI RECEIVED 01/22/02***
***CUSTOMER STATES:
*STALL, LOSS OF POWER, OIL INDICATOR, ETC.
**CUSTOMER WIKES:
*FINAL RESOLUTION
**CI REQUESTS CEM 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 FOR CLOSING. CI SENT
REFERRING PARTY POSTCARD. ACKNOWLEDGMENT 01/31/02.*****

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: B-DAV13 CRYSTAL FORD
ACTION DATA/COMMENTS:

2002/02/09
10.12.56 DEALER HAS DONE 1 REPAIR ATTEMPT ON 01/14/02 FOR STALLING CO
ENGINE. CHECKED EEC SYSTEM AND ALL GROUND WIRES FOR GOOD CONN
ECTION THEN REPLACED EEC POWER RELAY AS PER S.S.M.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI305 - CLOSE PRIORITY CONTACT
DOCUMENT: ANALYST: RSMITH68 ERIKA SMITH
ACTION DATA/COMMENTS:

2002/02/11
15.50.57 PER CEM (BETH), VEH WAS REPAIRED AT CRYSTAL FORD.

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 47 CINCINNATI LEGAL ISSUE CASE NBR: 1366951082
ZONE: A1 OPENED: 05/08/2002
VIN: 1FMYU03122KA65995 ENGINE: 1 VEH TYPE: T CLOSED: 05/08/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: CINCINNATI STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 9801
DEALER NAME: WOODY SANDER FORD I SALES CODE: P47002 P & A: 01972
REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND

ERG2-027 22578

DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/05/08

15.35.19 *****ATTORNEY DEMAND LETTER*****
REC'D 05/08/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES HIS CLIENT'S VEHICLE HAS MULTIPLE DEFECTS.
**ATTORNEY DEMANDS A FORD REPRESENTATIVE CONTACT HIM TO
DISCUSS THIS MATTER.**

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: LTURN32 LAKESIA TURNER
ACTION DATA/COMMENTS:

2002/05/10

09.46.03 ***LPA CALLED AND ADVISED ATTORNEY THAT I WILL INVESTIGATE M
ATTER AND REPORT MY FINDINGS ASAP.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: LTURN32 LAKESIA TURNER
ACTION DATA/COMMENTS:

2002/05/22

09.25.57 ***CUSTOMER HAS ELECTED TO CONTACT DSB, DSB CASE IS CURRENTLY
PENDING AND ACCORDING TO THE IRS WILL APPEAR IN FRONT OF THE
HE BOARD JUNE 11, 2002. LPA WILL SEND ATTORNEY CLOSING LETT
ER DATED 5/22/02.

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 16 PHILADELPHIA RAV ISSUE CASE NBR: 0396441082
VIN: 1FMCU04162KB23552 ZONE: B1 OPENED: 06/12/2002
ENGINE: 1 VEN TYPE: T CLOSED: 06/12/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: KATHLEEN MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHADDS FORD STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 6261
DEALER NAME: GARNETT FORD INC SALES CODE: F16027 P & A: 01373
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: T-DAV13 DAVIS, TIFFANY
ACTION DATA/COMMENTS:

2002/06/12

11.27.31

05-03-2002
286B110
19459
2670
2UC71985

EM02-027 22576

NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: HANSBERG RYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/06/13
08.59.15

06-12-2002
06-13-2002
22,129
6596689
GARNET FORD INC

CONSUMER AFFAIRS

06/18/2002 MMFAIXPRQ

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
=====

REGION: 52 SOUTHWEST RAV ISSUE CASE NBR: 0426181092
VIN: 1FMYD01112KB65783 ZONE: B1 OPENED: 06/05/2002
ENGINE: 1 VEH TYPE: T CLOSED: 06/05/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: DUNCANVILLE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
MILEAGE: 5835
DEALER NAME: WESTWAY FORD SALES CODE: F52013 P & A: 02586
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: J-CALL1 CALL, JAMES
ACTION DATA/COMMENTS:

2002/06/05
15.14.14

05-08-2002
2918946
16388
2947
1047
2KD12524

NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - CANCEL CASE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: J-CALL1 CALL, JAMES
ACTION DATA/COMMENTS:

2002/06/06
15.37.02

ER02-027 22677

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: J-CALLI CALL, JAMES
ACTION DATA/COMMENTS:

15.41.28

05-08-2002
291B846
16388
3047
1047
2KD12524

NO COMMENTS ADDED

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

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REGION: 52 SOUTHWEST	RAV ISSUE	CASE NBR: 0426181092
VIN: 1FMYD01112KB65783	ZONE: B1	OPENED: 06/05/2002
	ENGINE: 1	CLOSED: 06/10/2002
	VEH TYPE: T	

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: BHANSBER SYVETTE BHANSBERRY
ACTION DATA/COMMENTS:

2002/06/10
09.44.27

06-07-2002
06-10-2002
19,435
6589024
WESTWAY FORD

1 CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 44 PITTSBURGH	RAV ISSUE	CASE NBR: 0561320912
VIN: 1FMYU04192KA51297	ZONE: A2	OPENED: 04/01/2002
	ENGINE: 1	CLOSED: 04/01/2002
	VEH TYPE: T	

=====

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	BRIDGEVILLE	STATE:	PA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	11303				
DEALER NAME:	WASHINGTON FORD INC	SALES CODE:	P44443	P & A:	07313
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP				

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: K-BENITE BENITE, KIMBERLY
ACTION DATA/COMMENTS:

2002/04/01

15.35.30 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: RHANBER HYVETTE RHANBERRY
ACTION DATA/COMMENTS:

2002/04/05

10.31.30

1 CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

1802-027 22570

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 16 PHILADELPHIA RAV ISSUE CASE NBR: 1500981352
VIN: 1FMYU04132KB22378 ENGINE: 1 VEH TYPE: T OPENED: 05/15/2002
CLOSED: 05/15/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WYRCOTE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2320
DEALER NAME: MORRISTOWN AUTOMOBILE SALES CODE: F16046 P & A: 01350
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV102 - OPEN CASE FOR GOODWILL REFUND - LEASED
DOCUMENT: ANALYST: HANSBERG EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/15
13.54.57

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: HANSBERG EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/20
08.51.30

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 16 PHILADELPHIA RAV ISSUE CASE NBR: 1514271352
VIN: 1FMYU04192KB13250 ENGINE: 1 VEH TYPE: T OPENED: 05/15/2002
CLOSED: 05/15/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

ERG2-827 22588

CITY: WYMCOTE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2555
DEALER NAME: MORRISTOWN AUTOMOBILE SALES CODE: F16046 P & A: 01350
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV102 - OPEN CASE FOR GOODWILL REFUND - LEASED
DOCUMENT: ANALYST: HANSEER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/15
14.17.07

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: HANSEER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/20
08.49.20

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.36

REGION: 10 SDR INFORMATION ISSUE CASE MBR: 1649971422
ZONE: L2 OPENED: 05/23/2002
VIN: 1FMCU04132KA51452 ENGINE: 1 VEH TYPE: T CLOSED: 05/23/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: AUBURN STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 6900
DEALER NAME: AUBURN MOTOR SALES, SALES CODE: F48402 P & A: 04609
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607791 STALL/QUITS DECELERATION COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 57 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND DSB APP IS BEING SENT

2002-027 22581

DOCUMENT: ANALYST: PVASSAL PERSIS VASSAL
ACTION DATA/COMMENTS:

2002/05/23

12.11.44 CUSTOMER SAYS: EXPERIENCING ELECTRICAL CONCERNS WITH THE VEH ALSO HAVING ENGINE CONCERN; STATES THAT THE ENGINE STALL ED ; NEW ENGINE WILL BE INSTALLED IN THE VEH; DUE TO THIS CU ST NO LONGER WANTS THE VEH; SEEKING A DSB APPLICATION PER C USTOMER, DEALER SAYS: DONE CAC ADVISED: - WE HAVE DOCUMENTED YOUR CONCERN AND WILL FORWARD YOU A DSB (DISPUTE SETTLEMENT BOARD) APPLICATION REFERENCE CASE ID: 4735

1 CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 47 CINCINNATI INFORMATION ISSUE CASE NBR: 0586503041
ZONE: B2 OPENED: 11/06/2001
VIN: 1FMYU04182KA30411 ENGINE: 1 VEH TYPE: T CLOSED: 11/06/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WILMINGTON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1500
DEALER NAME: INTERSTATE FORD INC SALES CODE: F47211 P & A: 02100
REASON CODE: 0445 DEALERSHIP - REPAIR PROCEDURE
SYMPTOMS: 607792 STALL/QUITS DECELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: DSAMPIER DAVIDE SAMPIERI
ACTION DATA/COMMENTS:

2001/11/06

14.19.11 CUSTOMER SAYS: - CUST CALLING BACK ABOUT PREV ISSUE AND CL AIMS THAT THE PREV CSR WAS TO GIVE HER A CALL BACK YESTERDAY BUT THE CUST DID NOT RECEIVE CALL BACK. ENGINE. PER CUSTOMER, DEALER SAYS: INTERSTATE FORD INC - CUST SPOKE WITH THE DEALERSHIP AND THEY TOLD HER THAT THEY WILL LOOK INTO TO BUYING HER OUT OF THE VEH. CAC ADVISED: - APOLOGIZE - DEALERSHIP

2002-027 22582

IT IS THE BEST TECHNICAL RESOURCE - SUPPORT DEALER'S DIAGNO
SIS - DOCUMENTED CONCERN *****
***** - ADVISED CUST THAT THE PRV CSR IS STILL RES
EARCHING THE ISSUE AND THAT THEY WILL CONTACT THE CUST WHEN
RESEARCH IS COMPLETE. INFERENCE CASE ID: 1602

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

INFORMATION ISSUED CASE NBR: 1501370952
REGION: 21 ATLANTA ZONE: B1 OPENED: 04/05/2002
VIN: 1FMCU03112KC09319 ENGINE: 1 VEH TYPE: T CLOSED: 04/05/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROSWELL STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 600
DEALER NAME: TEAM FORD AT NORTH SALES CODE: F21021 P & A: 03906
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607792 STALL/QUITS DECELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SPERRY SHERYL FERRYMAN
ACTION DATA/COMMENTS:

2002/04/05

13.52.31

CUSTOMER SAYS: -VEH STALLED OUT THIS WEEK WHEN DRIVING, IN
THE PROCESS OF DECELERATION -BROUGHT VEH TO DLRS TUESDAY
-DLR HAD VEH FOR 4 DAYS, AND STILL HAS IT -THERE WAS A BULL
ETIN ABOUT VEH, AND CUST HAS THE CODE -DLR IS ORDERING A P
ART, WHICH WON'T BE IN UNTIL MONDAY -CUST FEELS THAT THIS I
S UNACCEPTABLE -DLR HAS NOT WORKED WITH CUST ABOUT TRYING T
O TRADE VEH FOR ANOTHER ONE PER CUSTOMER, DEALER SAYS:
-SRV MGR THE PART HAD BEEN ORDERED, AND WILL BE IN ON MONDAY
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUS
TOMER SHOULD CONTACT CRM/SRV MGR -ADVS CUST TO SPEAK WIT
H CRM GEORGIA SHIMPERT : 770-649-5132 -OBC TO DLR -CRM
GEORGIA NOT AVAILABLE -SRV MGR RUSSELL IS WITH A CUST -SRV
ADVER PROVIDED CUST'S CORRECT VIN# -----NOTE----- VI
N# PROVIDED BY CUST WAS FOR A 1989 BRONCO CSR TRIED TO CALL
BACK CUST, BUT LINE WAS BUSY INFERENCE CASE ID: 4591

ER02-027 72043

CONSUMER AFFAIRS

06/18/2002 MMFAIYRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 24 ORLANDO CONCERN ISSUE CASE NBR: 1439390512
VIN: 1FMYU011X2KA69456 ENGINE: 1 VEH TYPE: T OPENED: 02/23/2002
CLOSED: 02/23/2002
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MIAMI BEACH STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
MILEAGE: 6000
DEALER NAME: BEACH FORD SALES CODE: F24001 P & A: 04039
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607792 STALL/QUITS DECELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MARTINE PAULA VOGELIN-CIO-MARTINE
ACTION DATA/COMMENTS:

2002/02/23

13.13.14 CUSTOMER SAYS: FEELS UNSAFE BY DRIVING THIS VEHICLE --WANTS TO REPLACED THE VEHICLE --HAS A RENTAL VEHICLE AND IS A INCONVENIENT TO HAVE ALL THIS CONCERN WITH A NEW VEHICLE --DOES NOT WANT TO KEEP IT EVEN THOUGH IS REPAIRED PER CUSTOMER, DEALER SAYS: --JULIAN OF SERVICE DEPARTMENT HE CONFIRMED HIM THAT PROBLEMS WITH RPM WHILE DECELERATION HAPPENED IN THOSE VEHICLES CAC ADVISED: - ADVISE PER DEALER SHIP CONVERSATION - 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 --OBC TO DLHPS SPOKE TO SERV MGR WILLY HE STATED THAT SPOKE TO CUSTOMER TODAY HE STATED THAT VEHICLE IS CUTTING OFF IS AT SERVICE DEPARTMENT RIGHT NOW HE STATES THAT REPAIR IS ON HOLD BY THE FACT CUSTOMER DOES NOT WANT TO KEEP VEHICLE EVEN THOUGH VEHICLE IS REPAIRED --HE ADVISED ME THAT SPOKE TO GRAL MANAGER ABOUT THIS ISSUE AND WOULD LIKE TO ASSIST THIS CUSTOMER HE ADVISED ME THAT CUSTOMER WILL SPEAK TO THEM ON MONDAY ADVISED CUSTOMER THAT OUR GOAL IS REPAIR VEHICLE TO HIS SATISFACTION THAT'S WHY WE PROVIDED HIM WITH BTB INFERENCE CASE ID: 1585

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC005 - ANALYTING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: C-PER16 CARY PEREZ
ACTION DATA/COMMENTS:

MM02-027 22004

2002/02/25

14.45.37 CUSTOMER WANTS TO TRADE VEHICLE IN HE WILL BE HERE TOMORROW
AT 10:30 AM TO TRY TO WORK A DEAL MAY NEED OMC ASSISTANCE CARY P.

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 24 ORLANDO	CONCERN ISSUE	CASE NBR: 1439390512
VIN: 1FMYU011K2KA69456	ZONE: A2	OPENED: 02/23/2002
	ENGINE: 1	CLOSED: 02/28/2002
	VEH TYPE: 7	

=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: C-PER16 CARY PERRE
ACTION DATA/COMMENTS:

2002/02/28

20.50.47 CUSTOMER CALLED AND COULD NOT MAKE IT BUT, WILL COME IN ON S
ATURDAY 03/02/02 TO TRY TO TRADE VEHICLE CARY P.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-PER16 CARY PERRE
ACTION DATA/COMMENTS:

2002/03/12

19.49.41 CUSTOMER CONTACTED ME TODAY AND SAYS THAT IS HAPPY WITH THE
REPAIR AND WOULD LIKE THE COMPLIMENTARY EST I OFFERED TO HIM
SINCE WE COULD NOT TRADE HIM OUT OF VEHICLE DUE TO PAYMENTS
HE WANTED. CARY P.

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

2002-027 22505

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 10 SDR INFORMATION ISSUE CASE NBR: 0361801522
VIN: 1FMYU04152KB01533 ECNE: K1 OPENED: 06/01/2002
ENGINE: 1 VEH TYPE: T CLOSED: 06/01/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: PILGRIM STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 7500
DEALER NAME: MOORE FORD LINCOLN SALES CODE: F47591 P & A: 02101
REASON CODE: 2002 WARRANTY - COVERAGE INQUIRY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: ZKHAM ZUBAIR KHAN
ACTION DATA/COMMENTS:

2002/06/01
11.29.31

CUSTOMER SAYS: VEH DIED ON ME TWICE WHEN I WAS GOING DOWN
THE HILL EVERY TIME AND THIS HAPPENED 4 TIMES -CUST SAID TH
E SEAL ON THE BACK DOOR CAME LOOSE AND ALOT OF AIR COMING IN
SIDE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -
POSSIBLE WARRANTY/RSP COVERAGE FOR YOUR CONCERN. - PLEASE T
AKE YOUR VEHICLE TO THE F/L/M DEALERSHIP OF YOUR CHOICE TO H
AVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/RSP W
ILL BE APPLICABLE INFERENCE CASE ID: 5409

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 56 DENVER INFORMATION ISSUE CASE NBR: 0397001282
VIN: 1FMCU02BX2KB98654 ZONE: D1 OPENED: 05/10/2002
ENGINE: B VEH TYPE: T CLOSED: 05/10/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]

EPK2-827 22506

CITY: NEVADA STATE: CO ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X4
MILEAGE: 6700
DEALER NAME: JOHN ELWAY FORD WES SALES CODE: F56007 P & A: 01108
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 57 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND DSB APP IS BEING SENT
DOCUMENT: ANALYST: PSILVERB PEARL SILVERBERG
ACTION DATA/COMMENTS:

2002/05/10

19.46.45 VLC068TCUSTOMER SAYS: - HAD VEH IN SHOP 4 TIMES FOR THE SAME PROBLEM - IS REFUSING TO COMPLY TO STATES STATE TO REPLACED - DON ELWAY STEVENSON DID REPAIRS 3 DIFFERENT TIMES AND FORD ENGINEER WENT OUT 3 DIFFERENT TIMES AND SAID THATS THE WAY IT IS SUPPOSED TO RUN - ITS AT JOHN ELWAY FORD - TOLD HER TO COME AND PICK UP THE VEHICLE - INITIAL CONCERN ERRATIC IDLE AND DOES NOT DECELERATE AND ONE OCCASION IT DID STALL PER CUSTOMER, DEALER SAYS: - ROD TANABE SERVICE ADVISOR SAID ITS A MFG DEFECT BUT YOU NEED TO COME AND PICK UP YOUR VEHICLE CAC ADVISED: - WE HAVE DOCUMENTED YOUR CONCERN AND WILL FORWARD YOU A DSB (DISPUTE SETTLEMENT BOARD) A APPLICATION -QEC TO DLRSHIP - SPOKE TO ROD CUSTOMER SERVICE ADVISOR - CAN'T DUPLICATE EITHER ITEM IT IS INTERMITTANT -VEHICLE PERFORMS TO FORDS SPECIFICAITONS -CEM CONTACTED REGARDING ASSISTANCE IN REPURCHASING THE VEHICLE AND IT HAS BEEN DECLINED. INPENCE CASE ID: 4735

CONSUMER AFFAIRS

06/18/2002 MMWAXFRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 56 DENVER INFORMATION ISSUE CASE NBR: 0397001282
ZONE: D1 OPENED: 05/08/2002
VIN: 1FMCU02H2K2K898654 ENGINE: B VEH TYPE: T CLOSED: 05/08/2002

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: NEVADA STATE: CO ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X4
MILEAGE: 6600
DEALER NAME: JOHN ELWAY FORD WES SALES CODE: F56007 P & A: 01108
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

EP02-027 22587

DOCUMENT: ANALYST: ANFORRES ANESHA FORRES
ACTION DATA/COMMENTS:

2002/05/08

10.59.44

VLC068TCUSTOMER SAYS: = HAS A COMPLAINT ABOUT THE VEH =
HAS BROUGHT THE VEH IN FOR A NUMBER OF TIMES FOR THE CONCERN
- THE VEH DOES NO DECELERATE , ROUGH IDLE/REVE ITSELF ,
THE VEH STALLS , = THE VEH HAS BROUGHT THE VEH IN TWICE
AND HAD THE ENGINEER LOOK AT THE VEH TWICE = SPK TO OTHER
ESCAPE OWNERS AND THEY ARE HAVING THE SAME CONCERN = DOES
NOT WANT THE VEH , WANT THE LOANER CANCELLED, WANTS HER MON
EY BACK = THIS IS THE FOURTH FORD VEH THAT HAS MESSED UP
= WILL NOT PAY FOR A VEH THAT SHE DOES NOT FEEL SAFE DRIV
ING = WILL GO TO THE MEDIA DECIDED TO CALL FORD FIRST =
DOES NOT WANT THE VEH IN THE SHOP , DOES NOT WANT THE VEH RE
PAIRED , DOES NOT WANT A LOANER VEH = WANT A NUMBER, WHO D
EALS WITH THE CARS PER CUSTOMER, DEALER SAYS: CAC ADVIS
ED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEA
LERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD
CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0436661302
VIN: 1FMYU03102KB45019	ZONE: B1	OPENED: 05/10/2002
	ENGINE: 1	CLOSED: 05/10/2002
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	WOODSTOCK	STATE:	GA	ZIP:
HOME PHONE:				
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	1			
DEALER NAME:	TEAM FORD OF MARIET	SALES CODE:	P21005	P & A: 00243
REASON CODE:	3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT			
SYMPTOMS:	507793 STALL/QUITS DECELERATION ALL ENGINE TEMP			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: DPANDOO DEBBIE PANDOO
ACTION DATA/COMMENTS:

2002/05/10

11.57.28

CUSTOMER SAYS: =CUTS OFF @ ANY TIME @ 40/ 50 MPH = & RI
GHT TURN VEH STALLS -CAN RESTART AFTER COMPLETE STOP -TE
AM FORD CHECKED VEH AND SAID THEY CANT FIX TILL CHECK ENGINE
LIGHT COMES ON -WANTS TO BE PUT IN COMPARABLE VEH TILL PR
OBLEM SOLVED -I WANT SOMETHING COMPARABLE TO MY VEH IE EXP
LOMER SPORT -CUST HAS VEH NOW -WANTS PROBLEM RESOLVED PE

END-227 22564

R CUSTOMER, DEALER SAYS: - TEAM FORD SAID WE HAVE BEEN INFORMED BY FORD THAT WE ARE AWARE OF IT BUT TILL THE CHECK ENGINE LIGHT COMES ON WE ARE NOT ALLOWED TO DO ANYTHING - WE TALKED YOU NAME AND PUT YOU ON A LIST - S/A SCOTT CEFICKY SAID HERE IS # TO CALL FORD - FORD SAID THERE WILL BE A RECALL ON THIS CAC ADVISED: - CRC UNABLE TO REACH DEALER - CRC WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCUSS YOUR SITUATION - FOLLOW UP WITH CUSTOMER ***** - OBC TO S/M FRED - LEFT VOICE MAIL TO CONTACT CRC ON ISSUE INFERENCE CASE ID: 5406

 ORIGIN: CACM02 - MANUAL - PHONE CRR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: DPANDOO DEBBIE PANDOO
 ACTION DATA/COMMENTS:

CUSTOMER SAYS: - MY WIFE WILL NOT DRIVE THIS VEH - WILL CONTACT GUN MGR RONNIE WHITLOCK FOR A COMPARABLE VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED: - OBC TO CUST AND ADVISED DLR HAS ESCALATED FILE TO ENGINEER AND WAITING FOR REPAIR PROCEDURE - FORD'S GOAL IS TO WORK WITH CUST AND DLR TO RESOLVE ISSUE *****FOR CRC USE ONLY *****
 - OBC TO SM FRED & RETURNING HIS CALL
 - S/M ADVISED THERE IS A TSB TO UPDATE PROCESSOR WHICH WE DID - ITS A MULTIPLE REPAIR AND THE TSB IS NOT WORKING - I HAVE 5 ESCAPES AND 3 EXPLORERS WITH THIS - I AM WAITING

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

===== INFORMATION ISSUE CASE NBR: 0436661302
 REGION: 21 ATLANTA ZONE: B1 OPENED: 05/10/2002
 VIN: 1FMYU03102KB45019 ENGINE: 1 VEH TYPE: T CLOSED: 05/10/2002
 =====

2002/05/10

11.57.28 ON ENGINEERS ON WHAT TO DO NEXT -I DONT KNOW WHEN I WILL HEAR FROM THEM

 ORIGIN: CACX38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 537 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE
 DOCUMENT: ANALYST: CDECHER CHELSEY I. DECHER
 ACTION DATA/COMMENTS:

15.53.01 CUSTOMER SAYS: WANTS TO SPEAK PREVIOUS REP -DLR IS WAITING FOR ENGINEER TO COME OUT AND GIVE THEM A FIX FOR THIS ENGINE CONCERN -SEEKING LOANER THAT IS COMPARABLE TO THIS 2002 ESCAPE, UNTIL THIS IS RESOLVED -DLR HAS OFFERED TO PAY RENTAL 18\$ A DAY -SEEKING A BETTER LOANER PER CUSTOMER, DEALER SAYS: YOU HAVE TO CALL CRC AND TELL THEM THAT WE WILL PAY UP TO 18\$ A DAY FOR RENTAL -ENGINEER WILL COME AND SEE THE VEH IN 2 WEEKS CAC ADVISED: DLR HAS OFFERED TO PAY 18\$ A DAY FOR RENTAL, UNFORTUNATELY NO FURTHER -- I APOLOGIZE FOR THE SITUATION YOU ARE EXPERIENCING. I HAVE LOOKED INTO THIS MATTER FOR YOU AND UNFORTUNATELY I DO NOT SEE ANY HARRAFTINS, PSAS OR CSBS THAT WOULD PROVIDE YOU WITH A RENTAL/LOANER VEHICLE. - THEREFORE WE MUST DIRECT YOU TO YOUR INSURANCE COMPANY FOR ADDITIONAL RENTAL ASSISTANCE INFERENCE CASE ID: 5377

EM02-027 22560

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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INFORMATION ISSUE		CASE NBR: 0667941162
REGION: 72 SAN FRANCISCO	ZONE: A2	OPENED: 04/26/2002
VIN: 1FMYU04112KBS7371	ENGINE: 1 VEH TYPE: T	CLOSED: 04/26/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: HILO	STATE: HI	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 1300		
DEALER NAME: ORCHID ISLE AUTO CE SALES CODE: F72414	F & A: 07761	
REASON CODE: 3025 PROD/COMP DOR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607793 STALL/QUITS DECELERATION 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: KMURHEA KERRY-ANN MURHEAD
ACTION DATA/COMMENTS:

2002/04/26

18.33.00

CUSTOMER SAYS: *- VEH DIES WHEN GOING DOWN HILL AT 40 MILES
A HOUR *- THIS STARTED ONLY TODAY VEH HAS NOT BEING DIAGNO
NOSED BY THE FORD DEALSHIP *- CUST HAD A 2001 ESCAPE AND SHE
GOT ANOTHER ESCAPE THE 2002 FOR THE SAME CONCERN WITH THE V
EH DYING ON A HILL *- CUST IS CALLING TO GET ANOTHER VEH
*- CUST WANTS THE VEH TO BE REPAIRED 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, CUSTOMER SHOULD CONTACT CRM/SERV MGR OUR GOAL IS
TO HAVE THE VEH REPAIR WITHIN FORD SPECIFICATION AND IF CUST
WANTS TO TRADE OUT OF VEH THIS NEEDS TO BE ADDRESSED AT TH
E FORD DEALSHIP INFERRECE CASE ID: 4591

E982-827 22598

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 16 PHILADELPHIA ZONE: B1 CASE NBR: 0723881072
VIN: 1FMYU03102KA34177 ENGINE: 1 VEH TYPE: T OPENED: 04/17/2002
CLOSED: 04/17/2002

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FOLSOM STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XL7 4X2
MILEAGE: 6761
DEALER NAME: ROBIN FORD SALES CODE: F16023 P & A: 01396
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607793 STALL/QUITS DECELERATION 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: MYEMAN MAKDA YEMAN
ACTION DATA/COMMENTS:

2002/04/17

20.05.33 VLC0680CUSTOMER SAYS: -CUST STATED VEH IS STALLING, HAS BE
EN TO DLR FOR THIS ISSUE ONCE ALREADY, REPROGRAMED POWER CON
TROL MODULE, BACK 03/11/2001 -TOOK VEH TO DLR AGAIN FOR THE
SAME ISSUE AND THEY COULD NOT DUPLICATE ISSUE BUT ATTACHED
A FLIGHT RECORDER AND INFORMED TO TOUCH THE BUTTON WHEN VEH
IS STALLING SO IT COULD BE RECORDED -CUST IS CONCERNED IN R
EGARDS TO SAFETY PER CUSTOMER, DEALER SAYS: -ROBIN FORD
CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSH
IP 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 Contac
t DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED -
CUST WAS ADVISED BASED ON THE ABOVE DOCUMENTATION INFERENCE
CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

EM2-027 22501

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

INFORMATION ISSUE CASE NBR: 0759361092
 REGION: 44 PITTSBURGH ZONE: C3 OPENED: 04/19/2002
 VIN: 1FMYU041X2KC60693 ENGINE: 1 VEH TYPE: T CLOSED: 04/19/2002
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: TALLMADGE STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
 MILEAGE: 550
 DEALER NAME: PARK FORD SALES CODE: F44213 P & A: 03853
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: VAINSWOR VICTORIA AINSWORTH
 ACTION DATA/COMMENTS:

2002/04/19

21.05.14 CUSTOMER SAYS: ** PHONE NUMBERS LOST DURING ERROR IN SMART
 T SYSTEM ** - A WEEK AGO, HIT THE BRAKES, NEAR STOPPING,
 EVERYTHING WENT OUT, VEH STOPPED, AND SHE RESTARTED IT - H
 APPENED AGAIN - APPEARS WITH BRAKING, ALL THE LIGHTS GO ON,
 THE BRAKES GO OUT, THE VEH STOPS (SOMETIMES) - HAPPENED ON
 E ON THE WAY TO WORK, GOING DOWN A HILL - AS GOING TO A STOP
 - ALWAYS ON A GRADE - 2 ON DOWNHILL, ONE ON UPHILL PER
 CUSTOMER, DEALER SAYS: PARK FORD CAC ADVISED: - WE RECOM
 MEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFO
 RMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SER
 V MGR ----- INFORMATION FOUND IN OUR ECH WEBSITE: SYMPTO
 M 2001-2002 ESCAPE 3.0L'S MAY EXPERIENCE AN INTERMITTENT STA
 LL MOSTLY ON DECEL BUT POSSIBLY AT CRUISE WITH AN IMMEDIATE
 RESTART. TYPICALLY, THIS CONCERN MAY BE CHARACTERIZED AS A 1
 TIME STALL, NO CODES, NO MIL, USUALLY DURING COAST DOWN/DE
 CEL, AND ALWAYS WITH IMMEDIATE RESTART. SYMPTOM DETAILS 3.
 OL ENGINE TSB / SSM ISSUED OTHER INFO FOR DEALER ONLY W
 HERE NORMAL DIAGNOSTICS FAIL TO PIN POINT ROOT CAUSE, CHECK
 THE EEC POWER RELAY-HAVE TECHNICIAN TAP ON RELAY (FOR LOCATI
 ON USE 2001 ESCAPE WIRING DIAGRAM SECTIONS 303-07B-00-1 CONN
 ECTOR #C1016, 700-06-00-37 BATTERY JUNCTION BOX) IF THE ENG
 INE STALLS OR STUMBLES REPLACE THE RELAY WITH PART# P0A2-14N
 089-A. CHECK CONNECTIONS AT FDB FOR PIN PUSHOUT. CHECK PCM G
 ROUNDS - G104 & G105 UNDERNEATH BATTERY TRAY FOR BEING LOOSE
 E (WILL HAVE TO REMOVE TRAY TO GET ACCESS TO GROUNDS). CHECK
 EEC CASE GROUND - G100 ON BULKHEAD AND G101 ON TRANSMISSION
 , UNDERNEATH BATTERY TRAY (DO THIS AT THE SAME TIME AS (G104
 & G105) FOR BEING LOOSE. CHECK IAC VALVE - IF PART NUMBER I
 S OTHER THAN YF1E-9F715AB, IT MUST BE REPLACED. CHECK CONNEC
 TORS C270B, C270C, C270D & C270E FOR LOOSE CONNECTION, SIGN
 S OF CORROSION OR WATER INTRUSION, OR TERMINAL/PIN DAMAGE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

INFORMATION ISSUE CASE NBR: 0759361092
 REGION: 44 PITTSBURGH ZONE: C3 OPENED: 04/19/2002
 VIN: 1FMYU041X2KC60693 ENGINE: 1 VEH TYPE: T CLOSED: 04/19/2002

2002/04/19

21.05.14 VEHICLES AFFECTED 2001-2002 ESCAPES WITH 3.0L ENGINE INF ERS2-027 22502
 ERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

===== INFORMATION ISSUE CASE NBR: 0773142891
REGION: ZONE: OPENED: 10/16/2001
VIN: 1FMYU03102KA27472 ENGINE: 1 VEH TYPE: T CLOSED: 10/16/2001
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=====
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LOCKPORT STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 2100
=====

DEALER NAME: SALES CODE: P & A:

REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY

SYMPTOMS: 607793 STALL/QUITS DECLARATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY

ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED

1062-027 22003

DOCUMENT: ANALYST: MLEWIS99 MICHELLE LEWIS
ACTION DATA/COMMENTS:

2001/10/16

21.33.20 CUSTOMER SAYS: ENGINE HAS DIED 3 TIMES SINCE PURCHASE
DEALER SAYS: NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND
D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS

06/18/2002 M0FAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.36

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INFORMATION ISSUE		CASE NBR: 1342953461
REGION: 10 SDR	ZONE: C1	OPENED: 02/25/2002
VIN: 1FMCU041X2KA27360	ENGINE: 1 VEH TYPE: T	CLOSED: 02/25/2002
=====		
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: KULPMONT	STATE: PA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 5000		
DEALER NAME: INDEPENDENCE FORD I	SALES CODE: F16568	P & A: 01314
REASON CODE: 0424	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	
SYMPTOMS: 507793 STALL/QUITS DECELERATION 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: PDIMITRO PEPPI DIMITROPOULOS
ACTION DATA/COMMENTS:

2002/02/25

18.14.38 CUSTOMER SAYS: -CUST PICKED UP VEH ON OCT 1/2001 -INTERMIT
TENT CONCERN WITH STALLING WHEN GOING DOWNHILL - ENGINE STAL
LS -CHECK ENGINE LIGHT, CHECK OIL LIGHT AND BRAKE LIGHT CO
ME WHEN THIS HAPPENS -VEH BROUGHT TO DLRSHP 3 TIMES FOR THI
S CONCERN PER CUSTOMER, DEALER SAYS: -INDEPENDENCE FORD
3101 NEW BERNICK HIGHWAY BLOOMSBURG, PA 17815 TEL: (57

EM02-027 22584

0) 784-1414 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.
 I.E. - 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 INFERRECE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 52 SOUTHWEST	INFORMATION ISSUE	CASE NBR: 1374371052
VIN: 1FMCU04172KC27712	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: AUSTIN	STATE: TX	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
DEALER NAME: COVERT FORD, INC.	SALES CODE: F52302	P & A: 04437
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT		
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
 DOCUMENT: ANALYST: CPARRIS CHUMSIE PARRIS
 ACTION DATA/COMMENTS:

2002/04/15

10.22.34

CUSTOMER SAYS: -VEH IS HAVING STALLING CONCERNS . -CLAIMS THE VEH STALLED TWICE IN MARCH(03/25; ABOUT 8:30 @ 30 MPH ON A SLIGHT DOWN GRADE PUT VEH IN NEUTRAL AND RESTART WHICH WAS HAPPENED IMMEDIATELY. -03/30/2002 ABOUT 2PM DRIVING 30-35 MPH JUST GOT OFF A SLIGHT UPGRADE AND THERE WAS HALF TANK GAS MILES 844 AND IT START UP RIGHT AWAYT, IT WAS TAKEN TO THE DLR (COVERT FORD) AND THEY HAD CONTACTED THE ENGINEERING WHO RECOMMENDED SEVERAL TEST,WHICH WAS DONE AND THE DLR WAS UNABLE TO DUPLICATE THE CONCERNS . -THE VEH WAS RETURNED TO HIM AND WAS ADVISED IT WAS SAFE TO DRIVE. -THINKS THERE IS A SAFETY CONCERN IN THE VEH BECAUSE THE VEH WAS NOT REPAIRED FOR THE STALLING CONCERN. - CUSTOMER SERVICE MARKET MGR -TIM DOUFFY WAS ALSO INVOLVED -THIS IS A REPLACEMENT VEH FOR A 2001 WHICH HAD THE SAME CONCERN WAS RAV BY FORD -COSTOMER IS DEMANDING FORD RETURN A FULL REFUND FOR THE VEH BECAUSE OF THE SAFETY CONCERNS. PER CUSTOMER, DEALER SAYS: T

EM82-627 22000

HIS IS A KNOWN PROBLEM BUT FORD IS WORKING ON A FIX. CAC ADVISED: -OBC TO DLR SPOKE WITH SM GENE WHO STATED HIS REGIONAL REP IS WORKING ON THIS ISSUE AND WILL BE IN TOUCH WITH THE CUSTOMER ONCE HIS REP MAKES A DECISION. - 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 MMFAKPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 52 SOUTHWEST INFORMATION ISSUE CASE NUM: 1374371052
VIN: 1FMCU04172KC27712 ENGINE: 1 VEH TYPE: T OPENED: 04/15/2002
CLOSED: 04/19/2002

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CPARRIS CHUMSIE PARRIS
ACTION DATA/COMMENTS:

2002/04/19

12.05.44 VLQ092UCUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: OBC TO DLR SPOKE WITH MARCY CRM WHO STATED THAT THE REP HAS MADE A FINAL DECISION IN REGARDS TO THIS VEH AND HE WAS INFORMED OF THIS ,SHE HAD ALSO SENT HIM AN EMAIL ON THURSDAY ADVISING THAT IF HE IS STILL NOT SATISFIED WITH THE DECISION HE CAN PURSUE THE DSB SINCE ALL OF THEIR RESOURCES HAVE BEEN EXHAUSTED. -THE DECISION BEING UNTIL THE CONCERN IS DUPLICATED THERE WILL NO REPAIR ATTEMPTS. -CRM ADVISED THAT THE REPAIR WHICH WAS DONE CAME DIRECTLY FROM THE ENGINEERS BUT IT DID NOT SOLVE THE CONCERN.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: CPARRIS CHUMSIE PARRIS
ACTION DATA/COMMENTS:

CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: OBC TO CUSTOMER LEFT MESSAGE FOR CUSTOMER. -IF CUSTOMER CALLS IN PLEASE ADVISED AS FOLLOWS ***** OBC TO DLR SPOKE WITH MARCY CRM WHO STATED THAT THE REP HAS MADE A FINAL DECISION IN REGARDS TO THIS VEH AND HE WAS INFORMED OF THIS ,SHE HAD ALSO SENT HIM AN EMAIL ON THURSDAY ADVISING THAT IF HE IS STILL NOT SATISFIED WITH THE DECISION HE CAN PURSUE THE DSB SINCE ALL OF THEIR RESOURCES HAVE BEEN EXHAUSTED. -THE DECISION BEING UNTIL THE CONCERN IS DUPLICATED THERE WILL NO REPAIR ATTEMPTS. -CRM ADVISED THAT THE REPAIR WHICH WAS DONE CAME DIRECTLY FROM THE ENGINEERS BUT IT DID NOT SOLVE THE CONCERN.

END-627 22005

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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REGION: 21 ATLANTA	ECOE: C1	INFORMATION ISSUE	CASE NBR: 1466492931
VIN: 1FMYD04152EA69294	ENGINE: 1	VEH TYPE: T	OPENED: 05/01/2002
			CLOSED: 05/01/2002

=====

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MONROE STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 13000
DEALER NAME: UNIVERSITY LINCOLN- SALES COO: L36045 P & A: 10084
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAC136 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: AKURYSKO ALLISON KURYSKO
ACTION DATA/COMMENTS:

2002/05/01

12.11.11 CUSTOMER SAYS: -SHE WENT TO DLR LAST WEEK -WHILE DRIVING
THE VEH JUST STOPPED -SHE PULLED TO THE SIDE OF THE ROAD
-SHE TRIED TO START THE VEH AND IT DID START UP -THE DLR H
AD TO REPROGRAM THE WHOLE COMPUTER -THE DLR HAD TO PUT A NE
W THROTTLE BODY ON THE GAS PEDAL -SHE RECEIVED HER VEH HAC
K AND IT SEEMS TO BE DRIVING FINE -SHE WANTS APPLY FOR THE
LEMON LAW PER CUSTOMER, DEALER SAYS: UNIVERSITY FORD---(
706) 546 - 7104 CAC ADVISED: - WE RECOMMEND THE REPAIR BE
PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SEN
T TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERRECE CAS
E ID: 4591

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 27 WASHINGTON INFORMATION ISSUE CASE NBR: 1696511072
VIN: 1FMCU04162KC60667 ZONE: B1 OPENED: 04/17/2002
ENGINE: 1 VEH TYPE: T CLOSED: 04/17/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: POTOMAC STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 500
DEALER NAME: SHERBY FORD OF GAIT SALES CODE: F27020 P & A: 00664
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 568 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: PDIMITRO PEPPY DIMITROPOULOS
ACTION DATA/COMMENTS:

2002/04/17
19.20.13

CUSTOMER SAYS: -CUST HAS OWNED VEH FOR 3 WEEKS -WHILE CUS
T WAS GOING DOWN A HILL THE VEH HAD STALLED ON DECELERATION
-FOOT WAS OFF THE GAS, SO WHEN CUST STEPPED ON THE GAS THE
TACOMETRE WAS IN THE ZERO READING -CHECK ENGINE LIGHT CAME
ON -VEH RESTARTED AND DROVE TO THE DLRSHIP -VEH IS CURRENT
Y AT THE DLRSHIP BUT NOT FULLY DIAGNOSED YET PER CUSTOMER, D
EALER SAYS: SHERBY FORD 901 NORTH FREDERICK AVE. GAITHER
BURG, MD 20879 TEL: (301) 258-1015 FAX: (301) 548-9097
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 -ADV CUST NO PSA OR CSP ON T
HE VEH INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

REGION: 44 PITTSBURGH CONCERN ISSUE CASE NBR: 1395090682
VIN: 1FMCU04122KA38756 ZONE: A1 OPENED: 03/09/2002
ENGINE: 1 VEH TYPE: T CLOSED: 03/09/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

EP02-027 22503

CITY: MURRAYSVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2800
DEALER NAME: KENNY ROSS FORD SALES CODE: F44417 P & A: 07350
REASON CODE: 1105 AWA - W/M CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 507793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: RBISSESS RISHI BISSESSAR
ACTION DATA/COMMENTS:

2002/03/09
10.58.25

CUSTOMER SAYS: VEH HAS STALLED 6 TIMES. STALLED OCT 30TH, NOV 21ST, 14TH DEC, 24TH JAN, 4TH FEB SEEKING TO GET THE VEH REPAIRED. SEEKING LOANER ASSIST WHILE THE VEH WILL BE AT THE DRL FOR REPAIR. CUST WAS AT THE DRL TODAY PER CUSTOMER, DEALER SAYS: DRL SAYS 2-3 OTHER VEHs DOES THE SAME THING, BUT NO REPAIR PROCEDURE AVAILABLE. SOME REPAIRS WORK AND SOME DOES NOT 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? ---CSR SPOKE WITH PHIL(SRV WRITER), WHO ADVISED CSR THAT THE CUST HAS AN APPOINTMENT SCHEDULED FOR THE 27TH MARCH. -- -ONCE THE VEH IS DIAGNOSED FOR THE CONCERN, THEY WILL BE ABLE TO LOOK INTO LOANER ASSIST, IF SHE DOES NOT HAVE A RSP IN REFERENCE CASE ID: 5388

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-YOURIC KENNY ROSS FORD
ACTION DATA/COMMENTS:

2002/04/09
09.11.56

CONSUMER AFFAIRS

06/18/2002 MMFAFPRQ

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 44 PITTSBURGH REGION ISSUE CASE NBR: 0637263091
ZONE: C2 OPENED: 06/13/2002
VIN: 1FMYU04162KA35333 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LAKEWOOD STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 15000
DEALER NAME: LIBERTY FORD SOUTHW SALES CODE: F44124 P & A: 03273
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 507793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 776 - ADVISE CUSTOMER OF DEALER'S RESPONSE

END-027 22000

DOCUMENT: ANALYST: GRAHAM CHURNLEY GRAHAM
ACTION DATA/COMMENTS:

2002/06/13

09.00.50 CUSTOMER SAYS: =VEH HAS BEEN TO DLR 3 TIMES FOR INTERMITTE
NT STALLING CONCERNS =VEH EVEN STALLED IN THE 1ST WEEK CUS
T HAD IT =PROBLEM STILL EXISTS AND VEH HAS STALLED AGAIN
=CUST WANTS CRC ADDRESS IN ORDER TO WRITE A LETTER TO FORD
=CUST WANTS TO HAVE VEH TAKEN BACK =AT THIS POINT CUST DO
ES NOT WANT A REFUND OR TO HAVE VEH REPAIRED =CUST JUST WA
NTS TO GET RID OF VEH AND STOP PAYING FOR IT PER CUNTO
NER, DEALER SAYS: NONE CAC ADVISED: - WE SPOKE TO THE
SERVICE DEPARTMENT AND HAVE CONFIRMED THAT YOUR VEHICLE HAS
NOW BEEN TO THE DEALERSHIP MULTIPLE TIMES - WE HAVE DOCUME
NTED YOUR CONCERN AND WILL SEND A COPY TO YOUR DEALERSHIP RE
QUESTING FURTHER TECHNICAL ASSISTANCE - YOUR CRM/SERV MGR W
ILL CONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION +++
=CONFIRMED CRC ADDRESS FOR CUST +++ =OBC TO LIBERTY FORD
SPOKE TO CLIFF WARNER P&S DIRECTOR ...WE UNDERSTAND CUST'S
SITUATION ...TSB HAS BEEN PERFORMED ON VEH ...HAVE CUST C
ALL MYSELF TO DISCUSS MATTER FURTHER ...WE WILL HAVE TO LO
OK AT VEH AGAIN +++ =ADVISED CUST AS PER DLR CONVERSATION

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION: 71 CALIFORNIA RAV ISSUE CASH NBR: 0524480852
VIN: 1FMCU03122KA39343 ZONE: A1 OPENED: 04/15/2002
ENGINE: 1 VEH TYPE: T CLOSED: 04/15/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: VAN NUYS STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XL/ 4X2
MILEAGE: 1640
DEALER NAME: GALPIN FORD SALES CODE: F71040 P & A: 05536
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TIME

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: GOUTHREY GWENDOLY GUTHREY
ACTION DATA/COMMENTS:

2002/06/15
13.52.26

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: HANSSBER ETVETTE HANSSBERY
ACTION DATA/COMMENTS:

EP82-827 22886

2002/04/18
09.35.19

CONSUMER AFFAIRS

06/18/2002 MMFAKPG

EP82-027 22001

[illegible]

CONTACT COUNTS BY TYPE

CONCERN REGION	DBS TOTAL	INFORMATION	INQUIRY	LEGAL	PRIORITY	RAV
130	31	323	5	15	3	37
51	595					

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SORT SEQUENCE:  (DEFAULT AND FINAL IS ISSUE TYPE)
 1. BY A02MDLNR                      2. BY A30VEN_08
 3. BY A17SYNF_CD                    4.
 5.                                  6.
 7.                                  8.
 9.                                  10.
11.

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OWNER RELATIONS 06/18/2002 M06AXPRG

FOI-027 22502

3. BY A17SYNP_CD
5.
7.
9.
11.

4.
6.
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10.

OWNER RELATIONS 06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 10 SDR INFORMATION ISSUE CASE NUM: 0312621622
VIN: 1FMYU03181KC21309 ECHE: F1 OPENED: 06/11/2002
ENGINE: 1 VEH TYPE: T CLOSED: 06/11/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MAKE FOREST STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 14000
DEALER NAME: BOYD BROTHERS FORD, SALES CODE: F21612 P & A: 03838
REASON CODE: 3025 FROM/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - OS CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GERRANDPO GERRI-ANNE BRANDFORD
ACTION DATA/COMMENTS:

2002/06/11

08.38.21

CUSTOMER SAYS: - INTERMITTENT STALLING CONCERN; AT 45 MP
H GOING DOWN HILL. VEH HAS BEEN TO DLR 2 X. VEH WILL BE AT
DLR THIS MORNING. WILL BE CONTACTING THE ATTORNEY GENERAL.
SEEKING THE VEH TO BE REPAIRED. PER CUSTOMER, DEALER SAY
S: - N/A CAC ADVISED: - WE RECOMMEND THE REPAIR BE PE
RFORMED 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 MMFAKPRG

BR2-627 22004

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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: 0369801251
 VIN: 1FMYU04101KB28265 ZONE: G1 OPENED: 11/06/2001
 ENGINE: 1 VEH TYPE: T CLOSED: 11/06/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BETHLEHEM STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 3900
 DEALER NAME: DICK MILHAM FORD SALES CODE: F16463 P & A: 00797
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD 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: KALI NURUS SABA ALI
 ACTION DATA/COMMENTS:

2001/11/06

10.52.52

CUSTOMER SAYS: THE VEH STALLED TWICE ON THE COST --
 WITHIN THE FIRST WEEK / THEN A MONTH LATER / THEN THIS PA
 ST FRIDAY THE VEH STALLS ON A COLD ENGINE THE VEH I
 S CURRENTLY AT DICK MILHAM FORD THE SELLING DLR --- WHO HAS
 NOT BEEN ABLE TO DUPLICATE THE CONCERN --- THE CUST HAS
 REQUESTED THE DLR TO KEEP THE VEH FOR A WEEK SO THAT THE DLR
 MAY BE ABLE TO VERIFY THE CONCERN DURING THE TIME FRAME ---
 - CUST WANTS TO BRING HIS CONCERN TO THE ATTENTION OF FOR
 D --- PER CUSTOMER, DEALER SAYS: CAC ADVISED: - INFORM
 WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CAN
 NOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE C
 USTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONC
 ERN IS NOTICED INTERFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 11 BOSTON INFORMATION ISSUE CASE NBR: 0364521161
 VIN: 1FMYU04151KF63721 ZONE: B1 OPENED: 07/24/2001
 ENGINE: 1 VEH TYPE: T CLOSED: 07/24/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] FIRST NAME: [REDACTED]

6082-627 22005

CITY: BARNSTAD STATE: NH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 15000
DEALER NAME: BILL DOBSON FORD SALES CODE: F11544 P & A: 08986
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: MATELANE MARLETT MATZANKE
ACTION DATA/COMMENTS:

2001/07/24

17.51.59 CUSTOMER SAYS: THE VEHICLE IS STALLING THE CUST HAS HAD
THE VEHICLE BACK TO THE DEALER 2 TIMES NOW THE VEHICLE HAS
CUT OUT 3 TIMES NOW CUST HAS LOST CONFIDENCE IN THIS VEHICLE
E PER CUSTOMER, DEALER SAYS: CAC ADVISED: - WE RECO
MMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INF
ORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SM
RV 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

REGION: 71 CALIFORNIA INFORMATION ISSUE CASE NBR: 0557780422
ZONE: C1 OPENED: 02/11/2002
VIN: 1FMYU01B31KA04004 ENGINE: B VEH TYPE: T CLOSED: 02/11/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: RIVERSIDE STATE: CA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 23359
DEALER NAME: KEN GRODY FORD SALES CODE: F71089 P & A: 07946
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM

EM2-827 22888

DOCUMENT: ANALYST: IPREBTAN ISFAN PREBTANI
ACTION DATA/COMMENTS:

2002/02/11

15.23.08 CUSTOMER SAYS: CUST CALLING AND SAID THAT HE IS DRIVING AND
D SAID THAT HE DROVE 45 MINS AND WHEN HE DRIVES HIS VEH IT W
ILL NOT IDLE AND TURNS -CUST SAID THAT THIS IS THE FIRST TI
ME CUST SEEKING A TOW PER CUSTOMER, DEALER SAYS: NONE C
AC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FOR
D/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4551

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: 0598961012
REGION: 41 CHICAGO ZONE: A2 OPENED: 04/11/2002
VIN: 1FMCU04101KE97508 ENGINE: 1 VEH TYPE: T CLOSED: 04/11/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CHICAGO HEIGHTS STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4985
DEALER NAME: SUTTON FORD, INC. SALES CODE: F41043 P & A: 01527
REASON CODE: 3025 PROD/COMP DUR/VERF - VEHICLE QUALITY
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: EMONTOR THRI MENTOR
ACTION DATA/COMMENTS:

2002/04/11

16.37.42 CUSTOMER SAYS: - VEH WILL NOT START - DROVE VEH EARLIER
AND WAS FINE BUT WHEN TRYING TO START A 2ND TIME VEH STALL
ED - SEEKING ROADSIDE ASSISTANCE PER CUSTOMER, DEALER SAY
S: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFOR
MED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO D
LR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID:

EM02-027 22587

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

INFORMATION ISSUE CASE NBR: 0633243390
 REGION: 13 NEW YORK ZONE: E1 OPENED: 09/07/2001
 VIN: 1FMYU04151KD92629 ENGINE: 1 VEH TYPE: T CLOSED: 09/07/2001
 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 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: 697491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
 DOCUMENT: ANALYST: TREVES TRICIA REEVES
 ACTION DATA/COMMENTS:

2001/09/07

17.10.57 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 INTO DEALSHIP THE LIGHTS COME OFF. -DEALSHIP WILL NOT BE ABLE TO DUPLICATE THE PROBLEM. -CUST SAY'S VEH HAS BEEN TO DEALSHIP FOR THE SAME ISSUE AND DEALSHIP COULD NOT FIND THE PROBLEM. -CUST SAID THIS ISSUE BEGAN ON THE 2ND DAY OF PURCHASE. -CUST SAY'S VEH WAS AT DEALSHIP LAST THEN A MONTH. -CUST SAY'S LIGHT WILL COME ON AND VEH STALLS QUITE FREQUENTLY. - 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 IN REFERENCE CASE ID: 4909

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: 0645603850
REGION: 44 PITTSBURGH	ZONE: C4	OPENED: 10/29/2001
VIN: 1FMYU04181KF16621	ENGINE: 1	CLOSED: 10/29/2001
VEH TYPE: T		

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: MENTOR	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 19000		
DEALER NAME: MULLINX EAST INC	SALES CODE: F44006	P & A: 02157
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: TKHANUM TOUSSEF KHANUM
ACTION DATA/COMMENTS:

2001/10/29

16.31.14 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: NONE CAC AD
VISED: - CRM/SERV MGR UNAVAILABLE - FORWARDED INFORMATION
TO CRM/SERV MGR - REQUESTED CRM/SERV MGR CONTACT CUSTOMER W
ITHIN 2 BUSINESS DAYS - OBC TO DLR - SVS MGR WASNT AVAIL
ABLE INFERENCE CASE ID: 1546

1902-027 22009

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: 0684962881
VIN: 1FMCU031X1KP53780	ZONE: C1	OPENED: 10/15/2001
	ENGINE: 1	CLOSED: 10/15/2001
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	LAKE WORTH	STATE:	FL	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	17000				
DEALER NAME:	AL PACKER FORD	SALES CODE:	F24218	P & A:	04870
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE				

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: VNEBHAR VAUGHN NEMHARD
ACTION DATA/COMMENTS:

2001/10/15

19.54.51 CUSTOMER SAYS: -SO MANY PROBLEMS SINCE PURCHASE -7TH TIME
AT DLRSHIP -VEH IS NOT STARTING, CUST HAS TO JERK KEY TO
START VEH -, BACK RIGHT SHOCK IS LEAKING FLUID DLRSHIP IS
CURRENTLY ORDERING PRT -DLRSHIP IS ALSO CURRENTLY ORDERING
IGNITION CYLINDER PER CUSTOMER, DEALER SAYS: -NONE CAC A
DIVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM
DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHO
ULD CONTACT CRM/SERV MGR IN REFERENCE CASE ID: 4904

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ENC2-027 22010

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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: P1	ENGINE: 1	VEH TYPE: T	CASE NBR: 0693462211
VIN: 1FMYU04151KE79382				OPENED: 04/23/2002
				CLOSED: 04/23/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: LEBANON	STATE: PA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 11000		
DEALER NAME: PHILLIPS FORD SALES	SALES CODE: F16510	P & A: 01224
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

=====

ORIGIN: CACI36 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: HMCPEERS HERMAN MCPHERSON
ACTION DATA/COMMENTS:

2002/04/23

14.01.16 CUSTOMER SAYS: - CUST SAYS VEH IS NOT YET FIXED - WANTS T
O KNOW WHY PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED
: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LN DEALER
SHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CO
NTACT CRM/SERV MGR - OBC TO DLR SPOKE TO CHRIS GEIS - ADV
ISED THAT VEH CHECKED OUT OK AT THE DLRSHIP, THEY COULDN'T GET
IT TO EXHIBIT THE CONCERNS - EVERYTHING WAS WITHIN SPECS
- CHRIS WAS IN CONTACT WITH LES WILLIAMS (TECH FROM DEARBORN
) AND HE SAID HE WAS SATISFIED THAT THEY DID ALL THEY COULD
DO FOR THE CUST - IF THE VEH IS NOT DOING NOTHING WRONG, TH
ERE IS NO CONCERN - CUST ADVISED SAME INFERENCE CASE ID: 4
591

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:	ZONE:	ENGINE: 1	VEH TYPE: T	CASE NBR: 0770403320
VIN: 1FMYU04161KD91439				OPENED: 11/27/2000
				CLOSED: 11/27/2000

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		

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E062-027 22811

CITY: WAIKOLOA STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: NBURKE NOVELETTE BURKE
ACTION DATA/COMMENTS:

2000/11/27

21.23.26 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE VEHICLE
STALLING. THE CUSTOMER STATED THAT THE VEHICLE WAS PURCHASED
ON OCTOBER 13, 2000 AND THE VEHICLE HAS EXHIBITED THE CONCERN
TWO TWICE ALREADY. THE PROBLEM OCCURRED WITHIN THE FIRST WEEK
OF PURCHASE. THE FUEL USED IS THE MIDDLE OR THE UPPER GRADE
UNLEADED, SHE DOES NOT KNOW THE OCTANE LEVEL BEING USED. THE
CONCERN IS NOTICED WHEN SHE IS DRIVING ON A LEVELED ROAD SURFACE.
THERE ARE NO NOISES ASSOCIATED WITH THE CONCERN. THE
KEY WILL TURN IN THE IGNITION WHEN TRYING TO START THE VEHICLE
WITH NO PROBLEMS. THERE ARE THREE LIGHTS WHICH COME ON,
OIL, BATTERY AND THE ENGINE LIGHTS. THE CONCERN IS INTERMITTENT.
THE TEMPERATURE DOES NOT AFFECT THE PROBLEM. THE VEHICLE
ONLY SITS OVERNIGHT AND DURING THE DAY TIME APPROXIMATELY 1
1 HOURS BEFORE IT IS DRIVEN AGAIN. *****
***** -THE CUSTOMER PLANS TO
GO BACK TO THE DEALERSHIP TO HAVE THE MATTER RESOLVED. PER
CUSTOMER, DEALER SAYS: -THE DEALERSHIP HAS ALREADY DONE
A CHECK AND WAS NOT ABLE TO DIAGNOSE THE PROBLEM. CAC ADV
ISED: THE CUSTOMER WILL BE GOING BACK TO THE DEALERSHIP TO
SEE IF THE PROBLEM CAN BE RESOLVED.

CONSUMER AFFAIRS

06/18/2002 MBFAIPRC

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 24 ORLANDO INFORMATION ISSUE CASE NR: 0814441871
ZONE: A2 OPENED: 07/06/2001
VIN: 1FMYU04111KE74552 ENGINE: 1 VEH TYPE: T CLOSED: 07/06/2001

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 4X4
MILEAGE: [REDACTED]
DEALER NAME: WORLD FORD/KENDALL SALES CODE: F24005 P & A: 04920
REASON CODE: 0206 RENTAL/LOANER - RENTAL/LOANER REQUEST
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 537 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION, NO ASSISTANCE

EMC-827 22012

DOCUMENT: ANALYST: SWATIS1 SAUNIA WATIS
ACTION DATA/COMMENTS:

2001/07/06

22.38.31 CUSTOMER SAYS: -CUST SEEKING RENTAL -VEH WAS NOT DIAGNOSE
D -WOULD LIKE A RENTAL VEH FOR CUSTOMER, DEALER SAYS: NO
NE CAC ADVISED: - ADVISE CUSTOMER THAT VEHICLE HAS NOT LOA
NER PROVISIONS. FORD WILL NOT PROVIDE ASSISTANCE FOR A LOANE
R VEHICLE. INFERENCE CASE ID: 5326

CONSUMER AFFAIRS

06/18/2002 MEXFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.61.19

===== INFORMATION ISSUE CASE NBR: 1347951431
REGION: 16 PHILADELPHIA ZONE: F1 OPENED: 05/23/2001
VIN: 1FMYUD4131KES1258 ENGINE: 1 VEH TYPE: T CLOSED: 05/23/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: COCHRANVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7300
DEALER NAME: FAULKNER FORD, INC. SALES CODE: F16403 P & A: 01414
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD 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: DGERO DONNA GERO
ACTION DATA/COMMENTS:

2001/05/23

09.38.09 CUSTOMER SAYS: --CUST SAID THAT ON 11/30/2000 WITH 626
MILES ON THE VEHICLE THE ENGINE CUT OFF ON THE FREEWAY. A
LL THE RED LIGHTS CAME ON AND SHE ALSO LOST POWER STEERING
WHILE DRIVING AT 35 TO 40 MPH CUST SAID THAT THIS HAPPEN
ED ON A COLD ENGINE -CUST SAID THAT AFTER SHE TURN THE V
EHICLE OFF AND START AGAIN IT TOOK OFF -SECOND TIME IT HAP

ERR2-627 22513

PENDING ON 05/07/2001 WITH 7230 MILES AT 30-40 MPH ON A COLD ENGINE THE VEHICLE STOPPED AND ALL THE LIGHTS CAME ON AND THE VEHICLE CAME TO A STOP, COST ALMOST GOT HIT BY ON COMING TRAFFIC --COST SAID THAT SHE NEEDS A REPLACEMENT VEHICLE IF THEY CANNOT DETERMINE WHAT IS WRONG WITH THE VEHICLE BECAUSE THE NEXT TIME THIS HAPPENS SHE MAY NOT BE SO LUCKY 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 OBC TO SM MARK BERGER WHO SAID THAT THE COST SHOULD MAKE AN APPOINTMENT TO BRING THE VEHICLE IN, HE WILL CHECK FOR UPDATED BULLETINS AND TEST DRIVE THE VEHICLE AGAIN INFERRE CASE ID: 4462

CONSUMER AFFAIRS

05/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: INFORMATION ISSUE CASE NBR: 1378353110
VIN: 1FMYU03151KE84745 ENGINE: 1 VEH TYPE: T OPENED: 07/17/2001
CLOSED: 07/17/2001
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DALLAS STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ILT 4X2
MILEAGE: 16800
DEALER NAME: SALES CODE: P & A:
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607491 STALL/QUITS AT IDLE 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: JSPINGEL JODY SPIEGEL
ACTION DATA/COMMENTS:

2001/07/17

21.39.55

CUSTOMER SAYS: COST HAS EXPERIENCED VEH STALLING FROM 15 000 MILES; DLR UNABLE TO DUPLICATE CONCERN; IS GOING TO DLR 7 HIS WEEK 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 ----- NO RECALLS ON VEH IN REFERENCE CASE ID: 4462

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GROVAK GLENN NOVAK
ACTION DATA/COMMENTS:

2001/07/18

18.35.11

CUSTOMER SAYS: -AS PER PREVIOUS CONTACTS, COST HAS EXPERIENCED

ERR2-027 22614

CHD INTERMITTENT STALLING CONCERN W/ VEH -OCCURS MOST OFTEN WHEN GOING FROM DRIVE TO REVERSE, BUT HAS ALSO OCCURRED WHEN COASTING TO STOP AND GOING OVER SMALL BUMPS -TAKEN VEH TO DLR TWICE FOR THIS CONCERN -DLR RESET IDLE, BUT THIS HAS NOT SOLVED PROBLEM -CUST IS STARTING TO WORRY ABOUT SAFETY OF VEH (STALL IN INTERSECTION WILL BE DANGEROUS) AND WOULD LIKE FORD'S ASSISTANCE IN ADDRESSING PROBLEM PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -SPOKE TO WAYNE OSBORN (S/M) -HE ADVISED THAT VEH HAD AIR BYPASS VALVE REPLACED -ADVISED THAT THEY DID NOT RE-SET IDLE, AS IDLE IS CONTROLLED BY PCM (CAN'T BE MANUALLY RESET) -ADVISED HE IS PREPARED TO DO WHATEVER IS NECESSARY TO CORRECT CONCERN -CSR SUGGESTED FLIGHT RECORDER OR PROVIDE CUST W/ LOANER SO THAT DLR CAN DRIVE VEH FOR A FEW DAYS TO ATTEMPT REPRODUCTION OF CONCERN -WAYNE ADVISED HE WOULD PREFER TO START W/ 2ND OPTION AND WILL B

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: INFORMATION ISSUE CASE NBR: 1378353110
VIN: 1FMYU03151KE84745 ENGINE: 1 VEH TYPE: T OPENED: 07/17/2001
CLOSED: 07/18/2001

2001/07/18

18.35.11

I AM HAPPY TO ARRANGE LOANER FOR THIS CUST ***OBC TO CUST -LF T MSG ADVISING CUST TO CALL WAYNE TO MAKE ARRANGEMENTS, ADVISED OF LOANER, INTENDED PROCEDURE ETC. -PROVIDED PHONE # FOR R DLR AND CRC, IN CASE CUST NEEDS FURTHER CLARIFICATION *** NET CSR -IF CUST CALLS IN, PLEASE CLARIFY THIS INFO FOR THEM -ARRANGEMENTS HAVE ALREADY BEEN MADE W/ S/M TO INITIATE THIS PROCEDURE

ENC2-427 22615

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.29

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REGION:	INFORMATION ISSUE	CASE NBR: 1378833001
VIN: 1FMCU04191KE79573	ZONE:	OPENED: 01/08/2002
	ENGINE: 1	CLOSED: 01/08/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME: JENNIFER	STATUS: CLOSED
TITLE:		MI:	
ADDRESS:			
CITY:	CHICAGO	STATE: IL	ZIP:
HOME PHONE:			
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4	
MYLEAGE:	15000		
DEALER NAME:		SALES CODE:	P & A:
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN		
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD 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: AGREEN ALICIA GREEN
ACTION DATA/COMMENTS:	

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2002/01/08

16.07.49

CUSTOMER SAYS: *- FROM OCTOBER THERE WAS A CONCERN WITH THE VEH NOT STARTING IN COLDER WEATHER *- VEH WAS IN FOR THREE TIMES FOR THE SAME CONCERN *- CUST WANTS VEH TO BE REPAIRED -PREVIOUS CSR INFORMED HER THAT THE DLRSHIP WAS UNABLE TO DUP CONCERN -WAS TOLD THAT THE PROCESSOR WAS REPLACED AND A WHOLE NEW KEY SYSTEM WAS REPLACED AND NOW PREVIOUS CSR TOLD HER NO WORK DONE BECAUSE THEY WERE UNABLE TO DUP CONCERN -WANTS TO KNOW WHO IS TELLING THE TRUTH 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 MIKE ALLAN SM -MIKE INFORMED CSR THAT A PROCESSOR WAS REPLACED LAST WEEK -MIKE SAID THERE NO PROBLEMS WITH VEH SO VEH WAS RELEASED ON SATURDAY -ON MONDAY CUST SAID VEH WON'T START AND HAD IT TOWED TO THE DLRSHIP -THE VEH IS CURRENTLY AT THE DLRSHIP AND THE DLRSHIP IS UNABLE TO DUP CONCERN, SO THAT IS WHY PREVIOUS CSR TOLD HER NO WORK HAS BEEN DONE -UNTIL DLRSHIP CAN DUP CONCERN THIS TIME NOTHING CAN BE DONE -WILL HAVE TO FOLLOW UP WITH CUST BECAUSE SHE HAD TO GO TO A MEETING -CUST ADVISED IF CSR DOESN'T GET HER THEN LEAVE MESSAGE INFERENCE CASE ID: 446

2

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ORIGIN:	CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION:	231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT:	ANALYST: AGREEN ALICIA GREEN
ACTION DATA/COMMENTS:	

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2002/01/14

19.23.57

CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19
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REGION:	INFORMATION ISSUE	CASE NBR: 1378833001
VIN: 1FMCU04191KB79573	ZONE:	OPENED: 01/08/2002
	ENGINE: 1	CLOSED: 01/14/2002
	VEH TYPE: T	

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2002/01/14
19.23.57 CAC ADVISED: *****OBC TO CUST***** -LEFT A MESSAGE, WILL
TRY TO REACH HER AGAIN -IF CUST CALLS BACK BEFORE CAC IS AB
LE TO CONTACT HER, MEET CSR PLS INFORM HER OF ANSWER

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: 1FMYD04151KA34477	ZONE: C2	OPENED: 01/24/2002
	ENGINE: 1	CLOSED: 01/24/2002
	VEH TYPE: T	

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LAST NAME:	STATUS: CLOSED
TITLE:	MI:
ADDRESS:	

FIRST NAME:

END-827 22817

CITY: STRONGSVILLE STATE: OH ZIP:
HOME PHONE:
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
SYMPTOM: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: JGUERRER JOSELITO GUERRERO
ACTION DATA/COMMENTS:

2002/01/24

16.47.36 CUSTOMER SAYS: ===== VEH STALLING===== * H
E WANT TO BE TRANSFERRED TO 2099 - NEED TO KNOW WHAT HAPPENE
D TO HIS REQUEST TO ESCALATE THE PROBLEM PER CUSTOMER, DEAL
ER SAYS: = NONE CAC ADVISED: - CRM/SERV MGR UNAVAILABLE
- FORWARDED INFORMATION TO CRM/SERV MGR - REQUESTED CRM/S
RV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS =====
= ADVISED CUST WHAT WAS DOCUMENTED ON THE SYTEM =====
HISTORICAL===== =CAC ADVISED: ==CBC TO SM GARY SMITH
WHO SAID HE HAS DONE EVERY THING FORD TOLD THEM TO DO BUT
THE ;PROBLEM STILL EXIST. MR. SMITH WILL SPEAK WITH THE
FIELD ENGINEER AND CRM AND CONTACT THE CUST WHEN HE HAS AN
ANSWER. INFERENCE CASE ID: 1546

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 10 SDR INFORMATION ISSUE CASE NER: 1507891861
VIN: 1FMCU04121KA34009 ZONE: G1 OPENED: 07/05/2001
ENGINE: 1 VEH TYPE: T CLOSED: 07/05/2001

LAST NAME:
TITLE:
ADDRESS:
CITY: MARKED TREE STATE: AR ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1500
DEALER NAME: EUGENE VAUGHN FORD SALES CODE: F23604 P & A: 05937
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOM: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP

ENR2-027 22010

DOCUMENT: ANALYST: RFRATER KENNE FRATER
ACTION DATA/COMMENTS:

2001/07/05
19.18.29

CUSTOMER SAYS: CUST CALLED REGARDING HER VEH --CUST SAYS THAT THE VEH HAS BEEN IN THE SHOP 6 TIMES 5 TIMES FOR THE SAME CONCERN --CUST SAYS THAT THE VEH IS A LEMON --CUST FEELS THAT EVEN IF THE VEH IS NOW FIXED SHE WILL NOT BE CONFIDENT IN IT -- CUST SAYS HER DLR ADVISED HER TO CALL FOR ASSISTANCE FROM FORD IN REGARDS TO THE LEMON LAW OR STEPS TO REPLACE THE VEH --CUST SAYS THAT THE VEH HAS A NO START CONCERN WHERE THE KEY WILL NOT START IN THE IGNITION AND THE STEERING WHEEL WILL NOT TURN --CUSTS DLR HAS NOW ORDERED A NEW IGNITION SWITCH ASSEMBLY FOR THE VEH TO FIX THE CONCERN --CUST SAYS THAT SHE JUST WANTS OUT OF THE VEH 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 REFERENCE CASE ID: 4909

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 1569353401
REGION: 44 PITTSBURGH SOME: A2 OPENED: 12/06/2001
VIN: 1FMCU04121RA44829 ENGINE: 1 VEH TYPE: T CLOSED: 12/06/2001
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LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FREEDOM STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 6900
DEALER NAME: MOON TOWNSHIP FORD SALES CODE: F44022 P & A: 07495
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: KCHRISTI KEVIN CHRISTIE
ACTION DATA/COMMENTS:

2001/12/06
15.47.32

CUSTOMER SAYS: -CUSTOMER IS CALLING ABOUT HIS VEH. AND HIS VEH. SHUT OFF WITH NO STEERING OR BRAKING PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER -ADVISED CUSTOMER TO TAKE HIS VEH. IN FOR REPAIR AND SPEAK WITH THE SERVICE MANAGER DAVE WHITE

ENC2-027 22610

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:	INFORMATION ISSUE	CASE NBR: 1578052821
VIN: 1FNUU01B81K84779	ENGINE: B VEH TYPE: T	OPENED: 10/20/2001
		CLOSED: 10/20/2001

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	WINTHROP HARBOR	STATE:	IL	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2	
MILEAGE:				
DEALER NAME:		SALES CODE:		P & A:
REASON CODE:	30MR PROD/COMP DUR/PEAF - MULTIPLE REPAIR			
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: MORNIX NREM MORNIX
ACTION DATA/COMMENTS:

2001/10/20

11.48.35

CUSTOMER SAYS: -THE VEH STALL AGAIN -THE VEH AT THE DLRSHP
IF ON THE OCT/16/2001 AND THE CUST TOOK VEH BACK ON THE OCT/
18/2001 AND VEH STALL.. -CUST IS FED UP AND WANTS THIS TO
BE TAKEN CARE OFF AND WANTS INFO ON THE LEMON LAW... -CUST
WANTS TO SPEAK WITH SOMEONE HIGHER UP -CUST DOESN'T WANT TO
SPEAK TO KNOW CSR AT THE CRC -CUST WANTS A RETURN CALL FR
OM A SUPERVISOR OR TL FOR CLARIFICATION... PER CUSTOMER, D
EALER SAYS: NONE CRC ADVISED: - SUPPORT REPAIR PROCEDUR
E COMPLETED BY DEALER -----OBC TO DLRSHP -----
----- -SPOKE TO THE SERVICE MANAGER (JASON) HE STATED THE
CUST VEH WAS IN AT THE DLRSHP FOR A REPAIR ON THE FAN SYSTE
ME IT NEEDED TO BE RESET BECAUSE IT WAS IN THEFT MODE.... AN
D THAT CAUSE VEH TO STALL...OR MAY THE CUST MIGHT HAVE A BAD
KEY... -ADVISED CUST THAT THIS INFO IS DOCUMENTED -ADVI
SED CUST THE CSR WOULD CALL HER BACK ON MONDAY TO HAVE THIS
RESOLVED... (10/22/2001) AT 12.30PM INFERENCE CASE ID: 4906

BP02-027 22820

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: MORNIX NKEN MORNIX
ACTION DATA/COMMENTS:

2001/10/22

13.09.38 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: -TRANSFER CALL TO THE SUPERVISOR (JONATHAN) -
JONATHAN STATED HES GOING TO CONTACT THE CUST TO EXPLAIN THE
CUST CONCERN THATS BEEN DOCUMENTED ON LAST CONTACT WITH CUS
T.....

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06/18/2002 MMFAIPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 1578052821
REGION: ZONE: OPENED: 10/20/2001
VIN: 1FMRJ01B81KE84779 ENGINE: B VEH TYPE: T CLOSED: 10/23/2001

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JGRIMM JONATHON GRIMM
ACTION DATA/COMMENTS:

2001/10/23

15.02.39 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: *****SUPERVISOR, JGRIMM, 3503*****

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 24 ORLANDO INFORMATION ISSUE CASE NBR: 1592511012
VIN: 1FMYD03181KC23108 EONE: D2 OPENED: 04/15/2002
ENGINE: 1 VEH TYPE: T CLOSED: 04/15/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: LOS ANGELES STATE: CA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 15000
DEALER NAME: GARY YEOMANS FORD SALES CODE: F24461 P & A: 04790
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LKING1 LISA KING
ACTION DATA/COMMENTS:

2002/04/15

20.09.43 CUSTOMER SAYS: - STALLS WHEN VEH IS PUT IN REVERSE - CUST
WANTS VEH REPAIRED - CUST ALSO WANTS TO KNOW ABOUT THE LE
MON LAW IN CALIFORNIA WHERE THE VEH WAS BOUGHT PER CUSTOMER
, DEALER SAYS: CAC ADVISED: *****CER TO CUST - 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: 4591

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1982-827 22622

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 56 DENVER INFORMATION ISSUE CASE NBR: 1616433201
 VIN: 1FMCU04BK1KE08193 ENGINE: B VEH TYPE: T OPENED: 01/07/2002
 CLOSED: 01/07/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: COLO SPRS STATE: CO ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 7230
 DEALER NAME: PHIL LONG FORD, LLC SALES CODE: F56200 P & A: 03140
 REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 685 - ADVISE CUSTOMER CRC WILL INVESTIGATE - REFER TO RESEARCH
 DOCUMENT: ANALYST: STAVARES EMILE TAVARES
 ACTION DATA/COMMENTS:

2002/01/07

11.30.32 CUSTOMER SAYS: CUST HAS A ESCAPE AND IS PROBLEM WITH IDLE
 CUST HAS BEEN IN 3 TIMES CUST SAYS THAT DLRSHP SAYS THAT
 THEY ARE NOT SURE IF THEY CAN FIX THE PROBLEM CUST SAYS T
 HAT VEH STALLS ON INTERSTATE EXIT AND ON THE WIDE HOME FROM
 DLRSHP CUST WANTS THIS REPAIRED HE IS GOING ON VACATION
 CUST SAYS THAT THIS IS THE 4 TIME GOING IN FOR REPAIRS CUS
 T WANTS VEH FIXED OR TRADE VEH IN 1143660 IS CUST PIN FOR
 PAGER CUST IS GOING ON VACATION ON THE 16 PER CUSTOMER, D
 HALER SAYS: CUST SAYS THAT THE LAST TIME VEH HAD BEEN IN F
 OR 21 BUSINESS DAYS AND WHEN CUST PICKED VEH IN THE VEH WAS
 NOT FIXED DLRSHP SAYS THAT THEY ARE WAITING ON A DOWNLOAD
 FROM COMPUTER OBC TO DLRSHP SPOKE TO MARGIE AND THEY ARE W
 AITING FOR FORD TECH INFO AND EVEN SEV MGR AND SHOP TECH ARE
 WAITING FOR FORD TECH DLRSHP SAYS THAT THIS IS A NATION WI
 DE ISSUE AND PROBLEM IS OCCURING WITH ONE OF THEIR EMPLOYEES
 CAC ADVISED: - INFORM CUSTOMER WE WILL RESEARCH ISSUE -
 CRC WILL RE-CONTACT CUSTOMER WITH UPDATE CAC ADVISE CUST TH
 AT DLRSHP WILL KEEP IN CONTACT WITH CUST AS SOON AS INFO IS
 SENT TO THEM INFERENCE CASE ID: 4900

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
 ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
 DOCUMENT: ANALYST: LNESTER1 HESTER, LESLIE (L.A.)
 ACTION DATA/COMMENTS:

2002/03/28

16.33.23 CUSTOMER HAD NUMEROUS PROBLEMS WITH ENGINE IDLING. GAVE CUS
 TONER A \$2000 OAC TO HELP INTO ANOTHER FORD VEHICLE.

CONSUMER AFFAIRS

06/18/2002 MCFKXRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 10 SDR INFORMATION ISSUE CASE NBR: 1750470182
 VIN: 1FNU001B61KE00474 ENGINE: B VEH TYPE: T OPENED: 01/18/2002
 CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

0602-927 22023

CITY: BLYTHE STATE: CA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 7000
DEALER NAME: BLYTHE FORD CENTER SALES CODE: F71417 P & A: 00423
REASON CODE: 308A PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 807491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: PHANDAL POMPA MANDAL
ACTION DATA/COMMENTS:

2002/01/18

20.50.37 CUSTOMER SAYS: - HAVING PROBLEM WITH THE VEH FROM THE BEGINNING - THE VEH DIED IN THE FREEWAY WHILE DRIVING IN THE CHRISTMAS EVE - TOOK THE VEH TO THE DLRSHP VEH WAS REPAIRED - A WEEK AGO IT DIED AGAIN - TOOK THE VEH TO THE DLRSHP AGAIN THEY STATED CALL WHEN IT DIES HAVE RETURNED THE VEH - CUST IS SCARED TO DRIVE THE VEH WITH HER THREE CHILDREN - CUST SEEKING ANOTHER VEH TILL DLRSHP FINDS THE PROBLEM - CUST SEEKING REPAIR PER CUSTOMER, DEALER SAYS: - FOUND NOTHING WRONG CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOU REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? --- CRC TO THE DLRSHP COULD NOT REACH ANYONE DLRSHP WAS CLOSED, ADVISED CUST WILL RESEARCH THE ISSUE AND FOLLOW UP WITH HER WITHIN TWO BUSINESS DAYS ----- INFERENCE CASE ID: 5408

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: PHANDAL POMPA MANDAL
ACTION DATA/COMMENTS:

2002/01/22

19.45.55 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: --- TO THE NEXT CSR, IF THE CUST CALLS PLEASE INFORM THAT THE DLRSHP IS LOOKING INTO THE ISSUE STAY IN CONTACT WITH THE DLRSHP -----THANKS ----- CRC TO THE DLRSHP SPOKE WITH GARRY THE S/M HE STATED S/ WRITER ALSO EXPERIENCED THE SAME PROBLEM WITH THE VEH WHEN THE VEH DIED SO PICKED UP THE CUST AND PROVIDED A LOANER TO THE CUST AND TOWED THE VEH TO THE DLRSHP, TEST DROVE THE VEH CO

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 10 BOR INFORMATION ISSUE CASE NBR: 1750470182
VIN: 1FMDU01B61KE00474 ENGINE: B VEH TYPE: T OPENED: 01/18/2002
CLOSED:

2002/01/22

19.45.55 UPON OF TIMES COULD NOT DUPLICATE THE CONCERN, SO GARRY CONTACTED THE REG REP TO SEE IF THE CUST CAN BE PROVIDED WITH A VEH TILL THE THE PROBLEM CAN BE DUPLICATED, IT IS AN INTERMITTENT PROBLEM ----- HE WILL CONTACT THE CUST ONCE HE GETS SOME INFO ----- CRC TO THE CUST TO FOLLOW UP DAYTIME # IS INCORRECT NO ONE BY THAT NAME WORKS THERE, SO CALLED HOME PH # AND LEFT A MESSAGE THAT THE DLRSHP IS LOOKING INTO THE ISSUE STAY IN CONTACT WITH THE DLRSHP AND IF NEEDED CALL CRC -----

1002-027 22824

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13.41.19

CONCERN ISSUE CASE NBR: 0311822781
REGION: 11 BOSTON ZONE: C1 OPENED: 10/05/2001
VIN: 1FMYD04171KA34450 ENGINE: 1 VEH TYPE: T CLOSED: 10/05/2001
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DANVERS STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 5600
DEALER NAME: THOMAS FORD SALES I SALES CODE: F11045 P & A: 08822
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 507491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC198 - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MNOEL MELISSA NOEL
ACTION DATA/COMMENTS:

2001/10/05

08.40.23

CUSTOMER SAYS: - MY VEH STALLED WHILE I WAS COMING OFF THE
HIGHWAY CAN YOU TELL ME IF THEIR IS ANY OPEN RECALL TO MY V
EH - MY VEH IS GETTING TOWED TO MY DEALSHIP RIGHT NOW PER
CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND
THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMAT
ION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MG

EP02-BK7 22828

R - ADVISE CUST THAT THEIR ISN'T ANY OPEN FSA ON HER VEH I
REFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: SURVEY
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-TROMB1 THOMAS FORD
ACTION DATA/COMMENTS:

2001/11/01
14.44.27

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE CASE NBR: 0341100031
REGION: EONE: OPENED: 10/18/2001
VIN: 1FMY004111KF17898 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/2001
LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: CHESTER STATE: NJ ZIP:
HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 15000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: APATRCLO ANGERNE PATRICKLOUGH
ACTION DATA/COMMENTS:

2001/10/18
10.24.39

CUSTOMER SAYS: CUST VEH STALLS WHEN SHE IS DRIVING SEPT 2
6 AND OCT 18 ARE THE 2 TIMES THE VEH HAS STALL SINCE CUST HA
S BOUGHT VEH WHILE DRIVING CUST TOOK VEH TO DEALERSHIP THE
FIRST TIME IS STALL, THE DEALERSHIP COULD NOT RECREATE THE PR
OBLEM. CUST WANTS WHAT IS GOING TO BE DONE TO FIX THE VEH
CUST DOESN'T FEEL SAFE PER CUSTOMER, DEALER SAYS: NONE
-----CUST GOT MARRIED SHE WANTS TO CHANGE HER MARIAN NAME TO
MARRIED NAME ON OUR FILES. NEW NAME DITTMAR OLD NAME HOR
BAN CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
A FORD/LN DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CU
STOMER SHOULD CONTACT CRM/SERV MGR REFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - 'OTHER'
DOCUMENT: ANALYST: K-DAV11 KATH DAVIS
ACTION DATA/COMMENTS:

ERR1-027 22020

2001/10/25

14.02.02 UNABLE TO DUPLICATE CONCERN ON TEST DRIVE. CUSTOMER TOLD TO
RETURN IF CONCERN OCCURS AGAIN

ORIGIN: CACN03 - MANUAL - CORRESPONDENCE CAR COMMUNICATION: MAIL
ACTION: 335 - P7 - US - SUPPORT PREVIOUS DECISION MADE BY YOUR DEALER
DOCUMENT: 2847418 ANALYST: MRUTHER MATT RUTHERFORD
ACTION DATA/COMMENTS:

2002/01/08

14.52.56 CUSTOMER SAYS: SURVEY SENT - VEH STALLS WHEN CUST IS DRIVING AT A FAIRLY HIGH RATE OF SPEED - BEEN TO DLR TWICE AND IS SCHEDULED FOR ANOTHER VISIT 12/26 - STALLING HAS HAPPENED 5 TIMES SINCE SEPTEMBER ; CUST DISAPPOINTED THIS HAS

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: CONCERN ISSUE CASE NBR: 0341100031
ZONE: OPENED: 10/18/2001
VIN: 1FMYU04111KP17898 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/2002

2002/01/08

14.52.56 YET TO BE CORRECTED ; FRIGHTENING TO DRIVE A VEH THAT MAY STOP AT ANY MOMENT PER CUSTOMER, DEALER SAYS: MAPLECREST FORD CAC ADVISED: FORM LETTER - SUPPORT PREVIOUS DECISION MADE BY DLR ****DLR HISTORICALS 10/25/01***** UNABLE TO DUPLICATE CONCERN ON TEST DRIVE. CUSTOMER TOLD TO RETURN IF CONCERN OCCURS AGAIN

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13.41.19

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REGION: 10 SDR	CONCERN ISSUE	CASE NBR: 0401422971
VIN: 1FMCU04141KD91577	ZONE: R1	OPENED: 10/24/2001
	ENGINE: 1	CLOSED: 10/24/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROANOKE STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 14000
DEALER NAME: TRIANGLE FORD-MERCU SALES CODE: F27567 P & A: 06774
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: TKHANUM TOUSSEF KHANUM
ACTION DATA/COMMENTS:

2001/10/24

11.08.21 CUSTOMER SAYS: REGD A COMPLAINT FAULTIN VEH - CUTS OFF -
VEH ENGINE DIES AND STALLS REPAIR DONE 6- 8 MTHS AGO -CU
ST WANTS FORD TO REPAIR THIS. PER CUSTOMER, DEALER SAYS:
- HAD IT CHECKED ONE TIME HE MADE A DIAGNOSIS AND DID NOT M
AKE ANY REPAIRS TRIANGLE FORD-MERCURY, -HOUGH ROURE CAC ADV
ISED: AB NO TSB'S FOUND IN THE ECH SITE OR TECH MESSGS -
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

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ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-DOUGL2 CARSON DOUGLAS
ACTION DATA/COMMENTS:

2002/03/27

15.50.51 CAME REPAIRED VEC SEND TO BE HAPPY WITH REPAIR

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2062-827 22828

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE
 REGION: 21 ATLANTA ZONE: E3 CASE NBR: 0490160241
 VIN: 1PMYU04121KF57116 ENGINE: 1 VEH TYPE: T OPENED: 09/07/2001
 CLOSED: 09/07/2001

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: 12000
 DEALER NAME: CROSBROADS FORD, IN SALES CODE: F21025 P & A: 00998
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: JGONKAS5 JESSICA GONZALEZ
 ACTION DATA/COMMENTS:

2001/09/07

12.36.16 CUSTOMER SAYS: CUST HAS A PROBLEM WITH THE VEH IT QUIT ON
 THE ROAD WHILE SHE WAS TURNING; CUST HAS BEEN TO THE DLRSH;
 CUST IS UP SET BECAUSE SHE HAS HAD MANY PROBLEMS FOR THE VE
 H; THE BRAKE FLUID LEAKED OUT HOURS AFTER SHE BOUGHT THE VEH
 ; THERE WAS NOISE IN THE WINDOWS; THE BATTERY WAS NOT GROUN
 ED; THE LIGHT CAME ON FOR THE EMISSION SYSTEM; CUST WANTS T
 O CALL AN PLACE A COMPLAINT PER CUSTOMER, DEALER SAYS:
 NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED B
 Y A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, C
 USTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC073 - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED
 DOCUMENT: ANALYST: M-INERRA MIKE INERRARITY
 ACTION DATA/COMMENTS:

2001/09/18

19.27.24 VEHICLE HAS BEEN ROAD-TESTED 115 MILES AND CANNOT DUPLICATE
 COMPLAINT. TESTS PERFORMED HAVE FOUND NO FAILURE CODES.

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE
 REGION: 47 CINCINNATI ZONE: C2 CASE NBR: 0577562211
 VIN: 1PMCU03151KE41243 ENGINE: 1 VEH TYPE: T OPENED: 08/25/2001
 CLOSED: 08/25/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

0002-027 22029

CITY: CARMEL STATE: IN ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 22000
DEALER NAME: TOM WOOD FORD SALES CODE: F47019 P & A: 04595
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: KPEREZ KARIM PEREZ
ACTION DATA/COMMENTS:

2001/08/25

14.08.03 CUSTOMER SAYS: - REOCCURRING PROBLEM 2001 ESCAPE - VEH IS
HAVING CONCERNS STALLING, CUST BROUGHT THE VEH TO ALDERMAN
FORD WHO WERE UNABLE TO DUPLICATE THE CONCERN - CUST WOULD
LIKE TO BRING THIS VEH TO ANOTHER DLR FOR SECOND PER CUST
ORDER, DEALER SAYS: - NONE - TOM WOODS CAC ADVISED: - W
E RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT
CRM/SERV MGR INFERRENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-ROACH3 DAVE ROACH
ACTION DATA/COMMENTS:

2001/09/12

09.10.38

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 13 NEW YORK CONCERN ISSUE CASE NBR: 0583681061
VIN: 1FMYU04141KF64150 ENGINE: 1 VEH TYPE: T OPENED: 04/16/2001
CLOSED: 04/16/2001

LAST NAME: FIRST NAME: MI: STATUS: CLOSED
TITLE: MI:
ADDRESS: CITY: NEWARK STATE: NJ ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2708
DEALER NAME: OZZIE'S FORD STORE SALES CODE: F13045 P & A: 00418
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

END-827 2230

DOCUMENT: ANALYST: ALINARES ARACELI LINARES
ACTION DATA/COMMENTS:

2001/04/16

16.03.39 CUSTOMER SAYS: CUST SAYS THAT HER BOYFRIEND VEH START AND
THEN DIES DOWN CUST SAYS THAT SHE PUT THE VEH INTO DRIVE A
ND IT WOULD GO BACKWARDS. WANTS TO TOW VEH INTO THE DEALERS
HIP. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - W
E RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT
CRM/SERV MGR IN REFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F13045 OZZIE'S FORD STORE
ACTION DATA/COMMENTS:

2001/06/26

13.49.11 TESTED FOUND PFE SENSOR OUT OF RANGE REPLACE PFE SENSOR
ROAD TEST CUST SATISFIED

CONSUMER AFFAIRS

06/18/2002 MMFAXPG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== CONCERN ISSUE CASE NBR: 0625300401
REGION: 10 SDR ZONE: D3 OPENED: 02/09/2001
VIN: 1FMYU04181KF92968 ENGINE: 1 VEH TYPE: T CLOSED: 02/09/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WOODSTOCK STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 330
DEALER NAME: MUHLBERG MOTORS I SALES CODE: F27470 P & A: 00116
REASON CODE: 1012 PARTS - BACKORDER DELAY
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 684 - ADVISE CUSTOMER CAC WILL FOLLOW-UP
DOCUMENT: ANALYST: MARSENAU MARGARET ARSENAULT
ACTION DATA/COMMENTS:

2001/02/09

17.21.31 CUSTOMER SAYS: CHECK ENGINE LIGHT CAME ON . VEH BEEN AT DL
RSHIP SINCE LAST MONDAY. DEFECTIVE EGR VALVE AND PART IS ON B
ACK ORDER. PER CUSTOMER, DEALER SAYS: CAC ADVISED: -
CRC UNABLE TO REACH DEALER - CRC WILL RECONTACT DEALER NEXT
BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER IN
REFERENCE CASE ID: 4893

ERG2-027 22831

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC004 - PARTS ORDER STATUS - NATIONAL BACKORDER
DOCUMENT: ANALYST: F27470 NUHLENSBERG MOTORNC
ACTION DATA/COMMENTS:

2001/02/12
12.19.57 PART STATUS AS OF 2/12/01 SHIPPER AND CARRIER HAS BEEN ASSIG
NED SHOULD BE IN ROUTE TO DEALERSHIP PER DOES II

ORIGIN: CACM08 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 822 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: MARSENAU MARGARET ARSENAULT
ACTION DATA/COMMENTS:

2001/02/15
18.09.21 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

CONSUMER AFFAIRS

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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: 0625300401
VIN: 1FMY004181KF92968	ZONE: D3	OPENED: 02/09/2001
	ENGINE: 1	CLOSED: 02/27/2001
	VEH TYPE: T	

=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F27470 NUHLENSBERG MOTORNC
ACTION DATA/COMMENTS:

2001/02/27
10.39.11

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MASTER ORDER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDH	CONCERN ISSUE	CASE NBR: 0637721501
VIN: 1FMCU03181KP61294	ZONE: R1	OPENED: 07/10/2001
	ENGINE: 1	CLOSED: 07/10/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	ATLANTA	STATE:	GA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XL/T 4X2	
MILEAGE:	7000			
DEALER NAME:	PAGE FORD, INC.	SALES CODE:	F71469	P & A: 03775
REASON CODE:	1103 AWA - W/M CRITERIA, REQUEST AWA PRIOR REPAIR			
SYMPTOMS:	507491 STALL/QUITS AT IDLE COLD ENGINE			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: AKING2 ALICIA KING
ACTION DATA/COMMENTS:

2001/07/10

12.06.15

CUSTOMER SAYS: - CUST WAS BEING PROVIDED WITH LOANER ETA I
N PREVIOUS CONTACT - S/M BILLIE HAS THE BILL FOR THE LOANER
AND NEEDS HER COM CODE - THE CAC ASSISTED IN 5 DAYS OF LOA
NER ASSISTANCE PER CUSTOMER, DEALER SAYS: NONE CAC ADVIS
ED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER
CONTACT CUSTOMER TO PROCESS LOANER REQUEST - THE CAC HAS
ASSISTED WITH A TOTAL OF \$216.00 LOANER ASSISTANCE IN FERENCE
CASE ID: 5224

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: SMATHE2 STEVE MATTHEWS
ACTION DATA/COMMENTS:

2001/07/19

18.33.37

BILLIE IS WORKING WITH ALICIA KING AT CAC TO GET REIMBURSED
FOR MISCELLANEOUS EXPENSES WHILE CUSTOMER WAS BROKEN DOWN IN
AZ. CUSTOMER RESIDES IN GEORGIA NOW.

E982-827 22533

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: 10 SDR	CONCERN ISSUE	CASE NBR: 0726963531
VIN: 1FMYU04121KB23973	ZONE: A1	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: QUINCY STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: PAUL CLARK INC SALES CODE: F11494 P & A: 08806
REASON CODE: 0914 RSP/RSC - RENTAL ASSISTANCE
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: TPELLIP TROY PHILLIPS
ACTION DATA/COMMENTS:

2001/12/19

20.10.39

CUSTOMER SAYS: - VEH STALLED WHILE DRIVING - CUST MANAGED TO GET VEH STARTED - CUST HAD STOPPED AT A STORE - WHEN CUST TRIED TO START VEH, IT WOULD NOT START - CUST CALLED ROADSIDE - VEH WAS TOWED TO PAUL CLARK FORD, IN BROCKTON, MA - DOES NOT KNOW HOW LONG VEH WILL BE AT DLR - CUST CONSIDERING GETTING A RENTAL VEH - WONDERING IF FORD COULD ASSIST WITH RENTAL PER CUSTOMER, DEALER SAYS: - CANNOT FIND SOURCE OF PROBLEM CAC ADVISED: - CUST ADVISED THAT THEY WILL BE CONTACTING DLR TOMORROW, BEFORE LOOKING INTO A RENTAL VEH, TO SEE HOW LONG VEH WILL BE AT DLR - ADVISED CUST RENTAL PROVISIONS ARE NOT INCLUDED IN B7B WARRANTY - ADVISED CUST CRC CAN REVIEW FOR ASST FOR RENTAL COST IF CUST DECIDES TO GET A RENTAL - CUST WILL CALL BACK ONCE DECISION HAS BEEN MADE - CRC UNABLE TO REACH DEALER - CRC WILL RECONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER IMPERANCE CASE ID: 5227

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0002-027 22034

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CONCERN ISSUE		CASE NBR: 1347951431
REGION: 16 PHILADELPHIA	ZONE: F1	OPENED: 05/23/2001
VIN: 1FMYU04131KE81258	ENGINE: 1 VEH TYPE: T	CLOSED: 05/23/2001

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LAST NAME:		STATUS: CLOSED
TITLE:		MI:
ADDRESS:		
CITY:	CÓCHRAMVILLE	STATE: PA ZIP:
HOME PHONE:		
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	7300	
DEALER NAME:	FAULKNER FORD, INC. SALES CODE: F16403	P & A: 01414
REASON CODE:	30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR	
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE	

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ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

2001/05/23

09.38.09 CUSTOMER SAYS: ==CUST SAID THAT ON 11/30/2000 WITH 626 MILES ON THE VEHICLE THE ENGINE CUT OFF ON THE FREEWAY. A LL THE RED LIGHTS CAME ON AND SHE ALSO LOST POWER STEERING WHILE DRIVING AT 35 TO 40 MPH CUST SAID THAT THIS HAPPEN ED ON A COLD ENGINE -CUST SAID THAT AFTER SHE TURN THE V EHICLE OFF AND START AGAIN IT TOOK OFF -SECOND TIME IT HAP PENED ON 05/07/2001 WITH 7230 MILES AT 30-40 MPH ON A CO LD ENGINE THE VEHICLE STOPPED AND ALL THE LIGHT CAME ON AND THE VEHICLE CAME TO A STOP, CUST ALMOST GOT HIT BY ON COMMI NG TRAFFIC ==CUST SAID THAT SHE NEEDS A REPLACEMENT VEHICL E IF THEY CANNOT DETERMINE HAT IS WRONG WITH THE VEHICLE BEC AUSE THE NEXT TIME THIS HAPPEN SHE MAY NOT BE SO LUCKY PER CUSTOMER, DEALER SAYS: CANNOT DUPLICATE CONCERNS CAC ADVI SED: - INFORM CUSTOMER OF UPDATED INFORMATION - REQUEST DE ALER TO CONTACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHED ULED/COMPLETED. INFERENCE CASE ID: 4907

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: F16403 FAULKNER FORD, INC
ACTION DATA/COMMENTS:

2001/06/05

10.05.28 VEH TO BE IN AS OF 6.5.01 CUST GOING AWAY 1 WEEK SRVC MGR S PONE WITH CUST AGREED OK TO DRIVE HOME DURING WEEK TO SEE IF WE CAN DUPLICATE CONCERN UNTIL WE CAN REPRODUCE HOPEFULL Y SRVC MGR WILL NO RAPAIR PROCEDURE AT THIS TIME HAPPENS VEH Y INT LAST TIME WAS APPROX 3-4MOS I BELIEVE PER CUST STATEMEN T

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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: 1375212611
REGION: 24 ORLANDO	ZONE: A2	OPENED: 09/18/2001
VIN: 1FMTU03171KE57742	ENGINE: 1 VEH TYPE: T	CLOSED: 09/18/2001

=====

LAST NAME:		STATUS: CLOSED
TITLE:		MI:
ADDRESS:		

8902-827 22838

CITY: MIAMI STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 6000
DEALER NAME: BEACH FORD SALES CODE: F24001 P & A: D4039
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: SCAMPEL EVERTON CAMPBELL
ACTION DATA/COMMENTS:

2001/09/18

10.24.55 CUSTOMER SAYS: -I HAVE A 2001 ESCAPE -BEEN TO THE DLRSH
ON A FEW OCCASIONS -VEH INTERMITTENTLY SEEMS TO EXHIBIT A
LOSS OF POWER EVEN WITH ACCELERATOR APPLIED -ON SOME ATTEM
PS THE VEH WOULD SIMPLY DIE -IF LEFT IN IDLE FOR A FEW MIN
UTES IT STARTS -ONCE INITIALLY PUT IN DRIVE THE VEH WOULD
JERK -SPEEDOMETER FLUCTUATED ONCE WHEN ENGAGING PARK -IN
FORMED BY A FORD SERVICE ADVISOR THERE WAS A SERVICE MESSAGE
FOR THIS PROBLEM -DLRSH HAS BEEN DRIVING THE VEH FOR THE
PAST WEEK -I AM NOW VERY NERVOUS DRIVING THIS VEH -THIS
HAS BROUGHT ME TO THE BRINK OF TEARS -I TALK MY GRAND CHI
LDREN FOR DRIVE IN THIS VEH -I AM SEEKING HELP FROM FORD
FOR THIS PROBLEM PER CUSTOMER, DEALER SAYS: -DLRSH IS N
OT ABLE TO DUPLICATE THE CONCERN CAC ADVISED: - INFORM CU
STOMER OF UPDATED INFORMATION *****OEC TO DLRSH*****
***** -VEH FINALLY EXHIBITED THE CONCERN -TECH HOTLINE
WAS CONTACTED -RECOMMENDED TO REPLACE THE FUEL PUMP AND NA
S AIR FLOW SENSOR -VEH WILL BE KEPT FOR A FEW DAYS TO MAKE
SURE EVERYTHING IS FINE -CUST CAN KEEP THE RENTAL TILL TH
EN INFERRECE CASE ID: 4907

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-PER16 CARY PEREZ
ACTION DATA/COMMENTS:

2001/09/19

23.22.22

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 41 CHICAGO CONCERN ISSUE CASE NBR: 1378833001
ZONE: C1 OPENED: 12/10/2001
VIN: 1FMCU04191KE79573 ENGINE: 1 VEH TYPE: T CLOSED: 12/10/2001

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CHICAGO STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 15000
DEALER NAME: BEAT WEINMAN FORD I SALES CODE: F41036 P & A: 01510
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 492 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRN

ES22-027 2283

DOCUMENT: ANALYST: SMOCCALLA SIMONE MCCALLA
ACTION DATA/COMMENTS:

2001/12/10
13.13.52

CUSTOMER SAYS: I HAVE BEEN EXPERIENCING PROBLEMS WITH MY 2001 FORD ESCAPE AND HAVE BEEN UNABLE TO DETERMINE WHAT IS CAUSING THESE PROBLEMS. THE FOLLOWING IS A LOG OF THESE PROBLEMS. I HAVE CONTACTED THE DEALER FROM WHOM I PURCHASED THE CAR TODAY AND AM WAITING ON A RESPONSE FROM THEM. 1- SATURDAY, OCTOBER 27TH IN IOWA COLD NIGHT, CAR OUTSIDE. IN MORNING, CAR WOULD NOT START. CAR MADE SLIGHT WHIRRING NOISE, BUT NOTHING ELSE. NOT A BATTERY PROBLEM- LIGHTS WENT ON, RADIO ... CALLED FORD. HAD TRUCK COME OUT. TRIED TO JUMP, BUT NOTHING HAPPENED. TWO OTHER INDIVIDUALS TRIED TO START THE CAR. TOWED CAR TO SERVICE PLACE (NOT A FORD DEALER AS THEY WERE UNABLE TO SERVICE). AS SOON AS THE CAR WAS TAKEN OFF OF THE TOW TRUCK, IT STARTED (APPROXIMATELY 1 HOUR AFTER INITIAL PROBLEM). - 2- FRIDAY, NOVEMBER 9TH- ON CLARK COLD NIGHT, CAR OUTSIDE. IN MORNING, CAR WOULD NOT START. CAR MADE SAME NOISES, BATTERY NOT A PROBLEM. TOWING SERVICE CAME AND TRIED TO JUMP. TOOK TO BURT WEIMANN- THEY COULD NOT SERVICE AT THE TIME, BUT SAID THAT IF I LEFT THE CAR, THEY WOULD LOOK AT IT. TOW TRUCK DRIVER TRIED TO START BEFORE TAKING IT OFF THE TRUCK. CAR STARTED (APPROXIMATELY 1 HOUR AFTER INITIAL PROBLEM). TOOK CAR AND MADE APPT. FOR SERVICE THE FOLLOWING WEEK. 3- THURSDAY, NOVEMBER 15TH TOOK CAR FOR SERVICE. EXPLAINED PROBLEMS THAT HAVE BEEN HAVING. LOOKED AT DURING DAY AND TOLD NO PROBLEMS. 4- FRIDAY, NOVEMBER 23RD- ON STOCKTON COLD MORNING, CAR OUTSIDE. CAR WOULD NOT START, SAME PROBLEMS. CALLED TOWING SERVICE, ASKED DRIVER TO SEE IF HE COULD START. CAR STARTED (APPROX. 20 MINUTES FROM INITIAL TIME OF PROBLEM). DID NOT TAKE CAR TO DEALER. 5- MONDAY, DECEMBER 10TH- ON LINCOLN PARK WEST COLD MORNING. CAR WOULD NOT START, SAME PROBLEMS. ONE OTHER INDIVIDUAL TRIED TO START. LEFT CAR AS HAD TO GO TO WORK. PER CUSTOMER, DEALER SAYS: NONE C

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 1378833001
REGION: 41 CHICAGO ZONE: C1 OPENED: 12/10/2001
VIN: 1FMCU04191KE79573 ENGINE: 1 VEH TYPE: T CLOSED: 12/10/2001

2001/12/10

13.13.52 AC ADVISED: - FORWARDED INFORMATION TO CRM/SERV MGR WITH COPY TO REGIONAL OFFICE - REQUESTED CRM/SERV MGR CONTACT WITH IN 2 BUSINESS DAYS IN REFERENCE CASE ID: 1595

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F-MASHEI BERT WEIMANN FORD
ACTION DATA/COMMENTS:

2001/12/15

16.29.53 CUST BROUGHT VEHICLE IN ON 12/10/01 VEHICLE DIAGNOSED & FAULTY PATS TRANSCIVER REPLACED WARRANTY RO#12611 TECH#125 BILL ELLENBECKER THANK YOU FRED

END-027 22837

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	CONCERN 1880N	CASE NBR:	1497853171
VIN:	1FMYU04151KA34477	ENGINE:	1
VEH TYPE:	T	OPENED:	11/13/2001
CLOSED:	11/13/2001		

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]	STATE:	OK	ZIP:	[REDACTED]
CITY:	STROMSVILLE				
HOME PHONE:	[REDACTED]	MODEL:	ESCAPE XLT 4X4		
MODEL YEAR:	2001				
MILEAGE:	9500				
DEALER NAME:	[REDACTED]	SALES CODE:	F & A:		
REASON CODE:	1103 AMA - W/M CRITERIA, REQUEST AMA PRIOR REPAIR				
SYMPTOMS:	507491 STALL/QUITS AT IDLE COLD ENGINE				

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE

DOCUMENT: ANALYST: SMCALLA SIMONE MCCALLA

ACTION DATA/COMMENTS:

2001/11/13

13.48.33

CUSTOMER SAYS: MY FORD ESCAPE HAS A VERY SERIOUS PROBLEM OF STALLING FOR NO REASON IN THE MIDDLE OF TRAFFIC, THE POWER ASSIST ON THE BRAKES AND STEERING GO OUT AT THIS TIME ALSO AND IT ALWAYS SEEMS TO HAPPEN IN AN INCLINE (THIS IS A COMMON PROBLEM THAT HAS NOT BEEN ADDRESSED BY FORD). I WOULD LIKE TO TAKE THE VEHICLE IN TO MY DEALERSHIP TO HAVE IT LOOKED AT, BUT THAT HAS TO WAIT BECAUSE THEY DO NOT GIVE OUT LOANER CARS TO ANYONE EXCEPT THOSE WITH EXTENDED WARRANTIES. WHY SHOULD IT BE THIS WAY? IF MY CAR IS UNDER WARRANTY AND IT NEED SOMETHING LOOKED AT, ESPECIALLY SOMETHING THAT COULD CAUSE AN ACCIDENT OR EVEN DEATH, I THINK YOUR DEALERSHIP SHOULD PROVIDE LOANER CARS FOR PEOPLE THAT MAY NEED THEM. I WOULD THINK THE COST OF HAVING AN ESCORT AVAILABLE IS MUCH LESS THAN WHAT YOU MAY HAVE TO PAY IF I GET INTO AN ACCIDENT BECAUSE OF A PROBLEM WITH A CAR THAT YOU PRODUCED. IF I WAS TO REAR-END SOMEONE BECAUSE OF MY ESCAPE STALLING I KNOW THAT FOR

2002-027 22034

D IS THE FIRST PLACE I WOULD LOOK FOR COMPENSATION AND THERE IS ALREADY A RECORD OF MY COMPLAINT ON FILE NOT ONLY WITH YOU, BUT WITH THE NHTSA. I WOULD LIKE TO BE ABLE TO TAKE MY ESCAPE INTO WILLIAMS FORD, 739 FRONT STREET, BEREA, OHIO 44107 AND GET A LOANER CAR TO USE AT NO CHARGE TO ME WHILE THEY TRY TO DETERMINE WHAT MAY BE CAUSING THIS TERRIBLE PROBLEM. PLEASE GET BACK TO ME ASAP SO I CAN GET THIS FIXED. THANK YOU FOR YOUR TIME. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED. I CONTACTED THE CUSTOMER AND LEFT MESSAGE TO CONTACT THE CRC ***** - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST ***** I SPOKE TO ED ONE OF THE SERVICE ADVISOR WHO SAID THAT SINCE THE CUSTOMER PURCHASED THE VEHICLE FROM THE DEALER AS TO DO IS CALL AND MAKE AN APPOINTMENT AND INFORMED THAT AT APPOINTMENT PERSON THAT HE WOULD LIKE AN APPOINTMENT WHEN

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 1497853171
 REGION: ZONE: OPENED: 11/13/2001
 VIN: 1FMYU04151KA34477 ENGINE: 1 VEH TYPE: T CLOSED: 11/13/2001

2001/11/13

13.48.33 A LOANER IS AVAILABLE. INFERENCE CASE ID: 5332

ORIGIN: CACMD0 - MANUAL - NO CUSTOMER COMMUNICATION: PHONE

ACTION: 204 - DEALER INFORMATION

DOCUMENT: ANALYST: DDANDIE DAREN DANDIE

ACTION DATA/COMMENTS:

14.25.35 CUSTOMER SAYS: -VEH HAS STALLED TWICE STILL MUST PURCHASE VEH. MY FORD ESCAPE HAS A VERY SERIOUS PROBLEM OF STALLING FOR NO REASON IN THE MIDDLE OF TRAFFIC. THE POWER ASSIST ON THE BRAKES AND STEERING GO OUT AT THIS TIME - IT ALWAYS SEEMS TO HAPPEN IN AN INCLINE (THIS IS A COMMON PROBLEM THAT HAS NOT BEEN ADDRESSED BY FORD). I WOULD LIKE TO TAKE THE VEHICLE IN TO MY DEALERSHIP TO HAVE IT LOOKED AT, BUT THAT HAS TO WAIT BECAUSE THEY DO NOT GIVE OUT LOANER CARS TO ANYONE EXCEPT THOSE WITH EXTENDED WARRANTIES -IF MY CAR IS UNDER WARRANTY AND IT NEEDS SOMETHING LOOKED AT, ESPECIALLY SOMETHING THAT COULD CAUSE AN ACCIDENT OR EVEN DEATH, I THINK YOUR DEALERSHIPS SHOULD PROVIDE LOANER CARS FOR PEOPLE THAT MAY NEED THEM A CAR THAT YOU PRODUCED. IF I WAS TO REAR-END SOMEONE BECAUSE OF MY ESCAPE STALLING I KNOW THAT FORD IS THE FIRST PLACE I WOULD LOOK FOR COMPENSATION AND THERE IS ALREADY A RECORD OF MY COMPLAINT ON FILE NOT ONLY WITH YOU, BUT WITH THE NHTSA. PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: *****OBC TO DLR***** -SPOKE TO GARY SER DLR -VEH MUST FIRST BE LOOKED AT TO DETERMINE HOW LONG IT WILL TAKE TO SER VEH. -SHUTTLE SER IS PROVIDED AT WILLIAMS MOTOR -LOANERS ARE ONLY WORKED OUT AFTER VEH. IS LOOKED AT AND THE DLR KNOWS THAT THE VEH. WILL TAKE MORE THAN A DAY -

ERR2-527 22838

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE
REGION: 21 ATLANTA ZONE: E2 CASE NBR: 1518730361
VIN: 1PMYD01151KA25816 ENGINE: 1 VEH TYPE: T OPENED: 02/05/2001
CLOSED: 02/05/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TITUSVILLE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ELB 4X2
MILEAGE: 1680
DEALER NAME: GREEN FORD INC SALES CODE: F21221 P & A: 01131
REASON CODE: 0914 MSP/MSC - RENTAL ASSISTANCE
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: MARCEL MAURICE MOREL
ACTION DATA/COMMENTS:

2001/02/05

14.22.49

CUSTOMER SAYS: -CUST IS SEEKING A LOANER VEH BECAUSE HER CAR BROKE DOWN 10 HRS AWAY FROM HOME PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS REGARDING REQUEST -OBC MADE TO GREEN FORD INC AND SPOKE TO KENNETH H THE SERVICE ADVISOR WHO INDICATED THAT HE WILL TRY TO WORK THE VEH IN AND IF HE CAN NOT THEN WE WILL SEE ABOUT A LOANER VEH -KENNETH WILL ADVISED THE CUST OF ANY NEW OUTCOME -ADVISED CUST TO DEWNSHIP CONVERSTION INFERENCE CASE ID: 5231

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F21221 GREEN FORD INC
ACTION DATA/COMMENTS:

2001/02/07

12.36.13

NOTE THE CUSTOMER BROUGHT THE CAR IN ON 02/05/01 AND ALL HIS CONCERNS REPAIR.

THANK YOU
JERRY BLAKLEY
SERVICE MANAGER

CONSUMER AFFAIRS

06/18/2002 MWFAXPRG

8002-827 22640

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 10 SDR CONCERN ISSUE CASE NBR: 1563352761
VIN: 1FMCU04151KF18806 ENGINE: 1 VER TYPE: T OPENED: 10/03/2001
CLOSED: 10/03/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: POTTESVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 414
MILEAGE: 15000
DEALER NAME: HERITAGE FORD INC SALES CODE: F16591 P & A: 01253
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: INTERNET
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MCCORRADO NATLAN CORRIDON
ACTION DATA/COMMENTS:

2001/10/03

17.50.28 CUSTOMER SAYS: CUST VEHICLE STALLS IN COLD START UP WANT T
O KNOW WHAT TO DO 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 INFORM CUST THAT THERES A PROCEDUR
E TO REPAIR IN THE WORKS AS PER DLR INFERENCE CASE ID: 490
5

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC076 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - TECH HOTLINE
DOCUMENT: ANALYST: J-SWEITZ LES DAVIES
ACTION DATA/COMMENTS:

2001/10/17

13.17.55 CALLED TECH LINE PRODUCT PROBLEM FORD WORKING ON REPAIR

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 71 CALIFORNIA CONCERN ISSUE CASE NBR: 1565452501
VIN: 1FMCU03171RA16283 ENGINE: 1 VER TYPE: T OPENED: 09/07/2001
CLOSED: 09/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

END-027 22841

CITY: LOS ANGELES STATE: CA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 10463
DEALER NAME: MIDWAY FORD SALES SALES CODE: F71011 P & A: 05488
REASON CODE: 1103 AMA - W/H CRITERIA, REQUEST AMA PRIOR REPAIR
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: GROBINS GEORGETTE SHARON ROBINSON
ACTION DATA/COMMENTS:

2001/09/07

15.17.29 CUSTOMER SAYS: COST SHEDDING LOANER - THE VEH HAS AN ELE
CTRAL CONCERN - THE VEH STALLED ON ME PER CUSTOMER, DEAL
ER SAYS: NONE - WE HAVE NO MORE TAP DAYS - WE WOULD ASS
IST. - THIS IS A SOUND BUSS. DECISION. CAC ADVISED: - INF
ORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CONTACT
CUSTOMER TO PROCESS LOANER REQUEST - BRADLEY THE FLEET MAN.
WILL CALL BACK ONCE VEH IS REPAIRED. -CSR WILL FOLLOW-UP

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GROBINS GEORGETTE SHARON ROBINSON
ACTION DATA/COMMENTS:

2001/09/10

18.33.23 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO S/A - BRADLEY - S/A ADVISED CSR EVERYTHING IS
GOING OK - HE IS JUST ANALYTING A COMM. CODE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 821 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: HFORAN HEATHER FORAN
ACTION DATA/COMMENTS:

19.37.07 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: ***AS PER EMAIL DATED SEPTEMBER 7, 2001 ***CODE ISSUED
FOR \$140.00 ***PREFERRED CONTACT METHOD: EMAIL

1 CONSUMER AFFAIRS

06/18/2002 WDPAXPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 71 CALIFORNIA CONCERN ISSUE CASE NBR: 1565452501
VIN: 1FMCU03171KA16283 ENGINE: 1 VEH TYPE: T OPENED: 09/07/2001
CLOSED: 10/18/2001

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-RUNYON BRETT RUNYON
ACTION DATA/COMMENTS:

2001/10/18

16.54.49

IR02-027 22642

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: 72 SAN FRANCISCO	CONCERN ISSUE	CASE NBR: 1569211571
VIN: 1FMTU03181KH78387	ZONE: A3	OPENED: 06/06/2001
	ENGINE: 1	CLOSED: 06/06/2001
	VEH TYPE: T	

=====

=====

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:	10000			
DEALER NAME:	SALINAS VALLEY FORD	SALES CODE:	F72412	P & A: 07725
REASON CODE:	1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR			
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: VNEBHAR VAUGHN NEMBARD
ACTION DATA/COMMENTS:

2001/06/06

15.47.36 CUSTOMER SAYS: -VEH STALLED, CUST IS AT FORD DEALERSHIP AND WANTS A LOANER PER CUSTOMER. DEALER SAYS: CAC ADVISED: *****OBC TO DLR***** SPOKE WITH DAVID (SRV ADV), HE STATED THAT THE VEH HAS NOT BEEN DIAGNOSED YET. *****
*****CSR ADVISED CUST***** ONCE THE VEH IS OFFICIALLY DIAGNOSED, THEN HE CAN CALL BACK FORD CRC ,TO

B002-027 22843

SEE IF RENTAL ASSISTANCE CAN BE PROVIDED - INFORM CUSTOMER
OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT WI
TH DEALER - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUE
ST INFERENCE CASE ID: 5232

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: 27 WASHINGTON	CONCERN ISSUE	CASE NBR: 1601991901
VIN: 1FMYU04191KB61152	ZONE: F1	OPENED: 08/31/2001
	ENGINE: 1	CLOSED: 08/31/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	HARTFORDVILLE	STATE:	VA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	3000			
DEALER NAME:	NELSON FORD INC.	SALES CODE:	F27572	P & A: 06636
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607491 STALL/QUITS AT HIGH COLD ENGINE			

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ORIGIN: CACISB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: 2611824 ANALYST: MITCHELL LYNTHIA MITCHELL
ACTION DATA/COMMENTS:

2001/08/31

17.00.59

CUSTOMER SAYS: LETTER DATED JULY 22,01 -CUST STATES THAT
HE PURCHASED THE 2001 FORD ESCAPE ON JUNE 13TH -THIS VEH H
AS BEEN IN THE SHOP TWICE BECAUSE IT CUT OFF ON CUST AS SHE
WAS DRIVING DOWN THE ROAD -CUST IS PAYING WHAT HE CONSIDER
TO BE A FORTUNE FOR THIS VEHICLE-YET CUST HAVE NOT HAD THE
PLEASURE OF ENJOYING VEH THE WAY HE SHOULD BECAUSE HE KEEP
HEARING THAT THIS PROBLEM WILL OCCUR AGAIN -CUST SAYS THAT
THE DLRSHP CONSIDERS IT FIXED BUT CUST DOES NOT THINK SO AS
IT IS STILL SOUNDS LIKE IT IS NOT IDLING PROPERLY -CUST
WANTS TO FIND OUT IF THERE IS ANYTHING THAT FORD COULD DO TO
MAKE CUST FEEL BETTER -MADE CONTACT -CUST SAYS THAT THE
Y WORKED ON THE VEH AND IT HAS NOT DONE SINCE, THE CUTTING
OFF STOPPED, BUT THE IDLING IS STILL THERE, THE DLRSHP BELIE
VES THAT THE IDLING WAS TAKEN CARE OF DURING THE REPAIR FOR
THE CUTTING OFF PROBLEM PER CUSTOMER, DEALER SAYS:
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A F

1002-027 22044

ORD/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: E-PAGEJR TERRY PAGE
ACTION DATA/COMMENTS:

2001/10/10
13.43.03 HAVE REPAIRED VEHICLE UNDER WARRANTY AND HAVE NOT BEEN IN TO
UCH WITH CUSTOMER SINCE

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

1

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 74 SEATTLE CONCERN ISSUE CASH NBR: 1789871921
VIN: 1FMYU04141KA34888 ENGINE: 1 VEH TYPE: T OPENED: 12/19/2001
CLOSED: 12/19/2001
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FAIRBANKS STATE: AK ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 12000
DEALER NAME: SEEKINS FORD-LINCOL SALES CODE: F74542 P & A: 08621
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LKING1 LISA KING
ACTION DATA/COMMENTS:

2001/12/19
19.44.10 CUSTOMER SAYS: - CUST IS WAITING TO HAVE VEH TOWED FROM AL
ASKA - ROADSIDE ASSISTANCE SAYS THEY CANNOT TOW VEH UNTIL
AFTER CHRISTMAS - CUST WOULD LIKE TO SPEAK TO DISTRICT C
UST CARE REPRESENTATIVE FOR ALASKA - CUST WANTS TO SPEAK
TO A SUPERVISOR - THEY WOULD NOT GET TO IT UNTIL JAN 18 TO
WORK ON VEH - THEY HAVE NO RENTAL VEH - WILL REFUND \$28 A
DAY IF CUST CAN FIND RENTAL VEH - FEELING VERY ABUSED PE
R CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: *****CER TO
CUST - WILL TRANSFER CUST TO SUPERVISOR MARK *****TRA
NSFERRED CUST TO SUPERVISOR MARK INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: T-HDSELL SEEKINS FORD LINCOLN MERCURY
ACTION DATA/COMMENTS:

2001/12/31
19.45.32 VEHICLE WAS REPAIRED THE DAY AFTER IT ARRIVED.

END-027 22545

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: 1793973301
VIN: 1FMCU04101KA45123 ENGINE: 1 VEH TYPE: T OPENED: 11/26/2001
CLOSED: 11/26/2001

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: FLUSHING STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ILT 4X4
MILEAGE: 8000
DEALER NAME: PHILBOR MOTORS, INC SALES CODE: F13079 P & A: 03684
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: JTHUSYAN JACQUELINE THUSTANTH
ACTION DATA/COMMENTS:

2001/11/26

21.57.03 CUSTOMER SAYS: -CUST IS RETURNING A CALL FROM AN EMAIL HE
RECVD -CUST VEH KEEPS STALLING OUT -THE SECOND OR THIRD T
IME HE BOUGHT THE VEH TO THE DLR -THE DLR FOUND NOTHING TH
E 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 ABC
UT THIS STALLING PROBLEM PER CUSTOMER, DEALER SAYS: -WON
E CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A
FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUST
OMER SHOULD CONTACT CRM/SERV MGR ***** INFERENCE CASE I
D: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: P-WHITCO PETER WHITCOMB
ACTION DATA/COMMENTS:

2001/11/27

14.23.28 PLEASE NOTE WILL SET UP APPT WITH CUSTOMER FOR DIAG AS PER
TECH HOT LINE REPAIR NOT MADE YET

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

EM2-827 22846

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 10 SDR REGION ISSUE CASE NBR: 0312621622
VIN: 1FMYU03181RC21309 ZONE: F1 OPENED: 06/11/2002
ENGINE: 1 VEH TYPE: T CLOSED:

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: 14000
DEALER NAME: BOYD BROTHERS FORD, SALES CODE: F21612 P & A: 03838
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 620 - CB-ADVISE CUST OSC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: GERARDO GERRI-ANNE BRANDFORD
ACTION DATA/COMMENTS:

2002/06/11

08.38.21 CUSTOMER SAYS: - INTERMITTENT STALLING CONCERN; AT 45 MP
H GOING DOWN HILL. VEH HAS BEEN TO DLR 2 X. VEH WILL BE AT
DLR THIS MORNING. WILL BE CONTACTING THE ATTORNEY GENERAL.
SEEKING THE VEH TO BE REPAIRED. PER CUSTOMER, DEALER SAYS:
- N/A 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 INFERENCE CASE ID: 1982

CONSUMER AFFAIRS

06/18/2002 MMFAXPRC

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 56 DENVER INFORMATION ISSUE CASE NBR: 0430803471
VIN: 1FMYU02B1KA19730 ZONE: A1 OPENED: 12/26/2001
ENGINE: B VEH TYPE: T CLOSED: 12/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

ENC-827 22847

CITY: STRALLINGBRIGHT STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ILS 4X4
MILEAGE: 19000
DEALER NAME: PHIL LONG FORD OF C SALES CODE: F56201 P & A: 03134
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - DE CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 650 - CE-ADVISE DSB APP IS BEING SENT; ADDRESS CONCERN AS NEXT ISSUE
DOCUMENT: ANALYST: AHASHEN AMAN HAHREWEET
ACTION DATA/COMMENTS:

2001/12/26

13.48.35 CUSTOMER SAYS: - CUST STATES THE DEALER CANNOT FIX/REPAIR
THE CONCERN - WHEN DRIVING ON THE HIGHWAY VEH SOMETIMES DOES
NOT GO OVER 60 MPH - WOULD LIKE TO GET OUT OF VEH PER CU
STOMER, DEALER SAYS: CAC ADVISED: - DOCUMENTED INFORMAT
ION - INITIATED MAILING OF DSB APPLICATION INFORMANCE CASE I
D: 1997

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 44 PITTSBURGH INFORMATION ISSUE CASE NBR: 0491722951
ZONE: A2 OPENED: 10/22/2001
VIN: 1FMYU04131KH82460 ENGINE: 1 VEH TYPE: T CLOSED: 10/23/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALIQUIPPA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ILS 4X4
MILEAGE: 13300
DEALER NAME: MOON TOWNSHIP FORD SALES CODE: F44022 P & A: 07495
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: EMAIL
ACTION: 214 - OUTBOUND CALL TO DEALER

0402-827 22848

DOCUMENT: ANALYST: SOBBOURN SUSAN OSBOURNE
ACTION DATA/COMMENTS:

2001/10/22

13.32.56 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: *****OBC TO DLR --SPOKE TO SERV/ADV DAVID
--AS PER DAVID DLR WAS UNABLE TO DUPLICATE CONCERNS --DLR C
CONTACTED TECH HOTLINE (NO INFO) AND TEST DROVE THE VEHICLE
NO PROBLEM FOUND --CRC WILL ADVISE ACCORDINGLY

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: EMAIL
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: SOBBOURN SUSAN OSBOURNE
ACTION DATA/COMMENTS:

CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: *****OBC TO CUS --LM FOR CUS TO CONTACT THE CRC
--NEXT CSR PLS ADVISE CUS AS PER NOTES: *****OBC TO D
LR --SPOKE TO SERV/ADV DAVID --AS PER DAVID DLR WAS UNABLE
TO DUPLICATE CONCERNS --DLR CONTACTED TECH HOTLINE (NO INF
O) AND TEST DROVE THE VEHICLE NO PROBLEM FOUND --ADVISE CU
S TO STAY IN CONTACT WITH DLR AS SOON AS CONCERN PRESENTS IT
SELF

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: 0507063640
REGION: 21 ATLANTA ZONE: A2 OPENED: 10/31/2001
VIN: 1FMYU03111KE57493 ENGINE: 1 VEH TYPE: T CLOSED: 10/31/2001
=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	TRUSSVILLE	STATE:	AL	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	30000			
DEALER NAME:	JIM SKINNER FORD	SALES CODE:	F21012	P & A: 00224
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN			
SYMPTOMS:	607492 STALL/QUITS AT IDLE 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: PVASSAL PERSIS VASSAL
ACTION DATA/COMMENTS:

2001/10/31

12.22.28 CUSTOMER SAYS: WHILE DRIVING THE VEH STALLED (INTERMITTENT
) THE VEH WAS BROUGHT TO THE DLRSH AND SHE WAS INFORMED NO
PROBLEM WAS FOUND; WOULD LIKE TO KNOW IF THERE IS A FEA/CHP
PERTAINING TO THE VEH PER CUSTOMER, DEALER SAYS: INFORMED
CUST THAT NO PROBLEM WAS FOUND CAC ADVISED: - INFORM WHY
THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT D

EP02-027 22848

UPPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED CUST WAS INFORMED THAT THERE IS NO OPEN FSA/CSP PERTAINING TO THE VEH 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

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 0516360792
ZONE: B2 OPENED: 03/20/2002
VIN: 1FMDU01B61KE85073 ENGINE: B VEH TYPE: T CLOSED: 03/20/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MADISON STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 31000
DEALER NAME: GREEN FORD INC SALES CODE: F21221 P & A: 01131
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: SBROWN48 STACY BROWN
ACTION DATA/COMMENTS:

2002/03/20

14.18.46 CUSTOMER SAYS: -THE ALTERNATOR SEEMS TO BE GIVING TOO LITTLE PROBLEM NOW -THE RPM GOES FROM HIGH TO LOW WHEN IDLING OR WHEN STARTING OFF...THE VEH ALSO ACTS LIKE IT WANTS TO SHUT OFF -WHEN TRYING TO START THE VEH, THERE IS A SQUAKING SOUND(PISTON) -POWER LOCKS INTERMITTENTLY WON'T WORK -SEE HKS SERVICE FROM A DIFFERENT DLR SINCE HKS ORIGINAL DLR HAS HAVE CHANGED 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 INFERENCE CASE ID: 4591

ER02-027 22000

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: 53 KANSAS CITY	INFO: A2	CASH NBR: 0525500382
VIN: 1FMCU021X1K286566	ENGINE: 1	OPENED: 02/07/2002
	VEH TYPE: T	CLOSED: 02/07/2002

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	LIBERTY	STATE:	MO	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE ILS 4X4	
MILEAGE:	5640			
DEALER NAME:	GARY CROSSLEY FORD, SALES CODE: F53014	F & A:	05126	
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY			
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE			

=====

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/02/07

14.35.50 ANNETTE MC CALL, CSM, KANSAS CITY

ATTN: RORY JOYCE

SUBSEQUENT OWNER DEVIATION APPROVED BY JANICE MAC RITCHIE,
DOM

=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC034 - REP ISSUE RESOLVED - CONTRACT REGISTERED
DOCUMENT: ANALYST: T-CROSSL TODD CROSSLEY
ACTION DATA/COMMENTS:

2002/03/25

09.52.38

=====

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDREMED
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/05/10

10.38.07

END-027 21061

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: B2	INFORMATION ISSUE	CASE NBR: 0548682411
VIN: 1FMYU03171KB22979	ENGINE: 1	VEH TYPE: T	OPENED: 08/29/2001
			CLOSED: 08/29/2001

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	BAKERSFIELD	STATE:	CA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	2800			
DEALER NAME:	JIM SUARE FORD	SALES CODE:	871439	P & A: 05471
REASON CODE:	1104 ANA - OUT CRITERIA, REQUEST ANA PRIOR REPAIR			
SYMPTOMS:	6D7492 STALL/QUITS AT IDLE HOT ENGINE			

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 537 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE
DOCUMENT: ANALYST: NLAUREMC NATALIE LAWRENCE
ACTION DATA/COMMENTS:

2001/08/29

14.09.54

CUSTOMER SAYS: -SAID THAT THE VEH KEEPS STALLING -WANTS T
O KNOW IF SHE CAN GET A LOANER WHEN SHE TAKES THE VEH INTO
THE DLR -SAID THAT THE VEH HAS NOT YET BEEN DIAGNOSED PER
CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - ADVISE CUSTOM
ER THAT THERE IS NO LOANER VEHICLE PROVISIONS OFFERED FOR TH
IS REPAIR. - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FO
R THE LOANER VEHICLE -ADVISE CUST THT ONCE THE DLR HAS DI
AGNOSE THE VEH, AND THE VEH WILL BE QT THE DLR OVER NIGHT, C
UST CN CONTACT THE CRC TO SEE WHAT IF WE ARE ABLE TO ASSIST
HER WITH A LOANER INFERENCE CASE ID: 5220

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

8982-827 22852

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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: 0728042671
VIN: 1PMYU031K1KF09865	ZONE: B2	OPENED: 09/24/2001
	ENGINE: 1	CLOSED: 09/24/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	FLATONIA	STATE:	TX	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	18000			
DEALER NAME:	MAXWELL FORD	SALES CODE:	F52303	P & A: 02923
REASON CODE:	1104 ANA - OUT CRITERIA, REQUEST ANA PRIOR REPAIR			
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE			

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 537 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE
 DOCUMENT: ANALYST: NGONZALE NADIVAH GONZALE
 ACTION DATA/COMMENTS:

2001/09/24

20.12.14 CUSTOMER SAYS: -CUST IS REQUESTING A RENTAL VEH -THE VEH IS BEING TOWED TO THE DLRSHP AT THIS TIME -THE VEH HAS NE VER BEEN TO THIS DLRSHP -THE DLRSHP HAS ADVISED CUST THE CR C IS THE ONLY ONE THAT CAN AUTHORIZIE A LOANER/RENTAL PER CU STOMER, DEALER SAYS: -NONE CAC ADVISED: - ADVISE CUSTOMER THAT THERE IS NO LOANER VEHICLE PROVISIONS OFFERED FOR THI S REPAIR. - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR THE LOANER VEHICLE -ADVISED CUST THERE IS NO RENTAL PROV ISIONS WITH THIS WARRANTY(BTB) AND THERE IS NO MSP REGISTERED TO THE VEH SO THE DLRSHP NOR FORD IS OBLIGATED TO PROVIDE A LOANER/RENTAL -ADVISED CUST THAT ONCE THE VEH HAS BEEN DI AGNOSED, CONTACT THE CRC AND WE WILL SEE WHAT WE CAN DO AT T HAT TIME INFERRECE CASE ID: 5220

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

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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: 0730183060
VIN: 1PMYU01121KE78713	ZONE: D1	OPENED: 07/11/2001
	ENGINE: 1	CLOSED: 07/11/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			

0602-027 22053

CITY: TOWNSEND STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 15000
DEALER NAME: KINGS COLONIAL FORD SALES CODE: F24452 F & A: 04847
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: CDECKER CHELSEY I. DECKER
ACTION DATA/COMMENTS:

2001/07/11

08.13.45 CUSTOMER SAYS: ENGINE STALLS, THEN WILL JUMP FORWARD -WANTS THIS FIXED PER CUSTOMER. DEALER SAYS: RAN ON COMPUTER, NO CODES CAME UP -NOTHING WRONG WITH IT- -FORD KNOWS THERE IS A PROBLEM, THEY ARE WORKING ON IT 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

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 24 ORLANDO INFORMATION ISSUE CASE NBR: 0747323120
VIN: 1FMYU03141KE57083 ENGINE: 1 VEH TYPE: T OPENED: 11/02/2001
CLOSED: 11/02/2001

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: 47000
DEALER NAME: KINGSLAND FORD-MERC SALES CODE: F24474 F & A: 04895
REASON CODE: 0445 DEALERSHIP - REPAIR PROCEDURE
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION

END-627 22834

DOCUMENT: ANALYST: PREDDY PUSHPA REDDY
ACTION DATA/COMMENTS:

2001/11/02
20.07.04

CUSTOMER SAYS: -ENGINE IS CUTTING OFF -VEH HAS BEEN TO THE
DEalership 3 TIMES FOR THE SAME PROBLEM -LAST FRIDAY VEH WAS
OUT OF THE DEALERSHIP AND AGAIN THE SAME CONCERN -TIRED OF TAKING
VEH TO DEALERSHIP -ITS RIDICULOUS. -FORD SHOULD TAKE CARE OF
IF THIS VEH I MIGHT GET INVOLVED IN AN ACCIDENT. -NOT GOING
TO PAY TO FMCC -FORD DEALERSHIP IS NOT GIVING CUSTOMER SATISFACTION
-I WILL CALL A LAWYER IF THIS TIME MY CONCERN IS NOT TAKEN
CARE OF. PER CUSTOMER, DEALER SAYS: CAC ADVISED: -
APOLOGIZE - DEALERSHIP IS THE BEST TECHNICAL RESOURCE -
SUPPORT DEALER'S DIAGNOSIS - DOCUMENTED CONCERN
===== INFERENCE CASE ID: 1602

CONSUMER AFFAIRS

06/16/2002 MMFAXPRG

BEGINNING OF CONTACT
06/16/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE =====
CASE NUMBER: 0747323120
REGION: ZONE: OPENED: 10/17/2001
VIN: 1FMYU03141RE57083 ENGINE: 1 VEH TYPE: T CLOSED: 10/17/2001
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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 XL/ 4X2
MILEAGE: 44400
DEALER NAME: SALES CODE: P & A:
REASON CODE: 30MR PROD/COMP DOR/PERP - MULTIPLE REPAIR
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CAC WILL FOLLOW-UP
DOCUMENT: ANALYST: CTTT CHIEU TTTT
ACTION DATA/COMMENTS:

2001/10/17
19.21.15

CUSTOMER SAYS: -THIS PROBLEM STARTED IN JULY -VEH CUTS OFF
WHEN SHE DRIVES IT TOOK IT TO DEALER TWICE BUT IT STILL HAPPEN
S -DOES NOT WANT THE TRUCK ANYMORE AS IT DOES NOT WORK -D
OES NOT WANT TO TAKE VEH TO DEALER TO FIX IT -THIS PROBLEM IS
GETTING WORSE AS TIME GOES ON PER CUSTOMER, DEALER SAYS:
-DEALER TOOK BATTERY OUT AND CLEANED 2ND TIME FIRST TIME FOUR

EP02-027 22005

D NO PROB -TOLD HER THEY SAW NO PROBLEM CAC ADVISED: - CR
C UNABLE TO REACH DEALER - CRC WILL RE-CONTACT DEALER NEXT
BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER --
ORC TO DLR SPOKE TO ANDREWS THE DLR PRINCIPAL WHO SAID CAL
L BACK TOMORROW AND SPEAK TO RANDY THE P/S DIRECTOR IMPER
SENCE CASE ID: 4909

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JSTAINTO JOSHUA STANTON
ACTION DATA/COMMENTS:

2001/10/18

14.59.43 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: OUTBOUND CALL TO DEALER SPOKE WITH BECKY (ASH)
ADVISED THAT VEH WAS IN SEPT 18, 2001 AND WHAT TECH HOTLINE
CLEAN GROUND POINTS ON VEH AND REPLACE POWER RELAY -SHE HA
S ONLY HAD VEH IN ONCE AT DEALER FOR THIS CONCERN -ADVISED
THAT CUST SHOULD BRING VEH IN FOR FURTHER DYIGNOSIS

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: JSTAINTO JOSHUA STANTON
ACTION DATA/COMMENTS:
CAC ADVISED: OUTBOUND CALL TO FORD/MERCURY CUSTOMER -UNABL

CONSUMER AFFAIRS

06/18/2002 MMFAKRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0747323120
REGION: ZONE: OPENED: 10/17/2001
VIN: 1FMYU03141KE57083 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/2001
=====

2001/10/18

14.59.43 E TO REACH AT HOME OR AT WORK WAS ADVISED THAT CUST WOULD AR
RIVE HOME AT 7PM WILL CALL BACK CUST THEN TO ADVISE

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: JSTAINTO JOSHUA STANTON
ACTION DATA/COMMENTS:

19.30.12 CAC ADVISED: OUTBOUND CALL TO FORD/MERCURY CUSTOMER -ADVIS
ED CUST AS PER HISTORICALS -ADVISED CUST TO TAKE TO DEALER
ASAP FOR CONCERN
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

1002-027 22000

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: 27 WASHINGTON	ZONE: C1	ENGINE: 1	VEH TYPE: T	CASE NBR: 1306573451
VIN: 1FMYU02181KES2473				OPENED: 12/11/2001
				CLOSED: 12/11/2001

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	WESTMINSTER	STATE:	MD	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X4		
MILEAGE:	27000				
DEALER NAME:	CROUSE FORD SALES I	SALES CODE:	F27410	P & A:	00095
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE				

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MMATZANK MARLITT MATEANKH
ACTION DATA/COMMENTS:

2001/12/11

08.29.57 CUSTOMER SAYS: THE VEHICLE JUST CUTS OFF IN WHEN IN CRUISE
THE ENGINE IS WARM AN INTERMITTANT CONCERN. CUST CLAIMS
THAT THIS HAS HAPPENED TWICE NOW CUST WANTS TO KNOW IF THI
S IS KNOWN CONCERN OR PSA PER CUSTOMER, DEALER SAYS: CA
C ADVISED: - ADVISED CUST TO TAKE VEHICLE TO DEALER - TH
ERE ARE NO PSA AT THIS TIME - THE VEHICLE IS UNDER WARRANT
Y TO 36000 MILES OR 3 YRS - 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

ENC2-827 22857

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:	INFORMATION ISSUE	CASE NBR: 1413613630
VIN: 1FMYU03191KD92151	ZONE:	OPENED: 05/14/2001
	ENGINE: 1	CLOSED: 05/14/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	WINTHROP	STATE:	MA	EIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XL/T 4X2	
MILEAGE:	15000			
DEALER NAME:		SALES CODE:	P & A:	
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE			

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 608 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED, THANK/APOLOGIZE
DOCUMENT: ANALYST: DGOODRID DENISE GOODRIDGE
ACTION DATA/COMMENTS:

2001/05/14

19.05.37 CUSTOMER SAYS: VEHICLE STALLED TODAY ON THE FREEWAY HA
S BEEN HAVING NUMEROUS CONCERNS WITH THE VEHICLE DASH
BOARD LIGHT SOMETIMES COME ON ALSO NUMEROUS RECALLS
THAT WAS ISSUED ON THE VEHICLE IS NOT HAPPY WITH THIS VE
HICLE AND IS CONCERNED FOR THE SAFETY OF HIS FAMILY P
ER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORMATIO
N HAS BEEN FORWARDED TO APPROPRIATE DEPARTMENTS - THANK YOU
CUSTOMER FOR PROVIDING US THEIR FEEDBACK INFERENCE CASE ID:
4489

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

ENR2-827 22858

1

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: 1462773321
VIN: 1FMCU03161KAB8785 ZONE: C2 OPENED: 11/28/2001
ENGINE: 1 VEH TYPE: T CLOSED: 11/28/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PARMA STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 9823
DEALER NAME: LIBERTY FORD SOLON, SALES CODE: P44116 P & A: 02319
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/11/28
12.51.17 TOM OEBOLT, CSM, PITTSBURGH
ATTN: DAVE CATTERALL

=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-CATTER LIBERTY FORD SOLON
ACTION DATA/COMMENTS:

2001/12/07
09.10.32 THIS VEHICLE WAS ROADTESTED FOR 500 MILES COULD NOT VERIFY A
NY STALL CONTACTED TECH LINE ADJUSTED IDLE AND REPLACED IAC
PER FORDS INSTRUCTIONS, PER TOM OEBOLT RELEASE CAR BACK TO C
USTOMER...12/07/2001

=====

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - ADDRESS
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/12/12
17.36.34

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: 12/04/2001
ENGINE: 1 VEH TYPE: T CLOSED: 12/04/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

1982-027 22000

CITY: STRONGSVILLE STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10180
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 02173
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT 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: MYGAMA MARILYN YGAMA
ACTION DATA/COMMENTS:

2001/12/04

10.47.45 CUSTOMER SAYS: - CUST STATES THAT THEY NEED TO SPEAK TO THE REGIONAL OFFICE. THEY ARE UN-ABLE TO VERIFY ANY CONCERN. THEY HAVE JUST INSTALLED A PART. - VEH STALLING PROBLEM HAS OCCURED THREE TIMES. WHILE DRIVING WHEN GOING DOWN HILL. THEY HAVE RESEARCH THIS FURTHER AND FOUND OUT THAT THIS IS A COMM ON PROBLEM WITH OTHER DLRSHP. - CUST STATES THAT THEY ARE VERY VERY CONCERN. PER CUSTOMER, DEALER SAYS: - OBC TO THE DLRSHP SPOKE TO (SM) MR. SMITH, VEH HAS SEVERAL TIMES, HE WILL SPEAK TO THE CSM AND REVIEW THE SITUATION FURTHER TODAY AND CALL THE CUST 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 - ADVISED CUST THAT THE SERVICED MANAGER WILL CONTACT THE REGIONAL DEPT AND GET BACK TO HIM. - ADVISED CUST THAT WE APOLOGIZE FOR THE INCONVENIENCE AND WE THANK HIM FOR HIS PATIENCE. INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MEMPAFRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 1525711061
REGION: ZONE: OPENED: 04/16/2001
VIN: 1FMYU04121KD91700 ENGINE: 1 VEH TYPE: T CLOSED: 04/16/2001
=====

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS:
CITY: DENVER STATE: CO ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 6200
DEALER NAME: SALES CODE: P & A:
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

0602-027 22000

DOCUMENT: ANALYST: SKNIGHTS SABRINA KNIGHTS
ACTION DATA/COMMENTS:

2001/04/16

14.34.37 CUSTOMER SAYS: CUST HAS BEEN HAVING A PROBLEM WITH HER ESCAPE -CUST HAD A PROBLEM WITH THE SERVICE SHE RECEIVED AT THE DEALERSHIP FROM THE START -VEH HAS STALLED ABOUT TWICE WITHIN THE LAST 2 WEEKS -THE VEH HAS BEEN TO THE DEALERSHIP TWICE -CUST IS VERY UNHAPPY WITH FORD -CUST IS NOT SURE WHAT SHE WANTS FORD TO DO -CUST THINKS THAT SHE MAY HAVE A LEMON -CUST NOT HAPPY WITH OUTCOME -REQ TO SPEAK TO SUPERVISOR PER CUSTOMER, DEALER SAYS: -STATES THE DEALERSHIP IS 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 -----OBC TO DLR----- -SPOKE TO SERVICE MGR WAS INFORMED AT THIS IS NOT A KNOWN PROBLEM -----
-----FILLED OUT SUPERVISOR REQ. FORM FOR CUST
-INFORMED CUST THAT SUPERVISOR WILL CONTACT HER WITHIN 48HRS

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: FHALVO FRANTZ HALVOISIN
ACTION DATA/COMMENTS:

2001/04/19

10.45.29 CUSTOMER SAYS: -THE VEH HAS STALLED MORE THAN ONCE -DLR SEEM UNABLE TO DUPLICATE CUST CONCERN -NOT HAPPY AND SEEKING FORD TO DO SOMETHING IN HAVING THE DLR REPAIR CUST'S VEH
PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: *****
SUPERVISOR OBC (FRANTZ, EXT 2204)*** -OBC TO CUST ON -1ST ATTEMPT; -EDUCATED CUST THAT THE VEH WOULD HAVE TO BE DIAGNOSED AND THE PROBLEM DUPLICATED -FORD WILL NOT REPLACE PARTS IF THEY(DLR) DOES NOT KNOW WHAT THE PROBLEM IS

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: 1525711061
REGION: ZONE: OPENED: 04/16/2001
VIN: 1FMYU04L21KD91700 ENGINE: 1 VEH TYPE: T CLOSED: 04/19/2001
=====

2001/04/19

10.45.29 -ISSUE HAS BE HANDLED CORRECTLY *****
ISSUE IS CLOSED**

0902-027 22001

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 NR: 1553013601

REGION:

ZONE:

OPENED: 12/26/2001

VIN: 1FMCU04141KF99250

ENGINE: 1

VEH TYPE: T

CLOSED: 12/26/2001

LAST NAME:

STATUS: CLOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

LAFAYETTE

STATE:

CA

ZIP:

HOME PHONE:

MODEL YEAR:

2001

MODEL:

ESCAPE XLT 4X4

MILEAGE:

11400

DEALER NAME:

SALES CODE:

P & A:

REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 607492 STALL/QUITS AT IDLE NOT ENGINE

ORIGIN: CACI3B - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

DOCUMENT: ANALYST: VALNEWOR VICTORIA AINSWORTH

ACTION DATA/COMMENTS:

2001/12/26

15.20.50

CUSTOMER SAYS: - STALLING PROB WITH IT, STALLS AT LOW SPEEDS OR STOPS - TAKEN INTO DLR 5 TIMES - LAST BIT OF REPAIRS MADE IT BETTER, BUT WHEN THE IDLE KICKS DOWN, THE VEH STALLS, DROPS FROM 400 TO 200 RPM - THAT'S WHEN IT STALLS - WANT A CERTIFICATION THAT THIS IS FIXED - FIRST CHOICE - IS TO GET THE REPAIR VERIFIED AND COMPLETE - OCCURS WHEN VEH IS NOT PER CUSTOMER, DEALER SAYS: WALNUT CREEK FORD - REPLACED FUEL PUMP, ROAD TEST, FUEL FILTER, CLEANED FUEL LINES - REPLACED SPARK PLUGS, BGR VALVE/GASKET, POWERTRAIN CONTROL MODULE - TWO DIFFERENT TECHS - UNABLE TO REPRODUCE PROBLEM - CAC ADVISED: - CAC TO DLR, TALKED TO TIM LOSEY - SERV DIRECTOR - HE IS GOING TO LOOK IT THE ISSUE FOR ME AND GET BACK TO ME - WILL CALL BACK THE CUSTOMER WHEN INFO IS FOUND - 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 (INTERMIT

0602-027 22662

TEXT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION; PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VAINSWOR VICTORIA AINSWORTH
ACTION DATA/COMMENTS:

16.55.11 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: IBC BACK FROM TIM & DLR EXT 37, - BEEN IN TOUCH
WITH TECH HOTLINE, PERFORMED SERV MSG THROUGH CASES - SO I
INTERMITTENT, NOT ABLE TO CONFIRM PROBLEM - REPLACED FUEL PU
MP, SPEED CONTROL, REPAIR ON CONNECTOR TO THE BYPASS VALVE
- ROADTEST FOR 10 & 12 MILES BOTH ON FREEWAY AND ON STREETS

CONSUMER AFFAIRS

06/18/2002 MCFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1553013601
REGION: NONE: OPENED: 12/26/2001
VIN: 1FMCU04141KF99250 ENGINE: 1 VEH TYPE: T CLOSED: 12/26/2001
=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION; PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: VAINSWOR VICTORIA AINSWORTH
ACTION DATA/COMMENTS:
2001/12/26

16.55.11 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: WALNUT C
REEK - DLR HAS NO OTHER OPTIONS FOR HIM CAC ADVISED: THE
BEST THING WOULD BE TO TAKE YOUR VEH BACK TO THE DLR AND LET
THEM KNOW THAT THERE IS STILL AN ISSUE WITH THE STALLING.
THEY ARE OUR BEST RESOURCE, AND THE S/M CAN ALSO ESCALATE TH
IS ISSUE UP THROUGH HIS CHANNELS AT THE DLRSHIP. HOWEVER, I
HAVE DOCUMENTED THE ISSUE HERE, AND IT WILL BE SENT UP TO O
UR ENGINEERS - THEY WILL BE ABLE TO RESEARCH THIS SPECIFIC I
SSUE WITH THE ESCAPE. IF THERE IS A PSA/RECALL THAT COMES O
F THIS IN THE FUTURE, YOU WILL BE CONTACTED BY MAIL.

5082-027 22003

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: 72 SAN FRANCISCO	ZONE: AA	CASE NBR: 1559153171
VIN: 1FMYU01B91KB84850	ENGINE: B VEH TYPE: T	OPENED: 11/13/2001
		CLOSED: 11/13/2001

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: OAKLAND	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X2	
MILEAGE: 3800		
DEALER NAME: MICHAEL STEAD'S HIL	SALES CODE: P72016	P & A: 00669
REASON CODE: 0445 DEALERSHIP - REPAIR PROCEDURE		
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE		

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 924 - SUPPORT DEALER'S POSITION

DOCUMENT: ANALYST: FRANK KNIGHT FRANK KNIGHT

ACTION DATA/COMMENTS:

2001/11/13

14.32.46

CUSTOMER SAYS: - VEH STALLS ON THE FREEWAY - FORD ENGINE
HE HAS LOOKED AT VEH THE LAST TIME AND VEH WAS REPAIRED -
VEH HAS BEEN TO THE DLR THREE TIMES - CUST MENTIONED THE L
EMON LAW - FORD ENGINEER IS COMING TOMORROW TO LOOK AT VEH
PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - DEA
LERSHIP HAS DETERMINED THAT THE REPAIR IS COMPLETE - NO CUR
RENT CONCERNS FOUND WITH THE VEHICLE ****OBC TO BILLTOP FOR
D*** -SPOKE TO HOLLY S/M WHO ADV THAT THE CUST HAS NOT HAD
THREE REPAIRS SO LEMON LAW DOES NOT APPLY -ENGINEER WAS OUT
AND LOOKED AT VEH TODAY - HRE ADV THAT THE VEH HAS NO PRES
NT CONCERNS -ADV THAT CUST SHOULD COME AND PICK UP THE VEH
BECAUSE NO REPAIRS WOULD BE MADE AT THIS TIME -----
-- -ADV CUST OF S/M RESOLUTION INFERENCE CASE ID: 4473

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

EP82-827 22884

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE =====
 REGION: 53 KANSAS CITY ZONE: B1 CASE NBR: 1593112221
 VIN: 1FMYU04121KF63871 ENGINE: 1 VEH TYPE: T OPENED: 06/11/2002
 CLOSED: 06/11/2002
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: LINCOLN STATE: NE ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 40000
 DEALER NAME: ANDERSON FORD LINCO SALES CODE: F53027 P & A: 07116
 REASON CODE: 1105 AMA - W/N CRITERIA, REQUEST AMA AFTER REPAIR
 SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

 ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 725 - ADVISE CUST TO SUBMIT RECEIPTS TO DLR FOR REVIEW
 DOCUMENT: ANALYST: TCHINAPP THOMAS CHINAPPAN
 ACTION DATA/COMMENTS:

2002/06/11

15.45.48 CUSTOMER SAYS: - CUST HAS HAD A LOT OF PROBS WITH THE VEH.
 - CUST HAS HAD THE BRAKES, ROTORS REPLACED. - SHE SAYS TH
 AT SHE HAD THE COMP. REPROGRAMMED, BECAUSE THE VEH SHUT OFF
 ON HER. SHE SAYS THAT HER BATTERY LIGHT KEPT BLINKING. - C
 UST SAYS HAS NOT SPOKEN TO A DLR/HP ABOUT THE REIMBURSEMENT
 PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED; - PLEASE
 SUBMIT YOUR ORIGINAL RECEIPTS TO THE CRM/SM OF YOUR LOCAL F
 /L/M DEALER FOR REIMBURSEMENT REVIEW. - THE DEALER WILL DET
 ERMINE IF REIMBURSEMENT IS POSSIBLE OR NOT INFERENCE CASE ID
 : 5363

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE =====
 REGION: 52 SOUTHWEST ZONE: H1 CASE NBR: 1612233091
 VIN: 1FMYU03191KE72064 ENGINE: 1 VEH TYPE: T OPENED: 11/05/2001
 CLOSED: 11/05/2001
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

END-527 22000

CITY: LA PORTE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 10650
DEALER NAME: LA PORTE FORD SALES CODE: F52043 P & A: 03826
REASON CODE: 0424 DEALERSHIP - INABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE 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: VFRASER VIRGINIA FRASER
ACTION DATA/COMMENTS:

2001/11/05

15.47.44 CUSTOMER SAVE: CUST IS EXHIBITING CONCERNS WITH THE VEH DY
ING ON THE CUST AT 70 MILES -CUST WIFE NAME IS TAMI -CUST
BROUGHT VEH TO THE DLRSHP AND WAS ADVISED THAT THERE WAS N
O CONCERN WITH THE VEH -CUST WIFE ALMOST GOT INTO AN ACCIDE
NT ON THE FREEWAY -CUST VEH DIES ONLY AT HOT ENGINE -CUST
WANTS A NEW VEH PER CUSTOMER, DEALER SAYS: AS PER LA POR
TE FORD IN TEXAS, THERE IS NO CONCERN WITH THE VEH CAC ADVI
SED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCER
N IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVI
CE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTE
RMITTENT) CONCERN IS NOTICED -FURTHER ADVISED CUST THAT FOR
D DOES NOT BUY BACK VEH WE LOOK AT REPAIRING THE CONCERN IN
FRENCH CASE ID: 4462

1 CONSUMER AFFAIRS

06/18/2002 MMFAFPG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 52 SOUTHWEST INFORMATION ISSUE CASH NBR: 1668572961
VIN: 1FMYU03171KC41092 ZONE: DL OPENED: 12/28/2001
ENGINE: 1 VEH TYPE: T CLOSED: 12/28/2001

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 XLT 4X2
MILEAGE: 3000
DEALER NAME: JOE MYERS FORD SALES CODE: F52023 P & A: 04402
REASON CODE: 0424 DEALERSHIP - INABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

2002-07-27 22:00

DOCUMENT: ANALYST: CMYERS CHRIS MYERS
ACTION DATA/COMMENTS:

2001/12/28

17.37.41 CUSTOMER SAYS: -PROBLEMS WITH THE VEH -IDLED YESTERDAY -
HAS IDLED TODAY AGAIN -THE DEALERSHIP CAN NOT DUPLICATE THE CO
NERN -CALLS TO UPDATE FILE - TO KEEP FORD INFORMED -CUST
CLAIMING THIS HAPPENS INTERMITTENTLY. PER CUSTOMER, DEALER S
AYS: -NONE CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN
NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCE
RN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEAL
ERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENC
E CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMVAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 71 CALIFORNIA	ZONE: C3	ENGINE: 1	VEH TYPE: T	INFORMATION ISSUE	CASE NBR: 1737450361
VIN: 1FMCU0411K1K98617					OPENED: 02/05/2001
					CLOSED: 02/05/2001

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	REDONDO BEACH	STATE:	CA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	2200			
DEALER NAME:	PEYTON CRAMER FORD	SALES CODE:	F71025	P & A: 05524
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
DOCUMENT: ANALYST: AQUILON ANGELA OULTON
ACTION DATA/COMMENTS:

2001/02/05

20.28.28 CUSTOMER SAYS: ONE WEEK AFTER PURCHASE, THE VEHICLE STALLE
D SEVERAL TIMES WITHIN THE SPAN OF 2 DAYS. SHE NOTICED THIS
HAPPENED WHEN SHE WAS STOPPING AT A RED LIGHT AND THE ENGINE
WAS WARM. SHE DID NOT HAVE A PROBLEM RESTARTING THE ENGINE.
THE CUSTOMER SAYS THE BATTERY SEEMED TO BE OKAY AND THERE W
AS NO INDICATION THAT THE VEHICLE WAS GOING TO STALL. THE C

ERR2-027 22007

HECK ENGINE LIGHT AND THE YELLOW INDICATOR TO THE LEFT OF IT
CAME ON AFTER THE VEHICLE STALLED. THE CHECK ENGINE LIGHT W
AS STEADY. WEATHER CONDITIONS WERE NOT A FACTOR WITH THIS CO
NCERN. THERE WERE NO CHANGES IN THE VEHICLE'S PERFORMANCE AN
D NO NOISES ASSOCIATED WITH THIS CONCERN. SHE USES 87 OCTANE
. THE DEALERSHIP COULD NOT LOCATE A PROBLEM WHEN SHE TOOK TH
E VEHICLE TO THEM THE NEXT DAY. PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: THIS CUSTOMER WAS CONTACTED ON BEHALF
OF THE ESCAPE ASSEMBLY PLANT THROUGH THE ICCD PROGRAM, AT WH
ICH TIME WE WERE MADE AWARE OF THIS CONCERN. - WE ARE SENDI
NG YOU THIS CONCERN AS AN EARLY INDICATOR THAT THIS CUSTOMER
MAY ADDRESS THIS ISSUE AT YOUR DEALERSHIP IN THE NEAR FUTUR
E. - WE ARE TRACKING THIS ISSUE FOR THE ESCAPE ENGINEERING
TEAM. - PLEASE DETAIL OASIS WITH SPECIFIC REPAIR INFORMATIO
N AT YOUR EARLIEST CONVENIENCE - QUESTIONS/COMMENTS PLEASE
CONTACT ME AT 888-933-4223 ANGELA X2301

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: 27 WASHINGTON	CONCERN ISSUE	CASE NBR: 0363560572
VIN: 1FMYU04141KA46278	ZONE: K1	OPENED: 02/26/2002
	ENGINE: 1	CLOSED: 02/26/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [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: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA		
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE		

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: DWALTON4 DENISE WALTON
ACTION DATA/COMMENTS:

2002/02/26

10.04.42 CUSTOMER SAYS: -LAST 5MTHS HAVING CONCERNS VEH STALLS AND
LOOSSES PWR VEH IS AT THE DLR FOR 5TH -6TH TIME -DLR NOT ABL
E TO REPAIR OR EXPLAIN WHY THIS IS HAPPENING -CUST IS SEEK
ING REIMBURSEMENT OR A NEW VEH CUST WIFE WHO THE VEH BELONGS
DOES FEEL SAFE PER CUSTOMER, DEALER SAYS: -TODAY WE HOP
E WE CAN FIX CALL THE NUMBER IN YOUR BOOK -CONTACTED TECH A
ND LOOKED AT ANOTHER VEH WITH THE SAME CONCERN AND THERE IS
NO REPAIR CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE
IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CO
NSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS
THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU?
-OBC TO DLR CSR SPOKE WITH PETE WHO STATES THAT BEST TECH
WORKING ON VEH AND CUST CAN SPEAK TO HIM ABOUT CONCERN INFER
ENCE CASE ID: 5417

EO02-027 22000

CONSUMER AFFAIRS

06/18/2002 MMWAXPRG

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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: 0526141931
VIN: 1FMYU04171KA33959 ENGINE: 1 VEH TYPE: T OPENED: 07/31/2001
CLOSED: 07/31/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MASON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 3000
DEALER NAME: KINGS FORD INC SALES CODE: F47016 P & A: 01970
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: CHEDWARDS CHARMAINE EDWARDS
ACTION DATA/COMMENTS:

2001/07/31

15.06.34 CUSTOMER SAYS: -TOOK IT IN YESTERDAY TO HAVE IT LOOKED AT
-THE DLR IS KING'S FORD -I REQUESTED A REGIONAL REP TO L
OOK AT THE DLR -I AM VERY ANNOYED -I WANT YOU TO GIVE ME A
NUMBER THAT I COULD CALL TO GET THIS RESOLVED -I DO NOT F
EEL THAT FORD IS DOING ANYTHING TO ASSIST ME PER CUSTOMER
DEALER SAYS: -REGIONAL INSPECTOR COMES WHEN HE COMES C
AC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FOR
D/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT CRM/SERV MGR ----- -KING'S F
ORD -REPLACED THE LNR INTAKE MANIFOLD GASKET -WARRANTY TE
STED MGL 07/20/2001 -ROAD TEST VEH CUTTING OUT OVER BUMPS 0
/05/2001 -REPALCED LEFT REAR DOOR WEATHER STRIP 05/11/2001
----- -APOLOGIZED AND ADVISED CUSTOM
ER THAT THE REGIONAL REP IS NOT DONE THROUGH THE CAC -IT I
S DONE THROUGH THE SERVICE DEPT VIA OF THE S/M -CUSTOMER I
S NOT HAPPY WITH THIS SHE WANTS ANOTHER \$ THAT SHE CAN CALL
TO GET TO THE VEH RESOLVED -TRIED TO ADVISE CUSTOMER THAT T
HE DLR'SHIP IS OUR TECHNICAL SOURCE AND THEY HAVE THE APPOR
PRIATE RESOURCES FOR REPAIR PROCEDURES INFERENCE CASE ID: 4
905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: M-HUBER MATT HUBER
ACTION DATA/COMMENTS:

END-027 22000

2001/08/27
22.33.42 VEHICLE REPAIRED

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: 0543400241
VIN: 1FMCU04141KF54468 SCRN: H1 OPENED: 08/20/2001
ENGINE: 1 VEH TYPE: T CLOSED: 08/20/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MIDDLETOWN STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 9400
DEALER NAME: HEALEY FORD, LLC SALES CODE: F13507 P & A: 04352
REASON CODE: 1103 AMA - W/M CRITERIA, REQUEST AMA PRIOR REPAIR
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: LOPINALDO LEAH OPINALDO
ACTION DATA/COMMENTS:

2001/08/20

10.40.09 CUSTOMER SAYS: JIM LATIMER - ESCAPE WAS TOWED TO FORD DLR
, SUNDAY MORNING - BULLEY FELL OFF THE FRONT - I'M 350 MIL
ES AWAY FROM HOME; WAS ON VACATION - NEED LOANER VEH - HA
VE TO GO BACK TO WORK TOMORROW MORNING - MY NUMBER WHERE I'
M STAYING NOW IS [REDACTED] - THERE'S A ENTERPRISE IN POT
SDAM - BUT THERE'S NO ENTERPRISE IN MIDDLETOWN - CALLED SE
LLING DLR (HEALEY FORD) TO SEE IF THEY CAN HELP OUT, BUT THE
Y HAVEN'T GOT BACK TO ME PER CUSTOMER, DEALER SAYS: SCOTT
FORD, POTSDAM : - CAN'T GET PART IN UNTIL TOMORROW CAC A
DIVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST C
USTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER Contac
T CUSTOMER REGARDING REQUEST OBC TO STIVE, SERV MGR (HEALY
FORD) : - WE'RE GOING TO HELP CUST; HE'S BEEN OUR CUST FO
R A LONG TIME - WILL PUT CUST IN AN ENTERPRISE CAR - I'VE
RESERVED - HAVE CUST GET IN TOUCH W/ ENTERPRISE - CONTACT
: 315-265-0700 - CUST WOULD HAVE TO ROUND TRIP THE VEH; WH
EN CUST PICKS UP HIS VEH (BRING LOANER BACK AND PICK UP OWN
VEH, HIMSELF) INFERENCE CASE ID: 5232

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

ENR2-827 22578

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 53 KANSAS CITY CONCERN ISSUE CASH NBR: 0567142551
 VIN: 1FMCU04161KB03218 ZONE: D2 OPENED: 09/12/2001
 ENGINE: 1 VEH TYPE: T CLOSED: 09/12/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: EUREKA STATE: MO ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 8900
 DEALER NAME: LONG FORD SALES, IN SALES CODE: F53333 P & A: 08276
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAG138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR, CONTACT CRM
 DOCUMENT: ANALYST: CORANT2 CAROL GRANT
 ACTION DATA/COMMENTS:

2001/09/12
 15.44.23

CUSTOMER SAYS: ***AS PER CUST'S E-MAIL*** -I HAVE HAD MY
 ESCAPE FOR SEVERAL MONTHS AND IT HAS BASICALLY BEEN PROBLEM
 FREE UNTIL THIS PAST WEEKEND. THE ENGINE STALLED WHILE I WAS
 DRIVING AND FORTUNATELY WAS ABLE TO PULL OVER. ALTHOUGH IT
 STARTED AGAIN, IT CONCERNS ME. IN REVIEWING SOME OF THE COM-
 MENTS AT THE EDMUNDS AUTOSITE, IT APPEARS I AM NOT ALONE WITH
 THIS PROBLEM BUT I CANNOT SEEM TO FIND WHERE FORD INDICATES
 WHAT THE "FIX" IS. I AM TAKING IT IN TO LONG FORD IN THE MO-
 RNING BUT WOULD LIKE TO HEAR WHAT FORD HAS TO SAY ABOUT THIS
 SINCE IT DOES NOT APPEAR TO BE AN ISOLATED INCIDENT. THIS IS
 A VERY DANGEROUS SITUATION ESPECIALLY FOR THOSE OF US WHO
 DO A LOT OF DRIVING. PLEASE ASSIST--THANK YOU. -CUST CAN BE
 REACHED AT 536-949-3003 X4141 -CUST WANTED FORD TO HAVE THE
 CONCERN ON RECORD. PER CUSTOMER, DEALER SAYS: LONG
 FORD THE DEALER CONTACTED FORD HOTLINE AND SPOKE TO ENGI-
 NEERS, THEY SAID NOT TO TOUCH ANYTHING UNLESS THE CONCERN CAN
 BE DIAGNOSED. -DEALER ADVISE CUST TO BRING THE VEH BACK WHEN
 ITS EXPERIENCING THE CONCERN. CNC ADVISED: - WE RECOMMEND
 THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFOR-
 MATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV-
 MGR -CBC TO CUST AND SPOKE WITH MRS GILLIES --SHE STATES
 THAT SHE TOOK THE VEH TO LONG FORD AND YESTERDAY. INFERENCE
 CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: B-BOHANO BRIAN BOHANO
 ACTION DATA/COMMENTS:

2001/10/11
 12.50.19 VERIFIED AND REPAIRED VEHICLE

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 10 SDR CONCERN ISSUE CASH NBR: 0637721501
 VIN: 1FMCU03181KF61294 ZONE: R1 OPENED: 05/30/2001
 ENGINE: 1 VEH TYPE: T CLOSED: 05/30/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

EM02-027 22671

CITY: ATLANTA STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 7000
DEALER NAME: PAGE FORD, INC. SALES CODE: F71469 P & A: 03775
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: HRASHID HARUN RASHID
ACTION DATA/COMMENTS:

2001/05/30

17.00.07 CUSTOMER SAYS: - CUST IS IN GRAND CANYON, NORTH RIM - VEH BROKE DOWN AND BEING TOWED TO PAGE FORD, ARIZONA WHICH IS ABOUT 120 MILES FROM GRAND CANYON - CUST IS REQUESTING A LOANER PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CONT ACT CUSTOMER TO PROCESS LOANER REQUEST - OSC TO DLR AND SPOKE TO S/M BILLIE BROOKS, DLR DOES NOT PROVIDE LOANER BUT WILLING TO PROCESS P96; SHE ALSO SAID WE ARE AT A REMOTE AREA, AND THERE IS HARDLY ANY RENTAL AGENCY; SHE CALLED THE ONLY RENTAL AGENCY AND FOUND THERE IS ONLY ONE VEH AVAILABLE AND WILL COST \$40 A DAY; DLR WILL RESERVE VEH FOR 2 DAY FOR CUST AND WHICH IS \$80; PROVIDED RENTAL ASSISTANCE FOR 2 DAY AND COST IS \$80; ADVISE S/M TO EMAIL FOR THE COMMITMENT CODE - ADVISE CUST OF ABOVE INFERENCE CASE ID: 5224

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 227 - INQUIRY FROM DEALER
DOCUMENT: ANALYST: HRASHID HARUN RASHID
ACTION DATA/COMMENTS:

2001/06/01

14.57.13 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - RECEIVED A CALL FROM S/M MS. BILLIE BROOKS THAT DLR WILL NOT GET THE PART UNTILL MONDAY, JUNE 4, 2001 AND WANTS US TO EXTEND LONER FOR ADDITIONAL 3 DAYS FOR \$40 A DAY; THEREFORE TOTAL RENTAL ASSISTANCE IS (\$120+\$80) = \$ 200 NOW

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19
===== CONCERN ISSUE CASE NBR: 0637721501
REGION: 10 SDR ZONE: R1 OPENED: 05/30/2001
VIN: 1FMCU03181KF61294 ENGINE: 1 VEH TYPE: T CLOSED: 06/18/2001
=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: HRASHID HARUN RASHID
ACTION DATA/COMMENTS:

2001/06/18

14.22.11 CUSTOMER SAYS: - PER CUSTOMER, DEALER SAYS: CAC ADVISED:

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC103 - UNABLE TO CONTACT CUSTOMER - INCORRECT CUSTOMER INFORMATION
DOCUMENT: ANALYST: F71469 PAGE FORD

EM62-827 22672

ACTION DATA/COMMENTS:

2001/06/25

13.32.27 THIS CUSTOMER WAS A VISITING OWNER PREVIOUSLY. CUSTOMER CAN NOT BRING VEHICLE TO PAGE FORD SINCE SHE HAS MOVED TO THE STATE OF GEORGIA

CONSUMER AFFAIRS

06/18/2002 MCFAXPRG

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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: 0775423320
VIN: 1FMYU04141KD92749	ZONE: K2	OPENED: 08/09/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 08/09/2001

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	BLACKLICK	STATE:	OH	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	13000			
DEALER NAME:	COCKEHLIN FORD	SALES CODE:	947651	P & A: 02303
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE			

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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: PAROMOLA FLORENCE ARONOLAHAN
 ACTION DATA/COMMENTS:

2001/08/09

09.15.07 CUSTOMER SAYS: - I HAVE A QUESTION ABOUT MY BHP - I WANT TO MAKE SURE I'LL HAVE A CAR WHEN MY VEH IS SERVICED - VEH JUST QUIT RUNNING IN THE MIDDLE OF THE ROAD PER CUSTOMER, D EALER SAYS: - BRING VEH IN TOMORROW MORNING CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUS - CBC TO THE SE

0002-027 22073

A/MGR---RICH-----SPOKE TO CUST THIS MORNING - ESP DOES NOT
PROVIDE LOANER VEH INFERENCE CASE ID: 4905

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 6610FT FERDINAN TALAM
ACTION DATA/COMMENTS:

2001/08/20
14.21.30 CSM COMMENTS: VEHICLE NEVER TONED INTO COUGHLIN FORD.
CLOSING OUT CONTACT.

CONSUMER AFFAIRS

06/18/2002 MEFAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 74 SEATTLE CONCERN ISSUE CASE NBR: 0824000331
VIN: 1FMYU02B51KP45098 ENGINE: B VEH TYPE: T OPENED: 08/23/2001
CLOSED: 08/23/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: VANCOUVER STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 13683
DEALER NAME: COURTESY FORD SALES CODE: F74013 P & A: 08502
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: DJARRETT DONNA JARRETT
ACTION DATA/COMMENTS:

2001/08/23
11.54.15

CUSTOMER SAYS: THIS IS A FOLLOW-UP TO THE PENDING INVESTIGATION INTO A FORD ESCAPE (VIN: 1FMYU02B51KP45098) WE PURCHASED IN NOVEMBER, 2000. WE HAVE GOTTEN NO SATISFACTION AT THE DEALER LEVEL, MY WIFE AND I HAVE BEEN TOLD REPEATEDLY THAT THERE IS NOTHING THAT CAN BE DONE. IF I WENT INTO THIS CONTRACT BELIEVING THAT, I WOULD NOT HAVE COMMITTED \$20,500 OF MY INCOME TO MY FAITH IN FORD. AS CONSUMERS, WE ARE ENTITLED, BY VIRTUE OF THE BUMPER TO BUMPER WARRANTY, TO EXPECT A CAR TO USE DURING THE TIME IT TAKES TO ASSESS WHAT'S WRONG WITH OURS. UNFORTUNATELY, WE DIDN'T EVEN GET THAT, AND IT CAN BE DOCUMENTED. WE THEREFORE NEEDED A CAR WE CAN DEPEND UPON. IF A CAR CAN'T BE ASSESSED, IT CAN'T BE FIXED. NEITHER FORD MOTOR COMPANY NOR THE DEALER, COURTESY FORD IS DOING ANYTHING YET TO HELP US OR TO HONOR THEIR PRODUCT AND THERE HAS BEEN NO APPARENT ATTEMPT BY ANYONE BUT ME TO ADDRESS THIS. THE GENERAL MANAGER AT COURTESY SUGGESTED I CONTACT FORD ABOUT

0802-027 22674

IT, AND I HAVE. SO FAR, I AM TOLD NOTHING CAN BE PROMISED, BUT AN INVESTIGATION WILL OCCUR. THE FACT STILL REMAINS THAT IF WE COULD GO WITHOUT A CAR FOR DAYS OR WEEKS, WE WOULD NOT NEED ONE AT ALL. SO FAR, OUR PREDICAMENT HAS FALLEN UPON D EAF EARS AT THE DEALER LEVEL. 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 ***** - C SR MAB OSC TO DLRSH, SVC MGR WAS UNAVAILABLE, IN MEETING, S POKE WITH ALAN MAILLET, SVC ADVISOR. ALAN SAID CUST BROUGHT VEH IN 08/03/01 RE STALLING CONCERN. DLRSH WAS UNABLE TO DUPLICATE CONCERN AND REQUESTED CUST BRING VEH BACK WHEN CONVENIENT AND LEAVE FOR FURTHER TESTING. DLRSH STILL WAITING TO HEAR FROM CUST. INFERENCE CASE ID: 4905

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: 74 SEATTLE	CONCERN ISSUE	CASE NBR: 0824000331
VIN: 1FMYD02B51KF45098	ZONE: C1	OPENED: 08/23/2001
	ENGINE: B VEH TYPE: T	CLOSED: 08/29/2001

=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
 DOCUMENT: ANALYST: A-SMI15 MARK HARPER
 ACTION DATA/COMMENTS:

2001/08/29

17.08.37 DEALERSHIP HAS BEEN WAITING FOR CUSTOMER TO MAKE AN APPT AT A CONVENIENT TIME FOR HIM. DEALERSHIP HAS NOT BEEN ABLE TO VERIFY CUSTOMERS ENGINE DYING CONCERN. DEALERSHIPS PARTS AND SERVICE DIRECTOR HAS NOW LEFT A MESSAGE FOR CUSTOMER. P AND S DIR MARK HARPER

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
 REGION: VIN: 1FMCU04121KF33389 ENGINE: 1 VEH TYPE: T
 CASE NBR: 1322591741
 OPENED: 07/13/2001
 CLOSED: 07/13/2001
 STATUS: CLOSED
 LAST NAME: [REDACTED] FIRST NAME: [REDACTED]
 TITLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: PARAMUS STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 4200
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 2203 SPECIAL LIAISON - EXECUTIVE REFERRAL
 SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CASL - CONSUMER AFFAIRS - SPECIAL LIAISON COMMUNICATION: PHONE
 ACTION: SL307 - DECISION - OFFER PERSONAL APPROACH MAINTENANCE PROGRAM
 DOCUMENT: ANALYST: FBREWING FAY BREWINGTON
 ACTION DATA/COMMENTS:

2001/07/13

16.40.53

CUSTOMER E-MAIL/LETTERS ADDRESSED TO J. MASSER W/MULTIPLE DATES 1ST REC'D 6/28 CORRESPONDENCE STATES: ** SHE IS WRITING TO EXPRESS HER LESS THAN SATISFYING EXPERIENCE W/HER NEW ESCAPE ** WITH APPROXIMATELY 4K MILES ON IT, THE ENGINE DEVELOPED MASSIVE PROBLEMS THAT REQUIRED IT TO BE REPLACED. ** SHE IS VERY UNHAPPY WITH THE WAY OUR "BLUE OVAL" DEALER DEALER HAS TREATED HER DURING THE ENTIRE ORDER. ** FEELS LIKE FMC IS BUILDING CARS FROM THE EARLY 80'S AGAIN CUSTOMER SEEKS: ** SUGGESTIONS OF HOW TO RECTIFY HER LESS THAN SATISFACTORY SITUATION OBC TO DLR: ** UPPER ENGINE NOISE - TECH HOTLINE ADVISED TO REPLACE THE ENGINE. ETA 8 DAYS (~7/6) OBC TO CEM: ** TO ADVISE OF THE SITUATION AND TO ASSIST THE DEALER IN ANY WAY TO GET THE ENGINE IN ASAP. OBC TO CUSTOMER: ** PER CUSTOMER - VEHICLE STALLED ON A SUNDAY - PISTILLI WAS THE CLOSET DEALER FOR THE TOW TRUCK. IT TOOK ~3 DAYS BEFORE THEY WOULD LOOK AT THE VEHICLE. SHE FEELS SHE WAS TREATED RUDELY SINCE SHE DID NOT PURCHASE THE VEHICLE FROM THEM. SHE HAD VACATION SCHEDULED WITH DEPOSITS MADE AND NOW ALL OF THAT WOULD BE LOST BECAUSE OF THIS. CUSTOMER PAID FOR RENTAL 5 DAYS BEFORE THE DEALER PUT HER INTO A LOANER VEHICLE. PER NJ LEMON LAW IF THE VEHICLE IS DOWN 20 DAYS SHE IS ENTITLED TO A REFUND/REPLACEMENT. ** THE WAY SHE FEELS RIGHT NOW ONCE THE VEHICLE IS REPAIRED SHE WILL GET A TOYOTA. OCE ADVISED CUSTOMER: ** WILL WORK IN CLOSE CONTACT W/DEALER AND REGION TO ENSURE THAT THE VEHICLE IS REPAIRED AS QUICKLY/EFFICIENTLY AS POSSIBLE. WILL REVIEW AFTER VEHICLE IS REPAIRED TO OBTAIN FMC LOYALTY. REC'D CALL FROM CUSTOMER 7/9: ** NO ENGINE AT THE DEALER YET AND 20 DAYS (LEMON LAW) IS ON FRIDAY (7/13) OBC TO DEALER: ** PER JOHN, SM, THE ENGINE IS NOT IN YET - PROVIDED REFERENCE # (ENGINE EXCHANGE PLANT) 1FY25018 OBC ANN MARIE VEECHIO, PVT, PCSD FOR ASSISTANCE TRACING THE ENGINE. REC'D

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

002-827 22076

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION:

CONCERN ISSUE

CASE NBR: 1322591741

VIN: 1FMCU04121KF33389

ZONE:

OPENED: 07/13/2001

ENGINE: 1 VEH TYPE: T

CLOSED: 07/13/2001

2001/07/13

16.40.53

E-MAIL FROM MARTI PRICE, CLEVELAND ENG SPECIALIST - THE ENGI
HE WAS SHIPPED ON 6/29 AND ARRIVED AT THE DEALER ON 7/3. IT
WAS IN THE PARTS DEPARTMENT - NO ONE NOTIFIED HIM THAT IT H
AD ARRIVED. VEHICLE WILL BE REPAIRED BY THURSDAY, 7/12. AD
VISED MR. & MRS. STEINFELD OF THE STATUS (LESS THE ARRIVAL D
ATE OF THE ENGINE) REC'D CALL FROM MR. STEINFELD (7/13), THE
VEHICLE HAS BEEN REPAIRED THERE WAS SOME DAMAGE TO THE GROU
ND EFFECTS BUT THE DEALER IS TAKING CARE OF IT. ** THEY LOV
E THE VEHICLE AND WANT TO KEEP IT BUT DO NOT HAVE THE SAME C
ONFIDENCE THEY ONCE HAD, OCE OFFERED (WITH CONCURRENCE OF CS
M) A 5/75 PRIMUMCARE BSP (TO BE UPLOADED BY CEM) AND FROM O
CE 3/45K MAINTENANCE CARE BSP. CUSTOMER HAS ACCEPTED THE OFF
ERS AND IS SATISFIED AND ONCE AGAIN ENJOYING THEIR VEHICLE.

ORIGIN: CACMLD - CRC- PRIORITY GROUP COMMUNICATION: PHONE

ACTION: 14 - EXEC REF DOCUMENT ADDITIONAL INFORMATION

DOCUMENT: ANALYST: CPANG6 CHONG TANG

ACTION DATA/COMMENTS:

2001/07/18

15.41.07

CUSTOMER SAYS: ****EXECUTIVE OFFICE**** AS PER CONTACT ON
7/18/01 AT 8:45 AM EST VEH. IS WORKING FINE, EVERYTHING I
S OK- THANKS FOR CALLING [HUNG UP] PER CUSTOMER, DEALER S
AYS: AS PER CONTACT WITH FAY BREWINGTON OF CEO'S OFFICE O
N 7/18/01 - CK HAS BEEN COACHED BY SOMEONE, IT APPEARS THEY
ARE FROM THE SHARONVILLE TRANSMISSION ASSEMBLY PLANT OHIO -
513 782 7333 - MAIN PLANT MGR MR. VIC KANE : MS. MARIE JOH
NSON, ASSISTANT PLANT MGR 513 782 7810 _ FMC DID HOLD A ME
ETING EARLIER WITH ITS EMPLOYERS STATING THAT CRC WAS BEING
MOVED TO CANADA, PERHAPS THATS HOW THEY RECEIVED NAME AND/OR
EMAIL - I AM NOT AWARE OF OF ANY LETTERS BEING SENT TO
NEW ESCAPE OWNERS WITH MR. ERICKSON'S NAME ON IT- CAC ADVI
SED: AFTER PROVIDING DETAILS ON HOW CK CONTACTED EXEC. OFFICE
- IT WAS DISCOVERED THAT CK HAS POSSIBLY LOCATED MR. ERICKSO
N'S CONTACT THROUGH FORD WEBBIT- GLAD TO HEAR VEH. IS PE
RFORMING WELL AND THAT CK IS CONTENT - COMPLETED

CONSUMER AFFAIRS

06/18/2002 HMFAXPRG

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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: 1337370131

VIN: 1FMYU04141KF54203

ZONE: C1

OPENED: 01/13/2001

ENGINE: 1 VEH TYPE: T

CLOSED: 01/13/2001

LAST NAME:

STATUS: CLOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

E982-827 22577

CITY: SEWELL STATE: NJ ZIP: XXXXXX
HOME PHONE: XXXXXXXXXX
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 900
DEALER NAME: LEHIGHTON FORD, INC SALES CODE: F16476 P & A: 08463
REASON CODE: 0206 RENTAL/LOANER - RENTAL/LOANER REQUEST
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 538 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; DEALER POLICY
DOCUMENT: ANALYST: DENGILIS2 DOMANE ENGLISH
ACTION DATA/COMMENTS:

2001/01/13

10.06.17 CUSTOMER SAYS: VEHICLE TOWED TO A DEALERSHIP LAST NIGHT NO
WEVER THE DEALERSHIP IS NOT OPEN AND SO WORK CANNOT BE DONE,
,,I AM 2 AND A HALF HOURS AWAY FROM HOME AND I NEED TO GET T
HE REPAIRS DONE,,THE VEHICLE DIED ON ME AND IT SEEMS TO BE
THE TRANS,,WOULD LIKE TO GET THE VEHICLE TOWED TO HOME DEALE
RSHIP SO THAT AFTER REPAIRS ARE DONE I WILL NO HAVE TO TRAVE
L THIS DISTANCE TO PICK IT UP ...I WOULD LIKE TO GET A RENTA
L VEHICLE FOR THE REST OF THE WEEKEND SO AS TO CONTINUE ON M
Y TRIP... (HOME DEALERSHIP IS MILLER FORD IN MOUNT HOLLY, N.J
) VEHICLE AT BENNETT FORD IN LEHIGHTON, N.J. TEL #610 377 47
70 PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - VEHIC
LE DOES NOT HAVE ANY LOANER PROVISIONS - DEALERSHIP MAY PRO
VIDE THIS SERVICE - DOCUMENTED , FORWARDED INFO TO CRM/SERV
MGR - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUS
INESS DAYS,,,OBC TO DEALERSHIP TO GET FEEDBACK: SPOKE TO DE
ALER PERSONNEL WHO ADVISED THAT THE SERVICE DEPT IS CLOSED,,
,THE DEALERSHIP CLOSE BY CANNOT DO THE WORK EITHER AS THEY H
AVE ONLY ONE STAFF ON DUTY AND HE IS BOOKED UNTIL CLOSING,,
ADVISED CUSTOMER TO GO AHEAD AND GET RENTAL FOR THE REST OF
THE WEEKEND AND FORD WILL REIMBURSE HIM THROUGH HIS HOME DEA
LERSHIP,,,CSR WILL FOLLOW UP ON MONDAY WITH DEALERSHIP WHERE
THE VEHICLE IS FOR REPAIRS. INFERENCE CASE ID: 4040

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F16476 BENNETT LEHIGHTON FORD
ACTION DATA/COMMENTS:

2001/01/16

10.28.55 CONTACTED CUSTOMER AND CUSTOMER WAS AUTHORIZED BY CUST ASSIS
TANCE CENTER TO RENT A VEHICLE AND APPLY THRU SELLING

CONSUMER AFFAIRS

06/18/2002 MNPXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 1337370131
REGION: 10 SDR ZONE: C1 OPENED: 01/13/2001
VIN: 1FMYU04141KF54203 ENGINE: 1 VEH TYPE: T CLOSED: 01/16/2001

2001/01/16

10.28.55 DEALER FOR A REFUND FOR RENTAL

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
ACTION DATA/COMMENTS:

2001/01/17

09.01.14 CUSTOMER SAYS: CUST SAYS THE DLRSHP WAS TOLD BY FORD NOT T
O GO AHEAD WITH ANY REPAIRS; CUST SAYS THE DLRSHP WAS TOLD Y
ESTERDAY TO REMOVE THE TRANSMISSION AND REPLACE IT WITH A NE
W ONE; HAS BEEN TOLD THEY CANNOT GET A NEW TRANSMISSION UNTI

0002-027 22078

L. FRIDAY; CUST SAYS DLRSHP IS CLOSED ON MONDAY; VEH PROBABLY WILL NOT BE READY UNTIL NEXT WEEK; CUST IS UPSET THAT THE VEH IS 2 1/2 HRS. AWAY; WANTS THE TRUCK DELIVERED TO HIM WHEN IT IS READY PER CUSTOMER, DEALER SAYS: TRANSMISSION WILL NOT ARRIVE UNTIL 01/19/01 CAC ADVISED: - OBC TO DLRSHP; SPOKE WITH S.M. JOHN KREBS; WAS ADVISED THAT VEH WOULD MORE THAN LIKELY BE READY NEXT MONDAY OR TUESDAY; DISCUSSED WITH S.M. ON HAVING THE VEH DELIVERED TO CUST; ADVISED THAT CRC WAS WILLING TO ASSIST ON THIS (RENTAL FOR 1 EMPLOYEE, 2ND EMPLOYEE DRIVES CUST'S VEH - EMPLOYEE TIME); DLRSHP WILL CALL CRC WHEN THEY CAN DETERMINE EMPLOYEE AVAILABILITY - WILL FOLLOW UP WITH DLRSHP CUST ON 01/19/01 AT 1:30 P.M.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 208 - FOIND IN OUTSIDE SOURCE
DOCUMENT: ANALYST: DENGLIS2 DUNANE ENGLISH
ACTION DATA/COMMENTS:

2001/01/18
10.19.53 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: ECH CSR DUNANE NEED TO GET UPDATED WITH CONCERN BY CSR A THOMP2,,

ORIGIN: CACM08 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 822 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
ACTION DATA/COMMENTS:

2001/01/22
12.39.26 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - OBC TO DLRSHP; SPOKE WITH S.M. JOHN KREBS WHO SAID THEY ARE STILL WAITING FOR THE TRANSMISSION FROM ASSEMBLY PLANT; WILL HAVE MORE INFO AVAILABLE TOMORROW AFTERNOON - WILL FOLLOW UP ON 01/23/01 AT 2:00 P.M.

CONSUMER AFFAIRS

06/18/2002 HMPAKPRG

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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: 1337370131
VIN: 1FMYU04141KF54203	ENGINE: 1	OPENED: 01/13/2001
	VEH TYPE: T	CLOSED: 01/23/2001

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ORIGIN: CACM08 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 822 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
ACTION DATA/COMMENTS:

2001/01/23
15.25.51 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - OBC TO DLRSHP; SPOKE WITH S.M. JOHN KREBS WHO SAID THE TRANSMISSION ARRIVED THIS AFTERNOON; S.M. WILL CALL CRC WITH INFO ON EMPLOYEE TIME AND RENTAL - OBC TO CUST; 1 EPT MESSAGE WITH UPDATED INFO - WILL FOLLOW UP TOMORROW AT 4:00 P.M.

ORIGIN: CACM08 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 822 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:

16.16.34 CUSTOMER SAYS: - CUST WANTS ANTHONY, THE CSR THAT IS WORKING ON HIS ISSUE TO TELL THE SERV MGR THE FOLLOWING IF THE CUST'S VEH IS READY: - WHEN SERV MGR SAYS VEH IS READY CUST WOULD LIKE SERV MGR TO DELIVER THE VEH TO THE CUST'S HOUSE AND

2002-827 22078

D LOCK THE KEYS IN THE VEH BECAUSE CUST HAS A SPARE KEY -
 CSR, ANTHONY DOES NOT NEED TO CALL CUST AT 4:00 TO TELL HIM
 THAT HIS VEH IS READY. CUST WOULD LIKE CSR TO GIVE SERV MGR
 THE ABOVE INSTRUCTIONS AS CUST STATES HE WILL NOT BE HOME AT
 4:00PM PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED:
 *** AS PER CSR'S NOTES, CUST WAS TOLD: - OBC TO DLRSHP; S
 POKE WITH S.M. JOHN KREBS WHO SAID THE TRANSMISSION ARRIVED
 THIS AFTERNOON; S.M. WILL CALL CRC WITH INFO ON EMPLOYER TIM
 E AND RENTAL - OBC TO CUST; LEFT MESSAGE WITH UPDATED INFO
 - WILL FOLLOW UP TOMORROW AT 4:00 P.M. *** NOTES ARE LEFT
 THAT THE CSR WHO IS WORKING ON THE ISSUE CAN RELAY MSG TO SE
 RV MGR

 ORIGIN: CAC008 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
 ACTION: B22 - UPDATED CONTACT INFO
 DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
 ACTION DATA/COMMENTS:

2001/01/24
 09.08.34 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
 C ADVISED: - OBC TO DLRSHP; SPOKE WITH S.M. JOHN KREBS WHO
 SAID THE VEH IS IN TRANSIT; ADVISED FOR CRC TO CALL BACK AT
 4:00 P.M. TO GET THE R.O., LINE, ETC. AND TO THEN GIVE A COD
 E - WILL FOLLOW UP AT 4:00 P.M.

CONSUMER AFFAIRS 06/18/2002 M06VAXPG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

 CONCERN ISSUE CASH NBR: 1337370131
 REGION: 10 SDR BONE: C1 OPENED: 01/13/2001
 VIN: 1FMYU04141KF54203 ENGINE: 1 VEN TYPE: T CLOSED: 01/24/2001

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: F16476 BENNETT LEIGHTON FORD
 ACTION DATA/COMMENTS:

2001/01/24
 15.23.05 CUSTOMER REQUESTED VEHICLE BE DELIVERED TO THEIR HOME
 IN NEW JERSEY. DEALER COMPLETED REPAIR AND DELIVERED BACK
 TO THEIR HOME IN NEW JERSEY LEFT VEHICLE IN DRIVE WAY AND
 LOCK KEYS IN VEHICLE AS PER CUSTOMER INSTRUCTED
 CUST ASSISTANCE CENTER AUTHORIZED DELIVERY OF VEHICLE
 CUST DID NOT SIGN REPAIR ORDER VEHICLE WAS DROPPED OFF AND
 CUST NOT HOME WHEN DELIVERED

 ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 819 - AWARD CONSEQUENTIAL FINANCIAL ASSISTANCE
 DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
 ACTION DATA/COMMENTS:

15.49.49 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
 C ADVISED: - OBC TO DLRSHP; SPOKE WITH S.M. JOHN KREBS WHO
 SAID THE VEH HAS BEEN DELIVERED P.A. 20614 R.O. 5241 LINE
 02 \$125.00 - NO FURTHER FOLLOW UP

CONSUMER AFFAIRS

06/18/2002 MMFAAPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

=====

REGION: 41 CHICAGO	CONCERN ISSUE	CASE NBR: 1378833001
VIN: 1FMCU04191KE79573	ZONE: C1	OPENED: 10/27/2001
	ENGINE: 1	CLOSED: 10/27/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:				MI:
ADDRESS:				
CITY:	CHICAGO	STATE:	IL	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	14000			
DEALER NAME:	BERT WEIDMAN FORD	SALES CODE:	F41036	P & A: 01510
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607492 STALL/QUITS AT IDLE NOT ENGINE			

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NGONWALE NADIYAH GONWALE
ACTION DATA/COMMENTS:

2001/10/27

10.31.36

CUSTOMER SAYS: -CUST IS OUT OF TOWN -ROADSIDE ASSISTANCE
IS TOWING THE VEH -THE DLRSHP IN THE AREA CANNOT LOOK AT
THE VEH IN IOWA -THE CUST IS IN IOWA AND WOULD LIKE TO KNOW
IF SHE TAKES THE VEH INTO AN INDEPENDANT IF THE REPAIRS WIL
L BE COVERED PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISE
D: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEAL
ERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD C
ONTACT CRM/SERV MGR -ADVISED CUST THAT FORD WILL ONLY RET
RIBURSE FOR EMERGENCY EMISSION-RELATED REPAIR IF A FORD DEALE
RSHIP IS NOT AVAILABLE -IN THIS CASE THE DLRSHP IS AVAILABL
E AND THE CUST HAS TO HAVE THE REPAIRS COMPLETED BY THAT DLR
SRV INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC022 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: F-MASHEI BERT WEIDMAN FORD
ACTION DATA/COMMENTS:

2001/10/30

18.50.28

SPOKE TO CUST ON 10/30/01 CUST HAD VEHICLE REPAIRED IN IOWA
VEHICLE IS NOW RUNNING PROPERLY THANK YOU FRED

END-027 22861

From: Terzes, Laura (L.D.)
Sent: Thursday, June 20, 2002 4:17 PM
To: Le, Dzong (D.H.); Fessett, Bob (R.J.); Dalbo, Bob (R.J.)
Subject: FW: 2001 & 2002 Escape MORIS Search

01-02 ESCAPE
talls-Quits (Joh..

Subject: FW: MORIS Symptom Code listing (data report includes customer verbatims)

STALL/QUITS	STALL/QUITS AT IDLE COLD ENGINE	607481
	STALL/QUITS AT IDLE HOT ENGINE	607482
	STALL/QUITS AT IDLE ALL ENGINE TEMP	607483
	STALL/QUITS ACCELERATION COLD ENGINE	607581
	STALL/QUITS ACCELERATION HOT ENGINE	607582
	STALL/QUITS ACCELERATION ALL ENGINE TEMP	607583
	STALL/QUITS AT CRUISE COLD ENGINE	607681
	STALL/QUITS AT CRUISE HOT ENGINE	607682
	STALL/QUITS AT CRUISE ALL ENGINE TEMP	607683
	STALL/QUITS DECELERATION COLD ENGINE	607781
	STALL/QUITS DECELERATION HOT ENGINE	607782
	STALL/QUITS DECELERATION ALL ENGINE TEMP	607783

EMR-827 22723

1/28/2003 10:42 AM

Page 1

CAWINDOWSTEMP01-02 ESCAPE Stalls-Guth (Johnson).ZIP

Name	Modified	Size	Ratio	Packed	Path
djohn02.txt	8/18/2002 2:52 PM	1,937,109	83%	329,380	
djohn03.txt	8/18/2002 2:52 PM	710,061	82%	126,483	
2 file(s)		2,647,180	83%	455,863	

5482-827 22724

 * ATTN: CONSUMER AFFAIRS MANAGER
 *

* SALES AND SERVICE CONTACTS COUNTRY: USA
 * OPENED BETWEEN 01/01/2000 AND 06/14/2002
 * ISSUE TYPES : ALL

* MODEL YEARS : 2001 OR 2002

* MODEL NAMES : ESCAPE

* BODY CODES : ALL

* REASON CODES: ALL

* SYMPTOMS : 807681 OR 807682 OR 807683 OR 807791 OR 807792
 OR 807793

* ENGINE CODES: ALL

* ACTION CODES: ALL

* OPENING ALL

* ORDER CODES:

* VEH. LINE : ALL

* STATE/PROV. : ALL

* REGION CODES: ALL

* DEALER CODES: ALL

* OPENING ALL

* ANALYST ID:

* ODOMETER: FROM: 000000 TO: 999999

 CONSUMER AFFAIRS

CONTACT COUNTS BY TYPE

CONCERN	INFORMATION	INQUIRY	LEGAL	PRIORITY	RAV	REGION	TOTAL
43	111	1	8	1	28	28	218

SORT SEQUENCE: (DEFAULT AND FINAL IS ISSUE TYPE)

1. BY AGENDCLNR 2. BY ASOVELD8
 3. BY ATZSYMP_CD 4.
 5. 6.
 7. 8.
 9. 10.

11

OWNER RELATIONS 06/18/2002 MMFAKPR2

 * ATTN: CONSUMER AFFAIRS MANAGER
 *

* SALES AND SERVICE CONTACTS COUNTRY: USA
 * OPENED BETWEEN 01/01/2000 AND 06/14/2002
 * ISSUE TYPES : ALL

EN02-027 22725

* MODEL YEARS : 8001 OR 8002
 * MODEL NAMES : ESCAPE
 * BODY CODES : ALL
 * REASON CODES: ALL
 * SYMPTOMS : 807681 OR 807682 OR 807683 OR 807791 OR 807792
 OR 807798
 * ENGINE CODES: ALL
 * ACTION CODES: ALL
 * OPENING ALL
 * CHAIN CODES:
 * VEH. LINES : ALL
 * STATEPROV. : ALL
 * REGION CODES: ALL
 * DEALER CODES: ALL
 * OPENING ALL
 * ANALYST ID
 * ODOMETER: FROM: 00000 TO: 99999

CONSUMER AFFAIRS

CONTACT COUNTS BY SORT FIELD

ASOMDLNR ASOVEH_08 A178YMP_CD

8001	ESCAPE	807681	8
807682	80		
807683	79		
807791	8		
807792	8		
807798	29		
8002	ESCAPE	807681	3
807682	8		
807683	30		
807791	1		
807792	8		
807798	18		

TOTAL 218

SORT SEQUENCE: (DEFAULT AND FINAL IS ISSUE TYPE)

1. BY ASOMDLNR	2. BY ASOVEH_08
3. BY A178YMP_CD	4.
5. 8.	
7. 8.	
9. 10	

11

OWNER RELATIONS 08/18/2002 15:40:00

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13:57:50

INFORMATION ISSUE CASE NR: 0044848802
 REGION: 74 SEATTLE ZONE: A1 OPENED: 64082002

EA02-527 22725

VIN: 1FMCU04H1W0F0002 ENGINE: 1 VEH TYPE: 7 CLOSED: 04/06/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: BOSTON STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 29011
DEALER NAME: BRIEN MOTORS INC SALES CODE: F74527 P & A: 00001
REASON CODE: 3005 PROXCOMP DURPERF - VEHICLE QUALITY
SYMPTOMS: 807801 STALL/OUTS AT CRUISE COLD ENGINE

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: CAMERON CHARLES ANDERSON
ACTION DATA COMMENTS:

4/6/2002

16.01.15 CUSTOMER SAYS: EMAIL RECEIVED 4/6/02 SAYS: A MONTH AFTER
BUYING MY VEH WHEN I TRAVELING DOWNHILL AND USUALLY 10 MINUT
BE OR LESS AFTER STARTING THE CAR FROM A COLD START, THE ENG
INE JUST SHUTS OFF, WHICH MEANS I LOSE ALL POWER, STEERING,
BRAKES, ETC. - I THOUGHT WAS JUST A FLAME OR THAT I HAD DON
E SOMETHING WRONG IN DRIVING THE CAR. - SEVERAL MONTHS LATE
R THE SAME THING HAPPENED AND AGAIN I JUST LET IT GO, AGAIN
A FEW MONTHS PASSED AND THE SAME THING HAPPENED BUT SEVERAL
TIMES IN ONE WEEK AND IT ALMOST RESULTED IN ME REAR-ENDING T
HE CAR IN FRONT OF ME. - I IMMEDIATELY TOOK IT INTO MY DEAL
ER WHO REPLACED A PART BUT HAD NEVER HEARD OF THIS HAPPENING
BEFORE. I ASSUMED THAT IT HAD BEEN TAKEN CARE OF. UNTIL YE
STERDAY TO MY SURPRISE, ONCE AGAIN TRAVELING DOWN A HILL, I
LOST MY STEERING AND ALMOST HIT A GUARD RAIL. IN ORDER TO GE
T GOING AGAIN I HAD TO COMPLETELY STOP USING THE EMERGENCY
BRAKE, PUT THE CAR IN PARK AND THE ENGINE RESTARTS JUST FINE
. - I FEEL THIS IS A LIFE THREATENING SITUATION AND I REFUS
E TO DRIVE MY CAR UNTIL SOMETHING IS FOUND, THIS IS A HUGE I
NCONVENIENCE FOR ME. I AM SCHEDULED TO TAKE MY CAR INTO THE
DEALER ON MONDAY, APRIL 8TH AND I HOPE THEY CAN DIAGNOSE AND
FIX THIS PROBLEM. - IS THIS AN ISOLATED EVENT OR HAVE YOU
HEARD OF THIS BEFORE? PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -AS THE CRC IS NOT A TECHNICAL FACILITY, WE
ARE UNABLE TO INFORM YOU OF THE CAUSE FOR THIS CONCERN OR PR
OVIDE A REPAIR PROCEDURE FOR IT. -WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/UM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CREDIT/RY MGR INFERENCE
CASE ID: 4801

CONSUMER AFFAIRS 09/18/2002 MMFAUPRO

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 12.27.00

INFORMATION ISSUE CASE NR: 0510342101
REGION: 34 ORLANDO ZONE D1 OPENED: 11/06/2001
VIN: 1FMCU04H1W0F13467 ENGINE: 1 VEH TYPE: 7 CLOSED: 11/06/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: JACKSONVILLE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 20000
DEALER NAME: MIKE BHAD FORD SALES CODE: F34527 P & A: 04587
REASON CODE: 3005 PROXCOMP DURPERF - VEHICLE QUALITY
SYMPTOMS: 807801 STALL/OUTS AT CRUISE COLD ENGINE

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: PRIMO PATRICIA EKPO

ED02-027 22727

ACTION DATA/COMMENTS:

11/6/2001
 16:37:28 CUSTOMER SAYS: -VEH STALLS WHEN DRIVING -CUST HAS BROUGHT
 VEH TO DEALERSHIP 3 TIMES FOR REPAIR AND PROBLEM HAS OCCURRED
 AGAIN -WANTS TO KNOW IF WE HAVE RECORD OF THIS BEING A KNOWN
 PROBLEM PER CUSTOMER, DEALER SAYS: NONE QAO ADVISED
 : -NO KNOWN PROBLEM WITH VEH - WE RECOMMEND THE REPAIR BE
 PERFORMED BY A FORD/IN DEALERSHIP - INFORMATION WILL BE SENT
 TO DLR, CUSTOMER SHOULD CONTACT CREDITORY FOR REFERENCE QAO
 EID: 4804

CONSUMER AFFAIRS DE/16/2001 16/37:28

BEGINNING OF CONTACT

DE/16/2001 MASTER OWNER RELATIONS SYSTEM W 12/27/2001

INFORMATION ISSUE CASE REF: 0000000000
 REGION: ZONE: OPENED: 12/27/2001
 VIN: 1FMYU09111K07057 ENGINE: 1 VEH TYPE: T CLOSED: 12/27/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: MR FIRST NAME: [REDACTED] MR: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SARASOTA STATE: FL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 2080
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 4100 - CUSTOMER INFORMATION ONLY
 SYMPTOMS: 1077H STALLS/STUTTS AT CRUISE/COOLD ENGINE

ORIGIN: 1000 - 1000 COMMUNICATION: PHONE
 ACTION: 10001 - 1000 INFORMATION ONLY, NO ACTION REQUIRED
 DOCUMENT: ANALYST: THOMAS CHENAPPA
 ACTION DATA/COMMENTS:

12/27/2001
 16:35:28 CUSTOMER SAYS: THE CUSTOMER IS HAVING A CONCERN WITH THE V
 EHICLE NOT STARTING ON FIRST CRANK. HE SAYS THAT HE HAS TO C
 RANK IT AT LEAST 8 TIMES BEFORE THE VEHICLE STARTS. HE SAYS
 THAT THE CONCERN STARTED ABOUT A MONTH AGO. HE SAYS THAT W
 HEN HE DOES TRY TO START THE VEHICLE THE ENGINE TEMPERATURE
 IS COLD. HE HAS NOT YET CHECKED THE BATTERY AND DOES NOT KNOW
 WHAT THE COLOR IS IN THE EYE OF THE BATTERY. THE CUSTOMER
 SAYS HE WAITS AT LEAST TWO SECONDS BEFORE TRYING TO RESTART
 THE VEHICLE. HE SAYS THAT WHEN HE DOES TRY TO RESTART THE
 VEHICLE SOMETIMES THE STEERING WHEEL DOES LOCK. THE CUSTOMER
 HAS NOT YET CHANGED THE OIL AND DOES NOT KNOW WHAT TYPE WA
 S USED IN THE VEHICLE. THE ONLY NOISE HE SAYS HE CAN HEAR I
 S THE ENGINE TRYING TO TURN OVER. HE HAS NOT NOTICED ANY VIB
 RATION LIGHT ILLUMINATE. THE CONCERN IS INTERMITTENT AND OCC
 URS AT LEAST 3 TO 4 TIMES A WEEK. THE CUSTOMER HAS THE VEH
 CLE PARKED IN THE GARAGE. -CUSTOMER IS TAKING THE VEHICLE
 INTO THE DEALERSHIP NEXT WEEK. PER CUSTOMER, DEALER SAYS:
 QAO ADVISED: -THE CUSTOMER WAS CONTACTED ON BEHALF OF T
 HE ESCAPE ASSEMBLY PLANT THROUGH THE 1000 PROGRAM, AT WHIC
 H TIME WE WERE MADE AWARE OF THIS CONCERN. -WE ARE SENDING
 YOU THIS CONTACT AS AN EARLY INDICATOR THAT THE CUSTOMER MA
 Y ADDRESS THIS ISSUE AT YOUR DEALERSHIP IN THE NEAR FUTURE.
 #16357

-PLEASE DETAIL CASE WITH SPECIFIC REPAIR INFORMATION AT

END-027 22728

YOUR EARLIEST CONVENIENCE. -IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CONTACT ME AT 1-800-888-8888 EXT 2087. -THANK YOU IN ADVANCE FOR YOUR ASSISTANCE. ***THOMAS*** - INFORMED THE CUSTOMER THAT I WILL CONTACT HIM IN A WEEK TO SEE IF HE HAS HAD THE CONCERN RESOLVED.

CONSUMER AFFAIRS 09/18/2002 NMFAJPRG

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15.27.56

CONCERN ISSUE CASE NBR: 088888112
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 01/18/2002
VIN: 1FMYU0810WCN1487 ENGINE: 1 VEH TYPE: T CLOSED: 04/16/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: 888 VALLEY STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 3170
DEALER NAME: 888 VALLEY FORD SALES CODE: F71467 P & A: 07028
REASON CODE: 1108 ANA - VAN CRITERIA, REQUEST AWR AFTER REPAIR
SYMPTOM: 807891 STALL/QUIT AT CRUISE COLO ENGINE

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: NHRUBANE MOOR HUBBANE
ACTION DATA/COMMENTS:

1/15/2002
21.51.56 CUSTOMER SAYS: CLAIMS AT 12/27/01 AT 888 MILES 888 VALLEY FORD REPLACED LEFT HEAD LIGHT DUE TO LEAKAGE IN HEADLIGHT FROM RAIN. CLAIMS ESCAPE WAS READY 01/14/02 & RETURNED RENTAL VEH. TODAY ENGINE SENSOR LIGHT CAME ON & VEH DIED AGAIN ON FREEWAY! SIMILAR SITUATION RECENTLY. CALLED 888 FORD WHO INSTRUCTED VEH TO BE TOWED TO THEM NEXT MORNING 01/17/02. 88888888 LOANER ASSISTANCE & IF YOU ARE UNABLE THEN I WILL PAY FOR RENTAL BUT WHO WILL REFLND COST? PER CUSTOMER, DEALER SAYS: 888 VALLEY FORD, CA 95008 (PREFERRED DLR) TEL: (808) 888-8888 UNABLE TO ASSIST IN LOANER PROVISION. CAC ADV 0888: 0888 REP UNAVAILABLE IN MORNING. CAC ADV'D CUST OF 88888888 REFERENCE # AND TO CALL CAC IN MORNING WHEN VEH TOWED TO 888 VALLEY FORD IF NO LOANER ASSISTANCE. DIAGNOSIS OF CONCERN WILL HAVE TO BE DETERMINED BY CAC BY CAC BASED FIRST BEFORE AUTH OF LOANER VEH. IF PAY OUT OF POCKET EXPENSE SEEK POSSIBLE ASSISTANCE WITH DLR/ORD AGAIN DEPENDING ON DIAGNOSIS OF CONCERN. NEXT CAC REP PLS HANDLE ACCORDINGLY. INFEREN CE CASE ID: 8888

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DASHIS - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: N-JORDAN 888 VALLEY FORD
ACTION DATA/COMMENTS:

1/24/2002
14.04.00 REPAIR MADE AND COMPLETED ON 1-17-02. CUSTOMER HAS NOT BEEN BACK SINCE. THANKS KATE JORDAN

CONSUMER AFFAIRS 09/18/2002 NMFAJPRG

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15.27.56

CONCERN ISSUE CASE NBR: 188888411

8882-827 22728

REGION: 47 CINCINNATI ZONE: A1 OPENED: 18/07/2001
VIN: 1FMYU04N1K2B9180 ENGINE: 1 VEH TYPE: T CLOSED: 18/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CINCINNATI STATE: OH ZIP: 45226
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT-4X4
MILEAGE: 11000
DEALER NAME: JOHN NOLAN FORD INC SALES CODE: F47008 P & A: 01884
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 807891 STALL/QUIT AT CRUISE COLD ENGINE

ORIGIN: CAC338 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 158 - ADVISE CUST INFO WILL BE SENT TO CLP; CONTACT CRM
DOCUMENT: ANALYST: ASBINGHAM ANDREW BINGHAM
ACTION DATA/COMMENTS:

18/07/2001

15.34.07 CUSTOMER SAYS: -VEH CUTS OUT ON ME AS I AM DRIVING -THE VEH JUST SHUTS OFF -THIS STARTED HAPPENING THREE MONTHS AGO OR AT 8000 MILES -HAVE BROUGHT THE VEH TO DLRSHP (KERRY FORD & JOHN NOLAN FORD) -AT THIS POINT AND TIME THE CUST IS TERRIFIED TO BE IN THE VEH -IF THE VEH SHUTS OFF IN THE MIDDLE OF RUSH HOUR IT COULD CAUSE A TERRIBLE ACCIDENT -JUST RECENTLY W/ THE WEATHER CHANGING THE BATTERY LIGHT WILL COME ON -WOULD LIKE SOMETHING TO BE DONE BY FORD TO FIX THE VEH PROPERLY PER CUSTOMER, DEALER SAYS: -DLRSHP (KERRY FORD & JOHN NOLAN FORD) SAY THAT IF THE ENGINE LIGHT IS NOT COMING ON IT WILL BE DIFFICULT FOR THE DLRSHP TO DIAGNOSE THE VEH CAC ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AL DEALERSHIP -INFORMATION WILL BE SENT TO DL R, CUSTOMER SHOULD CONTACT CRM/BERY MGR *****C80 TO DL RSH***** -CAC SPOKE TO SER. MAN (ED) -ED SAYS THAT THE CUST VEH WILL PROBABLY NEED TO BE LOOKED AT OVER AN EXTENDED PERIOD OF TIME BY THE DLRSHP -INSTRUCT THE CUST TO CALL THE SER. MAN (ED) AND ARRANGE AN APPT -THE DLRSHP WILL PUT THE CUST IN A LOANER FOR THE TIME THE VEH IS BEING DIAGNOSED *****CAC ADVISED THE CUST OF THE ABOVE INFO AND ASKED MR B. BLACK TO CONTACT THE SER. MAN. (ED) INFERENCE CASE NO: 4808

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: D4C012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-DATTIL JOHN NOLAN FORD INC
ACTION DATA/COMMENTS:

18/12/2001

18.14.18 REPAIRS HAVE BEEN MADE

CONSUMER AFFAIRS 08/18/2002 MMFA20PRG

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 19.27.28

INFORMATION ISSUE CASE NBR: 035308182
REGION: 62 SOUTHWEST ZONE: H1 OPENED: 08/04/2008
VIN: 1FMYU0312K279484 ENGINE: 1 VEH TYPE: T CLOSED: 08/04/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PALACIOS STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT-4X4
MILEAGE: 22000
DEALER NAME: LEONARD ROYAL FORD SALES CODE: F88848 P & A: 04480
REASON CODE: 3028 PRODCOMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 807888 STALL/QUIT AT CRUISE HOT ENGINE

ORIGIN: CAC338 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 088 - ADVISE INFO WILL BE SENT TO CLP; CONTACT CRM

0982-627 22738

DOCUMENT: ANALYST: URAMRICK UMESH RAMRICK
ACTION DATA/COMMENTS:

04/0008

10.08.02 CUSTOMER SAYS: -THE CUST SAYS THAT THE VEH HAS BEEN IN THE SHOP FOR THE LAST 8 WEEKS -THE CUST SAYS THAT 2 DLRS HAVE TRIED TO REPAIR IT FOR STALLING/SHUT DOWN CONCERN -PSE HAS TRIED AND THEY CANNOT FIX THE VEH -THE CUST WANTS TO GET OUT OF THE VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AL DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRIMSERV MGR -CRG CANNOT ASSIST WITH VEH REPLACEMENT -ONLY THE DLR CAN GET IT ESCALATE THIS ISSUE IN AN EFFORT TO REPLACE THE VEH REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 09/18/2002 MM/PAX/PRG

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 10.27.28

INFORMATION ISSUE CASE NO: 0000000000
REGION: 01 ATLANTA ZONE: A1 OPENED: 09/04/2002
VIN: 1FMYU02131KA1880 ENGINE: 1 VEH TYPE: T CLOSED: 09/04/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BENOIA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 10000
DEALER NAME: ALLAN WEL FORD SALES CODE: FEN022 P & A: 0000
REASON CODE: 0000 PROD/COMP DUA/PERF - VEHICLE QUALITY
SYMPTOM: 007000 STALL/QUIT AT CRUISE HOT ENGINE

ORIGIN: CAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 000 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: URAMRICK UMESH RAMRICK
ACTION DATA/COMMENTS:

04/0008

08.08.02 CUSTOMER SAYS: -THE CUST SAYS THAT HER VEH HAS BEEN TO THE SHOP 11 TIMES FOR DIFFERENT REPAIRS -THE VEH IS CURRENTLY STALLING INTERMITTENTLY WHILE DRIVING ALONG ON A WARM ENGINE
#NAME?
ER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AL DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRIMSERV MGR -CRG CANNOT ASSIST WITH VEH REPLACEMENT -ONLY THE DLR CAN ESCALATE THIS ISSUE HIGHER TO FACILITATE VEH REPLACEMENT REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 09/18/2002 MM/PAX/PRG

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 10.27.28

ER02-027 22731

INFORMATION ISSUE CASE NBR: 05742001
REGION: 04 ORLANDO ZONE A1 OPENED: 01/02/2001
VIN: 1FMCUR311K0P4000 ENGINE: 1 VIN TYPE: T CLOSED: 01/02/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CORAL SPRINGS STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 72
DEALER NAME: MARCONE FORD SALES CODE: P64008 P & A: 0488
REASON CODE: 005 CAC - OTHER CONCERN/INQUIRY
SYMPTOM: 007002 STALL/OUTS AT CRUISE NOT ENGINE

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAC100 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKEITH CHRISTIN KETH
ACTION DATA/COMMENTS:

1/2/2001
MESSAGE CERTIFICATE AMOUNT 8800
WARREN HERMIDALL, CSM, ORLANDO
ATTN: MIKE JORDAN

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: CAC000 - CUST. SAT. RES. TOOL UTILIZED - CAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: P64008 MARCONE FORD
ACTION DATA/COMMENTS:

1/4/2001
13.04.14 CUST TRADED INTO ANOTHER VEHICLE WITH CAC ASSIST

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAC100 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: SMILLER SUSAN MILLER
ACTION DATA/COMMENTS:

8/1/2001
13.04.14 REDEEMED DATE 08-01-2001
REPLACEMENT VIN 1KA37201

CONSUMER AFFAIRS 08/12/2002 MMFA/PTG

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.07.28

INFORMATION ISSUE CASE NBR: 05874002
REGION: 07 WASHINGTON ZONE B1 OPENED: 04/29/2002
VIN: 1FMYL04181KA72006 ENGINE: 1 VIN TYPE: T CLOSED: 04/02/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STEPLING STATE: VA ZIP: 20104
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7900
DEALER NAME: SHERY FORD OF STEPS SALES CODE: P67003 P & A: 00070
REASON CODE: 3000 PRODUCTION DUMPER - VEHICLE QUALITY
SYMPTOM: 007002 STALL/OUTS AT CRUISE NOT ENGINE

ORIGIN: CAC000 - US CONCERN CASE NAME COMMUNICATION: PHONE

0002-027 22732

ACTION: 608 - ADVISE INFO WILL BE SENT TO CLR; CONTACT OEM
DOCUMENT: ANALYST: DOLANIS DOUGLAS GUNNIS
ACTION DATA/COMMENTS:

4/9/2002
14:06:00 CUSTOMER SAYS: = CUST STATE VEH CLUT WHILE DRIVING, THIS I
S THE 3RD TIME, I DONT WANT THIS VEH ANYMORE, I DONT FEEL SA
PE IN THIS VEH _ PER CUSTOMER, DEALER SAYS: = NONE CA
O ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD
AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT CREDITRY MGR (6000000000) TO DLR SPOKE
TO B/M (6000) WHO SAID, WE ARE DOING ALL WE CAN AT THIS PON
T, WE WILL CONTACT TECHLINE AS WELL (00000000) = CAC ADVI
SED CUST, CSR WILL FOLLOW UP TOMORROW AT 10 NOON W/ AN UPDAT
E _ INFERENCE CASE ID: 4001

ORDER: 040002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DOLANIS DOUGLAS GUNNIS
ACTION DATA/COMMENTS:

4/9/2002
11:49:00 CUSTOMER SAYS: = NONE PER CUSTOMER, DEALER SAYS: = NON
E CAC ADVISED: (0000000000) TO DLR REGARDING CUSTS VEH
, B/M NOT AVAILABLE, CSR SPOKE TO B/A (RALPH) WHO SAID,
THERES NO NEW TIPS THAT WE ARE AWARE OF, WE ARE IN THE PROC
ESS OF REPROGRAMING THE PROCESSOR THATS WHERE WE ARE RIGHT N
OW (00000000)

ORDER: 040002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: DOLANIS DOUGLAS GUNNIS
ACTION DATA/COMMENTS:
CUSTOMER SAYS: = NONE PER CUSTOMER, DEALER SAYS: = NON
E CAC ADVISED: *****CSR FOLLOWING UP W/CUST*****
***** (0000000000) TO CUST, CUST NOT AVAILABLE

CONSUMER AFFAIRS 05/18/2002 MMFA00P03

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 15:27:00

INFORMATION ISSUE CASE NBR: 0000740002
REGION: 27 WASHINGTON ZONE: 01 OPENED: 04/09/2002
VIN: 1FMYU01E1K070000 ENGINE: 1 VEH TYPE: T CLOSED: 04/04/2002

4/9/2002
11:49:30 , CSR LEFT VOICE MESSAGE FOR CUST ADVISING CUST AS PER CONVE
RSATION W/ CLR, THAT THE DLR IS STILL LOOKING ONTO THE CONCER
N W/ THE VEH, CSR ALSO ADVISED CUST TO STAY IN CONTACT W/ T
HE DLR (000000)

CONSUMER AFFAIRS 05/18/2002 MMFA00P03

BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM II 15:27:00

15002-027 ZZ733

INFORMATION ISSUE CASE NBR: 0875008511
REGION: 18 NEW YORK ZONE: B1 OPENED: 08/18/2002
VIN: 1FMYU8415K0P07189 ENGINE: 1 VIN TYPE: T CLOSED: 08/18/2002

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

WEIGHT: 18000

DEALER NAME: PREMIER FORD INC SALES CODE: F13011 P & A: 03525

REASON CODE: 644 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 807682 STALL/QUIT AT CRUISE HOT ENGINE

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 483 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: ANALYST: MMATZANK MARLITT MATZANK

ACTION DATA/COMMENTS:

08/18/2002

13.09.27 CUSTOMER SAYS: CUST CLAIMS THAT THE VEHICLE IS STALLING OUT THE SENSOR FOR THE COOLANT IS COMING ON THEN ALL THE OTHER INDICATORS COME ON THEN THE VEHICLE WILL CUT OUT THE CUST HAS TO LEAVE THE VEHICLE SIT FOR 30 MINUTES AND THEN IT WILL START AGAIN THE CUST CLAIMS THAT THIS HAPPENS AT LEAST 2 TIMES DAY THE CUST CLAIMS THAT THE VEHICLE WAS TOWED TO THE DLR NOW CUST IS NOT HAPPY WITH THE VEHICLE THE WANTS SOMETHING ELSE PER CUSTOMER, DEALER SAYS: CBO - DM IS NOT AVAILABLE LEFT A MESSAGE TO PLR CALL ORD AT 1-800-394-0916 EXT 3881 CAC ADVISED: - ADVISED CUST IT IS FORDS GOAL TO GET THE VEHICLE REPAIRED - ISSUE IS BEING RESEARCHED MARLITT TO FOLLOW UP 08/18/2002 - 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 (IN INTERMITTENT) CONCERN IS NOTICED REFERENCE CASE ID: 4482

ORIGIN: CACBS - MANUAL - PHONE OR COMMUNICATION: PHONE

ACTION: 214 - OUTBOUND CALL TO DEALER

DOCUMENT: ANALYST: MMATZANK MARLITT MATZANK

ACTION DATA/COMMENTS:

08/18/2002

13.08.07 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CBO SPOKE WITH KATHY ADVISED DM IS AT LUNCH TO CALL BACK AFTER 3 PM MARLITT TO FOLLOW UP 08/18/2002 CAC ADVISED: ISSUE IS STILL BEING RESEARCHED

CONSUMER AFFAIRS 08/18/2002 MMATZANK

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.07.01

INFORMATION ISSUE CASE NBR: 087541672

REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 04/17/2002

VIN: 1FACLD414K0P08025 ENGINE: 1 VIN TYPE: T CLOSED: 04/17/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: PHILADELPHIA STATE: PA ZIP: 19118

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

WEIGHT: 22000

DEALER NAME: MAGARITY FORD INC SALES CODE: P10030 P & A: 01236

REASON CODE: 3085 PROD/COMP DUR/PERF - VEHICLE QUALITY

SYMPTOMS: 807682 STALL/QUIT AT CRUISE HOT ENGINE

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE

0802-827 22734

ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: BSCOD ELIZABETH BOCORA
ACTION DATA COMMENTS:

4/17/2002

16:02:28 FLOORSTCUSTOMER SAYS: - VEH WILL STALL, AND NO POWDER TO T
HE POWDER STEERING, THE BRAKES - CHECK ENGINE LIGHT, O
IL AND TEMP LIGHT WILL COME ON - THIS HAS HAPPENED 3 TIMES A
ND THE CUST WAS COASTING DOWN HILL - THE APPROX MILEAGE IS
80-90 WHEN THE CONCERN OCCURS - CUST CONTACTED HATBA AND F
OUND SEVERAL OF THE SAME VEH'S HAVING THE SAME CONCERN - CU
ST SEEKING TO INFO FORD ON THE CONCERN TO ASST OTHER CUST TH
AT MAYBE HAVING THE SAME CONCERN PER CUSTOMER, DEALER SAYS:
HATBA

HATBA - DLR WILL ADVISE SHE GETS A RENTAL AND IS AWARE OF T
HE SITUATION. CMO ADVISED: - WE RECOMMEND THE REPAIR BE PE
RFORMED BY A FORD/DA DEALERSHIP - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CREDITRY MGR IF NEEDED CASE
ID: 4881

CONSUMER AFFAIRS 08/18/2002 MMFAJXPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 16:27:05

INFORMATION ISSUE CASE NUM: 0884181482
REGION: 41 CHICAGO ZONE: 01 OPENED: 08/08/02
VIN: 1FMCU0E111KEM1888 ENGINE: 1 VEH TYPE: T CLOSED: 08/26/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: ABBOTT PARK STATE: IL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4

MILEAGE: 8997

DEALER NAME: BISSLER FORD, INC. SALES CODE: F41082 P & A: 01711

REASON CODE: 8014 WARRANTY - REMANUFACTURED PART COVERAGE

SYMPTOMS: 807688 STALL/OUTS AT CRUISE NOT ENGINE

ORIGIN: NAPE - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE

ACTION: 088918 - URGENT CALL FROM CUSTOMER

DOCUMENT: ANALYST: 14798G STEVE CARPENTER

ACTION DATA COMMENTS:

8/26/2002

16:50:46 FLEET: MANNY BEING TO FIND OUT IF THERE ARE RECALLS/CRPS ON
THE REPLACEMENT MOTOR THAT WAS INSTALLED ON 8/7/02.
THE VEHICLE WAS TOWED BACK TO THE DEALER ON 8/8 FOR
ANOTHER ENGINE CONCERN. THE VEHICLE STALLED OUT
WHILE IN USE. MANNY NOT PLEASED W/ THE PERFORMANCE
OF THE VEHICLE.
DEALER: N/A
NAPE: DOCUMENTED FLEET CONCERN AND ADVISED THAT THE DEALER
IS THE BEST TECHNICAL RESOURCE TO ADDRESS YOUR VEH.
CONCERN. ADVISED MANNY THAT THERE ARE NO OPEN
RECALLS/CRP AT THIS TIME.

CONSUMER AFFAIRS 08/18/2002 MMFAJXPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 16:27:05

MMF2-627 22735

INFORMATION ISSUE CASE NEW: 051881281
REGION: 41 CHICAGO ZONE: D1 OPENED: 05082001
VIN: 1PMYU0418H032182 ENGINE: 1 VEH TYPE: T CLOSED: 05082001

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MR

ADDRESS:

CITY: CAROL STREAM STATE: IL ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT-4M

RELEASE: 000

DEALER NAME: BRAD MANNING FORD / SALES CODE: F41408 P & R: 0005

REASON CODE: 3017 PRODCOMP DUMPERF - KNOWING FIX AT PRESENT

SYMPTOM: 007888 STALL/CRUISE AT CRUISE NOT ENGINE

ORIGIN: CAC000 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 000 - ADVISE CUSTOMER CRO WILL INVESTIGATE - REFER TO RESEARCH

DOCUMENT: ANALYST: DALCIPR DENISE ALDERSON

ACTION DATA COMMENTS:

05082001

17.01.02 CUSTOMER SAYS: -CUST HAD CAR TWO WEEKS AND THE ANTI THEFT LIGHT WOULD COME ON AND CUT THE ENGINE LIGHT WHILE MOVING
#NAME?

AD HIS VEH SINCE APRIL 2001 -CUST SAYS WHEN HE CALLS DEALER THEY TELL HIM THEY DO NOT NO WHAT IS WRONG AND THEY HAVE NO IDEA WHEN VEH WILL BE READY -CUST IS VERY FRUSTRATED AND HE FEELS FORD SHOULD JUST GIVE HIM A NEW VEHICLE -CUST WANTS A TIME WHEN HIS VEH WILL BE FIXED AND HE FEELS THIS IS NOT ACCEPTABLE THAT HE SHOULD HAVE TO WAIT WITHOUT A TIMEFRAME PER CUSTOMER, DEALER SAYS: OUR DOES KNOW WHAT IS WRONG WITH IT AND THEY ARE WAITING FOR FORD TO CALL THEM BACK CRO TO DEALER SPOKE TO ALIX AND THEY HAVE CALLED TECH HOTLINE AND THEY HAVE DONE EVERYTHING THEY TOLD THEM TO DO THREE TIMES AND VEH IS STILL NOT FIXED CRO ASKED BRY NGR WHAT CONCERN THE VEH IS HAVING IN ORDER TO LOOK UP INFO ON THE ECH SITE AND BRY NGR STATED HE DID NOT HAVE TIME TO ANSWER MY QUESTION CRO ADVISED: - INFORM CUSTOMER WE WILL RESEARCH ISSUE

#NAME?

: 4000

ORIGIN: CAC000 - MANUAL - PHONE CRO COMMUNICATION: PHONE

ACTION: 200 - SUPERVISOR REFERRAL FOLLOW-UP

DOCUMENT: ANALYST: PINGHS PRIYA SINGH

ACTION DATA COMMENTS:

05082001

13.01.02 -CRO TO CUST ON MAY 8, 12:58 PM -1ST ATTEMPT: LEFT MSG: WILL TRY AGAIN

CONSUMER AFFAIRS

05182002 MISFAXING

05182002 MATTER OWNER RELATIONS SYSTEM H 13.27.02

INFORMATION ISSUE CASE NEW: 051881281

REGION: 41 CHICAGO ZONE: D1 OPENED: 05082001

VIN: 1PMYU0418H032182 ENGINE: 1 VEH TYPE: T CLOSED: 05082001

ORIGIN: CAC000 - MANUAL - PHONE CRO COMMUNICATION: PHONE

ACTION: 200 - SUPERVISOR REFERRAL FOLLOW-UP

DOCUMENT: ANALYST: PINGHS PRIYA SINGH

ACTION DATA COMMENTS:

05082001

15.03.02 -CRO TO CUST ON MAY 8, 3:37 PM -2ND ATTEMPT: LEFT MSG: WILL TRY AGAIN

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CRO ADVISE

0: -SUPERVISOR CRO (PRIYA, EXT 2800)*****

0502-027 22735

ORIGIN: CAC008 - MANUAL - PHONE CDR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: PENDING PRIYA SINGH
ACTION DATA COMMENTS:

01/08/01

16.16.22 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: SUPERVISOR CDR (PRIYA, EXT 2807)
-CUST TO CUST ON MAY 8, 10:18 AM -UNABLE TO CONTACT CUST -S
RD AND FINAL ATTEMPT TO CONTACT CUST -NEXT CDR PLEASE ADVISE
E CUST THAT THE ISSUE HAS BEEN REVIEWED BY A SUPERVISOR -RE
SOLUTION IS: -FORD CDR CANNOT AUTHORIZE A BUYBACK, GOAL I
S TO PROPERLY REPAIR, NOT REPLACE THE VEH -APOLOGIZE FOR VE
H CONCERNS, WE ARE LOOKING INTO A PROPER FIX FOR THIS, PLEA
SE CONTINUE TO WORK WITH AND STAY IN TOUCH WITH YOUR DLR, AS
THEY ARE ALSO RESEARCHING THIS, WE WILL CONTACT YOU ONCE WE
HAVE ANY MORE INFORMATION -----JBU
E CLOSED-----

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACKS - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT: ANALYST: F41488 BRAD MANNING FORD INO
ACTION DATA COMMENTS:

16.16.59 VEHICLE WAS TOWED IN FOR STALL/HESITATION WE VERIFIED CONCERN
N WE CALLED FORD HOTLINE AND WE REPLACED PCM AND REPROGRAMME
D WE RECALLED FORD HOTLINE THEY WANTED US TO TRY TO CHECK TH
E GROUND AND POWER SUPPLY TO VEHICLE WE CHECKED DIODES AND
FUSES ON WE WERE WAITING FOR FORD HOTLINE TO CALL BACK AND V
EHICLE WAS TOWED OUT OF DEALERSHIP DUE TO DEALERSHIP TAKING
TO LONG TO REPAIR VEHICLE CUSTOMER FROM OUT OF TOWN VEHICLE
WAS TOWED TO ORIGINATING DEALER

CONSUMER AFFAIRS 09/18/2002 MMFA00PRO

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.38

INFORMATION ISSUE CASE NBR: 0003400211
REGION: 18 PHILADELPHIA ZONE: P1 OPENED: 04/05/2002
VIN: 1FMYU04151K679982 ENGINE: 1 VEH TYPE: 7 CLOSED: 04/25/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: LEBANON STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 11992

DEALER NAME: PHILLIPS FORD SALES SALES CODE: F18019 P & A: 01824

REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 807882 STALL/CUTS AT CRUISE HOT ENGINE

ORIGIN: CAC238 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: RDSOUZA, RUTH D'SOUZA
ACTION DATA COMMENTS:

4/25/2002

17.06.22 CUSTOMER SAYS: --CUST HAS BEEN HAVING ONGOING CONCERNS WIT
H VEH --VEH WAS TAKEN TO DLR 3 TIMES --VEH HAS STALLING IS
SUE, WHICH DLR WAS UNABLE TO DUPLICATE --CUST LOCATED WEB-S
ITS "ESCAPE-CENTRAL.COM" (WITH COMPLAINTS ON THE ESCAPE STAL
LING ISSUE --CUST NOTED ON WEBSITE THAT SOME VEHs HAD BEEN
REPLACED --CUST UPSET THAT DLR AND FORD WILL NOT ACKNOWLEDGE
E THIS CONCERN PER CUSTOMER, DEALER SAYS: --DLR HAS BEEN
UNABLE TO DUPLICATE CONCERN CAC ADVISED: ***ADVISED CUST
TO TAKE VEH IN TO THE DLRSHIP AS SOON AS THE SYMPTOM RE-OCCU
RS ***ADVISED CUST THAT THERE ARE NO CURRENT RELATED REAS

2982-027 22737

OR CBPS ON THE VIN - 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
REFERENCE CASE ID: 4488

CONSUMER AFFAIRS 06/18/2002 MMFAXPNG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.20

INFORMATION ISSUE CASE NR: 008030001
REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 06/18/2002
VIN: 1PMYU08111K00203 ENGINE: 1 VEH TYPE: T CLOSED: 06/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HARKU STATE: ME ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE JLT 402
RELEASE: 2001
DEALER NAME: VALLEY ISLE MOTORS SALES CODE: P7244 P & A: 07830
REASON CODE: 2805 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607992 STALL/OUTS AT CRUISE HOT ENGINE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: 7782PT PATRICIA TREMONT
ACTION DATA/COMMENTS:

5/18/2002
15.01.08 COM RANDY BERGSRUD SAN FRANCISCO
DATE OF SALE DERIVATION RANDY BERGSRUD
ATT: CHARLES OSTEEN

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: 081THS CHRISTIN KEITH
ACTION DATA/COMMENTS:

4/10/2002
12.22.05

CONSUMER AFFAIRS 06/18/2002 MMFAXPNG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.20

INFORMATION ISSUE CASE NR: 078776070
REGION: [REDACTED] ZONE: [REDACTED] OPENED: 11/22/2000
VIN: 1FACUD3101K070005 ENGINE: 1 VEH TYPE: T CLOSED: 11/22/2000

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MARI STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]

ER02-027 22730

MODEL YEAR: 2001 MODEL: ESCAPE XLT-402
RELEASE: 1
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 807888 STALLS/SHUTS AT CRUISE NOT ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: 100001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LSCUDIE LORNE GOUDE
ACTION DATA/COMMENTS:

11/22/2000

20.11.22 CUSTOMER SAYS: - THE CAR STALLED WHILE HE WAS CRUISING AT 45 MILES PER HOUR. - THIS ONLY HAPPENED ONCE. - THE CONCERN OCCURRED ABOUT THREE WEEKS AGO. - THE CUSTOMER USES 87 OCT GAS AND BUYS THE GAS FROM DIFFERENT SERVICE STATIONS. - THERE WERE NO WARNING LIGHTS PRIOR TO THE ENGINE STALLING. - THE ELECTRICAL POWER WAS FINE. - THE CUSTOMER PULLED OVER TO THE SIDE OF THE ROAD AND RESTARTED THE VEHICLE WITH NO PROBLEMS. - THE ENGINE WAS WARM. - THE CUSTOMER BROUGHT TO MAH GONE FORD. - THEY COULD NOT FIND ANY PROBLEM. 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 THE CONCERN. - WE HAVE DOCUMENTED THIS ISSUE ON BEHALF OF THE ESCAPE ENGINEERING TEAM. ** PER DISCUSSION WITH CUSTOMER: - DEALERSHIP RAN DIAGNOSIS BUT COULD NOT FIND A CONCERN (NAME?)

NEED - ADVISED CUSTOMER THAT I WILL ASK, HOWEVER THERE ARE NO ANY REASONS FOR SOMETHING LIKE THIS TO HAPPEN. - IF THE DEALERSHIP IS UNABLE TO VERIFY THE CONCERN AND DIAGNOSIS SHOWS NO PROBLEM, IT IS DIFFICULT TO SAY WHY THIS OCCURRED. ** TO THE DEALERSHIP: - THIS CONTACT IS SOLELY TO DOCUMENT THE CONCERN DESCRIBED IN THE SURVEY. - QUESTIONS/COMMENTS PLEASE CONTACT ME AT 1-888-888-8888 EXT 8812. - THANK YOU IN ADVANCE FOR YOUR ASSISTANCE. - SINCERELY, LORNE

CONSUMER AFFAIRS 08/18/2002 151540PFB

08/18/2002 MASTER OWNER RELATIONS SYSTEM 13.27.20

INFORMATION ISSUE CASE REF: 0767/63370
REGION: ZONE: OPENED: 11/22/2000
VIN: 1FMCU06181X078888 ENGINE: 1 VEH TYPE: T CLOSED: 01/04/2001

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: 100008 - ICCD CUSTOMER - UPDATE INFORMATION ONLY
DOCUMENT: ANALYST: LSCUDIE LORNE GOUDE
ACTION DATA/COMMENTS:

11/18/2001

11.18.01 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: CBO TO CUSTOMER: - NO ANSWER - ENGINEERS UNCERTAIN WHY THE VEHICLE WOULD HAVE STALLED. - IF DEALERSHIP RAN DIAGNOSIS AND FOUND NO CONCERN, THEY CAN NOT SAY WHY THE ENGINE STALLED. - WAS CALLING TO CONDUCT FOLLOW UP SURVEY AND SEE IF THE CONCERN HAPPENED AGAIN. - I BELIEVE I HAVE RUN OUT OF FOLLOW UP SURVEY ATTEMPTS. - I HAD GIVEN THE CUSTOMER MY TOLL FREE NUMBER IF HE HAD ANY CONCERNS OR NEEDED ASSISTANCE. - I AM CLOSING THIS FOLLOW UP

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.26

INFORMATION ISSUE CASE NR: 074598461
 REGION: 05 DENVER ZONE: 01 OPENED: 05/30/2001
 VIN: 1FMYLD4171KP08481 ENGINE: 1 VEH TYPE: T CLOSED: 05/30/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: ARNADA STATE: CO ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 10080

DEALER NAME: BILL TERMAR MOTORS, SALES CODE: F0801R P & A: 03287

REASON CODE: 0434 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 007888 STALL/QUIT AT CRUISE HOT ENGINE

ORIGIN: CACR01 - US CONCERN CASE BASE COMMUNICATION SURVEY

ACTION: 000 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: 2808881 ANALYST: JTHURMAN JACQUELINE THURMAN

ACTION DATA/COMMENTS:

28088801

20.05.22 CUSTOMER SAYS: "I'M CONTACT W/ CLINT "I'M" - THE
 VEH HAS NOT YET STALLED ON THE HIGHWAY SINCE THE SURVEY -
 THE ENGINE LIGHT AND GAS LIGHT COMES ON AND THEN THE STALLS

#NAME?

#NAME?

QUEST THAT IF IT HAPPENS AGAIN THEY WILL TOW IT IN AND LOOK
 AT THE VEH PER CUSTOMER, DEALER SAYS: DLR CANNOT DUPLICA
 TE THE CONCERN AND THAT IS WHY THEY CANNOT FIND THE ISSUE
 CAO ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE TH
 E 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: 446

P

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.26

INFORMATION ISSUE CASE NR: 075432012
 REGION: 74 SEATTLE ZONE: 51 OPENED: 03/22/2002
 VIN: 1FMCU04191KB04814 ENGINE: 1 VEH TYPE: T CLOSED: 03/22/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: AUBURN STATE: WA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 9000

DEALER NAME: BOWEN SCARFF FORD & SALES CODE: F7402B P & A: 05896

REASON CODE: 0088 PRODCOMP DUFF/DEF - VEHICLE QUALITY

SYMPTOMS: 007888 STALL/QUIT AT CRUISE HOT ENGINE

ORIGIN: CACR01 - US CONCERN CASE BASE COMMUNICATION PHONE

ACTION: 000 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: OGAYAD CLYTON GAYADSEN

ACTION DATA/COMMENTS:

E002-027 22740

06/22/01

21.06.27 CUSTOMER SAYS: - WHILE DRIVING VEH STOPPED RUNNING; FIRST OCCURRENCE - CHK ENG AND OIL INDICATOR CAME ON SAME TIME - TRIED RESTARTING VEH AND IT WORKS; NO INDICATOR LIGHTS CAME BACK ON - HAD OIL CHANGED THREE WEEKS AGO AT JIFFY LUBE - CALLED DLN AND THEY ARE CLOSED - SEEKING ASSISTANCE PER CUSTOMER, DEALER SAYS: BOWEN SCARFF FORD CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LIN DEALERSHIP - INFORMATION WILL BE SENT TO DLN, CUSTOMER SHOULD CONTACT O RINERY MGR - ADV CUST THAT IF CONCERN RELATED TO OIL CHANG E DONE BY JIFFY LUBE, DLN MAY INFORM THAT REPAIR NOT COVERED BY STB REFERENCE CASE ID: 4881

CONSUMER AFFAIRS

06/18/02 MMFAOPRG

BEGINNING OF CONTACT

06/18/02 MASTER OWNER RELATIONS SYSTEM II 13.27.28

INFORMATION ISSUE CASE NBR: 1408772071
REGION: 82 SOUTHWEST ZONE: A1 OPENED: 07/08/2001
VIN: 1FMYU011X1K028830 ENGINE: 1 VEH TYPE: T CLOSED: 07/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: SOUTHLAKE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 432
MILEAGE: 7079
DEALER NAME: DON DAVIS FORD, INC SALES CODE: F82016 P & A: 08417
REASON CODE: 8808 CAC - OTHER CONCERN/INQUIRY
SYMPTOM: 807682 STALL/QUITS AT CRUISE NOT ENGINE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: CAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: GRETHER CHRISTIN KEITH
ACTION DATA/COMMENTS:

7/25/2001

12.39.27 ANNA GALI, CSM, SOUTHWEST
ATTN: DON DAVIS FORD

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: CAC008 - CUST. SAT. REST. TOOL UTILIZED - CAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: C-CRAIG1 CHRISTOPHER S CRAIG
ACTION DATA/COMMENTS:

8/1/2001

20.15.08

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: CAC008 - ISSUE CAC TO PREVIOUS VIN
DOCUMENT: ANALYST: 7728PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

8/14/2001

16.13.35

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: CAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: GRETHER CHRISTIN KEITH
ACTION DATA/COMMENTS:

8/17/2001

15.45.29

CONSUMER AFFAIRS

05/18/2002 MMFA0000

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 15:27:30

INFORMATION ISSUE CASE NR: 1828410012
REGION: 48 DETROIT ZONE: 01 OPENED: 05/18/2002
VIN: 1FMYU041M1K040002 ENGINE: 1 VEN TYPE: T CLOSED: 01/21/2003

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: WEST BLOOMFIELD STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
RELEASE: 10877
DEALER NAME: HARMON-WHEATLEY PO SALES CODE: F4899 F & A: 0287
REASON CODE: 308 PRODCOMP DUMPYPP - VEHICLE QUALITY
SYMPTOM: 60768 STALLS/LITS AT CRUISE HOT ENGINE

ORIGIN: DAD08 - US CONSUMER CASE BASE COMMUNICATION: VISIT
ACTION: 008 - ADVISE INFO WILL BE SENT TO DLP; CONTACT CRM
DOCUMENT: ANALYST: SCHURICH STEVEN CHURCH
ACTION DATA/COMMENTS:

1/21/2003

14:58:23 CUSTOMER SAYS: -VEH AT DLRG EX WITHIN LAST WEEK FOR STAL
LING WHILE AT CRUISE-70MPH TYPICALLY. -SEEKING PROPER R
EPAIR/NOT A SAFE CONCERN AT THESE SPEEDS. -CUST HAS RENTAL
AND WILL SUBMIT RECEIPTS FOR PROCESSING PER CUSTOMER, DEAL
R SAYS: NONE CMO ADVISED: -WE RECOMMEND THE REPAIR BE P
ERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE SENT
TO DLP, CUSTOMER SHOULD CONTACT CHRYSLER MGR -CSC TO HARM
ON-WHEATLEY FORD-COREY, SERVICE-VEH HAS NOT BEEN DIAGNOSED Y
ET. -PLEASE CALL STEVE AT CMO IF ANY PROBLEM ARISE WITH REPA
R R IS CONCERNED. 888 354 0315 X0001 INFORMATION CASE ID: 48

B1

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAD08 - AWAITING ASSISTANCE - TECHNICAL HOTLINE
DOCUMENT: ANALYST: M-DANSON MATYEN DANSON
ACTION DATA/COMMENTS:

1/22/2003

12:02:34 CUSTOMER'S VEHICLE WAS IN ANOTHER DEALERSHIP RECENTLY AND HAD
PCM REPLACED; CUSTOMER NOW TRAVELING AND HAS WHAT APPEARS A
T THIS TIME TO BE SERIOUS ENGINE PROBLEM POSSIBLY REQUIRING
ENGINE REPLACEMENT. UNABLE TO DETERMINE WHY CMO (STEVE) WOU
LD ISSUE (CLOSED INFORMATIONAL) TYPE CUDL CASE WHEN INROAD CU
STOMER HAS MAJOR CONCERN WITH VEHICLE WHICH IS NOW IN MY SHO
P. WILL UPDATE AS MORE INFORMATION BECOMES AVAILABLE.

CONSUMER AFFAIRS

05/18/2002 MMFA0000

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 15:27:30

INFORMATION ISSUE CASE NR: 1818408801
REGION: 08 DENVER ZONE: A1 OPENED: 11/16/2001
VIN: 1FMC0D6K1K004188 ENGINE: B VEN TYPE: T CLOSED: 11/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED

0002-027 22742

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: OCLO SPRS STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 7000
DEALER NAME: PHIL LONG FORD, LLC SALES CODE: F08800 P & A: 08140
REASON CODE: 884R PRODCOMP DURPERF - MULTIPLE REPAIR
SYMPTOM: 807882 STALL/QUIT AT CRUISE NOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 884 - SUPPORT DEALERS POSITION
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

11/16/2001
17.08.00 CUSTOMER SAYS: -8 MONTHS AGO PURCHASED AN ESCAPE -CUST IS
HAVING MANY CONCERNS WITH VEH -VEH WAS BROUGHT TO DLRSHP
3 TIMES AND IT IS STILL NOT REPAIRED -IDLE IS GOING UP AND
DOWN AND VEH STALLS OUT -VEH HAS STALLED WHILE CUST IS DRIV
ING -CUST WOULD LIKE TO TRADE VEH -CUST IS NOT INTERESTED
IN HAVING VEH REPAIRED ANYMORE PER CUSTOMER, DEALER SAYS:
#NAME?
CLARK MICHAEL REYES ADVISED TO CALL CRO FOR ASSISTANCE CA
C ADVISED: -CER MADE CRO TO DLRSHP -SPOKE WITH MICHAEL RE
YES SA -MICHAEL ADVISED DID NOT TELL CUST TO CALL CRO -IS
CER ADVISING BELIEVES IT IS CRO RESPONSIBILITY TO BEGIN BUY
BACK PROCESS -CER ADVISED MICHAEL THAT CRO IS UNABLE TO IN
TERVENE IN SALES ISSUES -MICHAEL ADVISED TO HAVE CUST CALL
HIM BACK AND PROCEEDED TO HANG UP -CER ADVISED CUST UNABLE
TO ASSIST WITH HAVING VEH BOUGHT BACK -CER ADVISED CUST DLRS
HP IN BEST POSITION TO ASSIST -CER ADVISED CUST TO SPEAK
WITH MICHAEL FOR FURTHER ASSISTANCE REFERENCE CASE ID: 4805

CONSUMER AFFAIRS 08/18/2008 MWFA03PRG

BEGINNING OF CONTACT
06/16/2001 MASTER OWNER RELATIONS SYSTEM IN 13.27.30
INFORMATION ISSUE CASE NR: 188872281
REGION: ZONE: OPENED: 12/28/2001
VIN: 1FMYU03171KC41088 ENGINE: 1 VEH TYPE: T CLOSED: 12/28/2001

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 XLT 4x4
MILEAGE: 6000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 8085 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 807882 STALL/QUIT AT CRUISE NOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 884 - CS-ADVISE CUST INFO WILL BE SENT TO DLRS CONTACT CRM
DOCUMENT: ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:

12/28/2001
18.04.47 CUSTOMER SAYS: -VEH STALLS WHILE DRIVING AT 4-55 MPH I
T NEVER STALLS AT IDLE OR WHEN I STOP -JOE MYERS FORD SAID
THE VEH WOULD NOT STALL FOR THEM. THIS IS WHERE I PURCHASED
THE VEH -THIS IS AN INTERMITTENT PROBLEM AND IT IS VERY F
RUSTRATING THAT THE DLRSHP IS NOT FINDING THE PROBLEM AND IT

ENR2-827 22743

8 COME TO THE POINT WHERE I WAS ALMOST KILLED 4 DIFFERENT T
MES. I NEVER KNOW WHEN THE VEH WILL STALL - THIS IS THE 10T
H TIME IT'S STALLED ON ME AND THE CLRP JUST KEEPS TELLING M
E THAT ONCE I START IT UP JUST TO KEEP DRIVING AS IT WILL NO
T STALL FOR THEM. IT'S AS THOUGH THEY DONT CARE THAT I CAN
GET KILLED IN THIS VEH - I END UP PAYING FOR THE RENTAL VEH
BECAUSE THE CLRP CANNOT DUPLICATE THE PROBLEM - I HAD A SE
CURTY ALARM PUT ON AND THEN I HAD IT TAKEN OFF AND THEN IT
DROVE WELL FOR A WHILE BUT STARTED STALLING AGAIN - I WILL
TAKE IT TO TOMBALL FORD TOMORROW - THE VEH STALLS MORE WHEN
I AM TURNING PER CUSTOMER, DEALER SAYS: GAG ADVISED:

P FOR A RESOLUTION OF CUSTOMER CONCERN, AFTERWARDS CSR WILL
CALL CUST - IF CLRP CANNOT DUPLICATE PROBLEM AND CUST RENT
S A VEH, CSR WILL LOOK INTO RENTAL REIMBURSEMENT *** OSC T
O JOE MYERS FORD. SPOKE WITH MARK STEVENSON, CRM, WHO SAID T
HAT CSR SHOULD SPEAK WITH THE SERV MGR, JASON PRYOR AT EXT
270 AS HE IS THE ONLY ONE THAT COULD APPROVE A LOANER VEH FO
R THE CUST AND HELP HER WITH THIS PROBLEM - CRM SAID HE WOU
LD NOT HAVE A PROBLEM IF THE CUST GOT A SECOND OPINION FROM
ANOTHER FORD CLRP AS HIS CLRP HAS NOT BEEN ABLE TO DUPLICA
TE THE PROBLEM AND THEREFORE CANNOT FIX THE VEH - LEFT MSG
FOR JASON, SERV MGR REFERENCE CASE ID: 1808

CONSUMER AFFAIRS 08/18/2002 MMFAJCP10

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.01

INFORMATION ISSUE CASE NR: 180872001
REGION: ZONE: OPENED: 12/28/2001
VIN: 1FMYU0871KC41000 ENGINE: 1 VEH TYPE: T CLOSED: 18/08/2001

ORIGIN: CACM02 - MANUAL - PHONE CBA COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:

12/28/2001

14.11.11 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
GAG ADVISED: **** OSC TO DAVE, SERV MGR AND HE SAID THE
CUST WILL BRING THE VEH IN NEXT WEDNESDAY AND THEY WILL INST
ALL A FLIGHT RECORDER IN THE VEH AND IT WILL SHOW WHAT THE P
ROBLEM IS AND BE ABLE TO GET THE VEH FIXED - SERV MGR CALLE
D THE CUST THIS MORNING AND CUST WAS HAPPY WITH THE RESPONSE

ORIGIN: CACM02 - MANUAL - PHONE CBA COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORDMERCURY CUSTOMER
DOCUMENT: ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:

CUSTOMER SAYS: - I AM HAPPY WITH THE FACT THAT THE SERV MGR
IS LOOKING INTO THE PROBLEM FOR ME - CUST IS HAPPY THAT O
SR CALLED BACK TO SEE HOW THINGS WERE WITH THE VEH PER CUST
OWNER, DEALER SAYS: - NONE GAG ADVISED: - CSR WILL FOLLOW
UP ON FRIDAY OF NEXT WEEK

CONSUMER AFFAIRS

08/18/2002 MMFA3PRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM # 15.27.28

INFORMATION ISSUE CASE NBR: 1718411142
REGION: 44 PITTSBURGH ZONE: A2 OFFERED: 04304202
VIN: 1FMYLD41X1KC9888 ENGINE: 1 VEH TYPE: T CLOSED: 04304202

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GIBSONIA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 4080
DEALER NAME: MC ORACION FORD SALES CODE: F4007 P & A: 57459
REASON CODE: 3085 PROD/COMP CURR PERF - VEHICLE QUALITY
SYMPTOMS: 87782 STALL/OUTS AT CRUISE HOT ENGINE

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 688 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: HMCPEPERS HERMAN MOPHERSON
ACTION DATA COMMENTS:

4/24/2002

15.28.18 CUSTOMER SAYS: - THE VEH JUST STALLS - IT HAS DONE THIS
3 TIMES - KNOWS THAT THIS IS A PROBLEM - WANTS TO KNOW WHY
AT FORD WILL DO ABOUT THIS PER CUSTOMER, DEALER SAYS: - IN
ONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CU
STOMER SHOULD CONTACT CRMSERV FOR REFERENCE CASE ID: 4091

CONSUMER AFFAIRS

08/18/2002 MMFA3PRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM # 15.27.28

CONCERN ISSUE CASE NBR: 043982901
REGION: 27 WASHINGTON ZONE: B1 OFFERED: 1068/2001
VIN: 1FMYLD41X1K076484 ENGINE: 1 VEH TYPE: T CLOSED: 1068/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HYATTSVILLE STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 10800
DEALER NAME: DARDARE FORD SALES CODE: F97521 P & A: 00143
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 80782 STALL/OUTS AT CRUISE HOT ENGINE

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: ROSEN RAY DEN
ACTION DATA COMMENTS:

10/23/2001

11.28.34 CUSTOMER SAYS: - THE VEH STALL AT TIMES - NOT ALL THE TIME
- VEH DOES START AFTER STALLING - NO PROBLEM - I DONT F

2262-027 22748

EBL SAFE - I TOOK VEH INTO DLR LAST WEEK FOR DIAGNOSIS - NO O
ONCERN FOUND PER CUSTOMER, DEALER SAYS: - NO CODES SHOWN
Q WHEN I TAKE IT TO THE DLR FOR DIAGNOSIS - CANT FIND A CONO
ERN CAC ADVISED: - CSD TO ASSET CRM - LIZ - WILL SET APP
T FOR SRV TO LOOK AT THE VEH ONCE MORE AND LIZ WILL CALL THE
CUST BACK WITH APPT. DATE AND TIME (APPT. DETAILS) - WE RE
COMMEND THE REPAIR BE PERFORMED BY A FORD DEALERSHIP - I
NFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT ORIN
SERV MGR INFERENCE CASE ID: 4886

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-MAY84 JACKIE MAY8
ACTION DATA/COMMENTS:

11/1/2001
12.13.48 CUSTOMER CAME IN ON 10/28 AND THE CAR WAS REPAIRED

CONSUMER AFFAIRS 08/18/2002 MWFA00PRG

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18.27.36

CONCERN ISSUE CASE REF: 048863381
REGION: ZONE: OPENED: 01/15/2002
VIN: 1FMYU04181K07404 ENGINE: 1 VEH TYPE: T CLOSED: 01/15/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR
ADDRESS:
CITY: HYATTSVILLE STATE: MD ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 18000
DEALER NAME: SALES CODE: P & A
REASON CODE: 5055 PRODCOMP CLMPSRV - VEHICLE QUALITY
SYMPTOMS: 80702 STALLOUTS AT CRUISE HOT ENGINE

ORIGIN: CAC035 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 604 - CR-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NOCKERY NICOLE DOCKERY
ACTION DATA/COMMENTS:

1/15/2002
10.25.21 CUSTOMER SAYS: -SPOKE TO PREVIOUS REP -VEH WOULD STALL O
UT WHILE DRIVING -TOOK VEH INTO THE DLRSHIP REPAIRS WERE DO
NE LAST YEAR -NOW HAVING PROBLEMS STARTING THE VEH -CONTACT
TED DLR LEFT MESSAGEWAITING FOR CB (DAN BEAVERS) -VEH STL
L STALLING -SEEKING APPT FOR REPAIRS PER CUSTOMER, DEALER
SAYS: -NONE CAC ADVISED: "CUST REQUEST CB FOR APPT TIME
" -CSD TO CRMSRVO MGR NO ANSWER SET UP APPT FOR OUT D
1/17/2002 SAM ADVISE CUST TO REE DAN BEAVERS -CRMSRVO MGR
UNAVAILABLE -DEALERSHIP IS IN THE BEST POSITION TO ASSIST
@NAME?
SRV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CA
SE ID: 1533

ORIGIN: CAC035 - MANUAL - PHONE CSM COMMUNICATION: PHONE
ACTION: 601 - OUTBOUND CALL TO FORMER/CURRENT CUSTOMER
DOCUMENT: ANALYST: NOCKERY NICOLE DOCKERY
ACTION DATA/COMMENTS:
CAC ADVISED: "CSD TO CUST NO ANSWER CALL INTERCEPT "FOLL

END-827 22746

OW UP 01/16/2002 RE: APPT

ORIGIN: CACM03 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY
ACTION DATA/COMMENTS:

11:45:35 OAG ADVISED: "OAG TO CLUT HOMEDAY NUMBER NO ANSWER "FO
LLOW UP 01/16/2002
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

CONSUMER AFFAIRS 08/16/2002 MMFAKPR3

08/16/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.25

CONCERN ISSUE CASE NBR: 000000001
REGION: ZONE: OPENED: 01/15/2002
VIN: 1FMYU0411H1K27464 ENGINE: 1 VEH TYPE: T CLOSED: 01/16/2002

ORIGIN: CACM03 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY
ACTION DATA/COMMENTS:

1/16/2002
08:41:43 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
OAG ADVISED: "OAG TO CLUT LEFT MESSAGE ON WORK VOICE MAIL
APPT AT DARGARIS FORD & NUMBER 01/17/2002 SAM SEE DAN BEAVERS

CONSUMER AFFAIRS 08/16/2002 MMFAKPR3

BEGINNING OF CONTACT

08/16/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.25

CONCERN ISSUE CASE NBR: 000000001
REGION: 11 BOSTON ZONE: F1 OPENED: 08/01/2001
VIN: 1FMYU0411H1K281788 ENGINE: 1 VEH TYPE: T CLOSED: 08/01/2001

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: OAKHAM STATE: MA ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4

MILEAGE: 3080

DEALER NAME: MILLBURY MOTOR COMP SALES CODE: F11315 P & A: 00001

REASON CODE: 2014 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 807008 STALL/OUTS AT CRUISE HOT ENGINE

0802-027 22747

ORIGIN: DACMS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLJ; CONTACT CRM
DOCUMENT: ANALYST: ANWTELE ALTHEA WHITELEY
ACTION DATA/COMMENTS:

8/12/2001

214311 CUSTOMER SAYS: --VEH SHUT OFF WHILE SHE IS DRIVING ON THE
ROAD --VEH CHECK IND LIGHT COME ON BRAKE HAVE TO BE PRESS
ON HARD TO STOP THIS HAS HAPPEN THREE TIME --DEALER RUN O
GLAND NOTHING WAS FOUND --DEALER CHECK THE PCM POWER RELAY
THEY COULD NOT FOUND ANY THING WRONG. --THE KEEP ON P
ER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: -WE RECOMMEN
ND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORM
ATION WILL BE SENT TO DLJ, CUSTOMER SHOULD CONTACT CRMSERV
MGR INFERENCES CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-BROWN; DANIEL J. BROWN;
ACTION DATA/COMMENTS:

8/22/2001

10.17.00 VEHICLE WAS WORKED ON BY DSE-STEVE BRIFFERT AND SERVICE MANAG
ER MANNY TIMOTRO-CUSTOMER HAS HAD VEHICLE FOR A WEEK AND CO
NFORM HAS NOT HAPPENED SINCE REPAIRS WERE PERFORMED

CONSUMER AFFAIRS 08/16/2001 MMFA0PRG

BEGINNING OF CONTACT

08/12/2001 MASTER OWNER RELATIONS SYSTEM IN 13.27.00

CONCERN ISSUE CASE NR: 088482211
REGION: 16 PHILADELPHIA ZONE: F1 OPENED: 08/02/2001
VIN: 1FMYU041B1K079392 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LEBANON STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 0801
DEALER NAME: PHILLIPS FORD SALES SALES CODE: F18510 P & A: 01224
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 087082 STALL/QUIT AT CRUISE HOT ENGINE

ORIGIN: DACMS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLJ; CONTACT CRM
DOCUMENT: ANALYST: B-HOPKINS EULA CHIVERTON-HOPKINSON
ACTION DATA/COMMENTS:

8/19/2001

18.18.00 CUSTOMER SAYS: - PROBLEM WITH VEH STALL WHILE CRUISE IS DRIV
ING - CUST HAS TAKE VEH TO DLRSHP WHEN VEH WAS AT 3000 MI
LEL, DLRSHP REPAIR VEH AND ADVISE CUST THAT IT WAS THE BASE
IDLE, DLRSHP REPAIR VEH - CUST VEH AGAIN STALL AND CUST T
OOK VEH TO DLRSHP ON 08/07/2001 - DLRSHP DIAGNOSED THE VEH
AND RESET BASE IDLE - CUST WANT TO KNOW IF THE PROBLEM HAP
PENING AGAIN WHAT TO DO - CUST STATE THAT SHE WOULD CONTACT
THE DEPART. OF MV PER CUSTOMER, DEALER SAYS: PHILLIPS FO
RD SALES (717) 888-3891 CAC ADVISED: -WE RECOMMEND THE
REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION
WILL BE SENT TO DLJ, CUSTOMER SHOULD CONTACT CRMSERV MGR
OF COURSE, I CANNOT COMMENT ON EVENTS THAT HAVE NOT OCCURRE
D, HOWEVER WE ARE DOING EVERYTHING POSSIBLE TO ENSURE YOUR V
EHICLE IS REPAIRED PROPERLY AND PROMPTLY. PLEASE STAY IN TO
UCH WITH YOUR DEALERAS THEY ARE OUR TECHNICAL EXPERTS.

EN82-827 22748

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: CAC011 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: O-000 CHRISTOPHER OBB
ACTION DATA/COMMENTS:

8/7/001
0839.10 ADVISED CUSTOMER THE FUEL DOOR WAS CAUSED BY THE LEAKING HOT
AIR MANIFOLD GASKET. WE ACKNOWLEDGED THE CUSTOMER WAS UPSET W
ITH THE PROBLEMS ON SUCH A NEW VEHICLE AND APOLOGIZED FOR HIS
CONVENIENCE. NO FURTHER ACTION NECESSARY.

CONSUMER AFFAIRS 06/18/0005 NEWFA00770

BEGINNING OF CONTACT
06/18/0005 MASTER OWNER RELATIONS SYSTEM IN 12.27.30

CONCERN ISSUE CASE NBR: 104000046
REGION: 07 WASHINGTON ZONE: A1 OPENED: 04/04/00
VIN: 1FMYU04101K000000 ENGINE: 1 VIN TYPE: T CLOSED: 04/04/000

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: WASHINGTON STATE: DC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 1
DEALER NAME: KOONS COLLEGE PARK SALES CODE: PFT000 P & A: 08010
REASON CODE: 1100 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 80700 STALL/CLUTS AT CRUISE HOT ENGINE

ORIGIN: CAC000 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 701 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM
ACTION DATA/COMMENTS:

4/4/000
0839.00 CUSTOMER SAYS: -VEH HAS STALLED FOR THE 2ND TIME -CUST N
NEEDS LOANER VEH -CLR DANT FIND CUST'S REP ON RECORD -CUST
T DID PURCHASE AN EXTENDED WARRANTY PER CUSTOMER, DEALER S
AYS: -WE ARE UNABLE TO VERIFY REP REGISTRATION CAG ADVISE
ED: -I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. T
O ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE
ALLOW ME TO RESEARCH THIS FURTHER. -IS THERE A TIME THAT I
S MOST CONVENIENT FOR ME TO CONTACT YOU? +++ -CBO TO KOONS
FORD -LEFT MESSAGE FOR CPM TO CALL CBO INFERENCE CASE ID:
0000

ORIGIN: CAC000 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 014 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM
ACTION DATA/COMMENTS:
CUSTOMER SAYS: -VEH HAS STALLED FOR THE 2ND TIME -CUST N
NEEDS LOANER VEH -CLR DANT FIND CUST'S REP ON RECORD -CUST
T DID PURCHASE AN EXTENDED WARRANTY PER CUSTOMER, DEALER S
AYS: NONE CAG ADVISED: -CBO TO KOONS FORD-SPOKE TO EPIC
A BUFR CPM -WE WILL REVENGE AND CONTACT CUST +++
-NAME?

ORIGIN: CAC000 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 100 - VEHICLE INFORMATION
DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM
ACTION DATA/COMMENTS:

1840.01 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CAG ADVISED: -CUST CALLED IN AND WAS INFORMED THAT CLR WILL
REVIEW HER ISSUE AND RECONTACT HER -NO FURTHER CBO ACTION
REQUIRED

END2-027 22740

CONSUMER AFFAIRS

05/18/2002 MMFA00PRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.20

CONCERN ISSUE CASE NBR: 1573032821
REGION: 41 CHICAGO ZONE: AS OPENED: 10/08/2001
VIN: 1FMAU18H1K2478 ENGINE: II VEH TYPE: T CLOSED: 10/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] ME: [REDACTED]
ADDRESS: [REDACTED]
CITY: WINTHROP HARBOR STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS-400
MILEAGE: 8000
DEALER NAME: GUTSON FORD, INC. SALES CODE: F41043 P & A: D1827
REASON CODE: 1108 AWA - VIN CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: SEVERE STALL/QUIT AT CRUISE HOT ENGINE

ORIGIN: CAC038 - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: KINGRAM KERRY-ANN INGRAM
ACTION DATA/COMMENTS:

10/18/2001

10.28.10 CUSTOMER SAYS: -THE CUST VEH STOPPED ON HER ON FRIDAY -TH
E CUST CALLED AAA AND THEY TOOK THE VEH INTO A HONDA FORD DLR
BUT THEY WOULD NOT HONOR HER ESP WARRANTY -THE CUST CALLED
THE ORG AND WAS TOLD THAT THAT WAS NOT THE RIGHT PROCEDURE
TO DO -THE CUST'S VEH WAS NO WHERE TO BE FOUND UNTIL MOND
AY EVENING -THE CUST VEH WAS NOT LOOKED AT BY MOTRO FORD SO
SHE DECIDED TO GET HER VEH TOWED TO HER SELLING DLR -THE
CUST CALLED MOTRO FORD TODAY AND FOUND OUT THAT HER VEH WAS
NOT TOWED TO THE DLR AS YET -THE CUST WANTS TO GET HER VEH
TO THE DLR BEFORE IT CLOSES -THE CUST WILL NEED A RENTAL V
EH PER CUSTOMER, DEALER SAYS: GUTSON FORD IN MATTSON, IL
KINDLY QAD ADVISED: -CRC UNABLE TO REACH DEALER -CRC W
LL RECONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE -PO
LLOW UP WITH CUSTOMER REFERENCE CASE ID: 0028

CONSUMER AFFAIRS

05/18/2002 MMFA00PRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.20

CONCERN ISSUE CASE NBR: 1881181180
REGION: 41 CHICAGO ZONE: AS OPENED: 11/08/2000
VIN: 1FMYU041X1K087818 ENGINE: I VEH TYPE: T CLOSED: 11/08/2000

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] ME: [REDACTED]
ADDRESS: [REDACTED]
CITY: OSHKOSH STATE: WI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 1200
DEALER NAME: SERVICE MOTORS, INC SALES CODE: F41080 P & A: 08186
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: SEVERE STALL/QUIT AT CRUISE HOT ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: JCARTER JUDY CARTER
ACTION DATA/COMMENTS:

2482-027 22708

11/5/2000

02:20:22 CUSTOMER SAYS: TWO DAYS AFTER PURCHASE, THE CUSTOMER WAS TURNING RIGHT SLOWLY AROUND A CORNER WHEN THE VEHICLE STALLED. THE CUSTOMER WAS ABLE TO COAST TO THE SIDE OF THE ROAD BUT IMMEDIATELY SMELLED GAS. WHEN THE CUSTOMER GOT OUT OF THE VEHICLE, SHE NOTICED FUEL ON THE GROUND. THE CUSTOMER USES REGULAR OCTANE FUEL. THIS ONLY HAPPENED THE ONE TIME. NO NOISES WERE HEARD AND NO LIGHTS CAME ON THE INSTRUMENT PANEL. THE VEHICLE WOULD NOT START AGAIN. THE ENGINE TEMPERATURE WAS WARM. NOTHING WAS WRONG WITH THE BATTERY. PER CUSTOMER, DEALER SAYS: CNO ADVISED: THE CLIPS ON THE FUEL LINE FELL OFF. THE DEALER REPAIRED THIS AS PER PO #14618 ON 10/26/00.

CONSUMER AFFAIRS

05/16/2002 MMFA00776

BEGINNING OF CONTACT

05/16/2002 MASTER OWNER RELATIONS SYSTEM IN 10:27:28

REGION ISSUE CASE NO: 0501001341
REGION: 18 PHILADELPHIA ZONE: 01 OPENED: 05/14/2001
VIN: 1FMCU041919280710 ENGINE: 1 VEH TYPE: T CLOSED: 05/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: FOLCROFT STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 10000

DEALER NAME: SPRINGFIELD FORD IN SALES CODE: F10000 P & A: 01471

REASON CODE: 3501 CI - DEMAND LETTER

SYMPTOMS: 007000 STALLQUITS AT CRUISE NOT ENGINE

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL

ACTION: C901 - OPEN REGION CONTACT

DOCUMENT: ANALYST: DBIERENS DEBRA SIEMENS

ACTION DATA/COMMENTS:

05/14/2001

14:48:20 ***DEMAND LETTER DATED 05/05/01 CI RECEIVED 05/14/01

***CUSTOMER STATES THAT VEHICLE STALLS WHEN DRIVING AND CUSTOMER RELEASES FOOT OFF OF THE GAS PEDAL.

***CUSTOMER REQUESTS REPAIR OR REPLACEMENT UNDER PA LEMON LAW

***CI FAXED A COPY OF LETTER TO REGION FOR THEIR REVIEW AND

SENT CUSTOMER AN ACKNOWLEDGMENT LETTER

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL

ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION

DOCUMENT: ANALYST: F10000 SPRINGFIELD FORD INC

ACTION DATA/COMMENTS:

ERR2-827 22751

07/28/01
07.28.01 REPAIRED 8/17/01 REGION TO CLOSE

ORIGIN: CNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: 01210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: CJA0284 CELESTE JACKSON
ACTION DATA/COMMENTS:

07/28/01
11.27.27

CONSUMER AFFAIRS 08/16/008 MIFA00710

08/16/008 MASTER OWNER RELATIONS SYSTEM III 18.27.28

REGION ISSUE CASE NR: 0821801341
REGION: 16 PHILADELPHIA ZONE: B1 OPENED: 08/14/001
VIN: 1FMCU04181K0280710 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/001

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: 0A0012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 8488PM RWTA MURPHY
ACTION DATA/COMMENTS:

08/14/001
23.05.01 PER DEALER, VEH IS REPAIRED. NO FURTHER ACTION REQUIRED.
ROM

CONSUMER AFFAIRS 08/16/008 MIFA00710

BEGINNING OF CONTACT

08/16/008 MASTER OWNER RELATIONS SYSTEM III 18.27.28

REGION ISSUE CASE NR: 1487858171
REGION: 44 PITTSBURGH ZONE: C2 OPENED: 01.28.008
VIN: 1PMYU04181K044577 ENGINE: 1 VEH TYPE: T CLOSED: 01.29.002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:

0802-027 22752

ADDRESS: [REDACTED]
CITY: STRONGSVILLE STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11880
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44180 P & A: 02173
REASON CODE: 23M DSB - APPLICATION REQUEST
SYMPTOM: 80768 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CACME - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 808 - ADVISE CUSTOMER CBO TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: BERNOM SHAWN BERNOM
ACTION DATA/COMMENTS:

1/28/2002
02:44:32 CUSTOMER SAYS: -VEH ALWAYS STALLS -TAKING IT TO DLR AGAIN
TODAY FOR THE FOURTH TIME FOR THE SAME CONCERN -VEH ALWAYS
STALLS WHEN DRIVING 50 MILES PER HOUR WHILE GOING DOWNHILL
SHAWNEE

Q BRING VEH TO DLR -CUST WILL CONTACT BETTER BUSINESS BUREAU
U -WANTS TO KNOW WHAT LAST CBR MESSAGE IS -NO OTHER CONCERN
HS PER CUSTOMER, DEALER SAYS: -WE ARE GOING TO REPROGRAM
CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION
SHAWNEE

TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP
P. WITH A COPY TO THE REGIONAL OFFICE ***TOLD CUST THE ABOVE
AND THAT PREVIOUS CBR LEFT NOTE STATING THAT THEY WILL GET
BACK IN CONTACT WITH CUST TODAY*** -WILL FOLLOW UP WITH CUST
BT 01/28/2002 ---CBO TO DLR--- +++CPM TRANSFERRED CALL TO
BRY+++ -SPOKE TO GARY SMITH (BRY-MGR) -REPROGRAMMING THE PCM
WITH THE SUPERVISION OF FIELD TECH -LAST TIME THEY TRIED
TO DO THE REPROGRAMMING THE SOFTWARE HAD A GLITCH -TOMMORROW
DLR WILL BE TRYING A NEW METHOD TO RECTIFY CUST SITUATION

ORIGIN: CACME - MANUAL - PHONE CBR COMMUNICATION: VISIT
ACTION: 801 - OUTBOUND CALL TO FORD/MERCUY CUSTOMER
DOCUMENT: ANALYST: BERNOM SHAWN BERNOM
ACTION DATA/COMMENTS:

11:41:44 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: ---CBO TO CUST--- -TOLD HIM THAT GARY SMITH (BRY-MGR)
WILL BE REPROGRAMMING THE PCM WITH THE SUPERVISION OF
FIELD TECH -LAST TIME THEY TRIED TO DO THE REPROGRAMMING
THE SOFTWARE HAD A GLITCH -TOMMORROW DLR WILL BE TRYING A
NEW METHOD TO RECTIFY CUST SITUATION

CONSUMER AFFAIRS 02/12/2002 15:04:37

02/12/2002 MASTER OWNER RELATIONS SYSTEM IN 13:27:55
REGION ISSUE CASE NR: 148788171
REGION: 44 PITTSBURGH ZONE: CR OPENED: 01/28/2002
VIN: 1FMYU04181KA34477 ENGINE: 1 VEH TYPE: T CLOSED: 02/04/2002

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DA0912 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: TOZSOLT TOM GIBOLT
ACTION DATA/COMMENTS:

2/4/2002
17:01:08 DLR TO REPROGRAM PCM PER ENGINEERING DIRECTION AT CUSTOMER'S
CONVENIENCE. SM CONTACTED CUSTOMER AND SET UP APPOINTMENT.

CONSUMER AFFAIRS

06/16/2002 MMFA0PRG

BEGINNING OF CONTACT

06/16/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.98

REGION ISSUE CASE NR: 182978481
REGION: 71 CALIFORNIA ZONE: C4 OPENED: 06/14/2002
VIN: 1FMYU08101K08800 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: LOS ANGELES STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 3000
DEALER NAME: BEVERLY HILLS FORD SALES CODE: F71024 P & A: 02587
REASON CODE: 8400 LEMON LAW, CUST MENTIONS - IN FIRMAMENT
SYMPTOMS: 807982 STALL/SHUTS AT CRUISE NOT ENGINE
ORIGIN: CAC139 - US CONCERN CASE NAME COMMUNICATION PHONE
ACTION: 482 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM
DOCUMENT: ANALYST: KIMGRAM KERRY-ANN INGRAM
ACTION DATA COMMENTS:

06/14/2002

15.14.35 CUSTOMER SAYS: -THE VEH LOST ALL POWER AND STALL -THIS H
APPENS INTERMITTENTLY -THE CUST WOULD LIKE FORD TO TAKE BACK
K THE VEH -SHE STATED THAT THE DLR COULD NOT FIND THE VEH
S PROBLEM IN THE VEH -THE CUST WANTS TO GET INFO ABOUT THE
LEMON LAW -THE STEERING WHEEL WILL LOCK UP ON HER WHEN TH
IS HAPPENS ALSO THE BRAKES -SHE FEELS ITS A SAFETY ISSUE AN
D SHE IS AFRAID OF THE VEH - PER CUSTOMER, DEALER SAYS: =
=NONE= CAC ADVISED: -FORWARDED INFORMATION TO THE DEAL
ERSHIP, REGION - REQUESTED CRMSERV MGR CONTACT CUSTOMER W
THIN 2 BUSINESS DAYS -ADVISED THE CUST THAT SHE SHOULD SPEA
K WITH THE SALES DEPT. ABOUT ANY BUY BACK ISSUE SHE MIGHT H
AVE WITH THE VEH IN REFERENCE CASE ID: 1465

CONSUMER AFFAIRS

06/16/2002 MMFA0PRG

BEGINNING OF CONTACT

06/16/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.98

RAV ISSUE CASE NR: 086331801
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 06/22/2001
VIN: 1FMYU03181K00000 ENGINE: 1 VEH TYPE: T CLOSED: 06/29/2001

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: BIRMINGHAM VALLEY STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 8800
DEALER NAME: VISTA FORD SALES CODE: F71043 P & A: 07923
REASON CODE: 0826 RAV - NUMBER OF REPAIR ATTEMPTS

ERG2-627 22764

SYMPTOM: 607882 STALL/CLUTS AT CRUISE HOT ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY108 - OPEN CASE FOR GOODWILL REFUND - LEASED
DOCUMENT: ANALYST: M-MCLAND MINDY MCLANDRESS
ACTION DATA/COMMENTS:

08/08/01

14.45.00 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY104 - CANCEL CASE FOR GOODWILL REFUND
DOCUMENT: ANALYST: NTHOMAS NADINE THOMAS
ACTION DATA/COMMENTS:

15.25.20

CONSUMER AFFAIRS 08/18/2002 NMFAXPROG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IS 13.27.30

RAY 108/01 CASE NR: 1451372871
REGION: 44 PITTSBURGH ZONE: 01 OPENED: 01/29/2000
VIN: 1FMYU21610K74894 ENGINE: 1 VEH TYPE: T CLOSED: 01/29/2000

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: PARMA STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 10242

DEALER NAME: ED MULLINAX FORD IN SALES CODE: F44577 P & A: 02288

REASON CODE: 0204 RAY - NUMBER OF REPAIR ATTEMPTS

SYMPTOM: 607882 STALL/CLUTS AT CRUISE HOT ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY008 - OPEN CASE FOR DOB REPLACEMENT - OWNED
DOCUMENT: ANALYST: ENAMBER EYVETTE HANSEN
ACTION DATA/COMMENTS:

12/29/2002

14.45.00

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY211 - RECORD CHECK ISSUANCE FOR DOB REPLACEMENT
DOCUMENT: ANALYST: GOUTHERY GWENDOLY GOUTHERY
ACTION DATA/COMMENTS:

2/1/2003

10.05.05

CONSUMER AFFAIRS

08/18/2002 15:27:00

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15:27:00

INQUIRY ISSUE CASE NR: 148057118
REGION: ZONE: OPENED: 04/23/02
VIN: 1FACU02101K027130 ENGINE: 1 VEH TYPE: T CLOSED: 04/23/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: KERNESAW STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MESSAGE: 88008
DEALER NAME: SALES CODE: P & A
REASON CODE: 8801 TECHNICAL INQUIRY - GENERAL/OTHER
SYMPTOMS: 807883 STALLS/SHUTS AT CRUISE ALL ENGINE TEMP

CRASH: NAPS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE

ACTION: 088518 - INBOUND CALL FROM CUSTOMER

OCCASION: ANALYST: JACOBSON JAMES MCGOWAN

ACTION DATA/COMMENTS:

4/23/02

11:27:57 CUSTOMER (DIANE CARTER) CALLED AND WAS EXTREMELY UPSET ABOUT HER VEHICLE BEING IN THE SHOP FOR THE 2ND TIME FOR THE SAME STALLING CONCERN. THE CUSTOMER IS NOT A FLEET (HER HUSBAND WORKS FOR HEMLETT PACKARD AND BOUGHT THE UNIT FOR HER WITH HIS DISCOUNT) BUT THE CPO SENT HER TO NAPS ANYWAY. HER CONCERN IS THAT THE UNIT IS DESTINED TO FAIL AGAIN AND SHE WANTS TO HAVE FORD BUY THE UNIT BACK. NAPS EXPLAINED, AFTER SPEAKING WITH THE SERVICE TECH, THAT THE TECH HAD PERFORMED THE MOST UPDATED BULLETINS ON THE REPAIR AND THE VEHICLE IS RUNNING FINE ACCORDING TO THE DEALER. NAPS ALSO EXPLAINED THAT WE COULD NOT PREDICT IF THE VEHICLE MAY FAIL AGAIN. CUSTOMER WAS NOT SATISFIED AND WANTED TO SPEAK WITH A SUPERVISOR. NAPS EXPLAINED THAT THE SUPERVISOR WAS NOT AVAILABLE (IT WAS 8:30PM ON A FRIDAY) AND THE CUSTOMER WAS FRUSTRATED AND HUNG UP. FLEET SERVICE SHOULD NOT HAVE BEEN INVOLVED WITH THIS RETAIL CUSTOMER. CUSTOMER DID STATE AT THE BEGINNING OF THE CONVERSATION THAT SHE EXPLAINED TO THE CPO (POC) THAT SHE WAS NOT A FLEET.

CONSUMER AFFAIRS

08/18/2002 15:27:00

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15:27:00

INFORMATION ISSUE CASE NR: 0884182571
REGION: 21 ATLANTA ZONE: 08 OPENED: 08/27/2002
VIN: 1FACU04101K027080 ENGINE: 1 VEH TYPE: T CLOSED: 09/07/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

E863-827 22768

ADDRESS: [REDACTED]
CITY: MATTHEWS STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 14401
DEALER NAME: MOORESVILLE FORD MS SALES CODE: F5175 P & A: 04150
REASON CODE: 2805 OAO - OTHER CONCERN/INQUIRY
SYMPTOM: 807608 STALL/QUITS AT CRUISE ALL ENGINE TEMP

OFFER: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: CAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CHRISTIE CHRISTIN KEITH
ACTION DATA/COMMENTS:

03/27/2002
18,86.21 CERTIFICATE AMOUNT 2800
DAVID FETTER, CSM, ATLANTA
ATTN: JEFF SHOE

OFFER: DEALER - DEALER COMMUNICATION: OTHER
ACTION: CAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-MAYHO1 GRETCHEN MAYHORN
ACTION DATA/COMMENTS:

13,86.38

OFFER: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: CAC018 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CHRISTIE CHRISTIN KEITH
ACTION DATA/COMMENTS:

4/18/2002
11,08.00 REDEEMED DATE 03-03-2002
REPLACEMENT VIN 2K379881

CONSUMER AFFAIRS 03/18/2002 HMFAXPRG

BEGINNING OF CONTACT
03/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15,27.26

INFORMATION ISSUE CASE NBR: 000840002
REGION: 18 NEW YORK ZONE: E1 OPENED: 04/03/2002
VIN: 1FMYU04171K037982 ENGINE: 1 VEH TYPE: T CLOSED: 04/03/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: EDISON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 10750
DEALER NAME: MALOUF FORD, INC. SALES CODE: F1305 P & A: 55027
REASON CODE: 3002 WARRANTY - COVERAGE INQUIRY
SYMPTOM: 807608 STALL/QUITS AT CRUISE ALL ENGINE TEMP

OFFER: CAC108 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - PROVIDE INFORMATION ACCORDING TO PHRASIOLOGY
DOCUMENT: ANALYST: LDARKO LAURIEANN DARKO
ACTION DATA/COMMENTS:

4/5/2002
08,47.11 CUSTOMER SAYS: -SOMEBODY WANTS TO BUY THE MAZDA VERSION OF

0902-027 22757

THE ESCAPE -THIS MORNING WHILE COASTING THE VEH CUT OFF-STA
LLED -PULY THE STEERING GO HEAVY -THE BRAKES FAILED AS WEL
L -HAD TO PRESS REAL HARD FOR THE VEH TO EVEN SLOW -APPEAR
S TO BE A PROBLEM WITH THE PCM VALVE -THERE IS A TSB FOR TH
IS PROBLEM -CALLED TO SEE IF THERE IS ANYTHING RELATED TO T
HIS PROBLEM -WILL BRING THE VEH TO THE DLRS TOMORROW MORN
ING -WILL NEED A LOANER VEH IF VEH HAS TO STAY AT THE DLRS
F OVERNIGHT -VEH WAS PURCHASED AT MALOUP AND IS SERVICED TH
ERE AS WELL -HAS BOUGHT TWO FORDS THIS YEAR -LOVES FORD BU
T THIS IS A SERIOUS CONCERN PER CUSTOMER, DEALER SAYS:
CAC ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONC
ERN. - PLEASE TAKE YOUR VEHICLE TO THE FLAM DEALERSHIP OF
YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF AN
Y WARRANTY/ESP WILL BE APPLICABLE -WILL FOLLOW
UP WITH CUST TOMORROW TO LOOK INTO LOANER REQUEST IF NEEDED

ORIGIN: CACMOE - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 294 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LDARKO LAURIEANN DARKO
ACTION DATA/COMMENTS:

4/4/2002
08:54:13 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -OBO TO DLR -CRM UNAVAILABLE FOR DISCUSSION -HE
SPACE LEFT ON VOICEMAIL -CRM NEEDS TO DETERMINE STATUS OF V
EH AND IF REQUIRED FOR REPAIRS OVERNIGHT -WOULD LIKE TO LOO
K INTO CUSTS LOANER REQUEST -WILL FOLLOW UP

CONSUMER AFFAIRS 08/18/2002 MMFA2XPRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM (R) 13:57:38

INFORMATION ISSUE CASE NBR: 030846008
REGION: 18 NEW YORK ZONE: E1 OPENED: 04032002
VIN: 1PMYU04171K07542 ENGINE: 1 VEH TYPE: T CLOSED: 04042002

ORIGIN: CACMOE - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 188 - VEHICLE INFORMATION
DOCUMENT: ANALYST: LDARKO LAURIEANN DARKO
ACTION DATA/COMMENTS:

4/4/2002
18:08:48 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -NO MESSAGE RECEIVED FROM DLR -UNABLE TO FOLLOW UP WITH
CUST AS PREFERRED CONTACT IS THROUGH PAGER

CONSUMER AFFAIRS 08/18/2002 MMFA2XPRG

0882-827 22755

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM II 10.27.00

INFORMATION ISSUE CASE NR: 040623001
 REGION: 08 SOUTHWEST ZONE: M1 OPENED: 10/23/2001
 VIN: 1FMYU03141K023800 ENGINE: 1 VEH TYPE: 7 CLOSED: 10/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: PASADENA STATE: TX ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 402

MILEAGE: 3033

DEALER NAME: CHARLIE THOMAS FORD SALES CODE: F8004 P & A: 04478

REASON CODE: 30MR PRODCOMP DUFFPERF - MULTIPLE REPAIR

SYMPTOM: 007000 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC30 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 004 - SUPPORT DEALER'S POSITION

DOCUMENT: ANALYST: ABINGHAM ANDREW BINGHAM

ACTION DATA/COMMENTS:

10/23/2001

10/23/01 CUSTOMER SAYS: -HAVE BEEN HAVING A BAD EXPERIENCE -VEH H
 AS BROKE DOWN ONCE - AND NOW AFTER THE DLRHP ATTEMPTED TO
 REPAIR THE VEH -THE VEH IS NOT RUNNING PROPERLY AGAIN (STA
 LL) -WOULD JUST LIKE TO RETURN THE VEH AND GO SOMEWHERE EL
 SE -WILL NOT BE PAYING ANOTHER DENT FOR THIS VEH -WILL BE
 GIVING THIS VEH BACK TO THE DLRHP AND CONTACTING THE INS AN
 D MY LAWYER PER CUSTOMER, DEALER SAYS: -DLRHP (CHARLIE
 THOMAS FORD) SEE ADV. (RANDY) SAYS THAT THE FUEL PUMP
 WAS JUST REPAIRED -DOES NOT KNOW WHY THE VEH IS NOT WORKI
 NG CAC ADVISED: -SUPPORT REPAIR PROCEDURE COMPLETED BY DE
 ALER -*****OBS TO DLRHP***** -CAC 8PM TO SER. MAN
 (RON) -RON SAYS THAT THE VEH NEEDS TO BE REPAIRED UNDER
 WARRANTY -CUST CAN CONTACT THE SER. MAN (RON) FOR FURTHER
 ASSISTANCE *****CAC ADVISED THE CUST TO CONTACT THE CL
 ERK SER. MAN (RON) -CUST CLAIMS THAT SHE IS NOT FOLLOWI
 NG REPAIR PROCEDURES OF FORD AND WILL BE RETURNING THE VEH
 -CUST HANGS UP I INFERENCE CASE ID: 4006

CONSUMER AFFAIRS

08/18/2001 MMFAK/PRG

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM II 13.27.00

INFORMATION ISSUE CASE NR: 0422340792
 REGION: 21 ATLANTA ZONE: A2 OPENED: 03/20/2002
 VIN: 1FMYU03181K020014 ENGINE: 1 VEH TYPE: T CLOSED: 03/20/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: TRAVESVILLE STATE: AL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 402

MILEAGE: 8700

1P02-027 22750

DEALER NAME: JIM SKINNER FORD SALES CODE: F7101E P & A: 01854
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 607683 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 683 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: GCHARLJO GEORGETTE HAO CHARLBOSOME
ACTION DATA/COMMENTS:

3/20/2002

11:49:10 CUSTOMER SAYS: --DRIVING ALONG AND VEH CUT OUT IN NOVELINE
BR --CER COULD NOT FIND ANYTHING WRONG WITH VEH --VEH
DID THE SAME THING YESTERDAY --CUST WANTS VEH FIXED --
#NAME?

INTERMITTENT CONCERN --CUST SEEKS ASSISTANCE PER CUSTOMER,
DEALER SAYS: JIM SKINNER FORD GAO ADVISED: - FOR THE VEH
TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLI-
CATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DI-
AGNOSING 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 AN
INTERMITTENT CONCERN IS NOTICED --CER ADVISED CUST THAT
THERE ARE NO PARTS ON VEH --CER GAVE CUST TEL # FOR NHTSA
REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 05/16/2002 HMTX7793

BEGINNING OF CONTACT

05/16/2002 MASTER OWNER RELATIONS SYSTEM 18:27:55

INFORMATION ISSUE CASE NBR: 044020028
REGION: 71 CALIFORNIA ZONE: B2 OPENED: 01/28/2002
VIN: 1FMCU011610E71024 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SANTA CLARITA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MILEAGE: 28000
DEALER NAME: MARIO FORD SALES CODE: F71481 P & A: 01854
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 607683 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 683 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JAMES1 JENNINE JAMES
ACTION DATA/COMMENTS:

1/28/2002

12:08:30 CUSTOMER SAYS: -CUST STATES THAT THE VEH IS @ THE DLRSHP
-CUST STATES THAT THE VEH STALLS WHILE DRIVING (ALL ENGINE
TEMP) -CUST STATES THAT THE VEH HAS BEEN TO THE DLRSHP 5-6
X FOR THE SAME CONCERN -CUST STATES THAT SHE LOANED HER VEH
-CUST STATES THAT SHE IS PAYING FOR A RENTAL (\$25.00) -C
CUST WOULD LIKE TO KNOW WHAT TO DO -CUST STATES THAT SHE LO

LR03-027 22760

OKED INTO THE LEMON LAW BUT HER VEH NO LONGER FALLS WITHIN THE LEMON LAW CRITERIA -CUST WOULD LIKE FORD TO ASSIST WITH THE COST OF THE RENTAL -CUST WOULD LIKE FOR THE DLRSHIP TO REPAIR THE VEH OR GIVE HER A DIFFERENT VEH PER CUSTOMER, DEALER SAYS: "MAGRO FORD" CAC ADVISED: -ADVISED CUST THAT I WILL FOLLOW UP WITH HER LATER TODAY -MADE CAC T O DLRSHIP SPOKE WITH GREG (SHE MGR) -GREG INFORMED ME THAT HE IS UNAWARE OF THE CUST SITUATION -GREG STATED THAT THE CUST 1ST BROUGHT THE VEH IN @ 15,000 MILES -GREG STATED THAT THE CUST HAS BEEN THERE APPROX 3X FOR THIS CONCERN AND 1X THEY WERE NOT ABLE TO DUPLICATE THE CONCERN -GREG INFORMED ME THAT HE WOULD CONSIDER THE CUST ISSUE TO BE AN INTERMITTENT CONCERN NOT A MULTIPLE REPAIR ISSUE -GREG STATED THAT THE REGIONAL REP WILL BE IN ON THURSDAY SO THEY CAN HAVE THE REP INSPECT THE VEH ON THURSDAY -ADVISED GREG THAT I WILL INFORM THE CUST THAT THE REP WILL BE THERE ON THURSDAY IF OR 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 REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/16/2008 15:04:00

BEGINNING OF CONTACT

08/16/2008 MASTER OWNER RELATIONS SYSTEM 18.27.55

INFORMATION ISSUE CASE NR: 044000002
 REGION: 71 CALIFORNIA ZONE: 02 OPENED: 01/26/2008
 VIN: 1FMCU0115K0271004 ENGINE: 1 VEH TYPE: T CLOSED: 01/26/2008

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SANTA CLARITA STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
 MILEAGE: 20000
 DEALER NAME: MAGRO FORD SALES CODE: F71401 P & A: 01864
 REASON CODE: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA
 SYMPTOM: 807882 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 785 - ADVISE CUST TO SUBMIT RECEIPTS TO DLR FOR REVIEW
 DOCUMENT: ANALYST: JAMES1 JENNINE JAMES
 ACTION DATA/COMMENTS:

1/26/2008
 18.08.26 CUSTOMER SAYS: -CUST STATES THAT THE VEH IS @ THE DLRSHIP -CUST STATES THAT THE VEH STALLS WHILE DRIVING (ALL ENGINE TEMPS) -CUST STATES THAT THE VEH HAS BEEN TO THE DLRSHIP 3-4 X FOR THE SAME CONCERN -CUST STATES THAT SHE LOVES HER VEH -CUST STATES THAT SHE IS PAYING FOR A RENTAL (\$22.00) -CUST WOULD LIKE TO KNOW WHAT TO DO -CUST STATES THAT SHE LOOKED INTO THE LEMON LAW BUT HER VEH NO LONGER FALLS WITHIN THE LEMON LAW CRITERIA -CUST WOULD LIKE FORD TO ASSIST WITH THE COST OF THE RENTAL -CUST WOULD LIKE FOR THE DLRSHIP TO REPAIR THE VEH OR GIVE HER A DIFFERENT VEH PER CUSTOMER, DEALER SAYS: "MAGRO FORD" CAC ADVISED: -FOR REIMBURSEMENT CONSIDERATION PLEASE SUBMIT YOUR ORIGINAL RECEIPTS OF THE CASH OF YOUR LOCAL DEALER. THE DEALER WILL DETERMINE IF REIMBURSEMENT IS POSSIBLE OR NOT REFERENCE CASE ID: 4482

2002-027 22781

CONSUMER AFFAIRS 08/18/2001 MMFAXPFG

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM III 13.27.98

INFORMATION ISSUE CASE NR: 0482722811
REGION: 16 PHILADELPHIA ZONE: B1 OPENED: 12/18/2001
VIN: 1FMYU0H181KAT9203 ENGINE: 1 VEH TYPE: T CLOSED: 12/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:

ADDRESS: [REDACTED]

CITY: SOUTHAMPTON STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 10181

DEALER NAME: DUNPHY MOTORS INC SALES CODE: F6011 P & A: 01337

REASON CODE: 2005 OAC - OTHER CONCERN/QUERY

SYMPTOM: 807903 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATED COMMUNICATION VISIT

ACTION: OAC105 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

DOCUMENT: ANALYST: ONETHS CHRISTIN KEITH

ACTION DATA/COMMENTS:

12/18/2001

13.27.98 RITA MURPHY, CSM, PHILADELPHIA

ATTN: KEVIN DUNPHY

ORIGIN: DEALER - DEALER COMMUNICATION VISIT

ACTION: OAC012 - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT: ANALYST: J-BANDS2 DUNPHY FORD

ACTION DATA/COMMENTS:

12/27/2001

21.22.04 CUSTOMER IS IN A NEW VEHICLE. CONCERN RESOLVED

ORIGIN: CAMA - MARKETING ASSOCIATED COMMUNICATION VISIT

ACTION: OAC105 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED

DOCUMENT: ANALYST: ONETHS CHRISTIN KEITH

ACTION DATA/COMMENTS:

12/28/2001

09.47.17

CONSUMER AFFAIRS 08/18/2001 MMFAXPFG

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM III 13.27.98

BA02-027 22702

INFORMATION ISSUE CASE REF: 08182002
REGION: 44 PITTSBURGH ZONE: A8 OPENED: 08/18/2002
VIN: 1FMYU64H1K2B1446 ENGINE: 1 VIN TYPE: T CLOSED: 08/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 2008
DEALER NAME: STURMAN & LARSON FORD SALES CODE: F4017 P & A: 07430
REASON CODE: 809A PRODCOMP DIFFERF - REGIONAL ASSISTANCE
SYMPTOM: 087998 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACME - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 788 - ADVISE CUST CAC WILL FOLLOW UP
DOCUMENT: ANALYST: AMATO ANTONIETTA AMATO
ACTION DATA/COMMENTS:

08/18/2002
13.41.38 CUSTOMER SAYS: - CUST HAVING A PROBLEM WITH THE VEH CUTTING OUT WHILE DRIVING - WHEN TRAVELLING 55-60 MPH, THE VEH SHUTS OFF AND LOOSES POWER BRAKES AND STEERING - DLR HAS TRIED TO REPAIR IT 3 TIMES TO NO AVAIL - SEEKING PROPER REPAIR PER CUSTOMER, DEALER SAYS: - DLR CANNOT LOOK AT THE VEH UNTIL WED. - CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST FOR SERVICE PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? - TON 2030 - CAC TO DLR 7 STURMAN & LARSON FORD, INC. TEL: (412) 892-8300 UNABLE TO CONTACT T HE SM - GARY D'ANGELO WILL FL WITH THE DLR AND CUST ON MONDAY REFERENCE CASE ID: 8408

ORIGIN: CACME - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: AMATO ANTONIETTA AMATO
ACTION DATA/COMMENTS:

08/18/2002
13.47.05 CUSTOMER SAYS: - CUST HAVING A PROBLEM WITH THE VEH CUTTING OUT WHILE DRIVING 55-60 MPH, THE VEH SHUTS OFF AND LOOSES POWER BRAKES AND STEERING - DLR HAS TRIED TO REPAIR IT 3 TIMES TO NO AVAIL - SEEKING PROPER REPAIR PER CUST CBR, DEALER SAYS: CAC ADVISED: TON 2030 - CAC TO DLR STURMAN & LARSON FORD, INC. TEL: (412) 892-8300 - SPOKE - THE SM - GARY D'ANGELO - DLR HAS ONLY DUPLICATED 1 TONCE IN OCT. WHEN THEY MADE A REPAIR, CUST HAS AN APPOINTMENT WITH THEM ON WED. - WE WILL FL ON FRI TO CHECK STATUS OF THE VEH CAC TO CUST - LEFT A MESSAGE ADVISING WE WILL FL ON FRIDAY

CONSUMER AFFAIRS 08/18/2002 154307P03

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.17.38

INFORMATION ISSUE CASE REF: 08182002
REGION: 44 PITTSBURGH ZONE: A8 OPENED: 08/18/2002
VIN: 1FMYU64H1K2B1446 ENGINE: 1 VIN TYPE: T CLOSED: 08/18/2002

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: 04007 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: B-TOTHE BETTY TOTHE
ACTION DATA/COMMENTS:

08/18/2002
13.08.01 SVC MGR CALLED CSTR 8/18/02. VEHICLE HERE 11/83/01 AND MIC POWER RELAY REPLACED. VEHICLE COMING IN TO GET CHECKED OUT.

ORIGIN: CACME - MANUAL - PHONE CBR COMMUNICATION: PHONE

0802-027 22783

ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: AMATO ANTONIETTA AMATO
ACTION DATA/COMMENTS:

2222002

17.09.00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAG ADVISE
DE: TONE 2030 - OBO TO DLR- STURMAN & LARSON FORD, INC.
TEL: (413) 882-2300 - UNABLE TO CONTACT THE DLR, NO ANSWER
- I WILL FL ON MONDAY

ORIGIN: OAGMSE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: AMATO ANTONIETTA AMATO
ACTION DATA/COMMENTS:

2255002

14.09.00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAG ADVISE
DE: TONE 2030 - OBO TO DLR- STURMAN & LARSON FORD, INC.
TEL: (413) 882-2300 - SPOKE - SM - GARY D'ANGELO - THE
Y HAVE A RACK & PIN ON ORDER AS PER TECH NOTLINE, EXPECT
THAT THE PART WILL BE IN NEXT WEEK - CUST PRESENTLY HAS
THE VEH - OBO TO CUST @ WORK NUMBER - ADVISED THAT THE
PARTS ARE EXPECTED IN NEXT WEEK - WE WILL FL ON TUESDAY MA
RCH 5

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAD057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: B-TONE BETTY TOTH
ACTION DATA/COMMENTS:

050002

10.27.00 SVO NMR GARY D'ANGELO SPOKE TO CST & ADV S.O.P. ARE HERE.
VEHICLE TO COME IN TO GET CONCERN RESOLVED. SGL BETTY TOTH
LEFT ANOTHER MSG THAT PARTS ARE HERE & TO CALL FOR APPT.

CONSUMER AFFAIRS 08/18/2002 MAFAXPR2

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 10.27.20

INFORMATION ISSUE CASE NMR: 0400002101
PROVIN: 44 PITTSBURGH ZONE: A3 OPENED: 08/18/2002
VIN: 1FPHYU04101K2B1448 ENGINE: 1 VEH TYPE: T CLOSED: 08/20/2002

ORIGIN: OAGMSE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TRYNOLOS TIFFANY TRYNOLOS
ACTION DATA/COMMENTS:

300002

11.07.00 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
OAG ADVISED: STURMAN & LARSON FORD, INC. (413) 882-2300
---OBO TO DLRHP--- SPOKE TO GARY D'ANGELO SM ---
VEH IS COMING IN ON THURSDAY TO HAVE RACK AND PIN AND O
COMPUTER REPLACED AS PER TSO NOTLINE --- CUST WILL BE PROVID
ED WITH LOANER --- VEH SHOULD BE REPAIRED THURSDAY EVENING

ORIGIN: OAGMSE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 201 - OUTBOUND CALL TO FORD/MERCUY CUSTOMER
DOCUMENT: ANALYST: TRYNOLOS TIFFANY TRYNOLOS
ACTION DATA/COMMENTS:
CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE O
AG ADVISED: OBO TO CUST HOME & LEFT MESSAGE OBO TO DAY &
LEFT MESSAGE --- ADVISED CUST THAT CSR WOULD FOLLOWUP WITH
HIM ON MONDAY @ 11 AM EST REGARDING REPAIR OF VEH

ORIGIN: OAGMSE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TRYNOLOS TIFFANY TRYNOLOS
ACTION DATA/COMMENTS:

0902-027 22764

07/12/02
11.20.08 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: STURMAN
N & LARRIN FORD, INC. (412) 888-8800 ---OBC TO CLERK---
--- SPOKE TO GARY D'ANGELO 8PM ---VEH IS @ CLERK RIGHT
NOW SHOULD BE REPAIRED BY TOMORROW CAC ADVISED: NONE

ORIGIN: CAC002 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 201 - OUTBOUND CALL TO FORMER/MERCURY CUSTOMER
DOCUMENT: ANALYST: TTYNDLOS TIFFANY BYNDLOS
ACTION DATA/COMMENTS:
CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE C
AC ADVISED: OBC TO CUST HOME # LEFT MESSAGE ---OBC FOLLOWING
NG UP REGARDING REPAIR ON THURSDAY ---OBC TO CUST DAY # HO
ANSWER ---OBC TO CUST CELL # LEFT MESSAGE --- ADVISED CUST
THAT CBR WILL TRY TO CONTACT HIM BACK TOMORROW @ 11 AM EST

CONSUMER AFFAIRS 08/12/02 MMFA2PRG

08/12/02 MASTER OWNER RELATIONS SYSTEM IN 11.27.20

INFORMATION ISSUE CASE NFR: C00002187
REGION: 44 PTT88BURGH ZONE: AS OPENED: 08/12/02
VIN: 1FMYL04191K051446 ENGINE: 1 VEH TYPE: T CLOSED: 08/12/02

ORIGIN: CAC002 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TTYNDLOS TIFFANY BYNDLOS
ACTION DATA/COMMENTS:

07/12/02
11.25.08 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: STURMAN
& LARRIN FORD, INC. (412) 888-8800 ---OBC TO CLERK---
--- SPOKE TO GARY D'ANGELO 8PM ---VEH SHOULD BE REPAIRED
BY 8 TODAY CAC ADVISED: NONE

ORIGIN: CAC002 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JKALU JACQUELINE KALU
ACTION DATA/COMMENTS:

07/12/02
14.23.11 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: SPOKE TO SRV. MGR GARY DEANGELO WHO ADVISED THAT CUST F
IXED UP VEH AND RETURNED THE LOANER - CUST'S PROBLEM HAS BEEN
RESOLVED

ORIGIN: CAC002 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 201 - OUTBOUND CALL TO FORMER/MERCURY CUSTOMER
DOCUMENT: ANALYST: JKALU JACQUELINE KALU
ACTION DATA/COMMENTS:
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: LEFT MESS AT HO # STATING THAT JUST WANTED TO ENSURE THA
T EVERYTHING RAN SMOOTHLY WITH REPAIR SPOKE TO CUST AT DAY #
AND HE STATED THAT THE CLERK WENT OUT OF THEIR WAY TO PROV
IDE SERVICE AND HE WAS VERY PLEASED WITH THE SERVICE AND THE
REPAIR THUS FAR

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-TOTH BETTY TOTH
ACTION DATA/COMMENTS:

10.31.17 CSTR GIVEN LOANER CAR WHILE VEHCL IN FOR RPR/RPR COMPLETED
ON 07/30/02 0843Z WITH HOTLINE ASSIST. SVC MGR SPOKE TO
CSTR CONCERN RESOLVED. ON FUP CALL THIS DATE. CSTR SAID SVC W
AS OUTSTANDING FROM STURMAN-LARRIN, BUT IS NOT ENTHUSED W/ FOR

ER02-027 22705

IF PRODUCT OR QUALITY, HE & HIS FAMILY HAVE LOST ALL CONFIDENCE IN FORD. SAID CHUCK, INC ADV. WAS GREAT.

CONSUMER AFFAIRS 06/18/2002 MAFAPR02

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM M 13.27.26

INFORMATION ISSUE CASE NBR: 048160481
REGION: 71 CALIFORNIA ZONE: E1 OPENED: 04/21/2001
VIN: 1FALU1B81KBB6666 ENGINE: B VEH TYPE: T CLOSED: 04/21/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:

ADDRESS: [REDACTED]

CITY: RAMONA STATE: CA ZIP: [REDACTED]

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2

MILEAGE: 6000

DEALER NAME: PERRY FORD SALES CODE: P71108 P & A: 01486

REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 607662 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC088 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 828 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

DOCUMENT: ANALYST: GNOVAK GLENN NOVAK

ACTION DATA/COMMENTS:

4/8/2001

11.23.41 CUSTOMER SAYS: -CUST SENT E-MAIL- -CUST WAS DRIVING VEH
WHEN SUDDENLY, ALL POWER WAS LOST -VEH SHUT DOWN AND WOULD
NOT RE-START -VEH WAS TOWED TO DLJ, BUT VEH STARTED PROPERL
Y AT DLJSHIP -CUST HEARD THERE MAY HAVE BEEN A RECALL ANNOUN
CED RECENTLY AND WOULD LIKE TO KNOW IF IT RELATES PER CUST
OWNER, DEALER SAYS: -UNABLE TO EXHIBIT 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
ONCERN IS NOTICED -ADVISED CUST OF ABOVE BY E-MAIL -ADVISE
D NO OPEN RECALLS OR CRPS AT PRESENT INFORMED CASE ID: 448

2

CONSUMER AFFAIRS 06/18/2002 MAFAPR02

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM M 13.27.36

INFORMATION ISSUE CASE NBR: 0657081402
REGION: 71 CALIFORNIA ZONE: E2 OPENED: 05/20/2002
VIN: 1FMYU8121KE77764 ENGINE: 1 VEH TYPE: T CLOSED: 05/20/2002

ER62-827 22756

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: RIALTO STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL7 4WD
RELEASE: B4000
DEALER NAME: FORTYFIVE FORD SALES SALES CODE: F71186 P & A: 0788
REASON CODE: 3086 PRODOOMP DURPERP - VEHICLE QUALITY
SYMPTOM: 887608 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC39 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: LA LOUCHE LIZ ALLOUCHE
ACTION DATA/COMMENTS:

08/02/02
18.24.15 CUSTOMER SAYS: -CUST SAYS THAT HE HAS RECEIVED POOR CUST S
SERVICE FROM THE DUNSHIP -CUST IS AWARE THAT FORD DOES NOT
APPROVE OF THIS POOR SERVICE -THE BRAIN UNIT IN THE VEH HA
S A PROBLEM -THE VEH SHUTS OFF WHILE SHE IS DRIVING -CUST
T SAYS THAT SHE WAS IN A LIFE THREATENING CIRCUMSTANCE WITH
HER CHILDREN IN HER VEH -CUST VEH IS AT DUNSHIP NOW AND HA
S NOT BEEN REPAIRED PER CUSTOMER, DEALER SAYS: -DUNSHIP
TOLD CUST TO KEEP DRIVING THE VEH UNTIL THE PART SHE NEEDS F
OR THE REPAIR COMES IN -GAC ADVISED: -WE RECOMMEND THE RE
PAIR BE PERFORMED BY A FORD/AL DEALERSHIP - INFORMATION WL
L BE SENT TO CLR, CUSTOMER SHOULD CONTACT CRIMSERV MGR -CPC
FOUND NO FBACSP ON VEH FOR THIS CONCERN -GAC ADVISED CUS
T THAT THIS INFO WILL BE SENT TO OUR ENGINEERS -SINCE CUST
DID TAKE THE PROACTIVE APPROACH BY CONTACTING US TODAY THIS
WILL ASSIST OUR ENGINEERS FOR INSTATING ANY FUTURE FBACSP
INAME?
RELATING TO HIS VEH -CUST SHOULD HOLD ON TO RECEIPTS INP
FENCE CASE ID: 4891

CONSUMER AFFAIRS 08/13/2002 MMFA00P03

BEGINNING OF CONTACT
08/13/2002 MASTER OWNER RELATIONS SYSTEM IS 18.27.55

INFORMATION ISSUE CASE NITE 008275311
REGION: 88 CONVEN ZONE: D1 OPENED: 08/11/2002
VIN: 1FMYU02181K087981 ENGINE: 1 VEH TYPE: T CLOSED: 08/11/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: EVERGREEN STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL6 4X4
RELEASE: 48800
DEALER NAME: OMBARA FORD CENTER SALES CODE: F88008 P & A: 08894
REASON CODE: 3085 DAC - OTHER CONCERN/INQUIRY
SYMPTOM: 887608 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: DAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: KEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

EP82-827 22767

5/11/2002
11:27:42 JESS/OA GUEST, OMA, DENVER
ATTN: BRIAN HANNEBERMAN

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: DAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-HAMMER
ACTION DATA/COMMENTS:

5/18/2002
10:32:40

ORIGIN: OAMA - MARKETING ASSOCIATED COMMUNICATION VISIT
ACTION: OAD103 - CLOSE ISSUE FOR OWNER APPROPRIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CROITHS CHRISTIN KIRTH
ACTION DATA/COMMENTS:

5/20/2002
14:45:23

CONSUMER AFFAIRS 05/18/2002 15:27:00

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM III 15:27:00

INFORMATION ISSUE CASE NBR: 057834001
REGION: 01 ATLANTA ZONE: 03 OPENED: 07/07/2001
VIN: 1FMYU01171K000000 ENGINE: 1 VEH TYPE: T CLOSED: 07/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GASTONIA STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MILEAGE: 8000
DEALER NAME: CHAMPION FORD LINQ- SALES CODE: F21775 P & A: 0000
REASON CODE: 80MR PRODCOMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 807883 STALL/QUIT AT OFFUSE ALL ENGINE TEMP

ORIGIN: OAD006 - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 824 - SUPPORT DEALERS POSITION
DOCUMENT: ANALYST: WELDON NEVILLE BALDWIN
ACTION DATA/COMMENTS:

7/27/2001
15:25:34 CUSTOMER SAYS: - CUST SAYS THAT VEH HAS CUT OFF 4 TIMES
TOOK VEH TO DLR NOW CUST WANTS LOANER PER CUSTOMER, DE
ALER SAYS: - DLR SAID DIAGNOSTIC BAY VEH IS OK BRING V
EH BACK IN CASE OF PROBLEM OAD ADVISED - CBO TO DLR - 6
BPM. MGR. MR R. ROBINSON - ADVISED TO BRING VEH IN ON MONDA
Y - WILL LOOK INTO THE ISSUE - ADVISED CUST OF ABOVE IN
REFERENCE CASE ID: 4808

1502-827 22788

CONSUMER AFFAIRS

05/18/2002 NHFAXP03

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.00

INFORMATION ISSUE CASE NBR: 807888881
REGION: 21 ATLANTA ZONE: E3 OPENED: 10/28/2001
VIN: 1FMYU0311K578467 ENGINE: 1 VEH TYPE: T CLOSED: 10/28/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: RALEIGH STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x2
MILEAGE: 10883
DEALER NAME: CAPITAL FORD INC SALES CODE: FMY119 P & A: 80876
REASON CODE: 8805 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 807888 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: D-KEITH CHRISTINA KEITH
ACTION DATA/COMMENTS:

10/28/2001
10.08.25 PATRICIA JONES, CSM, ATLANTA; ATTN: PETER DIERIKSEN

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: OAC089 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND REJECTED
DOCUMENT: ANALYST: S-WICKER SCOTT WICKER
ACTION DATA/COMMENTS:

10/28/2001
11.18.17 SUBSEQUENT OWNER NO OAC.

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

1/9/2002
12.08.48 NAME CHANGED TO TOMA PER PATRICIA JONES CSM

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC109 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDESIGNED
DOCUMENT: ANALYST: KEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

1/25/2002
13.20.56

ER62-827 22768

CONSUMER AFFAIRS

08/18/2001 18:07:39

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM IN 18.07.39

INFORMATION ISSUE CASE NR: 081918001
REGION: 21 ATLANTA ZONE: E1 OPENED: 11/03/2001
VIN: 1FMCU0D181K080212 ENGINE: 1 VEH TYPE: T CLOSED: 11/20/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: CORNELIUS STATE: NC ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2

MILEAGE: 7000

DEALER NAME: LACE NORMAN FORD SALES CODE: FEM05 P & A: 08014

REASON CODE: 0634 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 807060 STALL/CRUISE AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC05 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 688 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

DOCUMENT: ANALYST: BWALTERS SHANE WALTERS

ACTION DATA COMMENTS:

11/03/2001

17:41:32 CUSTOMER SAYS: "SURVEY" - VEH HAS CUT OUT ON CRUISE
THREE - 1ST TIME HAPPENED 6 DAYS AFTER PURCHASE - DLR F
DID THE PROBLEM BUT SAME PROBLEM REOCCURED ON 10-04-01 - D
LR CAN NOT DUPLICATE THE CONCERN - FEELS IT IS DANGEROUS S
ITUATION AS VEH BREAKS DOWN WHILE DRIVING - NO FOLLOW-UP
CALLS FROM DLR SHP SINCE LAST SERVICE "INSOUND
CALL" - CUST VEH HAS STALLED TWICE SINCE THE
TIME OF PURCHASE - DLR FIXED THE CONCERN THE FIRST TIME BU
T DLR COULD NOT FIND THE PROBLEM THE SECOND TIME - CUST FEEL
S THAT THIS IS A SAFETY ISSUE AND NO LONGER WANTS THE VEH U
NLESS IT CAN BE FIXED PER CUSTOMER, DEALER SAYS - NONE
CAC ADVISED: - FORDS GOAL IS TO PROPERLY REPAIR THE VEH RAT
HER THAN REPLACE OR REFUND - NO PLACE IN REGARDS TO THE C
ONCERN - 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 REFERENCE CASE ID: 4482

CONSUMER AFFAIRS

08/18/2001 18:07:39

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM IN 18.07.39

INFORMATION ISSUE CASE NR: 080004011
REGION: 21 ATLANTA ZONE: C2 OPENED: 11/07/2001
VIN: 1FMCU0D181K080006 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

0802-827 22770

CITY: MARIETTA STATE: GA ZIP: 30067
HOME PHONE: 404-441-1111
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 1000
DEALER NAME: FIVESTAR FORD INC SALES CODE: F15110 P & A: 00846
REASON CODE: 80MR PROCOMP DUMPYERF - MULTIPLE REPAIR
SYMPTOM: 607666 STALLQUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 324 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: NDEBOLUS NADINE DE BOURG
ACTION DATA/COMMENTS:

11/7/2001

17.21.00 CUSTOMER SAYS: CUST IS HAVING PROBLEMS WITH VEH. VEH IS 8
TALLING WHEN DRIVING. IT HAPPENED THREE TIMES. DLR FIXED
DLE CONTROL VALVE. IGNITION FIX REPAIR WIRING WITH CORROSION
N. DLR TRIED TO FIX PROBLEM TWO TIMES, NO FIX. CUST WOULD
LIKE FORD TO REPLACE THE VEH OR REFUND HER MONEY. PER CUST
OWNER, DEALER SAYS: CAC ADVISED: CDO TO DLR AND SPOKE TO
EVR MR THOMAS DAILY WHO SAYS TO ADVISE CUST TO BRING THE V
IN IN TOMORROW MORNING OR FRIDAY MORNING WHICH HE WILL G
IVE CUST PERSONAL ATTENTION.

- SUPPORT REPAIR PROCEDURE COMPLETED BY DE
ALER INFERENCE CASE ID: 4806

CONSUMER AFFAIRS 06/18/2002 MBFAJPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18.27.00

INFORMATION ISSUE CASE NBR: N71478121
REASON: 25 MEMPHIS ZONE: A1 OPENED: 06/03/2001
VIN: 1FMYU8H51KA14860 ENGINE: 1 VEH TYPE: T CLOSED: 06/30/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MC

ADDRESS: [REDACTED]
CITY: SHERWOOD STATE: AR ZIP: [REDACTED]

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402

MILEAGE: 7000
DEALER NAME: NORTH POINT FORD SALES CODE: F15110 P & A: 00829

REASON CODE: 11MR AWA - MULTIPLE REPAIR
SYMPTOM: 607666 STALLQUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: JESPEDEL JOEY SPIEGEL
ACTION DATA/COMMENTS:

06/03/01

18.37.00 CUSTOMER SAYS: -IN PROCESS OF FILING LEMON LAW -WROTE LET
TER, AS PROCESS INITIALED, TO MANUFACTURER CLAIMING LEMON LAW
ISSUE?

AND THE LAST THREE TIMES AT NORTHPOINT FORD -CUST WAS TOLD
BY CSM WHO WAS AT CRANE THAT CSM HAS NOTHING TO DO WITH LE
MON LAW -CUST WANTS THIS CASE ASSIGNED TO NORTH POINT FORD
NOT CRANE -OTHER CSM HAVE SENT THE CASE TO CRANE BY MRS
TAKE -CUST WAS WAITING TO PURSUE THIS BECAUSE THOUGHT THAT
NORTHPOINT FORD HAD FOUND A FIX BUT THEY DID NOT PER CU
STOMER, DEALER SAYS: NONE CAC ADVISED: - INFORM CUSTOMER
OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT W
TH DEALER - REQUEST DEALER TO CONTACT CUSTOMER TO INFORM WH
EN REPAIR WILL BE SCHEDULED/COMPLETED. INFERENCE CASE ID: 5

227

0002-027 22771

CONSUMER AFFAIRS

DEFENSE: MMFA2793

BEGINNING OF CONTACT

09190008 MASTER OWNER RELATIONS SYSTEM II 16.07.00

INFORMATION ISSUE CASE NR: 1678000115
REGION: 02 SOUTHWEST ZONE: A1 OPENED: 07/07/2001
VIN: 1FMYU02181K254740 ENGINE: 1 VEH TYPE: T CLOSED: 07/27/2001

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 402

MILEAGE: 10000

DEALER NAME: LEADERSHIP FORD SALES CODE: FORD01 P & A: 03400

REASON CODE: 0404 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 407003 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: 040003 - US CONCERN CASE NAME COMMUNICATIONS PHONE

ACTION: 4003 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

DOCUMENT: ANALYST: MARYA BAYLA MAURICIO

ACTION DATA COMMENTS:

7/27/2001

16.09.01 CUSTOMER SAYS: CUST CALLING REGARDING A CONTINUOUS PROBLEM THAT VEH HAS BEEN HAVING. VEH STALLS AT ANY TIME, ANYWHERE. CUST STATED THAT FORD ALREADY SENT AN ENGINEER TO CHECK VEH AT THE DEALERSHIP, BUT ENGINEER COULD NOT FIND WHAT THE PROBLEM IS WITH THE VEH. CUST CALLS NOW TO FIND OUT WHAT TO DO WITH VEH. CUST IS TAKING VEH AGAIN ON SATURDAY TO THE DEALERSHIP. FOR CUSTOMER, DEALER SAYS: NONE CAC ADVISE: - 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. CSM ADVISED CUST ON THE OUTCOME AND CSM WILL FOLLOW UP WITH CUST BY MONDAY TO SEE IF DEALERSHIP WAS ABLE TO FIND ANYTHING ON THE VEH BY SATURDAY IN REFERENCE CASE ID: 4402

0902-021 22772

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 18.27.20

INFORMATION ISSUE CASE NBR: 1382780742
REGION: 44 PITTSBURGH ZONE: C8 OPENED: 08/18/2002
VIN: 1FMYU03181K089494 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: M

ADDRESS: [REDACTED]

CITY: CUYAHOGA FALLS STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 42

MILEAGE: 18000

DEALER NAME: T E CLARKE FORD, IN SALES CODE: F44077 P & A: 02257

REASON CODE: D84 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 507883 STALL/CLUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC39 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 683 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

DOCUMENT: ANALYST: JAWYTER JASON WYTER

ACTION DATA COMMENTS:

08/18/2002

11/06/01 CUSTOMER SAYS: -VEH HAS A STALL -HAD TAKE VEH TO DLR AND
THEY COULD NOT DUPLICATE PROBLEM -WOULD LIKE TO KNOW IF
THIS A KNOWN CONCERN AND WHAT ARE THERE OPTIONS FOR REPAIR
PER CUSTOMER, DEALER SAYS: -CANNOT DUPLICATE CONCERN -DAO
ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP
WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASS
SET THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CAN
NOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO
REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT D
EALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED -CUB
T ASK ABOUT TAKING VEH TO ANOTHER DLR -ADVISED CUST THAT T
HEY MAY, WARRANTY VALID AT ANY DLR, BUT THE DLR MUST DUPLICA
TE CONCERN BEFORE REPAIRING THE VEH REFERENCE CASE ID: 4

482

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 18.27.20

INFORMATION ISSUE CASE NBR: 1382781241
REGION: 24 ORLANDO ZONE: A2 OPENED: 08/18/2002
VIN: 1FMYU03121K08087 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

0902-027 22773

CITY: MIAMI STATE: FL ZIP: 33133
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 11000
DEALER NAME: FORD OF CORAL GABLES SALES CODE: F84004 P & A: 03888
REASON CODE: 0086 PROPOCAMP DUMPSP - VEHICLE QUALITY
SYMPTOMS: 807886 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MERRIAM MOHAMED SIFARIH
ACTION DATA/COMMENTS:

2/14/2002

18.07.98 CUSTOMER SAYS: CUST CALLED YESTERDAY TO FILE A COMPLAINT AND WANTS TO KNOW THE NAME OF CSR WHO TOOK DOWN THE DETAILS. CUST SAID THE VEH IS AT THE CURSHIP FOUR TIMES. THE LAST INCIDENT WAS THE THIRD TIME IT HAS HAPPENED. CUST IS NERVOUS ABOUT THE VEH DIES WHILE DRIVING AND THE WHEELS LOCKED AT HIS H SPEED. CUST SAID THIS A VERY DANGEROUS VEH TO DRIVE, AND WANTS SOMETHING DONE ABOUT IT. PER CUSTOMER, DEALER SAYS: NONE. CMO ADVISES: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR. CUSTOMER SHOULD CONTACT CRASHWY HIGH INTERPRETATION CASE ID: 488

CONSUMER AFFAIRS 05/18/2002 MEMPHISPPG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM IS 18.27.98

INFORMATION ISBLM CASE REF: 148088001
REGION: 88 KANSAS CITY ZONE: 01 OPENED: 07/18/2001
VIN: 1PMYU891710P88918 ENGINE: 1 VEH TYPE: T CLOSED: 07/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR

ADDRESS: [REDACTED]

CITY: CARPENTERS STATE: MO ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 402

MILEAGE: 8000

DEALER NAME: JOPLIN FORD-LINCOLN SALES CODE: F8888 P & A: 81850

REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 807886 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 823 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: ANALYST: GROBINS GEORGETTE SHARON ROBINSON

ACTION DATA/COMMENTS:

7/18/2001

11.40.01 CUSTOMER SAYS: -SOME TIMES I AM DRIVING AND I LOSE ALL PO WER AND ALL THE LIGHT COME ON IN THE DASH. - TODAY IT HAPPENED

ERS2-827 22774

NED AGAIN. - THIS IS THE 2ND TIME IT HAPPENED. - THE FIRST TIME THE DEALERSHIP SAID IT WAS A HOME CLAMP. - THE FIRST TIME THEY ALSO REPLACED THE STARTER. - I ASKED THEM TO KEEP IT AND THEY SAID NO. - THIS VEH IS NOT RELIABLE, THIS IS A SAFTY ISSUE. PER CUSTOMER, DEALER SAYS: WE CAN NOT DUPLICATE THE CONCERN - WE DO NOT HAVE A BLACK BOX THAT WOULD FIT INTO THE VEH. CAO 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 IN FRENCH CASE ID: 4482

CONSUMER AFFAIRS 05/18/2008 MMFA07PRG

BEGINNING OF CONTACT

05/18/2008 MASTER OWNER RELATIONS SYSTEM IN 13.27.36

INFORMATION ISSUE CASE NBR: 1482673671
 REGION: 12 NEW YORK ZONE: B1 OPENED: 06082008
 VIT: 1PBYUD41XW45578 ENGINE: 1 VEH TYPE: T CLOSED: 06082008

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: WARREN STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 20000
 DEALER NAME: FULLERTON FORD SALES CODE: F13476 P & A: 28851
 REASON CODE: 3038 PRODCOMP DURPERF - VEHICLE QUALITY
 SYMPTOMS: 607886 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: DADR - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 608 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: COBOLZA1 CAROL BOLZA
 ACTION DATA COMMENTS:

5/28/08
 10.46.27 CUSTOMER SAYS: -THE VEH JUST DIES WHEN DRIVING -THE VEH HAS NO POWER AT ALL -THE VEH STARTS BUT THEN IT DIES AGAIN
 #NAME?
 FRHP FIXES THIS BUT HAVE THE SAME PROBLEM AGAIN -CUST WAS DRIVING AND ADVISED ME SHE ONLY WANTED THIS INFO DOCUMENTED SO IT IS ON HER FILE -CUST WANTS INFO ON THE LEMON LAW
 PER CUSTOMER, DEALER SAYS: -NONE CAO ADVISED: -WE RECO MMEND THE REPAIR BE PERFORMED BY A FORD/DL DEALERSHIP -INF ORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRUISE RV MGR -ADV CUST SHE WILL GET MORE INFO ON THE LEMON LAW AT HER PUBLIC LIBRARY OR THE PAPERS SHE RECD WHILE PURCHAS NG THE VEH MAY HAVE INFO -ADV CUST SHE COULD CONTACT THE CRM AT HER DLR/HP TOO - PROVIDED THE CUST WITH THE NAME IN FRENCH CASE ID: 4481

ENR2-027 22775

CONSUMER AFFAIRS

08/18/2002 MMFAKPRG

BEGINNING OF CONTACT

08/14/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.28

INFORMATION ISSUE CASE NBR: 1818811811
REGION: 88 DENVER ZONE: A1 OPENED: 12/03/2001
VIN: 1FMYJ01891K281443 ENGINE: 5 VEH TYPE: T CLOSED: 18/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: AURORA STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MILEAGE: 2000
DEALER NAME: COUNTRY FORD SALES CODE: F08908 P & A: 08170
REASON CODE: 9088 OAC - OTHER CONCERN/INQUIRY
SYMPTOM: 607883 STALLQUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CHRISTIE CHRISTIN KEITH
ACTION DATA/COMMENTS:

12/03/2001
11.48.11 TERRY SMITH, OSM, DENVER
ATTN: STEVE COAD

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 7720PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

18/08/2001
13.17.48 DATE OF SALE DEVIATION APPROVED BY TODD YAGI DOM

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CHRISTIE CHRISTIN KEITH
ACTION DATA/COMMENTS:

18/01/2001
10.25.37

CONSUMER AFFAIRS

08/18/2002 MMFAKPRG

1882-027 22775

BEGINNING OF CONTACT

08/16/2002 MASTER OWNER RELATIONS SYSTEM III 13.37.38

INFORMATION ISSUE CASE NBR: 188428082
 REGION: 84 ORLANDO ZONE: C1 OPENED: 08/01/2002
 VIN: 1FMYU8841TC40845 ENGINE: 1 VEH TYPE: T CLOSED: 08/01/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: LAKE WORTH STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2

MILEAGE: 5000

DEALER NAME: AL PACKER FORD SALES CODE: F24218 P.S.A.: 04870

REASON CODE: 3085 PRODCOMP DURVEFF - VEHICLE QUALITY

SYMPTOMS: 607885 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACMS - LIR CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: OLUNAN OMAR LUNAN

ACTION DATA COMMENTS:

8/1/2002

14.58.58 CUSTOMER SAYS: -CUST HAS A RECURRING PROBLEM WITH HER VEH,
 AND AL PACKER FORD ADVISED THAT THEY CANNOT DO ANYMORE RE
 PAIRS ON THE VEH (ALEX JOSEFYC; SVC ADVISOR) -CUST SAYS THE
 VEH STALLS AND DRIVES WHILE DRIVING -CUST SAYS IT'S HAPPEN
 ED FOUR TIMES, AND HAS BEEN REPAIRED FOUR TIMES -CUST SAYS
 THE LAST TIME THE VEH WAS IN WAS 08/01, BUT CALLED THE DLR
 TODAY -CUST MENTIONED LEMON LAW -CUST WANTS THE VEH REPA
 IRED, OR A NEW VEH PER CUSTOMER, DEALER SAYS: -DLR ADVISE
 D THEY COULDNT DUPLICATE THE CONCERN, AND THEY CANNOT DO AN
 YMORE REPAIRS (ALSO ADVISED BY RICK KLOTZ; SVC MGR) CAC ADV
 ISED: -CRC DID CRC TO AL PACKER FORD; LFT MSG FOR RICK KLOT
 Z TO CONTACT CRC IN RELATIONS TO CUST ISSUE -CRC THAT WE R
 ECOMMEND THE REPAIR BE PERFORMED BY A FORD/LIN DEALERSHIP -
 INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM
 SERV MGR -CRC ADVISED CUST WE WL FOLLOW UP IN REFERENCE CASE
 ID: 4881

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE

ACTION: 214 - OUTBOUND CALL TO DEALER

DOCUMENT: ANALYST: OLUNAN OMAR LUNAN

ACTION DATA COMMENTS:

17.59.14 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
 O ADVISED: -CRC DID OBO TO DLR; LFT MSG FOR SVC MGR TO CONT
 ACT CRC IN RELATIONS TO CUST ISSUE -CRC DID OBO TO CUST; AD
 VISED THAT WE ARE STILL FOLLOWING UP -CUST LEFT IN SAT
 URDAY, FORWARDING TO ANOTHER CSR FOR FURTHER RESOLVE

CONSUMER AFFAIRS

08/16/2002 MMFAFFRG

BEGINNING OF CONTACT

08/16/2002 MASTER OWNER RELATIONS SYSTEM III 13.37.38

INFORMATION ISSUE CASE NBR: 188410812
 REGION: 48 DETROIT ZONE: B2 OPENED: 08/08/2002
 VIN: 1FMYU84121KD40882 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: WEST BLOOMFIELD STATE: MI ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 1

0802-827 22777

DEALER NAME: DON BEELYE FORD IN SALES CODE: P48578 P & A: 00758
REASON CODE: 5025 PRODCOLP DUMPING - VEHICLE QUALITY
SYMPTOM: 807583 STALL/CUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACME - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LPEREZ LITSHA PEREZ
ACTION DATA COMMENTS:

8/26/00
15.35.00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAG ADVISE
D: CAG TO DLJ SPOKE MARKING MFL ADVISED THAT HE SPOKE WITH
H ANOTHER REPRESENTATIVE ABOUT THE SAME CONCERN. AGENT ADVISED
ED THAT THEY WERE CALLING FOR CLARIFICATION. ADVISED THAT HE
IS UNSURE WHAT THE NEXT STEPS FOR CUST WOULD BE. ADVISED TH
AT HE DOES NOT KNOW CUST, HAS NEVER SEEN CUST BEFORE. REPAIR
COMPLETED UNDER WARRANTY. CUST WAS PASSING THROUGH TOWN WHEN
H VEH BROKE DOWN.

ORIGIN: CACME - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 831 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: LPEREZ LITSHA PEREZ
ACTION DATA COMMENTS:
CUSTOMER SAYS: CUST SAYS THAT THEY ARE UNSURE IF VEH IS CO
MPLITLY REPAIRED. VEH IS DRIVING NOW. PER CUSTOMER, DEALER
SAYS: NONE CAG ADVISED: ADVISED THAT FORD DOES NOT HAVE
A BUY BACK PROGRAM. ADVISED THAT IF VEH STILL HAS A CONCERN
FORD WILL ATTEMPT TO REPAIR. ADVISED THAT IF CUST WISHED TO
DISCUSS A BUY BACK, CUST WOULD NEED TO CONTACT ORIGINAL SELL
ING DLJ. ADVISED THAT DLJSHIP IS NOW OWNED AND OPERATED FORD
IS UNABLE TO INTERVENE IN THE SALES ISSUES OF ANY PARTICULAR
DLJ. *****CLOSED*****

CONSUMER AFFAIRS 08/18/008 INFAX/PTG

BEGINNING OF CONTACT

08/18/008 MASTER OWNER RELATIONS SYSTEM (I) 13.27.30

INFORMATION ISSUE CASE NR: 1000000001
REGION: 10 SDR ZONE: 01 OPENED: 08/07/2001
VIN: 1FUYU041B1K479135 ENGINE: 1 VEH TYPE: T CLOSED: 08/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:

ADDRESS: [REDACTED]

CITY: COAL TOWNSHIP STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

RELEASE: 2757

DEALER NAME: SYL WORKHACZ FORD IN SALES CODE: P10074 P & A: 01040

REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 807583 STALL/CUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACME - LIE CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: ITSERNIN (PERN) TSPERNIN
ACTION DATA COMMENTS:

8/7/001
14.46.10 CUSTOMER SAYS: -SEEKING ASSISTANCE -AS HAVING A CONCERN WITH
THE VEHICLE SHUTTING OFF ON ITS OWN -BROUGHT THIS TO THE
ATTENTION OF THE DEALER ON TWO DIFFERENT OCCASIONS -FEELS
THAT THIS IS A SAFETY ISSUE -WILL BE INVOKING THE LEMON LA
W PER CUSTOMER, DEALER SAYS: -CUST ALLEGED THAT THE DEALER
STATED THAT THEY CANNOT DUPLICATE THE CONCERN CAG ADVISED:

0802-027 22778

THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE
 - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMIT
 TENT) CONCERN IS NOTICED -MADE CBO TO DEALER -SPOKE TO GEN
 ERAL MANAGER GREGG WORKAGE -WAS ADVISED THAT THE VEHICLE HA
 S BEEN TEST DRIVEN ON SEVERAL OCCASIONS -WAS ALSO ADVISED T
 HAT THE TECH HOTLINE WAS CONTACTED AS WELL AS THE FIELD ENG
 NEER -WAS ADVISED TO HAVE THE CUSTOMER BRING THE VEHICLE IN
 AS SOON AS THE CONCERN OCCURS AGAIN -ADVISED CUSTOMER AS
 PER CONVERSATION WITH GENERAL MANAGER INFERENCE CASE ID: 4
 488

CONSUMER AFFAIRS 08/18/2002 MMFUXPRG

BEGINNING OF CONTACT
 08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 08.27.20

INFORMATION ISSUE CASE NUM: 109300808
 PERSON: 04 ORLANDO ZONE: 02 OPENED: 08/27/2002
 VIN: 1PMYU09111K027704 ENGINE: 1 VIN TYPE: T CLOSED: 08/27/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: APOPKA STATE: FL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
 MILEAGE: 1
 DEALER NAME: MULLINAX FORD SALES CODE: FM227 P.A.: 03075
 REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOM: 607583 STALL/CRUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: GAO35 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: Y.JAFFER YARMEN JAFFER
 ACTION DATA/COMMENTS:

3/27/2002
 17.14.18 CUSTOMER SAYS: -OK RECEIVED OWNED -FOLLOWING BACK AS PER H
 ISTORICALS -PUSH DLPH-IP DIAGNOSE 4 TIMES-INTERMITTENT CONDE
 RN -ENGINE STALLS -NO BRAKES-SAFETY ISSUE -WANTS THIS RESO
 LVED -CUST WANTS TO KNOW IF THIS HAPPENED WITH OTHER VEHIC
 LES PER CUSTOMER, DEALER SAYS: MULLINAX FORD 1PMYU09111K
 077946 JERRY GALLMAN CUSTOMER RELATIONS MANAGER PHONE
 : 407-888-7800 EXT 2037 CAC ADVISED: - FOR THE VEHICLE
 TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICAT
 E THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNO
 SING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, T
 HE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND
 - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERM
 ITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4482

0902-027 22778

CONSUMER AFFAIRS 06/16/2002 MMFAJXPRG

BEGINNING OF CONTACT

06/16/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.28

INFORMATION ISSUE CASE NR: 1806330471
REGION: 16 PHILADELPHIA ZONE: B1 OPENED: 06/04/2001
VIN: 1FMYU02191K1073330 ENGINE: 1 VEH TYPE: T CLOSED: 06/04/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: MARCUS Hook STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 404
MILEAGE: 8000
DEALER NAME: MURPHY FORD CO SALES CODE: F1025 P & R: 01280
REASON CODE: 0014 BSMFSG - RENTAL ASSISTANCE
SYMPTOMS: 00783 STALL/CUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 307 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION, NO ASSISTANCE
DOCUMENT: ANALYST: GWORRELL CARSON WORRELL
ACTION DATA COMMENTS:

04/2001

16.02.16 CUSTOMER SAYS: CUST CALLED REGARDING HER VEH -CUST SAYS
SHE HAS A NEW VEHICLE -CUST SAYS THAT THE VEH INTERMITTENT
LY STALLS -CUST SAYS SHE CANNOT LEAVE THE VEH AT THE DLR
FOR DIAGNOSIS BECAUSE THEY WILL NOT PROVIDE A LOANER/RENTAL
UNDER HER BIP BECAUSE THE VEH WILL NOT EXHIBIT THE CONCERN
AND CANNOT BE COVERED UNDER THE BIP PER CUSTOMER, DEALER SA
YS: NONE CAC ADVISED: - ADVISE CUSTOMER THAT THERE IS NO
LOANER VEHICLE PROVISIONS OFFERED FOR THIS REPAIR. - FORD
WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR THE LOANER VEHICL
E -ADVISED CUST OF ABOVE ONLY -OBO TO DLR SPOKE TO RON
THE SERVICE MANAGER WHO SAID THAT THE CUST WAS NOT LOYAL AN
D THAT SHE DID NOT HAVE MAINTENANCE DONE WITH THEM -RON S
AYS THAT THE CUST WAS LAST IN 8 MONTHS AGO -RON WILL NOT P
ROVIDE ASSISTANCE -CUST SAYS SHE WILL GO BACK TO CHEVY -
NAME?

OE CASE ID: 0816

CONSUMER AFFAIRS 06/16/2002 MMFAJXPRG

BEGINNING OF CONTACT

06/16/2002 MASTER OWNER RELATIONS SYSTEM IN 15.27.28

1002-027 22700

INFORMATION ISSUE CASE NRP: 1714110491
REGION: 06 SOUTHWEST ZONE: B3 OPENED: 07/28/2001
VIN: 1PMYU02101K45848 ENGINE: 1 VIN TYPE: T CLOSED: 07/28/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 8134
DEALER NAME: MAXWELL FORD SALES CODE: F62006 P & A: 00005
REASON CODE: 2808 QAD - OTHER CONCERN/QUALITY
SYMPTOM: 867893 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CMA - MARKETING ASSOCIATES COMMUNICATION MAIL
ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: OKWTHS OKWTHS KEITH
ACTION DATA/COMMENTS:

7/28/2001
13:47:08 LINDA LANDA, CMA, SOUTHWEST
ATTN: ELSIE HANSEN

ORIGIN: CMA - MARKETING ASSOCIATES COMMUNICATION MAIL
ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: OKWTHS OKWTHS KEITH
ACTION DATA/COMMENTS:

8/1/2001
15:00:37

CONSUMER AFFAIRS 00162002 18F430706

BEGINNING OF CONTACT
08/16/2002 MASTER OWNER RELATIONS SYSTEM BY 18:27:30

INFORMATION ISSUE CASE NRP: 1720710851
REGION: 21 ATLANTA ZONE: A8 OPENED: 08/07/2001
VIN: 1PMYU02171K45855 ENGINE: 1 VIN TYPE: T CLOSED: 08/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOOVER STATE: AL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 10808
DEALER NAME: LONG-LEWIS FORD SALES CODE: F61015 P & A: 00220
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 867893 STALL/QUIT AT CRUISE ALL ENGINE TEMP

0002-027 22781

ORIGIN: CAC038 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 688 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JONILVA JASON DE SILVA
ACTION DATA/COMMENTS:

9/7/2001

15.37.44 CUSTOMER SAYS: -MECHANICAL PROBLEMS WHEN MOVING HAS STALLE
D TWICE, WHILE DRIVING BRIDGE, ACCELERATOR THE STOPPING COLLU
MIN LOCKS. -HAS TO PULL PARKING BRAKE TO GET VEH TO STOP -V
EH IS AT LONG LEAKS FORD SINCE TUES 83P PER CUSTOMER, DEALER
R SAYS: -CANT DETERMINE WHAT PROBLEM IS, ONLY HAVE SPECU
LATIONS. CAC ADVISED: -OAG TO DLR -SPOKE WITH JOHNNY BO
WLIN (CRM) -HE ADV THAT THEY HAD PERFORMED NUMEROUS TESTS O
N THE VEH SUCH AS A PID MONITOR, IGNITION, AND EED TEST (ALL
DRIVEABILITY TESTS) BUT NO PROBLEM CODE CAME UP; THEREFORE,
DLR COULD NOT DIAGNOSE VEH; HOWEVER, DID RECEIVE MESSAGE AN
D WILL BE CALLING CUST IN THE NEXT FEW MINUTES; OAG THANKS D
LR FOR ALL THEIR HELP AND WILL ADV CUST ACCORDINGLY *****

* - INFORM WHY THE DEALERSHIP CANNOT RESOLVE THE CONCERN I
F THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE
- ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERM
TTENT) CONCERN IS NOTICED ***** NOTE *

***** CUSTS CELL DISCONNECTED

AFTER ALL INFO WAS PROVIDED, THEREFORE, NO NEED FOR CALL BA
CK INFERENC CASE ID: 4482

CONSUMER AFFAIRS 09/15/2002 MMFAXPRG

BEGINNING OF CONTACT

09/15/2002 MASTER OWNER RELATIONS SYSTEM IN 15.37.38

CONCERN ISSUE CASE NBR: 091149861
REGION: 24 ORLANDO ZONE: DE OPENED: 08/04/2001
VIN: 1FMYU01141KE72846 ENGINE: 1 VEH TYPE: T CLOSED: 08/04/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] ME: [REDACTED]

ADDRESS: [REDACTED]

CITY: GAINESVILLE STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2

MILEAGE: 11080

DEALER NAME: GAINESVILLE FORD SALES CODE: FB631 P & A: 03943

REASON CODE: 3D10 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 60766 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC038 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SCHURCH STEVEN CHURCH
ACTION DATA/COMMENTS:

09/15/2001

05.38.15 CUSTOMER SAYS: -VEH AT DLR FOR SHUTTING OFF, HAPPENS WHEN
GOING INTO REVERSE. -WATER COOLANT GAUGE GIVING FALSE READI
NGS. -RECOMMEND REPAIR PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD
/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT DRAINERY NOW INFERENC CASE ID: 4808

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-HARPER GAINESVILLE FORD

EP02-027 22782

ACTION DATA COMMENTS:

12/29/01
08.08.08 REPAIRED ON 02/4 NO #64003 NO CHARGE

CONSUMER AFFAIRS 08/18/008 MMFAXPRG

BEGINNING OF CONTACT

08/18/008 MASTER OWNER RELATIONS SYSTEM II 12.27.01

CONCERN ISSUE CASE NO: 0321483801
REGION: 24 ORLANDO ZONE: A8 OPENED: 12/29/2001
VIN: 1FMYU03181K78343 ENGINE: 1 VEH TYPE: T CLOSED: 12/29/2001

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: MIAMI STATE: FL ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 02

RELEASE: 10000

DEALER NAME: WORLD FORD/KENDALL SALES CODE: FM005 P.A.: 04000

REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOMS: 607863 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACSS - US CONCERN CASE NAME COMMUNICATION: PHONE

ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: DBRANTON DAWN BRANTON

ACTION DATA COMMENTS:

12/29/2001

08.04.20 CUSTOMER SAY: - CUST SAYS THE VEH QUITS ON HER. - CUST L
OOKING TO TAKE VEH TO DLR/HP FOR DIAGNOSIS. PER CUSTOMER,
DEALER SAYS: WORLD FORD CAC ADVISED: - WE RECOMMEND THE
REPAIR BE PERFORMED BY A FORD/UM DEALERSHIP - INFORMATION W
ILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDITRY MGR INF
ERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE

ACTION: DAD103 - UNABLE TO CONTACT CUSTOMER - INCORRECT CUSTOMER INFORMATION

DOCUMENT: ANALYST: C-MONTER CHARLIE MONTELEONE

ACTION DATA COMMENTS:

12/27/2001

12.28.21 PLEASE HAVE CUSTOMER CALL FOR FIRMERATION

EA02-027 22783

CONSUMER AFFAIRS 08/18/2002 MMFAJXPHG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM # 18.27.28

CONCERN ISSUE CASE NR: 0422432550
REGION: 16 PHILADELPHIA ZONE: G1 OPENED: 08/07/2001
VIN: 1FMYU02111K079784 ENGINE: 1 VEH TYPE: T CLOSED: 08/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: TAMAGUA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 24000
DEALER NAME: GILBOY FORD/MERCUY SALES CODE: F16216 P & A: D1463
REASON CODE: 351R PRO/OOMP DURPERF - MULTIPLE REPAIR
SYMPTOM: 807888 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC155 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 882 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: SCAMPS STEPHANIE CAMPBELL
ACTION DATA/COMMENTS:

8/7/2001

13.45.55 CUSTOMER SAYS: HAS BROUGHT VEH TO DEALER SEVERAL TIMES ..
VEH STILL NOT FIXED .. VEH STALLING .. HAS MADE APPT WITH DL
R TO LEAVE CAR FOR A WHILE AND USE RENTAL ... APPT SEPT 06
TH CUSTOMER SAYS SHE WILL PURSUE LEMON LAW .. FEELS VEH-ICLE
IS UNSAFE AND HAS LOST FAITH IN VEH ABILITY PER CUSTOMER,
DEALER SAYS: GILBOY FORD/MERCUY INC (610) 434-4811 IS
ON GILSON CAC ADVISED: - INFORM CUSTOMER OF UPDATED INFO
RMATION - REQUEST DEALER TO CONTACT CUSTOMER TO INFORM WHEN
REPAIR WILL BE SCHEDULED/COMPLETED. - CSD TO DUN GILBOY FO
RD/MERCUY INC. - SPOKE WITH BOB GILSON GM .. INDICA
TED THAT CHECKED POWER RELAYS OF VEH .. NOTHING WRONG .. HAS
BEEN CONTACT WITH TECH HOTLINE .. UNABLE TO VERIFY CONCERN
WITH VEHICLE .. - ADVISED THAT CUSTOMER HAS APPT SET FOR SE
PT 05 TO TRY AND IDENTIFY CONCERN - CDR DALTON 2035 INFER
ENCE CASE ID: 4907

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MEGGER MARYANN EGGER
ACTION DATA/COMMENTS:

8/25/2001

02.12.55 MARYANN EGGER - CMMMM - PHILA REGION HI BOB: HOW ARE Y
OU? HOPE ALL IS WELL. PLEASE CALL TO DISCUSS THIS ISSUE. T
HANKS MARYANN ;

CONSUMER AFFAIRS 08/18/2002 MMFAJXPHG

08/18/2002 MASTER OWNER RELATIONS SYSTEM # 18.27.28

CONCERN ISSUE CASE NR: 0422432550
REGION: 16 PHILADELPHIA ZONE: G1 OPENED: 08/07/2001
VIN: 1FMYU02111K079784 ENGINE: 1 VEH TYPE: T CLOSED: 08/07/2001

ERR2-627 22784

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DADR18 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-OLSON R-OLSON
ACTION DATA/COMMENTS:

08/01/2001
14.02.02 REPLACE MASS AIR FLOW SENSOR AND TP SENSOR.

CONSUMER AFFAIRS 08/18/2002 MMFA2P793

BEGINNING OF CONTACT
08/18/2002 MASTER CHURN RELATIONS SYSTEM II 13.27.20

CONCERN ISSUE CASE REF: 083406441
REGION: 08 KANSAS CITY CONC: IN OPENED: 08/01/2001
VIN: 1FMYL84101KPS4400 ENGINE: 1 VEH TYPE: T CLOSED: 08/01/2001

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 4.0
MILEAGE: 7818
DEALER NAME: JOHN MARKEL, INC. SALES CODE: F80089 P.S.A.: 07888
REASON CODE: 8016 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807903 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC018 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 180 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT OFM
DOCUMENT: ANALYST: RWILKINS REBECCA WILKINSON
ACTION DATA/COMMENTS:

ER82-827 22783

07/18/01

16.15.51 CUSTOMER SAYS: E-MAIL IN THE 9 MONTHS I HAVE OWNED THIS VEHICLE, IT HAS STALLED 3 TIMES WHILE DRIVING. MARKEL FORD ON BECKED FOR AN ERROR MESSAGE THE FIRST TIME BUT THERE WAS NONE. I WILL BE TAKING IT IN TO GET IT LOOKED AT AGAIN AS I CONSIDER THIS TO BE A GREAT HAZARD AND IT MAKES ME VERY NERVOUS TO DRIVE THIS CAR. EACH STALL HAS BEEN ON ONE OF TWO BLOCKS ON THE SAME STREET, NEAR A POWER SUBSTATION. COULD THIS BE INTERFERING WITH THE ENGINE OR THE COMPUTER? ALL THREE TIMES I WAS RUNNING THE AIR OR HEAT, AND THE RADIO, PLEASE ASK YOUR ENGINEERS FOR THEIR THOUGHTS ON THIS SERIOUS PROBLEM. PER CUSTOMER, DEALER SAYS: MARKEL FORD CAD ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP #NAME?

CONSUMER NON INTERFERENCE CASE ID: 4606

ORIGIN: DEALER - DEALER COMMUNICATIONS VISIT
ACTION: DACC06 - AWAITING ASSISTANCE - TECHNICAL HOTLINE
DOCUMENT: ANALYST: D-BEYMO1 DAVE BEYMOUR
ACTION DATA COMMENTS:

04/08/01

17.49.34 I HAVE SCHEDULED MRS. ANTONSON TO LEAVE THE TRUCK IN OUR CARI FOR A FEW DAYS TO TRY TO DUPLICATE THE STALLING CONDITION. I HAVE SPOKE TO ANOTHER DEALER IN THE METRO AREA AND THEY HAVE A NUMBER OF TRUCKS WITH THE SAME CONCERN. WE WILL ROTATE IT AND MONITOR THE STALLING AND CONTACT THE HOT LINE.

CONSUMER AFFAIRS 08/16/2006 MMFA07P93

08/16/2006 MASTER OWNER RELATIONS SYSTEM II 13.57.38

CONCERN ISSUE CASE NR: 0084302441
REGION: 88 KANSAS CITY ZONE: B1 OPENED: 08/01/2001
VIN: 1FMYU04101K24088 ENGINE: 1 VEH TYPE: T CLOSED: 08/10/2001

ORIGIN: DEALER - DEALER COMMUNICATIONS VISIT
ACTION: DACC1E - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-BEYMO1 DAVE BEYMOUR
ACTION DATA COMMENTS:

07/18/01

13.57.38 CONTACTED FORD HOT LINE AND HAVE FOLLOWED THE TESTS THEY HAVE RECOMMENDED. WE HAVE REPLACED THE SOC RELAY AND CONTINUED TO ROAD TEST. WE HAVE CLEANED THE TRUCK AND ARE RETURNING IT BACK TO THE CUSTOMER TODAY, AND WILL GET THE NO CHARGE RENTAL BACK.

END-427 22706

CONSUMER AFFAIRS

CM/ISSUE: MMFAJUPW3

BEGINNING OF CONTACT

05/18/2001 MASTER OWNER RELATIONS SYSTEM IN 19.27.50

CONCERN ISSUE: CASE NO: 050003561
REGION: 53 KANSAS CITY ZONE: B1 OPENED: 11/21/2001
VIN: 1FMCU0D401K070817 ENGINE: 1 VEH TYPE: J CLOSED: 11/01/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR
ADDRESS:
CITY: OMAHA STATE: NE ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 3257

DEALER NAME: WOODHOUSE FORD, INC SALES CODE: F08807 P & A: 05480
REASON CODE: 3085 PRODUCTION DEFECTS - VEHICLE QUALITY
SYMPTOM: 807693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: DACTIS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RALSTROM REGINALD ALSTROM
ACTION DATA/COMMENTS:

11/21/2001

15.47.16 CUSTOMER SAYS: CUST VEH CONTINUES TO STALL AFTER GOING AT
THE DLR - WOODHOUSE FORD- THREE TIMES ALREADY FOR THEM TO FIX
#NAME?

NO PROBLEM -CUST MENTIONED THAT THE VEHICLE WAS A LEMON UND
ER THE LEMON LAW -CUST DOES NOT WANT THE VEHICLE TO BE RES
OLD TO ANYONE ELSE AS IT IS VERY DANGEROUS TO DRIVE PER CUS
TOMER, DEALER SAYS: -WOODHOUSE FORD-SPOKE TO THE OWNER - B
OB WOODHOUSE -HE CONFIRMED THAT HE WOULD HAVE A CHECK READY
FOR THE CUST ON FRIDAY CAC ADVISED: -DEALERSHIP IS IN THE
BEST POSITION TO ASSIST - FORWARDED INFORMATION TO CRASER
V MGR - REQUESTED CRASER/MGR CONTACT WITHIN 2 BUSINESS DA
YS REFERENCE CASE NO: 1807

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACTIS - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT: ANALYST: D-RIDGE CHAD RIEGE
ACTION DATA/COMMENTS:

11/29/2001

16.00.13 WAS IN OUR DEALERSHIP 10.23.01. SHE WAS MORE T
HAN UNWILLING TO LET US WORK ON HER ESCAPE AGAIN, SHE WAS VE
RY BELIGERANT, AND UNREASONABLE. WE OPTED TO BUY HER OUT OF
THE VEHICLE AND SEND HER ON HER WAY. CLOSED BY CHAD RIEGE
SVO. MGR.

CONSUMER AFFAIRS

08/18/2002 MMFAJOPR8

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 18.27.00

CONCERN ISSUE CASE NBR: 0854300381
REGION: ZONE OPENED: 08/07/2001
VIN: 1FMYU01B81KP78747 ENGINE: 5 VEH TYPE: T CLOSED: 08/07/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR
ADDRESS:
CITY: HEPZIBAH STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MILEAGE: 8700
DEALER NAME: SALES CODE: P & A
REASON CODE: 4182 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 907863 STALL/OUTS AT CRUISE ALL ENGINE TEMP

OFFICE: ICCD - ICCD COMMUNICATIONS PHONE
ACTION: ICCD18 - ICCD - OUTBOUND SURVEY CONDUCTED
DOCUMENT: ANALYST: TRENWELL, TANA RENWELL
ACTION DATA/COMMENTS:

8/7/2001

18.10.05 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE GAS PED
AL. THE GAS PEDAL IS STICKING. THE CUSTOMER NOTICED THE CONC
ERN 6 WEEKS AFTER PURCHASING THE VEHICLE. THE CONCERN IS CON
STANT. THE CONCERN HAPPENS AT ALL SPEEDS. THE CUSTOMER USES
REGULAR UNLEADED GAS. THE CUSTOMER TOOK THE CONCERN TO THE
DEALERSHIP AND THEY WERE NOT ABLE TO FIX THE PROBLEM. PER C
USTOMER, DEALER SAYS: NONE GAO ADVISED: ICCD OUTBOUND SU
RVEY CONDUCTED.

CONSUMER AFFAIRS

08/18/2002 MMFAJOPR8

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 18.27.38

CONCERN ISSUE CASE NBR: 9733723481
REGION: 23 MEMPHIS ZONE: C1 OPENED: 18/18/2001
VIN: 1FMYU01111KP18881 ENGINE: 1 VEH TYPE: T CLOSED: 12/18/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR
ADDRESS:

0802-027 22788

CITY: HAMMOND STATE: LA ZIP: 70401
HOME PHONE: 504-833-1111
MODEL YEAR: 2001 MODEL: ESCAPE XLS 401
MILEAGE: 18000
DEALER NAME: LA PLACE FORD INC. SALES CODE: F23050 P & A: 04127
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807000 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: DAD088 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 138 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: UNOMAMM UPLI MOHAMMED
ACTION DATA/COMMENTS:

18/12/2001
18.12.12 CUSTOMER SAYS - CUST SAYS WHEN VEHICLE WAS PURCHASED WAS
GETTING BRAKE DUST ON THE TIRES - CUST SAYS THE VEHICLE HAS
BLACK RIMS - CUST SAYS DOESN'T UNDERSTAND WHY BRAND NEW BR
ARE ARE PUTTING THAT MUCH DUST ON THE TIRES - CUST SAYS THE
ROTOR ARE GETTING WORN - CUST SAYS DOESN'T FIDE THE BRAKE
S AND DOESN'T UNDERSTAND WHY THE ROTORS ARE GETTING WORN -
CUST SAYS THE VEHICLE HAS COMPLETELY STALLED WHILE DRIVING O
N 3 OCCASIONS - CUST SAYS THE DLRSHIP DIAGNOSED THE BRAKE
DUST AS BEING A NORMAL CHARACTERISTIC - CUST SAYS THE CONC
RN WITH THE ROTORS AND THE STALLING HAIN'T BEEN ADDRESSED YET
- CUST SAYS IS CONCERNED THAT THE DLRSHIP WILL NOT BE ABLE
TO FIND THE CONCERN WITH THE STALLING BECAUSE IT IS SO INT
ERMITTENT - CUST SAYS WOULD LIKE THE CONCERNS TO BE FIXED
PER CUSTOMER, DEALER SAYS: NONE CAD ADVISED: - WE RECOMM
END THE REPAIR BE PERFORMED BY A PORCUM DEALERSHIP - INFOR
MATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRAWFERTY
MGR
- CDR-ADVISED CUST THAT THE CONCERNS WITH TH
E ROTORS AND THE STALLING NEED TO BE LOOKED AT BY THE DLRSHIP
P -ADVISED CUST THAT CRO WOULD NEED TO SUPPORT DL
RSHIP DIAGNOSIS THAT THE BRAKE DUST IS A NORMAL CHARACTERIS
TIC BUT CUST SHOULD DEFINATELY TAKE THE VEHICLE INTO THE DLR
SHIP TO HAVE ALL THE OTHER CONCERNS LOOKED AT AND TO GIVE TH
EM A CHANCE TO DO FURTHER DIAGNOSIS TO GET THE VEHICLE REPAI
RED BUT IF CUST IS NOT SATISFIED CUST CAN CALL BACK CRO FOR
FURTHER ASSISTANCE REFERENCE CASE ID: 4888

CONSUMER AFFAIRS 08/12/2002 MMFACPRO

08/12/2002 MASTER OWNER RELATIONS SYSTEM III 13.07.98

CONCERN ISSUE CASE NBR: 0705729401
REGION: 23 MEMPHIS ZONE: C1 OPENED: 18/12/2001
VIN: 1FMYU0111KB13831 ENGINE: 1 VEH TYPE: T CLOSED: 18/12/2001

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAD088 - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT: ANALYST: P-DAUGLE LAPLACE FORD
ACTION DATA/COMMENTS:

18/12/2001
18.12.07 CUSTOMER IS HAVING VEHICLE SERVICED AT ALL STAR FORD, CUSTOM
ER WAS DENIED ALTERNATE TRANSPORTATION THERE AS THEY DECLINE
D TO PURCHASE RENTAL CAR OR RSP COVERAGE. CUSTOMER WOULD H
AVE TO HAVE VEHICLE SERVICED HERE FOR US TO CONSIDER FUTURE
ALTERNATE TRANSPORTATION. WE OFFER FREE LOCAL ROUND TRIP SHU
TLE SERVICE OR CAN PROVIDE A RENTAL AT A NOMINAL FEE. CLOSE
FILE

EM2-527 22708

CONSUMER AFFAIRS 06/18/2002 MNFAVPTG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM IS 15:27:20

CONCERN ISSUE CASE NUM: 1200731001
REGION: ZONE: OPENED: 06/11/2001
VIN: 1FMYU01161KF07000 ENGINE: 1 VEH TYPE: T CLOSED: 06/11/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: IRMO STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 403
MILEAGE: [REDACTED]
DEALER NAME: SALES CODE: P & A
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807008 STALL/CRUISE AT CRUISE ALL ENGINE TEMP

ORIGIN: DACC08 - US CONCERN CASE NAME COMMUNICATION PHONE
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT OFM
DOCUMENT: ANALYST: MORRICH MATTHEW GRICH
ACTION DATA/COMMENTS:

06/11/2001

06/09/01 CUSTOMER SAYS: "CUST AT PH-[REDACTED]-VEH WILL SHUT O
FF WHEN IN MOTION AND THIS HAS OCCURRED 3 TIMES. -VEH WAS T
AKEN TO DLR EACH TIME AND REPAIR WAS MADE WHICH WAS SUCCESSF
UL FOR SOME TIME, BUT CONCERN WILL RE-OCCUR. -CUST WOULD LI
KE TO BE SURE VEH IS REPAIRED PROPERLY AND PROMPTLY AS CUST
IS AWAY FROM HOME. PER CUSTOMER, DEALER SAYS: -WILL LOOK
AT VEH SOMETIME TODAY. GAG ADVISED: -WE RECOMMEND THE REP
AIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL
BE SENT TO DLR, CUSTOMER SHOULD CONTACT CONSUMER MGR -ORO
TO DLR. SPOKE TO SIA TERRY WHO ADVISED DLR IS VERY BUSY DUE
TO DISASTER SITUATION BUT DLR IS DOING BEST TO ACCOMMODATE C
UST AND WILL TRY TO CONTACT AGENT MATT AT 1-800-884-0916 EXT
3006 TO DISCUSS ISSUE FURTHER ONCE VEH HAS BEEN DIAGNOSED.
*AWAITING DLR CONTACT WITH DIAGNOSIS. INFERENCE CASE ID: 4
905

ORIGIN: DEALER - DEALER COMMUNICATION PHONE
ACTION: DACC04 - UNABLE TO CONTACT CUSTOMER 3 TIMES

6582-827 22700

DOCUMENT: ANALYST: J-PROCD1 JASON PROCD
ACTION DATA COMMENTS:

06/12/001
10:22:25 CUSTOMER OUT OF STATE

ORIGIN: CACMME - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: MOPFCH MATTHEW GRECH
ACTION DATA COMMENTS:

06/12/001
14:44:22 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE

CONSUMER AFFAIRS 06/12/002 MMFA30PRG

06/12/002 MASTER OWNER RELATIONS SYSTEM III 13:27:30

CONCERN ISSUE CASE NBR: 1220731621
REGION: ZONE: OPENED: 06/11/001
VIN: 1PMYU01181KPS7086 ENGINE: 1 VEH TYPE: T CLOSED: 06/12/001

06/12/001
14:44:22 D: -OBC TO DLR FOR UPDATE AS CUST IS AWAY FROM HOME AND MAY
REQUIRE ETA AND DLR UPDATE INDICATES CUST IS UNREACHABLE.
SPOKE TO BAI JASON WHO ADVISED THE CUST VEH WAS SUCCESSFULLY
REPAIRED ON 6/12/001 AND DLR ACCIDENTALLY USED WRONG CODE.
#NAME?
D AS PER DLR.

CONSUMER AFFAIRS 06/12/002 MMFA30PRG

END-827 22701

1
BEGINNING OF CONTACT
08/18/2001 MASTER OWNER RELATIONS SYSTEM III 13.27.28
CONCERN ISSUE CASE NBR: 1881072011
REGION: 18 PHILADELPHIA ZONE: B1 OPENED: 12/05/2001
VIN: 1FMYUD412R0P28548 ENGINE: 1 VEH TYPE: T CLOSED: 12/05/2001
LAST NAME: [REDACTED] STATUS: CANCEL
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: 13000
DEALER NAME: FRED BEANE FORD OF SALES CODE: PM405 P & A: 01341
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 307883 STALL/CLUTS AT CRUISE ALL ENGINE TEMP
ORIGIN: CAC08 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 138 - ADVISE CUST INFO WILL BE SENT TO DLP; CONTACT CRR
DOCUMENT: ANALYST: MEERAHIM MOHAMED EBRAHIM
ACTION DATA/COMMENTS:

12/5/2001
08.25.18 CUSTOMER SAYS: THE VEH HAS CONTINUING STALLING PROBLEM.
TOOK THE VEH TO THE CLERK TWICE AND THE PROBLEM HAS NOT GON
E AWAY. CUST IS FRUSTRATED WITH THIS VEH AND DOES NOT WANT
THIS VEH. LAST TIME HE TOOK THE VEH IN SEPTEMBER. THIS PROB
LEM HAS REOCCURRED YESTERDAY. CUST HAS NOT DISCUSSED THE I
SUE OF RETURNING THE VEH TO THE CLERK. PER CUSTOMER, DEAL
ER SAYS: NONE CAD ADVISED: - WE RECOMMEND THE REPAIR BE
PERFORMED BY A FORD/IN DEALERSHIP - INFORMATION WILL BE SEN
T TO DLP. CUSTOMER SHOULD CONTACT CRR/VERY MOR INFERENCE CAS
E ID: 4808

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC08 - CANCEL ISSUE
DOCUMENT: ANALYST: RMURPHY77 MURPHY, RITA (R.C.)
ACTION DATA/COMMENTS:

12/10/2001
SLS1.28 DUPLICATE OPENING. PLEASE CANCEL. RITA MURPHY

CONSUMER AFFAIRS 08/18/2002 MMFAJSPRG

1
BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38
CONCERN ISSUE CASE NBR: 1880812851
REGION: 18 NEW YORK ZONE: J1 OPENED: 11/20/2001
VIN: 1FMYUD4111KA44998 ENGINE: 1 VEH TYPE: T CLOSED: 11/20/2001
LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HALFPALKE STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 8000

1062-827 22782

DEALER NAME: SMITHTOWN FORD, INC SALES CODE: F10000 P & A: 0000
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807000 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: DADS - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: (MCPHRS) IAN MCPHERSON
ACTION DATA/COMMENTS:

11/20/2001

10:20:10 CUSTOMER SAYS: STALLS WHILE DRIVING 50 MPH/GASOLINE COMP
AFTER CAR RUNS, SHUT CAR DOWN/DUE PROBLEMS WITH TO SERVICE
PER CUSTOMER, DEALER SAYS: -DLR MUST BE ABLE TO DUPLICATE
E CAC ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A
FORD/AM DEALERSHIP. - INFORMATION WILL BE SENT TO DLR, CUST
OWNER SHOULD CONTACT CRUISERY MFR INFERENCE CASE ID: 4005

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DADS - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-MARTEL CHARLES MARTELLA
ACTION DATA/COMMENTS:

11/21/2001

07:46:21 SERVICE MANAGER ADVISING CUSTOMER TO STOP IN WHILE OOR IS O
OCCURRING

CONSUMER AFFAIRS 05/18/2002 MMFA30PRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.20

CONCERN ISSUE CASE REF: 140432431
REGION: 44 PITTSBURGH ZONE: B1 OPENED: 05/18/2001
VIN: 1FMYU84H31K081720 ENGINE: 1 VEH TYPE: T CLOSED: 05/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: ORCHARD PARK STATE: NY ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

RELEASE: 7484

DEALER NAME: WEST-HERR FORD INC SALES CODE: F44180 P & A: 00001
REASON CODE: 1100 AWA - VIN CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOM: 807000 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: DADS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: JJOHN10 JOCELYN JOHN
ACTION DATA/COMMENTS:

06/18/2001

11:15:44 CUSTOMER SAYS: -CUST IS CALLING IN REGARDS TO HIS TRUCK ST
ALLING PER CUSTOMER, DEALER SAYS: -CALIBRATION IS ISSUE;
TRY DIFFERENT GAS -DLR UNABLE TO FIND PROBLEM CAC ADVISED:
#NAME?

5 MUST BE PERFORMED BY FLM DEALER - DOCUMENTED INFORMATIO
N - CONTACT NEAREST FLM DEALER

ESP2-027 22783

ADVISED CUST TO WORK WITH DLRSHP FOR RESOLUTION OR TA
KE VEH TO ANOTHER DLR FOR SECOND OPINION INFERENCE CASE ID:

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: K-SALLAS WEST HERR FORD OF AMHERST
ACTION DATA/COMMENTS:

01/17/2001
14:48:08 VEHICLE HAS BEEN REPAIRED AND RETURNED TO CUSTOMER

CONSUMER AFFAIRS 08/16/2002 MMFA3FFQ

BEGINNING OF CONTACT
08/16/2002 MASTER OWNER RELATIONS SYSTEM IN 15:27:30

CONCERN ISSUE CASE NO: 1433212191
REGION: 08 SOUTH-WEST ZONE: H2 OPENED: 11/26/2001
VIN: 1FMYU01181K171944 ENGINE: 1 VEH TYPE: T CLOSED: 11/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M:
ADDRESS: [REDACTED]
CITY: BLMA STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 18947
DEALER NAME: ORANGE FORD LINCOLN SALES CODE: P82794 P & A: 00388
REASON CODE: 50MR PRODOOMP DURPMP - MULTIPLE REPAIR
SYMPTOM: 607608 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC108 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 608 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: MCOPHERS HERMAN MCOPHERSON
ACTION DATA/COMMENTS:

11/26/2001
17:04:47 CUSTOMER SAYS: - VEH IS SHUTTING OFF WHILE DRIVING SHE HAS
HAD VEH FOR 7MO AND IT FIRST SHUT OFF 1 MO AFTER SHE BOUGHT
IT - SHUTTING OFF AT DIFFERENT SPEEDS - CUST WANTS FORD T
O PUT HER IN A NEW VEH WITH NO LOSS TO HER PER CUSTOMER, DE
ALER SAYS: - WANT TO PUT IN COMPUTER CAD ADVISED: - INFO
RM CUSTOMER OF UPDATED INFORMATION - REQUEST DEALER TO CONT
ACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHEDULED/COMPLET
ED - CMC TO DLB SPOKE WITH WESLEY DUVAL GM ADVISED THAT
PROBLEM WAS FINALLY DUPLICATED AND THEY ARE ALLOWED TO GET A
N APPROVAL CODE FROM THE MANUFACTURER AND START REPAIR - AD
VICE CUST SAME INFERENCE CASE ID: 4807

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: W-DUVAL WESLEY DUVAL
ACTION DATA/COMMENTS:

17:21:08 DEALERSHIP IS AWAITING NEW PCM AFTER FINALLY RECEIVING AUTH
ORIZATION FROM FTD FOR REPLACEMENT. PCM DUE TO ARRIVE 11-26-0

DA62-021 22704

CONSUMER AFFAIRS

06/18/2002 MMFAUXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.28

CONCERN REF# CASE NUM: 160688010
REGION: ZONE: OPENED: 07/24/2001
VIN: 1FMYU04181K057672 ENGINE: 1 VEH TYPE: T CLOSED: 07/24/2001

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 4M4
MILEAGE: 18701
DEALER NAME: SALES CODE: F & A:
REASON CODE: SOME PRODCOMP DEFECTS - MULTIPLE REPAIR
SYMPTOMS: 807883 STALLS OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC035 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 888 - ADVISE CUSTOMER ORC WILL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: MCGAW MELISSA MCGAW
ACTION DATA/COMMENTS:

7/24/2001

11.12.00 CUSTOMER SAYS: "VEH IS STALLING WHENEVER GOING DOWNHILL -
THERE IS NO WARNING I ONLY NOTICE IT WHEN STEERING STIFFENS
#NAME?"

T RND TO FIND OUT WHAT IS WRONG OR TAKE VEH BACK -I WANT TH
E VEH FIXED -WALT SWEENEY IS CLOSEST AND THAT'S WHERE WE TAK
E THE VEH FOR SERVICING -THE SM MATT KNOWS OF MY SITUATIO
N -THIS IS THE LAST FORD I WILL BUY -I HAVE TO GET RID OF
VEH PER CUSTOMER, DEALER SAYS: -I DUBS SAYS DO NOT KNOW W
HAT IS WRONG -CANNOT FIND ANYTHING GAO ADVISED: - INFORM
CUSTOMER WE WILL RESEARCH ISSUE FURTHER - CRC WILL RE-CONTA
CT CUSTOMER WITH UPDATE ----- CBO TO SM MATT: -HAVE
NO IDEA WHAT'S WRONG WITH VEH -COULD NOT DUPLICATE CONCERN
-HAS HAPPENED 3 TIMES SINCE CUST HAS OWNED VEH -CUST PHONE
D UP VEH YESTERDAY -TOLD CUST WILL HAVE TO KEEP WORKING ON
ISSUE TO FIND OUT WHAT IS HAPPENING -SAYS CUST SHOULD BRING
IN VEH AS SOON AS PROBLEM OCCURS AGAIN INFERENCE CASE ID:
4906

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - COTHER
DOCUMENT: ANALYST: S-BRIS88 WALT SWEENEY FORD
ACTION DATA/COMMENTS:

8/9/2001

17.08.00 TEST DROVE VEHICLE EEO TESTED UNABLE TO VERIFY CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAUXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.28

ER62-827 22798

CONCERN ISSUE CASE NR: 1548473011
REGION: 21 ATLANTA ZONE: B1 OPENED: 07/29/2001
VIN: 1FMYU041X1KP18088 ENGINE: 1 VEH TYPE: T CLOSED: 07/30/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MARETTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 10000
DEALER NAME: JIM TIDWELL'S WORLD SALES CODE: F21083 F & A: 00478
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 307000 STALL/CLUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LPEREZ LITHIA PEREZ
ACTION DATA/COMMENTS:

7/30/2001
10.03.30 CUSTOMER SAYS: VEH CUTTING OUT AND STALLING. TOLD IT WOULD
BE TWO WEEKS BEFORE AN ENGINEER CAN LOOK AT IT. VEH IS AT Y
HE CUST'S HOME. CUST SEEING AREA REP OR ENGINEER TO GET IN
PUT ON VEH (WHAT'S WRONG WITH IT AND WHEN IT CAN BE FIXED AN
D HOW SOON). CUST DOES NOT WANT TO WAIT 2 WEEKS BEFORE THE V
EH IS FIXED. CUST IS TEMPTED TO LEASE THE VEH IF THE PRO
BLEM PERSISTS. PER CUSTOMER, DEALER SAYS: AS PER CUST DLR
SAYS THAT THEY ARE UNABLE TO LOCATE THE CONCERN WITH THE VE
H. FORD IS AWARE OF THE PROBLEM. CAC ADVISED: - WE RECOMMEN
D THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORM
ATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CHRYSLER
MGR. FURTHER ADVISED CUST THAT THE WAIT FOR THE ENGINEER TO
VIEW THE VEH IS UNAVOIDABLE AS THE REGION IS WITHOUT A REP.
INFERENCE CASE ID: 4008

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACT07 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: S-PAULES SHERRY PAULEY
ACTION DATA/COMMENTS:

7/30/2001
11.09.10 FSE TO BE ASSIGNED TO OUR DEALERSHIP 7-31-01. CUSTOMER IS I
N RENTAL CAR NOW. WILL BE SCHEDULED TO BRING IN VEHICLE FOR
FSE TO CHECK.

CONSUMER AFFAIRS 06/16/2002 1548473011

06/16/2002 MASTER OWNER RELATIONS SYSTEM IS 13.07.00

CONCERN ISSUE CASE NR: 1548473011
REGION: 21 ATLANTA ZONE: B1 OPENED: 07/29/2001
VIN: 1FMYU041X1KP18088 ENGINE: 1 VEH TYPE: T CLOSED: 08/29/2001

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACT08 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-PAULES SHERRY PAULEY
ACTION DATA/COMMENTS:

8/29/2001
11.35.44

1502-027 22790

CONSUMER AFFAIRS

08/18/02 NEWARK

REOPENING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM IN 13.27.02

CONCERN ISSUE CASE NO: 1801403001
REGION: 10 BOR ZONE: HS OPENED: 10/17/001
VIN: 1FACLU041E1KD10001 ENGINE: 1 VEH TYPE: T CLOSED: 10/17/001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI

ADDRESS: [REDACTED]

CITY: WBR STATE: KS ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 8861

DEALER NAME: PITTSBURGH FORD-MERC SALES CODE: P88673 P & A: 0501

REASON CODE: 8210 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 807603 STALL/CLUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACDS - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 180 - ADVISE CUST INFO WILL BE SENT TO CLR; CONTACT CRM

DOCUMENT: ANALYST: PGRIN PHLOMENA GREEN

ACTION DATA COMMENTS:

10/17/001

10/18/07 CUSTOMER SAYS: -TOOK VEH IN 2 WEEKS -IN THE WARMER WEATH
ER, AFTER DRIVING FOR ABOUT A MILES, THE VEH LOST POWER AND
SUDDENLY IT WOULD PICK UP POWER AGAIN. -ASSET SERVICE KU
KONON - PER CUSTOMER, DEALER SAYS: -DID NOT DUPLICATE

INVEST

-NO PK YET. CAC ADVISED: -WE RECOMMEND THE REPAIR BE
PERFORMED BY A FORD/MERCHER - INFORMATION WILL BE SEN
T TO CLR, CUSTOMER SHOULD CONTACT CROWN/TV MGR INFERENCE CAS
E ID: 4008

ER02-027 22787

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: FORREX PHILOMENA GREEN
ACTION DATA/COMMENTS:

10/22/2001
15.15.27 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: -NONE CAC A
ADVISED: -CSD TO OUR BROKE TO ASSIST SERNAME KURONOVICH -TEC
H HOT LINE IS AWARE OF THE PROBLEM BUT THERE IS NO FIX YET.
-AS PER TECH HOT, LIT THE VEH, RUN FOR ABOUT 5 MINUTES, SEP
ONE MOVING IT, BUT THEY ARE NOT SURE NOW. "NO FIX YET" -O
DO TO CUST, ADVISED THIS WAS REFERRED TO THE RESEARCH DEPT.

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 87 - REFER TO RESEARCH
DOCUMENT: ANALYST: FORREX PHILOMENA GREEN
ACTION DATA/COMMENTS:
CUSTOMER SAYS: -TOOK VEH IN 3 WEEKS -IN THE WARMER WEATH
ER, AFTER DRIVING FOR ABOUT A MILE, THE VEH LOST POWER AND
SUDDENLY IT WOULD PICK UP POWER AGAIN. PER CUSTOMER, OF
ALER SAYS: -DID NOT DUPLICATE -I AM AWARE OF THE SAFETY O

CONSUMER AFFAIRS 09/15/2002 M&FAXPRO

09/16/2002 MASTER OWNER RELATIONS SYSTEM III 15.27.35

CONCERN ISSUE CASE NBR: 1001402801
REGION: 10 SDR ZONE: H3 OPENED: 10/13/2001
VIN: 1FMCU04181KC18991 ENGINE: 1 VEH TYPE: T CLOSED: 10/22/2001

10/22/2001
15.15.27 CONCERN, DRIVE IT AND BE CAREFULLY. -NO FIX YET. CAC ADV
ISE: -CSD TO OUR BROKE TO ASSIST SERNAME KURONOVICH -AS PER
TECH HOT LINE, LIT THE VEH SIT FOR ABOUT 5 MINUTES BEFORE MO
VING OFF, BUT NOW THEY ARE NOT SURE YET. -NO FIX AT THIS TI
ME.

ORIGIN: CAC004 - MANUAL - RESEARCH CSR COMMUNICATION: PHONE
ACTION: 401 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: AYUJOUF ALEX YUJOUF
ACTION DATA/COMMENTS:

10/24/2001
09.48.27 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: CAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: T-KUNOV TODD KUNOVICH
ACTION DATA/COMMENTS:

12/26/2001
16.09.24 TECH SUPPORT ADVISED OF NEW COMPUTER RECALIBRATION FOR CONC
ERN AFTER CHRISTMAS BREAK. OUR SERVICE TECH HAS TRIED RECALIB
RATING PCM, CHANGING RELAYS PER TECH SUPPORT, 100 TYP SWEEP
S AND REPLACED MAF PER FIELD SERVICE ENGINEER-GEORGE SACKETT.
THE CUSTOMER WAS PROMPTED BY DATA ENTRY UPON CALLING IN AND
INFORMED THEM THAT WE HAVE DONE EVERY THING POSSIBLE AND TH
AT ITS FORDS PROBLEM NOT THE DEALERS SERVICE DEPT.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: CAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-GLOVER JERRY GLOVER
ACTION DATA/COMMENTS:

2/11/2002
16.16.01 CONTACTED CUSTOMER THREE TIMES AFTER UPDATED COMPUTER PER SS
IN CUSTOMER HAPPY HAS NOT EXPERIENCED CONCERN

EP82-027 22785

CONSUMER AFFAIRS 06/16/2002 MMFA02PR3

BEGINNING OF CONTACT

06/16/2002 MASTER OWNER RELATIONS SYSTEM M 18.27.28

CONCERN ISSUE CASE NBR: 188888811
REGION: 18 PHILADELPHIA ZONE: E1 OPENED: 12/17/2001
VIN: 1FMYU04181K22786 ENGINE: 1 VEH TYPE: T CLOSED: 12/17/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M:
ADDRESS: [REDACTED]
CITY: WRIGHTVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11000
DEALER NAME: CARL BEASLEY FORD SALES CODE: F18513 P & A: 00181
REASON CODE: 8210 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 607893 STALL/SHUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC188 - US CONCERN CASE BASE COMMUNICATIONS PHONE
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GIOVANNI GEORGETTE NAO CHARLECOMBE
ACTION DATA COMMENTS:

12/17/2001

16.30.55 CUSTOMER SAYS: -DRIVING DOWN A HILL AND THE VEH SHUTS OFF
-THIS PROBLEM IS INTERMITTENT -DLR SAID THEY ARE AWARE
OF THIS PROBLEM -LOOKED ON NHTSA WEBSITE AND FOUND OUT
THIS IS A COMMON PROBLEM PER CUSTOMER, DEALER SAYS: BEASLEY
BY DAO ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY
A FORD/LIN DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT CREDIT/REPAIR MGR -NO RECALLS ON VEH -
ADVISED CUST OF 88M ON VEH -HARD TO REPAIR INTERMITTENT
PROBLEMS -CONTACT DLR AS SOON AS PROBLEM ARISES AGAIN IN
FUTURE CASE ID: 4808

ORIGIN: DEALER - DEALER COMMUNICATIONS PHONE
ACTION: CAC004 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: M-KAHLER MICHAEL KAHLER
ACTION DATA COMMENTS:

1/7/2002

14.22.09

CONSUMER AFFAIRS 06/16/2002 MMFA02PR3

BEGINNING OF CONTACT

06/16/2002 MASTER OWNER RELATIONS SYSTEM M 18.27.28

CONCERN ISSUE CASE NBR: 1802573271
REGION: [REDACTED] ZONE: [REDACTED] OPENED: 11/23/2001
VIN: 1FMCU04181K16827 ENGINE: 1 VEH TYPE: T CLOSED: 11/23/2001

2002-027 22700

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: ORENTWOOD STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 22080
DEALER NAME: [REDACTED] SALES CODE: P & A
REASON CODE: 1158 AWA - VIN CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: STRESS STALLOUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 718 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

11/23/2001

18.38.24 CUSTOMER SAYS: -2001 ESCAPE -CUST PURCHASED VEH IN MAY -
VEH HAS BEEN STALLING WHEN CUST HAS BEEN DRIVING -CUST ALMO
ST HIT THE BACK OF A BUS LAST TIME THIS HAPPENED -CUST TOOK
VEH TO TRI-COUNTY DLRSHP WHERE VEH WAS PURCHASED -CUST
SAYS CONCERN IS VERY REAL AND DOES NOT FEEL SAFE DRIVING VEH
@NAME?

OT WANT TO PICK UP VEH WHEN IT HAS NOT BEEN REPAIRED -VEH H
AS BEEN AT DLRSHP FOR 5 DAYS -CUST SEEKING RENTAL VEH WH
E VEH IS AT DLRSHP BEING DIAGNOSED PER CUSTOMER, DEALER SA
YS: -CUST CLAIMS DLRSHP ADVISED HAS NOT BEEN ABLE TO DUPL
ICATE CONCERN -CUST CLAIMS DLRSHP ADVISED CAC ADVISED:
- INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CON
TACT CUSTOMER TO PROCESS LOANER REQUEST -CSR MADE CBO TO DL
RSHP -SPOKE WITH GINO S/A -GINO ADVISED HAS NOT BEEN ABLE
TO DUPLICATE CONCERN AS OF YET -GINO ADVISED ALL DOGS HAV
E COME UP CLEAN -GINO ADVISED WOULD LIKE TO KEEP VEH FOR F
URTHER DIAGNOSIS BUT CUST NEEDS VEH BACK -GINO ADVISED DLRS
HP HAS NO LOANER VEHs FOR CUST -CSR ADVISED GINO WILL PRO
VIDE RENTAL FROM MONDAY NOV.25-FRIDAY NOV.30 @ \$250/DAY FO
R A TOTAL OF \$1400.00 -CSR ADVISED GINO OF PMS PROGRESS AND E
XT. IN CASE OF FURTHER INFORMATION -CSR ADVISED WILL FOLLOW
UP WITH DLRSHP AND CUST NEXT WEEK IN REFERENCE CASE ID: 3224

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: CAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: A-GROSSE ALLEN GROSS
ACTION DATA/COMMENTS:

11/29/2001

09.50.41 NO REPAIR PROCEDURE-CANNOT DUPLICATE CONCERN.

CONSUMER AFFAIRS 09/19/2002 MMFAKPRG

09/19/2002 MASTER OWNER RELATIONS SYSTEM II 13.57.38

CONCERN ISSUE CASE NR: 180573271
REGION: ZONE: OPENED: 11/23/2001
VIN: 1FMCU041B1K15827 ENGINE: 1 VEH TYPE: T CLOSED: 11/26/2001

ORIGIN: CAC082 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 281 - OUTBOUND CALL TO FORD/MERCUY CUSTOMER
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

11/30/2001

18.31.37 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -CSR MADE CBO TO CUST -LEFT MESSAGE ADVISING
WILL CBL LATER TONIGHT

ORIGIN: CAC082 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 281 - OUTBOUND CALL TO FORD/MERCUY CUSTOMER
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

EP02-027 22000

16.00.25 CUSTOMER SAYS: -CUST HAD RENTAL VEH THIS WEEK -DLRSHIP WA
 S NOT ABLE TO DIAGNOSE CONCERN -CUST PICKED UP VEH TODAY AN
 D RETURNED RENTAL VEH -CUST WOULD LIKE IT DOCUMENTED THAT T
 HE FORD POLICIES LEAVE THE CUST WITH AN UNSAFE VEH -CUST S
 AYS DLRSHIP SHOULD HAVE BEEN ABLE TO CHANGE SOME PARTS IN TH
 E VEH THAT MAY HAVE BEEN CONTRIBUTING TO THE CONCERN EVEN TH
 OUGH THE CONCERN WAS NOT DUPLICATED -CUST HAD OIL CHANGED A
 ND CHANGED AIR FILTER AT AN IND MECH AND VEH STILL STALLED A
 FTER THIS MAINTENANCE WAS DONE PER CUSTOMER, DEALER SAYS:
 #NAME?

CAG ADVISED: -CSR ADVISED CUST CAN TAKE VEH TO ANOTHER DL
 RSHIP FOR A SECOND OPINION IF DESIRED -CSR ADVISED CUST UNA
 BLE TO ASSIST ANY FURTHER AT THIS TIME -CSR ADVISED CUST IN
 FORMATION HAS BEEN DOCUMENTED

CONSUMER AFFAIRS 08/13/2002 MMFAXP00

BEGINNING OF CONTACT

08/13/2002 MASTER OWNER RELATIONS SYSTEM II 16.27.00

CONCERN ISSUE CASE NR: 1641000070
 REGION: ZONE: OPENED: 10/13/2000
 VIN: 1FMYU03151K000004 ENGINE: 7 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
 TITLE: [REDACTED] FIRST NAME: [REDACTED] RE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: EFFHALET STATE: SC ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 1800
 DEALER NAME: SALES CODE: F & A
 REASON CODE: 4101 ICCD - RESOLUTION REQUIRED
 SYMPTOM: 807889 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION PHONE
 ACTION: ICCD - ICCD CONCERN RESOLUTION REQUIRED
 DOCUMENT: ANALYST: DASHLEY DAHLIA ASHLEY
 ACTION DATA/COMMENTS:

16/13/2000

17.00.01 CUSTOMER SAYS: THE VEHICLE STALLS AND THE RPM DROP WHEN TH
 E VEHICLE IS PUT INTO CRUISE CONTROL. THERE IS NO NOISE ASS
 OCIATED WITH THE VEHICLE STALLING. THE CUSTOMER RESTARTS TH
 E VEHICLE IMMEDIATELY AFTER IT STALLS. THERE ARE NO LIGHTS I
 LLUMINATING WHEN THE VEHICLE STALLS. THE CUSTOMER HAS NOT C
 HECKED THE BATTERY. THE ENGINE TEMPERATURE IS GENERALLY WAR
 M WHEN THE VEHICLE STALLS. THE CONCERN IS INTERMITTENT, THE
 VEHICLE HAS STALLED THREE TIMES SINCE THE CUSTOMER TOOK DEL
 IVERY OF THE VEHICLE. PER CUSTOMER, DEALER SAYS: NONE
 CAG ADVISED: THIS CUSTOMER WAS CONTACTED ON BEHALF OF THE
 ESCAPE ASSEMBLY PLANT THROUGH THE ICCD PROGRAM. AT W
 HICH TIME WE WERE MADE AWARE OF THIS CONCERN. WE ARE TRACKI
 NG THIS ISSUE FOR THE ESCAPE ENGINEERING TEAM. PLEASE DETAI
 L LONGS AND UPDATE THIS CONTACT WITH SPECIFIC REPAIR INFORMA

ER02-027 22001

TION AT YOUR EARLIEST CONVENIENCE. FOR ANY QUESTIONS OR COMMENTS PLEASE CONTACT ME A 1-888-435-4222, EXT.5875. THANK YOU IN ADVANCE FOR YOUR ASSISTANCE. DANIELA

CONSUMER AFFAIRS

05/16/2002 MMFA00PRQ

BEGINNING OF CONTACT

05/16/2002 MASTER OWNER RELATIONS SYSTEM IS 13.27.22

CONCERN ISSUE CASE NO: 18244001
REGION: 21 ATLANTA ZONE: 01 OPENED: 12/24/2001
VIN: 1FMYU061XWAS8839 ENGINE: 1 VEH TYPE: T CLOSED: 12/22/2004

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: Kennesaw STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 13000
DEALER NAME: CARREY PAUL FORD SALES CODE: PE1027 F & A: 00277
REASON CODE: 8910 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 807586 STALL/CUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACR - US CONCERN CASE BASE COMBINATION: VISIT
ACTION: 132 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: DONAHUE, DIANA CHARLENE
ACTION DATA/COMMENTS:

12244001

10.24.12 CUSTOMER SAYS: -VEH STALLS MYSTERIOUSLY EVERY SO OFTEN -BEGAN SHORTLY AFTER BUYING VEH -VEH STALLED TWO WEEKS AGO A ND BROUGHT IT TO DLR AND HAS BEEN THERE EVER SINCE -NOW THE REB A CLICKING NOISE AND DLR CANNOT FIGURE OUT WHY -WANTS THE REPAIR DONE WELL OR WANTS NEW VEH BECAUSE SHE DOES NOT F EEL SAFE -OCCURRED WHILE DRIVING 30-40 MILES PER HOUR -DAS H ILLUMINATES AND VEH STALLS -CUST PULLS OVER AND IS ABLE T O RESTART VEH PER CUSTOMER, DEALER SAYS: CARREY PAUL FORD LINCOLN TOWERS IN SERVICE -FORD TECHNICIAN GOING TO BE CALLE D -CAG ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/DLH DEALERSHIP - INFORMATION WILL BE SENT TO DLR. CUSTOMER SHOULD CONTACT ORINERY MOR. ***CAG WAS MADE TO D LR AND WAS ADVISED BY CRM LATANYA CRAWFORD THAT TECHNICIAN DI GOVERNED POPPING NOISE AND IS WORKING ON DETERMINING WHAT IS CAUSING IT -CUST'S HUSBAND WAS INFORMED OF THE SITUATION B Y SERVICE ADVISOR AND THE SERVICE NEEDED -CRM ADVISED CAG T HAT VEH SHOULD BE READY BY THE END OF TODAY -WRH ADVISOR LJ NDA TEMPLE -CUST WAS INFORMED THAT IT IS FORD'S GOAL TO REP AIR THE VEH FOR HER SO THAT SHE FEELS SAFE WHILE DRIVING IT @WAMEP

NTINUES TO FEEL UNSAFE WITH VEH EVEN AFTER SERVICE - SEND Y OUR WRITTEN NOTIFICATION TO: FORD MOTOR COMPANY CUSTOMER R ELATIONSHIP CENTER 16000 EXECUTIVE PLAZA DRIVE DEARBORN, MI MICHIGAN 48161 REFERENCE CASE ID: 4905

EA02-527 22682

CONSUMER AFFAIRS

08/18/2002 MMFA/XPAG

08/18/2002 MASTER OWNER RELATIONS SYSTEM 15 13.27.29

CONCERN ISSUE CASE NBR: 105232421
REGION: E1 ATLANTA ZONE: 01 OPENED: 12/28/2001
VIN: 1FMYU031X1K423996 ENGINE: 1 VEH TYPE: T CLOSED: 12/27/2001

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACC12 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-CORREL BRAD CORRELL
ACTION DATA/COMMENTS:

12/27/2001
08.21.24

CONSUMER AFFAIRS

08/18/2002 MMFA/XPAG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM 15 13.27.29

CONCERN ISSUE CASE NBR: 105177062
REGION: 13 NEW YORK ZONE: E1 OPENED: 04/09/2002
VIN: 1FMYU04121K14677 ENGINE: 1 VEH TYPE: T CLOSED: 04/09/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

EA62-627 22583

CITY: BROOKLYN STATE: NY ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 30008
DEALER NAME: PREMIER FORD INC SALES CODE: F13011 P.R.A: 88888
REASON CODE: 1148 AWA - WITHIN CRITERIA, REQUESTING AWA
SYMPTOM: 807988 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CACR - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 788 - ADVISE CUST CFC WILL FOLLOW UP
DOCUMENT: ANALYST: LMASTRAN LUANA MASTRANGILO
ACTION DATA/COMMENTS:

4/8/2002
18.31.00 CUSTOMER SAYS: -CUST SAID THE CONCERN STARTED LAST SAT WHEN
HE WAS ON A TRIP, 100 MILES INTO THE TRIP, THE VEHICLE D
IED ON HIM -THE VEHICLE WOULD NOT IDLE PROPERLY WHEN HE LEF
T A GAS STATION; HE REALIZED THE TRANS WOULD NOT SHIFT GEARS
UNDER 85 MPH -CHECK ENGINE LIGHT ILLUMINATED AND ABOUT TEN
MINUTES LATER, HE STARTED TO LOOSE PRESSURE AND POWER, THEN
HE PULLED OVER, AT WHICH TIME THE VEHICLE STALLED - HE FUE
LS THE VEHICLE WITH 87 OCTANE -THE CLR IS TRYING TO GET MOR
E MONEY OUT OF HIM EVEN THOUGH HE IS WITHIN HIS BTS WARRANTY
#NNNN7

TO THE CLR THAT THE FRONT END HAS A LOUD NOISE IN THE COLD
WEATHER, FIRST THING IN THE MORNING -WHEN HE TURNS HE COULD
HEAR A HEAVY NOISE AND FEEL A GRINDING IN THE PEDAL FOR A F
EW MINUTES AND THEN IT WILL GO AWAY -THE SAME PERSON WHO TO
LD HIM THE ENGINE NEEDS INSPECTION FROM A WARRANTY, HE SAID
HE COULD NOT GET REIMBURSED FOR THE TOWING, WHEN HE WAS ABLE
TO GET THE MONEY BACK, NOW HE DOES NOT KNOW IF HE SHOULD BE
LIEVE HIM OR NOT -HE IS CALLING IN TO OBTAIN THE CORRECT IN
FORMATION REGARDING HIS WARRANTY AND THE CUST IS SEEKING A R
ENTAL VEHICLE PER CUSTOMER, DEALER SAYS: -PREMIER FORD IS
ASKING HIM HOW HE MAINTAINS HIS VEHICLE, IF HE HAS ANY RECE
IPTS, AND THAT SOMEONE HAS TO LOOK AT THE ENGINE FROM THE WA
RRANTY DEPARTMENT -CLR SAID THE FRONT END NOISE IS A NORMAL
OPERATING CHARACTERISTIC CAG ADVISED: -ADVISED IF THE CLR
IS UNABLE TO DUPLICATE THE CONCERN, THEY WOULD NOT BE ABLE
TO PERFORM ANY REPAIRS ON THE VEHICLE -ADVISED REPAIRS SUO
H AS AN ENGINE REPAIR, THE CLR WILL HAVE TO GET CONFIRMATION
FROM THE WARRANTY DEPARTMENT TO ENSURE A REPAIR CAN BE COVE
RED UNDER THE BTS WARRANTY, THAT IS NOT AN ABNORMAL PROCEDURE
-ADVISED CUST I WOULD GET INTO CONTACT WITH HIM ON THE MO
RNING OF APRIL 10, 2002 BETWEEN 10:30 AND 11:00 AM -CFC TO

CONSUMER AFFAIRS 08/18/2002 MBFAXPRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 15.27.38

CONCERN ISSUE CASE NR: 1891770008
REGION: 13 NEW YORK ZONE: 01 OPENED: 04/08/2002
VIN: 1FMYU1H121KF18877 ENGINE: 1 VIN TYPE: T CLOSED: 04/08/2002

4/8/2002
18.22.00 PREMIER FORD, NO ANSWER FROM EITHER THE CRM OR SERVICE MANA
GER, NO VOICEMAIL FOR EITHER ONE INFERENCE CASE ID: 3419

ORIGIN: CACR02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LMASTRAN LUANA MASTRANGILO
ACTION DATA/COMMENTS:

4/10/2002
10.05.19 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAG ADVISED: -CFC TO PREMIER FORD, SPOKE WITH JERRY SHAW, C
RM, WHO REFERRED ME TO THE SERVICE MANAGER JACQUE YORK -SPO
KE WITH JACQUE YORK, SERVICE MANAGER, WHO INDICATED THE CUST
BLEW HIS ENGINE BECAUSE OF LACK OF MAINTENANCE; IT APPEARS
AS IF THE CUST NEVER CHANGED HIS OIL BECAUSE THERE IS SLUDG
BUILD UP EVERYWHERE -SM INDICATED IF THE ENGINEER CONFIRMS
THE ENGINE WILL NOT BE COVERED UNDER WARRANTY, THERE WOULD N
OT BE ANY ASSISTANCE AVAILABLE FOR A RENTAL VEHICLE

EP02-027 22884

ORIGIN: CACMDE - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 831 - OUTBOUND CALL TO FORMER/CURR CUSTOMER
 DOCUMENT: ANALYST: LMASTRAN LUANA MASTRANGILO
 ACTION DATA/COMMENTS:
 CUSTOMER SAYS: -CUST SAID HE WILL CALL IF THE CLR INDICATE
 S THE REPAIR WILL BE COVERED UNDER HIS BTR WARRANTY PER CUS
 TOMER, DEALER SAYS: - CAC ADVISED: -ADVISED THE CUST AS
 THE WARRANTY DEPARTMENT HAS NOT HAD AN OPPORTUNITY TO INSPE
 THE VEHICLE, AND THEY HAVE NOT DENIED THE CONCERN AS BEING
 A MANUFACTURERS DEFECT, WE ARE UNABLE TO DISCUSS ANY SORT
 OF RENTAL ASSISTANCE AT THIS TIME -IF THE CLR AND WARRANTY
 DEPARTMENT ARE GOING TO COVER THE REPAIR UNDER THE BTR WARRA
 NTY, THE CUST CAN CONTACT THE CENTER TO LOOK INTO ANY POSSIB
 LE ASSISTANCE AT THAT TIME -PROVIDED CUST WITH ORG NUMBER A
 GAIN

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
 DOCUMENT: ANALYST: J-YORK1 JACOB YORK
 ACTION DATA/COMMENTS:

4/11/2002
 11.01.08 DEALERSHIP IS AWAITING VISIT FROM FORD ENGINEER, EXPECTED TO
 BE AT DEALERSHIP TODAY APRIL 11TH 2002. ENGINEER WILL VEH
 Y WHETHER OR NOT THE SLUDGE IN CUSTOMER'S VEH WAS CAUSED BY
 A FORD DEFECT OR BY LACK OF MAINTENANCE. CUSTOMER WILL BE NO
 TIFIED OF RESULTS.

CONSUMER AFFAIRS 06/18/2002 MMFAJPM2

06/18/2002 MASTER OWNER RELATIONS SYSTEM II 19.27.28

CONCERN ISSUE CASE NR: 106177002
 REGION: 16 NEW YORK ZONE: IN OPENED: 04/08/2002
 VIN: 1FMYU34N1KP19677 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/2002

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC075 - WARRANTY REPAIR DENIED - "OTHER" (DESCRIBE IN COMMENTS)
 DOCUMENT: ANALYST: J-YORK1 JACOB YORK
 ACTION DATA/COMMENTS:

4/17/2002
 08.34.17 DEALERSHIP RECEIVED VISIT FROM FORD 4/11/02. FORD CONFIRMED DE
 ALERSHIP'S DIAGNOSIS. VEHICLE'S ENGINE FAILURE OCCURRED DUE T
 O A BUILD UP OF SLUDGE CAUSED BY LACK OF MAINTENANCE. CUSTOM
 ER PICKED UP VEHICLE FROM DEALERSHIP 4/18/02

EN62-827 22000

CONSUMER AFFAIRS

09/18/2002 MMFAJPPRS

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM IS 15:27:39

CONCERN REF: CASE NR: 100072901
REGION: SE SOUTHWEST ZONE: D1 OPENED: 10/18/2001
VIN: 1FMYU08171ND41083 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: HOUSTON STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 408
RELEASE: 1
DEALER NAME: JOE MYERS FORD SALES CODE: P2029 P & A: 6442
REASON CODE: 3610 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 607863 STALLS/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACME - LIE CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 138 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

10/18/2001
11:05:00 CUSTOMER SAYS: -VEH HAS DIED 5 TIMES WHILE DRIVING- JERKIN
G TEMPERATURE COOLANT METER -PROBLEM IS INTERMITTENT -CUST
T. REQUESTS ASSISTANCE IN GETTING THE VEH REPAIRED PER CUSTO
MER, DEALER SAYS: -DROVE THE VEH FOR 40 MILES AND THERE WAS
8 NO PROBLEM FOUND OAO ADVISED: -WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CREDIT/REPAIR -OAO MADE
8 TO DEALERSHIP -SPOKE TO CRM MARK STEVENSON -MARK IS AWARE
E THAT THE CUST. IS HAVING A STALLING CONCERN WITH THE VEH
#NAME?
AFTER, JASON NOT AVAILABLE -LEFT MESSAGE WITH BOH DEALER AND
D EXT. REFERENCE CASE ID: 4005

ORIGIN: CACME2 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

17:34:00 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
OAO ADVISED: -OAO MADE TO DEALERSHIP -JASON, SERVICE MANAG
ER NOT AVAILABLE -LEFT MESSAGE WITH BOH DEALER AND EXT.

ORIGIN: CACME2 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

10/08/2001
15:45:00 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
OAO ADVISED: -OAO MADE TO DEALERSHIP -JASON, SERVICE MANAG
ER WILL NOT BE IN UNTIL MONDAY -CSR WILL FOLLOW UP ON 09/02

CONSUMER AFFAIRS

09/18/2002 MMFAJPPRS

END-027 22000

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.26

CONCERN ISSUE CASE REF: 198972901
REGION: 08 SOUTHWEST ZONE: D1 OPENED: 12/12/2001
VIN: 1FMYU03171K041082 ENGINE: 1 VEH TYPE: T CLOSED: 12/20/2001

12/20/2001
15.45.29 78201 (AFTER THE HOLIDAYS)

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION VISIT
ACTION: 221 - OUTBOUND CALL TO FORD/DEALERSHIP CUSTOMER
DOCUMENT: ANALYST: GHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -CBC MADE TO CUST. -CUST. NOT HOME, LEFT MSG
SAYG ON ANSWERING MACHINE -CSR WILL FOLLOW UP TOMORROW WITH
CUST.

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

12/27/2001
12.22.34 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -CBC MADE TO DEALERSHIP -SM JASON, NOT AVAIL.
ABLE -LEFT MESSAGE WITH BKH DEALERSHIP AND EXT.

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

12/28/2001
12.17.25 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -CBC MADE TO DEALERSHIP -SM NOT AVAILABLE, L
FT MESSAGE WITH BKH DEALERSHIP AND EXT. -THIS IS MY 6TH ATTEM
PT TO REACH SM JASON -SM HAS NOT RESPONDED TO MY MESSAGES

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION VISIT
ACTION: 122 - VEHICLE INFORMATION
DOCUMENT: ANALYST: RDBAULES RADITA DIMULESCU
ACTION DATA/COMMENTS:

14.00.04 CUSTOMER SAYS: -PROBLEMS WITH THE VEH -DIED YESTERDAY -
HAS DIED TODAY AGAIN -THE DEALERSHIP CAN NOT DUPLICATE THE CO
NCEIN -CALLS TO UPDATE FILE -TO KEEP FORD INFORMED PER CU
STOMER, DEALER SAYS: CAC ADVISED: CSR APOLOGIZED FOR IN
CONVENIENCE AND ADVISED THAT INFO HAS BEEN DOCUMENTED

CONSUMER AFFAIRS 08/12/2002 15:04:00

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.26

CONCERN ISSUE CASE REF: 198972901
REGION: 08 SOUTHWEST ZONE: D1 OPENED: 12/12/2001
VIN: 1FMYU03171K041082 ENGINE: 1 VEH TYPE: T CLOSED: 01/04/2002

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: DAC979 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: JAPROD1 JASON PROCTOR
ACTION DATA/COMMENTS:

14/8/02

8882-827 22557

15.30.88 NEVER ABLE TO DUPLICATE

CONSUMER AFFAIRS 08/18/2002 MMFAKPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 15127.38

CONCERN NUMBER CASE NUM: 1780489040
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 01/08/2002
VIN: 1FMYU01981K071828 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: SHEPHERD OAKS STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2

MILEAGE: 9888

DEALER NAME: GALPIN FORD SALES CODE: F71040 P & A: 08836

REASON CODE: 8210 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 807883 STALL/CRANKS AT CRUISE/ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: OTHER

ACTION: 138 - ADVISE CUST INFO WILL BE SENT TO CLF; CONTACT CRM

DOCUMENT: ANALYST: RMMTS ROB SMITS

ACTION DATA/COMMENTS:

1/8/2002

17.23.11 CUSTOMER SAYS: CUST BROUGHT IN FOR NEAR STALLING ON DEC 19
THIS IS STILL AWAITING VEH - HAS VARIOUS REPAIR CONCERNS - W
OULD LIKE KNOW WHY REPAIR IS SO LONG PER CUSTOMER, DEALER S
AYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERF
ORMED BY A FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT TO
CLF, CUSTOMER SHOULD CONTACT CRYSTAL RIVER - CRO CRO TO CL

ERR2-027 22686

REHP LEFT MESSAGE WITH BM -ADVISE CUST WILL FOLLOW UP ON
THIS ISSUE TO SEE WHAT ISSUE IS -WOULD NOT COMMENT WITH D
SALES FEEDBACK REFERENCE CASE ID: 4608

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAD078 - AWA FOR REQUEST - PROVIDE ADDITIONAL INFORMATION
DOCUMENT: ANALYST: E-BERTHE BILSEN BERTHE
ACTION DATA/COMMENTS:

1/17/2002
18.02.02 OFFER TO BE MADE BY GARY ROBBINS TO CUSTOMER OF 3 PAYMENTS A
ND ESP.

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAD012 - FORD COVERED REPAIR/MADE - WARRANTY
DOCUMENT: ANALYST: E-BERTHE BILSEN BERTHE
ACTION DATA/COMMENTS:

1/14/2002
18.05.02 CUSTOMER OFFERED 3 PAYMENTS AND PREMIUM CARE ESP BY GARY ROB
BINS.

CONSUMER AFFAIRS 09/18/2002 MAFAPR02

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM M 12.17.30

REGION ISSUE CASE NBR: 0041100081
REGION: 13 NEW YORK ZONE: 01 OPENED: 04/18/2001
VIN: 1PMYU04111KP17886 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

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: 20000
DEALER NAME: MAPLECREST FORD SALES CODE: F13434 P & A: 01700
REASON CODE: 2004 DSB - APPLICATION REQUEST
SYMPTOM: 80780 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: DAD038 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 029 - CB-ADVISE CUST CBO TO DLR WILL BE MADE; CBO APP IS BEING SENT
DOCUMENT: ANALYST: MERRAHM MOHAMED EBRAHIM
ACTION DATA/COMMENTS:

4/18/2002
04.18.02 CUSTOMER SAYS: CUST CALLED TO SAY THAT THE VEH IS STALLING
- TOOK THE VEH TO THE DLRHP MORE THAN THREE TIMES FOR THE
SAME PROBLEM. THE DLRHP COULD NOT DUPLICATE THE PROBLEM.
CUST JUST CALLED TO SAY THE VEH IS STALLING AS SHE IS DRIVIN
G AND IS TERRIFIED. CUST WAS CRYING SAYING THAT "I AM GOING
TO DIE". CUST WANTS THIS MATTER RESOLVED AS QUICKLY AS POSS
SIBLE. SHE SAID SHE WRITTEN A LETTER TO FORD AND CANNOT WAIT
ANY LONGER. WANTS THIS MATTER RESOLVED URGENTLY. SHE SAID
THE DLRHP WOULD NOT LOOK AT HER VEH BECAUSE THEY CANNOT DU
PLICATE THE CONCERN. PER CUSTOMER, DEALER SAYS: CAC AD
VISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2
BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - FOR
WARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REG
IONAL OFFICE REFERENCE CASE ID: 1878

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAD007 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: C-CARLIS MAPLECREST FORD
ACTION DATA/COMMENTS:

4/18/2002
10.40.48 PLEASE SEND THIS CONTACT TO CUST SELLING DEALERSHIP, FULLERT

ON FORD, SOMERVILLE, NEW JERSEY

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DA0012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: FCHAREL, CHIARELLO, PAUL (P.J.)
ACTION DATA/COMMENTS:

4/25/2002
13.03.20 PER SERVICE MANAGER CARL, VEHICLE HAS BEEN REPAIRED.

CONSUMER AFFAIRS 05/18/2002 15MFAXPRB

BEGINNING OF CONTACT
DATE/TIME: MASTER OWNER RELATIONS SYSTEM IN 13.27.20

REGION ISSUE CASE NR: 08564033
REGION: IN ATLANTA ECON: A1 OPENED: 05/18/2002
VIN: 1FMYU03131KA10880 ENGINE: 1 VEH TYPE: T CLOSED: 05/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DENVER STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4.0
MILEAGE: 17700
DEALER NAME: ALLAN VIGIL FORD SALES CODE: F24022 P & A: 08609
REASON CODE: 86DL C1 - DEMAND LETTER
SYMPTOM: 607883 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CH01 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TRUBHS TRACY BUSH
ACTION DATA/COMMENTS:

5/18/2002
15.40.19 ***DEMAND LETTER DATED 5/18/02***
***CUSTOMER STATED: VEHICLE STALLS WHILE DRIVING. CHECK ENGINE
LIGHT ON WHILE DRIVING.
***CUSTOMER REQUEST: FINAL RESOLUTION.
***CI BOARDED COPY OF THE LETTER TO THE REGIONAL OFFICE FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DA0006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: W-BONDS WALTBONDS
ACTION DATA/COMMENTS:

5/18/2002
15.14.58 CUST IS TRADING VEH IN FOR A NEW VEH

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DA0079 - AWA FOR REQUEST - PROVIDE ADDITIONAL INFORMATION
DOCUMENT: ANALYST: W-BONDS WALTBONDS
ACTION DATA/COMMENTS:

5/28/2002
08.32.58 CUST TRADED THIS VEH IN WITH ASST FROM FORD

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DA0079 - AWA FOR REQUEST - PROVIDE ADDITIONAL INFORMATION
DOCUMENT: ANALYST: W-BONDS WALTBONDS
ACTION DATA/COMMENTS:

5/27/2002
11.14.38 CUST TRADED THIS VEH IN WITH FORD ASST

CONSUMER AFFAIRS 05/18/2002 15MFAXPRB

05/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.20

ER62-827 22510

REGION ISSUE CASE NBR: 08N040002
REGION: 01 ATLANTA ZONE: A1 OPENED: 08/16/2000
VIN: 1FMYU02131KA10000 ENGINE: 1 VIN TYPE: T CLOSED: 08/08/2000

OFFER: FIELD - FIELD ORGANIZATION COMMUNICATION VISIT
ACTION: DADDS - CURT SAT TEST TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: LHWLTH LISA WILLIAMS
ACTION DATA/DOMESTIC:

08/20/00
01/27/00 CRM AUTHORIZED REPLACEMENT VEHICLE FOR CUSTOMER. DEALERSHIP
CURRENTLY HAS DOCUMENTS TO PERFORM BUYBACK.

CONSUMER AFFAIRS 08/16/2000 MMFA30PR0

BEGINNING OF CONTACT
08/16/2000 MASTER OWNER RELATIONS SYSTEM 15:27:00

REGION ISSUE CASE NBR: 08N020001
REGION: 11 BOSTON ZONE: F1 OPENED: 08/09/2001
VIN: 1FMYU04111K01790 ENGINE: 1 VIN TYPE: T CLOSED: 08/08/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: OAKHAM STATE: MA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
RELEASE: 1275
DEALER NAME: MILLBURY MOTOR COMP SALES CODE: F11215 P & A: 08061
REASON CODE: 8001 CI - DEMAND LETTER
SYMPTOM: 807003 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ERR2-027 22011

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1901 - OPEN REGION CONTACT
DOCUMENT: ANALYST: JYATES JULIE YATES
ACTION DATA/COMMENTS:

18.07.14 ***CI RECEIVED DEMAND LETTER DATED 08/03/01 ***CI RECEIVED 08/08/01
***HARRIS ORIGINAL OWNER:
***CUSTOMER STATES: CONCERN WITH ENGINE STALLING WHILE DRIVING
NO. THREE OCCURRENCES AND REPAIR ATTEMPTS.
***CUSTOMER SEEKS FINAL RESOLUTION
***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICE FOR
REVIEW: SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: JYATES JULIE YATES
ACTION DATA/COMMENTS:

18.08.00

ORIGIN: CACMOR - MANUAL - PHONE CSR COMMUNICATION: OTHER
ACTION: 598 - THICK FILM IGNITION MODULES ISSUE
DOCUMENT: ANALYST: RYNN RHONDA WYNN
ACTION DATA/COMMENTS:

07/12/001
08.08.05 CUSTOMER SAYS: -CUST SEEKS REPAIR TO VEH WHICH SHUTS OFF W
HEN GOING DOWN THE HILL. PER CUSTOMER, DEALER SAYS: -NONE
CAG ADVISED: *** ADVISE CUSTOMER OF INFORMATION FOUND IN S
8 AND DOCUMENTUM *** - WE HAVE DOCUMENTED YOUR CONCERNS REG
ARDING THE ISSUE AND THANK YOU FOR TAKING THE TIME TO CALL
FORD MOTOR COMPANY. - YOUR VEHICLE IS NOT CURRENTLY INVOL
VED IN A RECALL FOR THE TFI MODULES. - FORD MOTOR COMPANY I
S CURRENTLY NOT ANNOUNCING ANY RECALLS RELATED TO THE TFI MO
DULES. - THE NATIONAL HIGHWAYS TRAFFIC SAFETY ADMINISTRATI
ON (NHTSA), WHICH IS THE FEDERAL AGENCY RESPONSIBLE FOR MOTO

CONSUMER AFFAIRS 08/18/2002 18:54:00

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18.07.00

REGION ISSUE CASE NBR: 080802001
REGION: 11 BOSTON ZONE: F1 OPENED: 08/08/2001
VIN: 1FMYU04119K251790 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2001

07/18/2001
08.08.05 R VEHICLE SAFETY, IS THE ONLY ORGANIZATION WITH THE AUTHORITY
TO ORDER A RECALL. NHTSA HAS INVESTIGATED VEHICLES WITH T
HICK MODULES SEVERAL TIMES, REVIEWED ALLEGATIONS IN THIS LIT
IGATION, AND CONCLUDED THAT THE EVIDENCE DOES NOT INDICATE A
SAFETY DEFECT TREND.

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C812 - REOPEN CONTACT
DOCUMENT: ANALYST: BRICKEL STEVEN MICKELSON
ACTION DATA/COMMENTS:

4/17/2001
14.05.05 ***CI RECEIVED DEMAND LETTER DATED 4/1/02 ON 4/17/02. CUSTO
MER MAINTAINS VEHICLE STALL WHILE DRIVING DOWN HILLS AND TI
RES WON'T MAINTAIN PRESSURE. *** CUSTOMER SEEKS FINAL RESOLUT
ION PURSUANT TO MASSACHUSETTS LEMON LAW. ***

CI SENDING CUSTOMER FIRM LETTER, FORWARDING TO REGION FOR HAND
LING. ***

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: BRICKEL STEVEN MICKELSON
ACTION DATA/COMMENTS:

BP02-027 22812

14.48.28

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DACD12 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: CHLT HLT, CHRISTA (JL)
ACTION DATA/COMMENTS:

4/22/2002
11.23.14 THE REGION RECEIVED CUSTOMER'S DEMAND LETTER AND CONTACTED B
SALES. DEALER SCHEDULED FINAL REPAIR ATTEMPT AND FINAL REPA
IR ATTEMPT WAS SUCCESSFUL. ***BOSTON REGION, CRM-CHRISTA H
LT***

CONSUMER AFFAIRS 09/18/2002 WMPAC0792

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM III 15.27.20

REGION ISSUE CASE NR: CRM400902
REGION: 27 WASHINGTON ZONE: E1 OPENED: 04/18/2002
VIN: 1FMDU0410XK67014 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: MANASSAS STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 18000
DEALER NAME: BATTLEFIELD FORD SALES CODE: FE7046 P & A: 00097
REASON CODE: 80L CI - DEMAND LETTER
SYMPTOM: 067998 STALLS OUT AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TRUSH TRACY BUSH
ACTION DATA/COMMENTS:

4/18/2002
13.00.41 ***DEMAND LETTER DATED 4/08/02*** CI RECEIVED 4/18/02***
***CUSTOMER STATES VEHICLE IS NOT RELIABLE. HAS HAD THE VE
HICLE TO THE DEALER SEVERAL TIMES AND PROBLEM CANNOT BE DUPL
ICATED.
***CUSTOMER WIKES: REPLACEMENT OF VEHICLE.
***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1210 - LETTER PASSED TO REGION
DOCUMENT: ANALYST: TRUSH TRACY BUSH
ACTION DATA/COMMENTS:

13.24.16

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: BCLIMONS BIELVA CLIMONS
ACTION DATA/COMMENTS:

4/22/2002
18.48.42 COULD NOT DUPLICATE CONCERN

EP02-027 22813

CONSUMER AFFAIRS

08/18/2002 18:54:37

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 15:57:28

REGION ISSUE CASE NBR: 1371472121
REGION: 08 MEMPHIS ZONE: AR OPENED: 07/01/2001
VIN: 1PMYU03131KA14000 ENGINE: 1 VEH TYPE: T CLOSED: 07/01/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SHERWOOD STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 400
MILEAGE: 8000
DEALER NAME: CRAIN FORD LINCOLN SALES CODE: F88541 P & A: 08807
REASON CODE: 8884 DSB - APPLICATION REQUEST
SYMPTOM: 807883 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 838 - ADVISE CUSTOMER CBO TO DLN WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: CTVT CHANU TTI
ACTION DATA/COMMENTS:

7/31/2001

10.18.01 CUSTOMER SAYS: -LEMON LAW -HAS BEEN TO TWO DEALERS FOUR T
MILES -VEH IS AT DEALER -VEH IS ALWAYS STALLING FEARS FOR B
ODLY HARM - PER CUSTOMER, DEALER SAYS: CAC ADVISED:
-AS REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 30 DAYS
85 DAYS - INITIATED MAILING OF DSB APPLICATION - CBO TO DE
ALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB BRON
ATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COP
Y TO THE REGIONAL OFFICE -CBO TO DEALER SPOKE WITH CH SERVIA
CM -STILL WORKING ON CAR DOESNT HAVE A SOLUTION TO HER PR
OB (REFERENCE CASE ID: 905

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAB087 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 818181 DAN HUBER
ACTION DATA/COMMENTS:

12.23.01 JIM-HAVE YOU BEEN ABLE TO VERIFY THE CONCERN? IF YOU HAVE
CAN YOU REPAIR? DAN

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAB010 - UNABLE TO CONTACT CUSTOMER TO DATE
DOCUMENT: ANALYST: J-VRG87 CRAIN FORD
ACTION DATA/COMMENTS:

8/5/2001

10.30.01 DAN, THIS CAR IS AT NORTH POINT FORD, NOT CRAIN FORD; CALL CUST
OMER ON 08-01-01. CAR HAS BEEN REPAIRED

CONSUMER AFFAIRS

08/18/2002 18:54:37

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 15:57:28

REGION ISSUE CASE NBR: 1371472121
REGION: 08 MEMPHIS ZONE: AR OPENED: 07/01/2001
VIN: 1PMYU03131KA14000 ENGINE: 1 VEH TYPE: T CLOSED: 08/03/2001

E983-027 22814

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION VISIT
ACTION: DAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 81800H DAN HUBER
ACTION DATA/COMMENTS:

8/3/2001
17:28:02 I AM CLOSING THIS CASE PER THE SVC. MGR'S COMMENTS.
DAN HUBER CSE MEMPHIS

CONSUMER AFFAIRS 08/16/2001 MMFA3078

BEGINNING OF CONTACT
08/16/2001 MASTER OWNER RELATIONS SYSTEM III 13:27:38

REGION ISSUE CASE NBR: 1871472121
REGION: 02 MONTHS ZONE: A2 OPENED: 08/08/2001
VIN: 1FMYU08161KA14000 ENGINE: 4 VEH TYPE: T CLOSED: 08/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BERNWOOD STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 4800
DEALER NAME: CRAWFORD LINCOLN SALES CODE: P3551 P & A: 05807
REASON CODE: 850L C3 - DEMAND LETTER
SYMPTOMS: 807983 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: DMV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION INTERNET
ACTION: 0181 - OPEN REGION CONTACT
DOCUMENT: ANALYST: LTURNER22 LAKESIA TURNER
ACTION DATA/COMMENTS:

0802-827 22815

8/6/2001
13.04.08 ***DEMAND LETTER DATED 07/31/01*** **CI RECEIVED 8/6/2001
***CUSTOMER STATES:VEHICLE DIES WHILE DRIVING, LOSS OF POWER
STEERING, AND THE EMISSION SYSTEM LIGHT COMES ON. HAS MADE
SEVERAL REPAIR ATTEMPTS.
***CUSTOMER SEEKS: FINAL REPAIR/REPURCHASE OR REPLACE UNDER
AR LEMON LAW.***

***CI PASSED A COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: C1810 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: LTURFINS LAMBIA TURNER
ACTION DATA/COMMENTS:

14.07.28

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DAC087 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: SNEED DAN HUBER
ACTION DATA/COMMENTS:

8/7/2001
08.08.18 JIM-CAN YOU HANDLE, OR DO YOU NEED MY HELP? DAN

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC087 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: J-WF027 CHAIN FORD
ACTION DATA/COMMENTS:

10.08.28 DAN,CUSTOMER HAS HAD CAR AT NORTH FORT FORD REPAIRS HAVE BE

CONSUMER AFFAIRS 08/18/2002 MMFA00PRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM B 13.27.28

REGION ISSUE CASE NBR: 1371472121
REGION: 26 MEMPHIS ZONE: A2 OPENED: 08/08/2001
VIN: 1FVYU03131KA14990 ENGINE: 1 VEH TYPE: T CLOSED: 08/07/2001

8/7/2001
10.08.28 N MADE AND CAR HAS BEN RETURNED TO CUSTOMER.CALLED CUSTOMER
ON 08-0701,CAR HAS BEN REPAIRED AND RETURNED TO CUSTOMER.PLE
ASE CLOSE

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: SNEED DAN HUBER
ACTION DATA/COMMENTS:

8/10/2001
08.22.04 I AM CLOSING THIS CONTACT PER THE SVC MGR'S COMMENTS.
DAN HUBER CSE MEMPHIS

CONSUMER AFFAIRS

08/18/02 MMFAKPRG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.27.00

PERSON ISSUE CASE NUM: 148099001
REGION: 00 KANSAS CITY ZONE: 01 OPENED: 07/18/01
VIN: 1FMYU08171K08016 ENGINE: 1 VEH TYPE: T CLOSED: 07/18/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI
ADDRESS: [REDACTED]
CITY: CARTHAGE STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 8000

DEALER NAME: JOPLIN FORD-LINCOLN SALES CODE: F80488 P & A: 01890

REASON CODE: 9864 DGB - APPLICATION REQUEST

SYMPTOM: 807608 STALL/CLUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 800 - CR-ADVISE CUST DGB TO DLH WILL BE MADE; DGB APP IS BEING SENT
DOCUMENT: ANALYST: DRANFON DRAGAN RANFON
ACTION DATA/COMMENTS:

7/18/01

1806.57 CUSTOMER SAYS: -SOME TIMES I AM DRIVING AND I LOSE ALL PO
WER AND ALL THE LIGHT COME ON IN THE DASH. - TODAY IT HAPPEN
ED AGAIN. - THIS IS THE 3RD TIME IT HAPPENED. - THE FIRST
TIME THE DEALERSHIP SAID IT WAS A HOSE CLAMP. - THE FIRST
TIME THEY ALSO REPLACED THE STARTER. - I ASKED THEM TO KEEP
IT AND THEY SAID NO. - THIS VEH IS NOT RELIABLE, THIS IS
A SAFTY ISSUE. -CUST SEEKING ALTERNATIVE PER CUSTOMER.
DEALER SAYS: DEALER HAS DECIDED TO CHANGE THE ECHO RELAY
WHICH THEY HOPE WILL SOLVE THE ENGINE STALL PROBLEM. CAC ADV
RED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 8 B
USINESS DAYS - INITIATED MAILING OF DGB APPLICATION - FORW
ARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGI
ONAL OFFICE REFERENCE CASE ID: 1806

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAB078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: GONNOLUX GONNOLUX, BRES (A)
ACTION DATA/COMMENTS:

7/21/01

02.26.17 DEALER UNABLE TO VERIFY/DUPLICATE PROBLEM FIX IS SCHEDULED T
O LOOK AT VEHICLE NEXT WEEK

ERG2-827 22817

CONSUMER AFFAIRS

08/18/2002 MMFA3PRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.20

REGION ISSUE CASE NRP: 1354320022
REGION: 34 ORLANDO ZONE: C1 OPENED: 08/05/2002
VIN: 1PMYU03141K040345 ENGINE: 1 VEH TYPE: T CLOSED: 08/25/2002

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 402
MILEAGE: 1
DEALER NAME: AL PACKER FORD SALES CODE: P24218 P & A: 04570
REASON CODE: 3511 C1 - FLORIDA MYDN
SYMPTOM: 607653 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: Q101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: BSMITH08 BRKA SMTH
ACTION DATA/COMMENTS:

2/25/2002

15.22.18 "MYDN RECEIVED MESSAGE" "DATED 08/18/02"

"CUSTOMER STATES:

"VEH SHUTS OFF WHILE DRIVING

"CUSTOMER REQUEST:

FINAL RESOLUTION UNDER FL LEMON LAW

"NOTE TO DEALER"

CUSTOMER MUST BE SCHEDULED FOR A FINAL REPAIR ATTEMPT
WITHIN 10 DAYS OF THIS NOTIFICATION. IF FURTHER ASSISTANCE
IS NEEDED, PLEASE CONTACT YOUR FORD CSM.

"POSTCARD MAILED 08/20/02"

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: D4006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: R-KLOTZ1
ACTION DATA/COMMENTS:

2/27/2002

15.10.41 CALLED CUST LEFT MESSAGE TO RETURN CALL FOR FINAL REPAIR ATT
EMPT, CHECKED WITH HOT LINE, THERE IS A FIX FOR THIS CONCERN
. NEW TSB NOT OUT YET, WILL GET CUST TO RETURN AND UPDATE PC
M OR REPLACE POM, CUST HAS NOT RETURNED PHONE CALL

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: D4006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: R-KLOTZ1
ACTION DATA/COMMENTS:

2/28/2002

07.45.28 CUST RETURNED PHONE CALL, WILL RETURN TO DEALER AT 8:30 TODAY
Y AND WILL BE PROVIDED WITH LOANER, CUST WAS HAPPY THAT CAR
WILL BE FIXED WITH NEW SOFTWARE UPDATE, TSB PUTS HER CAR TO

CONSUMER AFFAIRS

08/18/2002 MMFA3PRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.20

REGION ISSUE CASE NRP: 1354320022
REGION: 34 ORLANDO ZONE: C1 OPENED: 08/05/2002
VIN: 1PMYU03141K040345 ENGINE: 1 VEH TYPE: T CLOSED: 08/25/2002

2/28/2002

07.45.28 A TRK, WILL REPAIR TODAY

E902-027 22616

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DACC18 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: RWADHAM RONNE WADHAM (RWADHAM)
ACTION DATA/COMMENTS:

3/12/02
11.28.43 NEW TSB CAME OUT, FORD ISSUE WITH VEHICLE. CUSTOMER IS HAPPY WITH THE VEHICLE.

CONSUMER AFFAIRS 08/18/2002 MB/FAX/PKG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18.27.58

REGION ISSUE CASE NAME 180808001
REGION: 18 PHILADELPHIA ZONE: B1 OPENED: 12/08/2001
VIC: 1FMOU4181K02009 ENGINE: 1 VEH TYPE: T CLOSED: 12/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ORALEY STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
RELEASE: 1999
DEALER NAME: CARL BEASLEY FORD SALES CODE: F18518 P & A: 00161
REASON CODE: SEDL CI - DEMAND LETTER
SYMPTOM: 807988 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CH01 - OPEN REGION CONTACT
DOCUMENT: ANALYST: BSMITH08 ENKA SMITH
ACTION DATA/COMMENTS:

12/08/01
14.40.39 *****DEMAND LETTER DATED 11/16/01***** CI RECEIVED 12/08/01
*****CUSTOMER STATUS:

2902-027 22818

PER AYS, STALLING, LOOSE REAR HATCH, CHECK ENGINE INDICATOR
***CUSTOMER SEEKS:

REPLACEMENT/REPLND UNDER PA LEMON LAW

**CI FORWARDED A COPY OF THE LETTER TO THE REGIONAL OFFICE
FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGMENT LETTER.

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1818 - LETTER FORWARDED TO REGION
DOCUMENT: ANALYST: EMATHES ENKA SMITH
ACTION DATA COMMENTS:

15272001

15.26.11

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC055 - CUST. SAT. RESY. TOOL UTILIZED - ESP PLAN OFFERED AND ACCEPTED
DOCUMENT: ANALYST: ANABHS ALLYSON NASH (ANABHS)
ACTION DATA COMMENTS:

1/18/2008

10.27.22 ***ALLYSON NASH CSM/SM*** BROKE WITH HENRY SMELTZER REGARD
ING ESCAPE STALLING CONCERN. VEHICLE HAD BSM FOR CONCERN PE
RFORMED IN DECEMBER 01. SINCE THEN VEHICLE HAS BEEN WORKING
TO CUSTOMER'S SATISFACTION. OFFERED CUSTOMER ESP FOR INCON
VENIENCES WITH SITUATION. CUSTOMER ACCEPTED AND WAS SATISFIE
D WITH OFFER. BSMLE 675 PREMIUM CARE

CONSUMER AFFAIRS 08/15/2002 MMFAKPRG

BEGINNING OF CONTACT

08/15/2002 MASTER OWNER RELATIONS SYSTEM II 15.27.22

REGION ISSUE CASE NR: 1039410312
REGION: 48 DETROIT ZONE: 02 OPENED: 08/20/2002
VIC: 1FMYU04121HC40582 ENGINE: 1 VEH TYPE: T CLOSED: 08/20/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: WEST BLOOMFIELD STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 014
MILEAGE: 10598
DEALER NAME: DON BEELYE FORD, IN SALES CODE: F8576 P & A: 08708
REASON CODE: 25DL C1 - DEMAND LETTER
SYMPTOMS: 807983 STALL/QUIT AT DRUMS ALL ENGINE TEMP

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: C1M1 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROBERO ANNE ROBERTS
ACTION DATA COMMENTS:

2/20/2002

16.32.25 ***DEMAND LETTER DATED 02/11/02*** **CI RECEIVED 02/20/02
**CUSTOMER STATES: FOUR ATTEMPTS HAVE BEEN MADE TO RESOLVE
CONCERN.

***CUSTOMER SEEKS: REPLACE VEHICLE

**CI E-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFICE
FOR REVIEW. SENT CUSTOMER FLEM LETTER.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: KRAUS1 KRAUS, DANA (J)
ACTION DATA COMMENTS:

2/22/2002

16.40.18 CSM# D KRAUS VEHICLE WAS REPAIRED UNDER WARRANTY ON 1/25/02

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: D1818 - LETTER FORWARDED TO REGION
DOCUMENT: ANALYST: AROBERO ANNE ROBERTS

ENR2-827 22529

ACTION DATA/COMMENTS:

3/7/2001
18.06.99

CONSUMER AFFAIRS

08/18/2001 MMFA/PRO

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM II 13:27:39

REGION ISSUE CASE NBR: 1881872881
 REGION: 71 CALIFORNIA ZONE: E1 OPENED: 10/08/2001
 VIN: 1F4YU08181R254408 ENGINE: 1 VIN TYPE: 7 CLOSED: 10/08/2001

LAST NAME: [REDACTED] STATUS: CANCEL
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: RAMONA STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR
 MILEAGE: 1
 DEALER NAME: PERRY FORD SALES CODE: F71108 P & A: 01488
 REASON CODE: 8884 DSE - APPLICATION REQUEST
 SYMPTOM: 80708 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CACSE - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 808 - ADVISE CUSTOMER OSC TO CLR WILL BE MADE; OSC APP IS BEING SENT
 DOCUMENT: ANALYST: TLEON TANA LEON
 ACTION DATA/COMMENTS:

18/06/01

18.06.99 CUSTOMER SAYS: -REQUESTING THE PHONE NUMBER TO THE DCL -
 HAS A RECURRING STALLING PROBLEM -STALLING AT LEAST SIX TO
 SEVEN PER DAY. -STALLS GOING DOWN HILL, STRAIGHT AND AT LOW
 SPEEDS. -PROBLEM STILL PERSIST PER CUSTOMER, DEALER SAYS:

RANNEY

NO IT CORRECTED THE PROBLEM BRIEFLY -TODAY BROUGHT VEH BACK
 FOR SAME CONCERN CAC ADVISED: -REQUESTED DEALERSHIP TO CO
 NTACT CUSTOMER WITHIN 3 BUSINESS DAYS -INITIATED MAKING O
 F DSE APPLICATION -OSC TO DEALERSHIP IN AN ATTEMPT TO RESO
 LVE CONCERN PRIOR TO DSE ESCALATION -OSC TO CLR PERRY FORD
 8PM WITH DAVE THE SM HE SAID THAT HE WAS NOT ABLE TO DETERM
 INE THE PROBLEM WITH VEH YET BUT SHOULD HAVE AN ANSWER BY TH
 URSDAY. -ADVISE THAT I WOULD CALL BACK ON THURSDAY. -ADVISE
 ED THE CUST THAT I WOULD CAL BACK ON THURSDAY AFTER SPEAKING
 WITH DLR. TOLD HER THAT APPLICATION WAS SENT TO HER. -FOR
 WARDERD INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REG
 IONAL OFFICE REFERENCE CASE ID: 108

ORIGIN: CACSE - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: TLEON TANA LEON
 ACTION DATA/COMMENTS:

10/11/2001

18.06.04 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAO ADVISE
 D: -OSC TO DLR PERRY FORD 888-746-1400 LEFT MESSAGE FOR THE
 SM TO CALL BACK WITH FINDINGS ON VEH. -OSC TO FORD CUST A
 NO UPDATED HER THAT I WAS STILL WAITING TO HEAR FROM DLR AND
 THAT I WOULD CALL BACK ON MONDAY.

CONSUMER AFFAIRS

08/18/2001 MMFA/PRO

2062-827 22821

09/19/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.22

REGION ISSUE CASE NR: 1851872851
REGION: 71 CALIFORNIA ZONE: E1 OPENED: 10/09/2001
VIN: 1PMYLD6131K253432 ENGINE: 1 VEH TYPE: T CLOSED: 10/16/2001

ORIGIN: CADENCE - MANUAL - PHONE CTR COMMUNICATION: VISIT
ACTION: 224 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: TLEON TAMBALEON
ACTION DATA COMMENTS:

10/16/2001

20.27.49 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISE
D: SCHEDULED CALL TO CUST SO THAT CONTACT WITH CLR CAN BE M
ADE.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: CACDS - CANCEL ISSUE
DOCUMENT: ANALYST: GCHOW1 GYNTHIA CHOW (GCHOW1)
ACTION DATA COMMENTS:

10/16/2001

17.51.24 SERVICE MANAGER TALKED TO CUSTOMER AND HAVE CUSTOMER CAME IN
TO DEALERSHIP. THEY PERFORMED THE REPAIR AND THE CUSTOMER
CONCERN SHOULD BE RESOLVED.

CONSUMER AFFAIRS 09/19/2002 NMFAX/PRG

BEGINNING OF CONTACT

09/19/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.24

REGION ISSUE CASE NR: 1854833183
REGION: 41 CHICAGO ZONE: E3 OPENED: 10/09/2001
VIN: 1PMYLD4111K279033 ENGINE: 1 VEH TYPE: T CLOSED: 10/09/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DE PERE STATE: WI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 17049

ERR2-827 22022

DEALER NAME: VAN MCKEL POND, IN SALES CODE: F41104 P & A: 06187
REASON CODE: 2514 CI - WISCONSIN DEMAND LETTER
SYMPTOMS: 807888 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: JYATES JULIE YATES
ACTION DATA/COMMENTS:

15/5/2001
11.28.58 ***DEMAND LETTER DATED 10/25/01 **CI RECEIVED 10/26/01
**CUSTOMER STATES: CONCERNING WITH VEHICLE STALLING (LOSING ALL
L POWER) WITH NO WARNING, STEERING WHEEL, GAS AND BRAKES LOCK
K UP.
**CUSTOMER SEEKS FINAL RESOLUTION
**CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.
WISCONSIN RESIDENT PLEASE NOTE THAT IN THE STATE OF WIS
CONSIN, THE LEMON LAW ONLY ALLOWS 90 DAYS IN WHICH TO PROVIDE
A LEMON LAW REMEDY.

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1110 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: JYATES JULIE YATES
ACTION DATA/COMMENTS:

11.40.48

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: D4008 - CUST. SAT. RES. TOOL UTILIZED - CAG OFFERED AND ACCEPTED
DOCUMENT: ANALYST: DOORSTADT DEBEK DOORSTADT
ACTION DATA/COMMENTS:

10/10/2001
21.07.51 CUSTOMER ACCEPTED CAG TO GET INTO NEW VEHICLE

CONSUMER AFFAIRS 08/18/2002 MMFA0PFG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.38

REGION ISSUE CASE NO: 180888481
REGION: 21 ATLANTA ZONE: C1 OPENED: 04/11/2002
VIN: 1FMYU31K1KAB9939 ENGINE: 1 VEH TYPE: T CLOSED: 04/11/2003

LAST NAME: STATUS: CANCEL

TITLE: FIRST NAME: MI

ADDRESS:

CITY: KENNESAW STATE: GA ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 402

MILEAGE: 18425

DEALER NAME: GARY PAUL FORD SALES CODE: F21007 P & A: 90277

REASON CODE: 2512 CI - GEORGIA DEMAND LETTER

SYMPTOMS: 807888 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: ROBERTS ANNE ROBERTS
ACTION DATA/COMMENTS:

4/11/2002
12.46.56 ***FINAL REPAIR FORM DATED 04/04/02 **CI RECEIVED 04/11/02
**CUSTOMER STATES: VEHICLE STALLS WITHOUT NOTICE, BRAKES W
BRATE
**CUSTOMER SEEKS FINAL RESOLUTION UNDER GEORGIA LEMON LAW.
**CI MAILED FLEM LETTER TO CUSTOMER 04/11/02
**ATTN: DEALER SERVICE MANAGER: PLEASE SCHEDULE CUSTOMER PO

ER62-027 22823

R FINAL REPAIR ATTEMPT WITHIN 14 DAYS.
CI E-MAILED COPY OF CUSTOMER FORM TO REGION

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: OROBIGNO ROBINSON, OSCAR (O)
ACTION DATA/COMMENTS:

4/18/2002
17.29.57 CONTACTED CUSTOMER AND HE REQUESTED VEHICLE TO BE REPLACED.
VEHICLE IS LEMON LAW ELIGIBLE. OSM OFFERED TO REPLACE VEH
CLE AND CUSTOMER ACCEPTED. OSM WILL PROCESS REPLACEMENT REQ
UEST.

CONSUMER AFFAIRS 08/18/2002 NEWFAUPRG

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

REGION ISSUE CASE NBR: 1801770882
REGION: 18 NEW YORK ZONE: B1 OPENED: 04/12/2002
VIN: 1FMYU04121K10607 ENGINE: 1 VEH TYPE: T CLOSED: 04/12/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BROOKLYN STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 30104
DEALER NAME: PRINCEBURY FORD INC SALES CODE: F18011 P & A: 08885
REASON CODE: 3285 DSB - NO DSB AVAILABLE IN NEW YORK
SYMPTOM: 807888 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC088 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 888 - CS-ADVISE CUST NO DSB IN NY; ADVISE OSM WILL BE MADE TO DLR
DOCUMENT: ANALYST: JPLUNKET JANNETT PLUNKETT
ACTION DATA/COMMENTS:

4/12/2002
18.35.08 CUSTOMER SAYS: -CUST IS UPSET ABOUT THE SERVICE THAT HE H
AS BEEN RECEIVING FROM THE DLR. -CUST WOULD LIKE TO KNOW WHY
AT DOES STP MEAN. -CUST HAS SPOKE TO HIS ATTORNEY. -VEH
IS STILL AT THE DLR -CUST IS GOING TO CONTACT HIS ATTORNEY
Y GENERAL PER CUSTOMER, DEALER SAYS: -CAC ADVISED -DO
CUMINATED INFORMATION -DSB UNAVAILABLE IN THE STATE OF NEW
YORK - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BU
881888 DAYS REFERENCE CASE ID: 1885

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: 10002 - ICDD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: J-YORK1 JACKIE YORK
ACTION DATA/COMMENTS:

4/24/2002
11.13.18 CUSTOMER REMOVED VEHICLE FROM DEALERSHIP 4/18/02 AFTER IT WA
S CONFIRMED BY FSE 4/11/02 THAT ENGINE FAILURE WAS A RESULT
OF LACK OF MAINTENANCE.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC088 - WARRANTY REPAIR DENIED - ABUSE
DOCUMENT: ANALYST: PRICHARD18 PATRICK RICHARDS

BP02-827 22824

ACTION DATA COMMENTS:

05/05/02
05.01.35 SEE DEALER NOTES

CONSUMER AFFAIRS 05/15/02 MAFAXPRO

05/15/02 MASTER OWNER RELATIONS SYSTEM 12 12.27.02

REGION: NEW YORK DATE: 05/15/02
REGION: 15 NEW YORK ZONE: B1 OPENED: 04/15/02
VIN: 1PMYU041210P18877 ENGINE: 1 VEH TYPE: T CLOSED: 05/15/02

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: D40057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: PRICHARD PATRICK RICHARDS
ACTION DATA COMMENTS:

05/15/02
11.12.48 WARRANTY CANCELLATION REQUEST FAXED ON 5/15/02

CONSUMER AFFAIRS 05/15/02 MAFAXPRO

BEGINNING OF CONTACT
05/15/02 MASTER OWNER RELATIONS SYSTEM 12 12.27.02

0502-027 22025

REGION ISSUE CASE NR: 171841148
REGION: 44 PITTSBURGH ZONE: A2 OPENED: 05/08/2002
VIN: 1FMYU41X1K28999 ENGINE: 1 VIN TYPE: T CLOSED: 05/08/2002

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GIBSONIA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 4880
DEALER NAME: MC DRAGON FORD SALES CODE: F4007 P & A: 07408
REASON CODE: 0001 CI - DEMAND LETTER
SYMPTOMS: 607863 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: 0101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TRUSH TRACY BUSH
ACTION DATA/COMMENTS:

05/08/02
05.05.02 **DEMAND LETTER DATED 4/22/02** **CI RECEIVED 5/8/02
** CUSTOMER STATES: VEHICLE STALLS WHILE DRIVE APPROX.
80 MPH **CUSTOMER SEEKS: REFUND/RECALL OR REPLACEMENT OF VEH
ICLE. **CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFF
ICE FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT**

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: 01210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TRUSH TRACY BUSH
ACTION DATA/COMMENTS:

05.40.02

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: 04008 - CANCEL ISSUE
DOCUMENT: ANALYST: PRELOTE BELOTE, PAUL (P.S.)
ACTION DATA/COMMENTS:

05/08/02
10.35.07 I CALLED THE CUSTOMER 05/04/2002. CONFIRMED WITH HER THAT N
O OTHER STALLING CONCERN EXISTS. REQUESTED THAT IF ANOTHER
CONCERN OCCURS, TO CONTACT DEALERSHIP AND REQUEST THAT THE S
ERVICE MANAGER CALLS ME TO INSPECT.

CONSUMER AFFAIRS 05/16/2002 MMFAFPRG

BEGINNING OF CONTACT
05/16/2002 MASTER OWNER RELATIONS SYSTEM II 18.27.02

LEGAL ISSUE CASE NR: 168091002
REGION: 15 NEW YORK ZONE: K1 OPENED: 04/17/2002
VIN: 1FMYU41G1K289198 ENGINE: 1 VIN TYPE: T CLOSED: 04/17/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: 7 MARIAN DR
CITY: BUFFEN STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 14808
DEALER NAME: SCHULTZ FORD INC SALES CODE: F13485 P & A: 20888
REASON CODE: 0772 LEGAL - ACCIDENT
SYMPTOMS: 607863 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP800 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: MCKELSEY MOLLY KELSEY
ACTION DATA/COMMENTS:

4/17/2002
12.51.37 ***** DEALER REQUEST LETTER *****
REC'D 04/17/02
DEALERSHIP CONTACT: FISK MEYER 846 824 3300
ALLERGIES
CUSTOMER ALLEGES HIS VEHICLE IS DEFECTIVE.
"CUSTOMER REQUESTS FORD REPLACE THE SIDE MOLDING ON HIS
VEHICLE."

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP800 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 0888M1 MICHELLE HULL
ACTION DATA/COMMENTS:

4/18/2002
07.55.21 LEFT MESSAGE FOR GM

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP800 - PAY FOR REPAIRS - PRODUCT DEFECT (P8)
DOCUMENT: ANALYST: 0888M1 MICHELLE HULL
ACTION DATA/COMMENTS:

5/10/2002
17.28.03 DEALERSHIP VERIFIED CONCERN AND HAS COMPLETE THE BSM FOR THE
FORD. FORD HAS AGREED TO FIX THE MOLDING. EST. COST IS \$280
TO \$300. DEALERSHIP WILL SCHEDULE AN APPOINTMENT TO FIX BODY
DAMAGE.

CONSUMER AFFAIRS 05/18/2002 151FAXPR2

05/18/2002 MASTER OWNER RELATIONS SYSTEM IS 18.27.58

LEGAL 888M1 CASE NR: 182321002
REGION: 18 NEW YORK ZONE: K1 OPENED: 04/17/2002
VIN: 1FMYLD4151KBR188 ENGINE: 1 VEH TYPE: T CLOSED: 06/07/2002

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 0888M1 MICHELLE HULL
ACTION DATA/COMMENTS:

5/7/2002
11.30.33 CUSTOMER IS MAKING AN APPOINTMENT WITH DEALERSHIP TO BRING T
HE VEHICLE IN AND HAVE THE MOLDING REPAIRED. CUSTOMER IS NOT
SURE WHEN HE WILL BE ABLE TO DO THIS. ONCE REPAIRS HAVE BEEN
COMPLETED THE DEALERSHIP WILL RECONTACT FORD AT THAT TIME F
OR THE CODE.

ER82-027 22027

CONSUMER AFFAIRS

06/18/2001 MMFAKPRG

BEGINNING OF CONTACT

06/18/2001 MASTER OWNER RELATIONS SYSTEM H 13:27:38

RAW ISSUE CASE NR: 047802001

REGION: 27 WASHINGTON ZONE: E1 OPENED: 01/08/2002

VIN: 1FMYU04101K078870 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: ANAPAT STATE: NO ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 19174

DEALER NAME JOHNSON FAMILY FORD SALES CODE: F27612 P & A: 01884

REASON CODE: D888 RAW - NUMBER OF REPAIR ATTEMPTS

SYMPTOMS: 887583 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAW108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: CREDD1 OLARA REDD

ACTION DATA/COMMENTS:

1/5/2002

12:45:01

12-13-2001

2888478

17575

4029

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAW112 - RECORD CHECK INSURANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: CREDD1 OLARA REDD

ACTION DATA/COMMENTS:

1/7/2002

02:35:00

EN62-627 22828

CONSUMER AFFAIRS

05/18/00 MAFK00792

BEGINNING OF CONTACT

05/18/00 MASTER OWNER RELATIONS SYSTEM IS 15.57.39

RAY ISSUE CASE NBR: 048708006
REGION: 10 SCR ZONE: 01 OPENED: 05/18/00
VIN: 1FMYU04181K00007 ENGINE: 1 VEH TYPE: T CLOSED: 05/18/00

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MR:

ADDRESS:

CITY: HALFAY STATE: PA ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 04

MILEAGE: 6706

DEALER NAME: PALMER H FRED MOTOR SALES CODE: F1000 P.A.C: 01400

REASON CODE: 0000 RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER

SYMPTOM: 00700 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL

ACTION: RAY105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: A-WEAKA ANTHONY WEAKLAND

ACTION DATA COMMENTS:

05/18/00

15.57.00 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL

ACTION: RAY112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: SHANBER ETVETTE HANBERNY

ACTION DATA COMMENTS:

05/18/00

05.35.00

CONSUMER AFFAIRS

05/18/00 MAFK00792

BEGINNING OF CONTACT

05/18/00 MASTER OWNER RELATIONS SYSTEM IS 15.57.59

RAY ISSUE CASE NBR: 048708001
REGION: 05 SOUTHWEST ZONE: 03 OPENED: 05/18/00
VIN: 1FMYU04181K007404 ENGINE: 1 VEH TYPE: T CLOSED: 05/18/00

05/18/00 22020

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4R
MILEAGE: 18127
DEALER NAME: COVERT FORD, INC. SALES CODE: F2302 P & A: 04457
REASON CODE: 0528 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 80789 STALL/CLUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: P-POLOCO PERSEDE POLOCOBER
ACTION DATA COMMENTS:

02/05/02
13.05.02 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: P-POLOCO PERSEDE POLOCOBER
ACTION DATA COMMENTS:

14.05.02

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - CANCEL CASE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: K-TEBOH KEN TESO
ACTION DATA COMMENTS:

02/16/02
14.05.02

CONSUMER AFFAIRS 05/15/02 MM(FAX)PD

BEGINNING OF CONTACT
05/14/02 MASTER OWNER RELATIONS SYSTEM B 18.27.25

RAV ISSUE CASE REF: 057800002
REGION: 71 CALIFORNIA ZONE: C1 OPENED: 01/22/2002
VIN: 1FMCU09V01K280002 ENGINE: 1 VEH TYPE: T CLOSED: 01/25/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: HEBRON VILLO STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4R
MILEAGE: 18300
DEALER NAME: TUTTLE-CLICK FORD SALES CODE: F7108 P & A: 08805
REASON CODE: 0528 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 80789 STALL/CLUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: J-PADNER JUSTINO PADERNOS
ACTION DATA COMMENTS:

BR02-827 22839

1/25/2002
15.46.09 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: MTHOMAS18 NADINE THOMAS
ACTION DATA/COMMENTS:

1/25/2002
10.17.09

CONSUMER AFFAIRS 05/16/2002 MMFA3PRQ

BEGINNING OF CONTACT
05/16/2002 MASTER OWNER RELATIONS SYSTEM II 10.27.05

RAY ISSUE CASE NR: 000240380
REGION: 19 NEW YORK ZONE: E1 OPENED: 05/29/2002
VIN: 1FMYU04151K088888 ENGINE: 4 VEH TYPE: T CLOSED: 05/29/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: MARTINSVILLE STATE: NJ ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 19000
DEALER NAME: FULLERTON FORD SALES CODE: F10478 P & A: 20001
REASON CODE: 0000 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 007993 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RY1801 - OPEN CASE FOR LEGAL SETTLEMENT (JGG) REFUND - OWNED
DOCUMENT: ANALYST: O'LEAVY DAVID LEAVY
ACTION DATA/COMMENTS:

05/29/02
11.18.46 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RY1811 - RECORD CHECK ISSUANCE FOR LEGAL SETTLEMENT (JGG) REFUND
DOCUMENT: ANALYST: HANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

4/2/2002
13.40.28

EP02-027 22831

CONSUMER AFFAIRS 08/18/2002 MMSACPPH3

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.20

RAV ISSUE CASE NUM: 1304270002
REGION: 24 ORLANDO ZONE: A1 OPENED: 04/08/2002
VIN: 1FMJUG2Y1K1000004 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DANIA BEACH STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
RELEASE: 13000
DEALER NAME: HOLLYWOOD LINCOLN-MERCEDES CODE: L00006 P & A: 11630
REASON CODE: 0800 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 087900 STALLQUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: A-SAXTH1 BARTHOLOMEW, AUDRY
ACTION DATA/COMMENTS:

4/12/2002
11.48.00 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: CHANDLER EYVETTE HANDBERRY
ACTION DATA/COMMENTS:

4/11/2002
09.17.15

BP02-027 22532

CONSUMER AFFAIRS

08/18/00 MBFAXPRO

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM H 10:27:00

RAY ISSUE CASE NBR: 1570130202
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/04/00
VIN: 1FACU04171K044000 ENGINE: 1 VEH TYPE: T CLOSED: 08/04/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] ME: [REDACTED]

ADDRESS: [REDACTED]

CITY: EXPORT STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4

MILEAGE: 3000

DEALER NAME: KENNY ROSS FORD SALES CODE: F4417 P & A: 0798

REASON CODE: 0888 RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER

SYMPTOM: 007000 STALLQUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY100 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: V-LANTON WORK LANTON

ACTION DATA/COMMENTS:

08/18/00

10:07:00 NO COMMENTS ADDED

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY110 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: GOUTHERY GRENDOLY GUTHERY

ACTION DATA/COMMENTS:

08/18/00

10:04:11

CONSUMER AFFAIRS

08/18/00 MBFAXPRO

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM H 10:27:35

RAY ISSUE CASE NBR: 1400513101
REGION: 08 SOUTHWEST ZONE: M1 OPENED: 08/15/00
VIN: 1FUYU01101K071044 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] ME: [REDACTED]

ADDRESS: [REDACTED]

END-027 22033

CITY: [REDACTED] STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 29884
DEALER NAME: ORANGE FORD LINCOLN SALES CODE: F08764 P & A: 00882
REASON CODE: 0088 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 807888 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: G-GUTHRIE GWEN GUTHRIE
ACTION DATA COMMENTS:

8/18/02
10.08.07 NO COMMENTS ADDED

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY118 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: HANSSER EYVETTE HANSSER
ACTION DATA COMMENTS:

8/18/02
10.01.08

CONSUMER AFFAIRS 08/18/02 MMFAK770

BEGINNING OF CONTACT

8/18/02 MASTER OWNER RELATIONS SYSTEM II 12.27.02

RAY ISSUE CASE REF: 1497883171
REGION: 44 PITTSBURGH ZONE: C2 OPENED: 8/18/02
VIN: 1FMYU04181KAS4477 ENGINE: 1 VEH TYPE: T CLOSED: 04/29/03

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: STRONGSVILLE STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 14539

DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 08173

REASON CODE: 0088 RAY - NUMBER OF REPAIR ATTEMPTS

SYMPTOM: 807888 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY118 - OPEN CASE FOR DEF PRIOR RESOLVED REPLACEMENT - OWNED
DOCUMENT: ANALYST: GUTHRIE GWEN GUTHRIE
ACTION DATA COMMENTS:

4/29/03
14.05.04

0082-027 22834

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: GSUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

14.25.84

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV015 - RECORD CHECK INSURANCE FOR DSR PRIOR RESOLVE REPLACEMENT
DOCUMENT: ANALYST: HANSEN EYVETTE HANSEN
ACTION DATA/COMMENTS:

4/00/002
09.29.01

CONSUMER AFFAIRS 09/18/002 M5FACFRS

BEGINNING OF CONTACT
09/18/002 MASTER OWNER RELATIONS SYSTEM II 12.27.25

RAY ISSUE CASE NBR: 1544412880
REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 04/18/2002
VIN: 1PM0U4N51K0B402 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR
ADDRESS:
CITY: WEST CHESTER STATE: PA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 25001
DEALER NAME: GSD H YOCUM INC SALES CODE: P16419 P & A: 01300
REASON CODE: 0086 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 007868 STALL/SHUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: NTHOMAS NAZINE THOMAS
ACTION DATA/COMMENTS:

4/18/2002
15.42.18

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY105 - CANCEL CASE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: T-DAVIS DAVIS, TIFFANY
ACTION DATA/COMMENTS:

4/00/002
10.42.49

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: T-DAVIS DAVIS, TIFFANY
ACTION DATA/COMMENTS:

11.02.25 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

0902-027 22035

ACTION: RAY112 - RECORD CHECK INSURANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: SHAWBBER EYVETTE HANSEN
ACTION DATA/COMMENTS:

4/22/2002
09:00:59

CONSUMER AFFAIRS 08/19/2001 MMFAXPFG

BEGINNING OF CONTACT

08/19/2001 MASTER OWNER RELATIONS SYSTEM 19.27.30

RAY ISSUE CASE NBR: 1807913091
REGION: 47 CINCINNATI ZONE: E1 OPENED: 11/05/2001
VIN: 1FMYLD4141K780088 ENGINE: 1 VEH TYPE: T CLOSED: 11/05/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: OHIOVILLE STATE: KY ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M4

MILEAGE: 11114

DEALER NAME: PAUL MILLER FORD IN SALES CODE: F47801 P.A.A: 0888

REASON CODE: 0888 RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER

SYMPTOM: 807803 STALL/CLUTCH AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATIONS MAIL

ACTION: RAY105 - OPEN CASE FOR GOODWILL REPLACEMENT - LEASED

DOCUMENT: ANALYST: P-POLOCO PERSIDE POLOCOBER

ACTION DATA/COMMENTS:

11/05/2001
15:24:45 NO COMMENTS ADDED

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATIONS MAIL

ACTION: RAY112 - RECORD CHECK INSURANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: GREGG1 CLARA PEDD

ACTION DATA/COMMENTS:

11/12/2001
09:00:57

CONSUMER AFFAIRS 08/19/2001 MMFAXPFG

EP02-027 22638

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.28

REGION ISSUE CASE NUM: 1714870718
 REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 06/18/2002
 VIN: 1FMYU041818M1881 ENGINE: 1 VEH TYPE: T CLOSED: 06/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: HLD STATE: HI ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 10000
 DEALER NAME: ORCHID ISLE AUTO OE SALES CODE: F78414 P & A: 87761
 REASON CODE: 509A PRODDCMP DUMPERP - REGIONAL ASSISTANCE
 SYMPTOM: 807781 STALL/OUTS DECELERATION COLD ENGINE

ORIGIN: CACDS - US CONCERN CASE BASE COMMUNICATION: OTHER
 ACTION: 770 - ADVISE CUSTOMER OF DEALER'S RESPONSE
 DOCUMENT: ANALYST: SMITHEN IESHA SMITHEN
 ACTION DATA/COMMENTS:

07/18/2002

12:58:45 CUSTOMER SAYS: -STATES THAT VEH DIES-INTERMITTENTLY -STA
 TES THAT SHE HAS BROUGHT VEH TO ALL 4 TIRES -STATES THAT VEH
 H IS AT DLJ CURRENTLY -WISHING TO GET OUT OF VEH PER CUST
 OMER, DEALER SAYS: -STATES THAT THEY CANNOT FIND ANYTHING

WASSET
 NEEDS TO BE REPLACED -STATES THAT THERE IS NOTHING THAT TH
 EY CAN DO- PICK UP VEH 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 OWNERSHIP MGR WILL C
 ONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION *****

*****CBO TO DLJ***** -CBO SPOKE TO CHA
 RLES SM WHO STATES THAT DLJ IS CURRENTLY OPENING A PACKET O
 F REPAIR ATTEMPTS TO FORD REP- STATES THAT VEH HAS A INTERMI
 TTENT STALL ON DECELERATION ON INCLINE- ENGINE COLD- STATES
 THAT THERE IS A REPAIR PROCEDURE ON MAZDA-TRIBUTE WHICH HAS
 NOT BEEN APPROVED FROM FORD- STATES THAT THERE WAS A TSB TO
 REPLACE RELAY ON VEH WHICH HAS BEEN COMPLETED AND CONCERN ST
 ILL EXIST- STATES THAT DLJ HAS RESET THE SAME IDS- APPEARS
 TO HAVE FIX THE CONCERN W/ MAZDA- WAITING TO SEE IF REPAIR
 WORKED ON CUST VEH- STATES THAT DLJ WILL CONTACT CUST W/ RE
 SPONSE REGARDING BUYBACK REQUEST -CAC ADVISED CUST OF INFO
 REFERENCE CASE ID: 8408

CONSUMER AFFAIRS

06/18/2002 16:54:27

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.28

REGION ISSUE CASE NUM: 1714870718
 REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 06/18/2002
 VIN: 1FMYU041818M1881 ENGINE: 1 VEH TYPE: T CLOSED: 06/18/2002

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
 ACTION: DACC67 - DOCUMENT ADDITIONAL INFORMATION
 DOCUMENT: ANALYST: M-BEPELO ORCHID ISLE AUTO CENTER
 ACTION DATA/COMMENTS:

07/20/2002

1062-827 22537

18.17.03 CUSTOMER WAS TRADED OUT OF VEHICLE INTO NEW ESCAPE

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DACOM - CLIST BAT FIRST TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: BUCHANAN BUCHANAN, BELINDA (B.)
ACTION DATA COMMENTS:

4/2/2002

14.54.12 CUSTOMER WAS GIVEN A NEW A VEHICLE THERE IS NO FURTHER ACTI
ON REQUIRED.

CONSUMER AFFAIRS 05/18/2002 MMFAX/PR3

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 15.27.30

RAY ISSUE CASE NR: 0481723001
REGION: 44 PITTSBURGH ZONE: A8 OPENED: 02/08/2002
VIN: 1PMYU04151K02480 ENGINE: 1 VEH TYPE: T CLOSED: 02/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: ALICUPPA STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 14545

DEALER NAME: MOON TOWNSHIP FORD SALES CODE: F4002 P & A: 07485

REASON CODE: 022 RAY - NUMBER OF REPAIR ATTEMPTS

SYMPTOM: 857791 STALL/GUTS DECELERATION COLD ENGINE

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: CHANDLER EYVETTE HANSBERRY

ACTION DATA COMMENTS:

24/3/2002

12.55.55

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY112 - RECORD CHECK REISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: GUTHRIE GWENDOLY GUTHRIE

ACTION DATA COMMENTS:

ER02-827 22630

2/6/2002
10:22:34

CONSUMER AFFAIRS 08/18/2002 18:54:03

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 12.27.20

RAY ISSUE CASE NR: 0485780846
REGION: 44 PITTSBURGH ZONE: A8 OPENED: 01/26/2002
VIN: 1FMYU04131K041428 ENGINE: 5 VEH TYPE: T CLOSED: 01/25/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MC
ADDRESS: [REDACTED]
CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 464
MILEAGE: 11472
DEALER NAME: SHULTS FORD, INC. SALES CODE: F4028 F & A: 01782
REASON CODE: 0828 RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607791 STALL/GUITS DECELERATION COLD ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL
ACTION: RAY105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: CHAMBER EYVETTE HANSENWY
ACTION DATA COMMENTS:

1/25/2002
09:26:25

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL
ACTION: RAY112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: NTHOMAS10 NADINE THOMAS
ACTION DATA COMMENTS:

1/21/2002
10:40:07

EP02-027 22630

CONSUMER AFFAIRS

08/18/2002 MMFAXPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM M 13.27.00

RAY ISSUE CASE NO: 0403700042
REGION: 44 PITTSBURGH ZONE: A2 OPENED: 01/24/2002
VIN: 1FMYUD4181K041428 ENGINE: I VEH TYPE: T CLOSED: 01/24/2002

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] M:
ADDRESS: [REDACTED]
CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 11472
DEALER NAME: SHULTS FORD, INC. SALES CODE: F44086 P & A: 01782
REASON CODE: 0582 RAY - UNABLE TO REPAIR (SCRAP, DONATE ONLY)
SYMPTOM: 807791 STALL/CRUTS DECELERATION COLD ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY158 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

1/24/2002
13.42.55 ALL WARRANTIES TO BE CANCELED VEHICLE TO BE SALVAGED.

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY158 - CANCEL CASE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

1/25/2002
08.26.12

CONSUMER AFFAIRS

08/18/2002 MMFAXPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM M 13.27.00

RR02-627 22648

RAV ISSUE CASE NBR: 10000042
REGION: 44 PITTSBURGH ZONE: A2 OPENED: 05/19/2002
VIN: 1FMYU04101K02222 ENGINE: 1 VEH TYPE: T CLOSED: 05/19/2002

LAST NAME [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

RELEASE: 14000

DEALER NAME: MC CRACKEN FORD SALES CODE: F44007 P & A: 07420

REASON CODE: 0026 RAV - NUMBER OF REPAIR ATTEMPTS

SYMPTOMS: 8077H STALL/CLUTS DECELERATION COLD ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED

DOCUMENT: ANALYST: LMCCOGGEL LAKERTA MCCOGGUE

ACTION DATA/COMMENTS:

05/19/2002

17.01.01

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAV111 - RECORD CHECK INSURANCE FOR GOODWILL REFUND

DOCUMENT: ANALYST: SHANBER EYVETTE HANSENRY

ACTION DATA/COMMENTS:

05/17/2002

05.41.10

CONSUMER AFFAIRS 05/19/2002 MMFAJPTG

BEGINNING OF CONTACT

05/19/2002 MASTER OWNER RELATIONS SYSTEM M 13.27.38

INFORMATION ISSUE CASE NBR: 004110001

REGION: 13 NEW YORK ZONE: G1 OPENED: 04/03/2002

VIN: 1FMYU04111K017000 ENGINE: 1 VEH TYPE: T CLOSED: 04/03/2002

LAST NAME [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: CHESTER STATE: NJ ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

RELEASE:

DEALER NAME: MAPLEBROOK FORD SALES CODE: F10404 P & A: 01705

REASON CODE: 8017 PRODCOMP DUMP/PERF - KNOWING PK AT PRESENT

SYMPTOMS: 8077H STALL/CLUTS DECELERATION HOT ENGINE

EN02-027 22841

ORIGIN: 040306 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 78 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
 DOCUMENT: ANALYST: JSHAPIRO JILLIAN SHAPIRO
 ACTION DATA/COMMENTS:

4/23/02

0843.18 CUSTOMER SAYS: - VEH STALLED AGAIN LAST NIGHT - GOING AWAY FOR 5 DAYS PER CUSTOMER, DEALER SAYS: MAPLECREST FORD WENT IN TODAY AND SPOKE TO JOE IN SERVICE AT DLRHP, SAID HE HADN'T BEEN OUT THERE, SAID GO TO A DIFFERENT DEALER. CAD 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 TIMELINE, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINE, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP. - IN SON NO-PK SITE: - ADVISE TECHNICIANS TO CHECK FOR BOLT NUTS 0104 & 0105 UNDERNEATH THE BATTERY TRAY FOR BEING LOOSE. THE TECHNICIAN WILL HAVE TO REMOVE THE BATTERY TRAY TO GET ACCESS TO THE GROUNDS. IF A DEALER OR TECHNICIAN EXPERIENCES ANYMORE VEHICLES WITH THIS CONCERN AND THE GROUNDS ARE FOUND TO BE LOOSE, PLEASE ADVISE THEM TO SUBMIT AND REPORT FOR EACH CASE. CSC TO MAPLECREST FORD TO JESSICA M. GARIBOLDI, CRM OR SM - SPOKE TO JOE, SERVICE ADVISOR - SAYS CUST HAS BEEN IN 3 TO 4 TIMES WITH STALLING CONCERN - DLRHP HAS NEVER D UPLOADED CONCERN, REPLACED PARTS ANYWAY, KNEW MAY NOT BE A PROBLEM - CHECKED CABLES, FOUND NOTHING - FEE HAS TAKEN A LOOK AT VEH, MADE SUGGESTIONS FOR THE DLRHP TO TRY BUT APPARENTLY CONCERN IS STILL HAPPENING - ALREADY TRIED 800 154 84 (ON SON NO PK SITE) - RECOMMENDED ANOTHER DLRHP - UPDATED CUST, NEED TP SPEAK TO SM, NOT IN TODAY - WILL CALL CUST BACK TOMORROW AT 830AM AT CELL: 801 988 8801 - AFTER 8 FEASIBLE TO SERVICE MANAGER AT MENDHAM FORD AT SAM INFERENCE CASE ID: 8401

CONSUMER AFFAIRS 08/18/2002 MM FAXPRO

08/18/2002 MASTER OWNER RELATIONS SYSTEM 15.07.00

INFORMATION ISSUE CASE REF: 0841100031
 REGION: 18 NEW YORK ZONE: 01 OPENED: 04/02/2002
 VIN: 1FMYU0411K047886 ENGINE: 1 VEH TYPE: T CLOSED: 04/03/2002

ORIGIN: 040306 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: JSHAPIRO JILLIAN SHAPIRO
 ACTION DATA/COMMENTS:

4/23/02

0834.01 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISED: - CSC TO MENDHAM FORD TO JESSICA M. GARIBOLDI CUSTOMER RELATIONS MANAGER PHONE: 808.864.7700 OR - CARL GARLIE N CUSTOMER SERVICE DIRECTOR PHONE: (878) 648-8881 - SPOKE TO CARL WHO SAID CUST SHOULD GO BACK TO SELLING DLRHP

ORIGIN: 040306 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 291 - OUTBOUND CALL TO FORMER/COURT CUSTOMER
 DOCUMENT: ANALYST: JSHAPIRO JILLIAN SHAPIRO
 ACTION DATA/COMMENTS:

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISED: - CSC TO CUST, CUST NOT HAPPY THAT ORG WILL NOT PAY FOR VEH TO BE SENT TO FULLERTON FORD VEH WAS TAKEN BY CUST TO MENDHAM FORD THIS MORNING - CUST WANTS TO SPEAK TO SUPERVISOR, WOULD LIKE SUP TO CALL HER BACK AT CELL PHONE NUMBER 801 988 8801 - SUPERVISOR MATT SPAN, CALLED CUST BACK ON CELL PHONE - LEFT MESSAGE FOR CUST ON VOICE MAIL ADVISING THAT WE ATTEMPTED TO CONTACT HER - AS CUST MAY STILL BE AT DLRHP, CALLED THERE TO SPEAK TO HER AT 808.864.7700 - ASKED TO JOE OR CARL - 878-648-8881 SPOKE TO DLR SERVICE DEPT: - CUST NO

0802-027 22042

T AT DLR, CUST UNREACHABLE; NEXT CSR CAN ADVISE: -DLR HAS 1 SUSPECTED VEH AND WILL DRIVE IT AGAIN TO TRY TO DUPLICATE CONCERN, HOWEVER, DLR HAS EXHAUSTED ALL RESOURCES AND RECOMMENDS THAT CUST BRING VEH TO SELLING DLR AS THE DLR CAN NOT SPEAK NO MORE TIME LOOKING AT VEH WITHOUT BEING ABLE TO DUPLICATE ANY CONCERNS AS DLR WILL HAVE TO PAY TECHNICIAN FOR TIME SPENT LOOKING AT VEH WHICH WILL NOT BE COVERED BY WARRANTY IF NO PROBLEM IS FOUND (THIS WILL BE CUST EXPENSE). -DLR POSITION: UNABLE TO DUPLICATE CONCERN.

ORIGIN: CACMOE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 333 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: MEHRAHM MOHAMMED MEHRAHM
ACTION DATA/COMMENTS:

08.47.55 CUSTOMER SAYS: CUST CALLED TO SAY SUPERVISOR MATT 3088 ON LIED HER BUT SHE MISSED THE CALL. CUST DID NOT WANT TO DISCUSS THE ISSUE WITH CSR AND INSISTED TO SPEAK WITH MATT. CSR PROVIDED ALL INFO THAT WAS PUT IN BY MATT BUT CUST WAS NOT CONVINCED AND WANTS TO DISCUSS THIS WITH SUPERVISOR. PER CUSTOMER, DEALER SAYS: CAC ADVISED: ADVISED CUST CSR WILL

CONSUMER AFFAIRS DEPARTMENT MEHRAHM

09/19/2002 MASTER OWNER RELATIONS SYSTEM IS 19:37:38

INFORMATION ISSUE CASE REF: 0941100091
PERSON: 18 NEW YORK SCENE: 01 OPENED: 04/06/2002
VIN: 1FMYJ04111KP17898 ENGINE: 1 VEH TYPE: T CLOSED: 04/06/2002

4/6/2002
08.47.55 PUT A REQ FOR SUPERVISOR TO CALL HER ON HER CELL NUMBER 201 990 0801.

ORIGIN: CACMOE - MANUAL - NO CUSTOMER COMMUNICATION: PHONE
ACTION: 308 - HANG-UP
DOCUMENT: ANALYST: BROWNMS STACY BROWN
ACTION DATA/COMMENTS:

19.41.34 CUSTOMER SAYS: -STATES THAT SHE IS CALLING BACK TO SPEAK WITH A SUPERVISOR...SUPERVISOR MATT WAS SUPPOSED TO CALL HER BACK AND HAS LEFT HER A MESSAGE...CUSTOMER IS REQUESTING LIVE SUPERVISOR PER CUSTOMER, DEALER SAYS: CAC ADVISED: CUSTOMER HUNG UP WHILE REP WENT TO SEE IF THERE WAS AN AVAILABLE SUPERVISOR

ORIGIN: CACMOE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 333 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: LOUPAGLI LOURBA PAGLIUCA
ACTION DATA/COMMENTS:

4/6/2002
12.35.09 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -SUPERVISOR LOURBA 7814 -CBO TO CUST ON CELL 801-808-0891 AND LFT A VOICE MSG -CBO TO CUST AT HOME NUMBER AND LFT A VOICE MSG -WILL FOLLOW UP 9/19/02

ENR3-027 22843

CONSUMER AFFAIRS

08/18/2002 MMFAUTPMS

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM B 18:27:59

INFORMATION ISSUE CASE NBR: 084020002
REGION: 44 PITTSBURGH ZONE: A3 OPENED: 08/18/2002
VIN: 1FMYU0412W0253745 ENGINE: 1 VEN TYPE: T CLOSED: 08/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: BROWNVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 8000
DEALER NAME: SUPERIOR FORD SALES CODE: PMS08 P & A: 04118
REASON CODE: 0025 PRODCOMP DUMPERF - VEHICLE QUALITY
SYMPTOM: 087702 STALL/QUIT PROCELERATION NOT ENGINE

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 000 - CS ADVISE CUST DECISION STILL UNDER REVIEW; CONTACT CRM
DOCUMENT: ANALYST: ELBECAMP ELAINE LEE-CAMPBELL
ACTION DATA/COMMENTS:

2/25/2002

18:14:44 CUSTOMER SAYS: SHE IS VERY DISSATISFIED WITH THE SERVICE. HE IS RECEIVING VEHICLE IS HAVING ENGINE CONCERN. THE CHECK ENGINE LIGHT CAME ON AND IT STALLED IN DECELERATION. VEHICLE WAS TAKEN TO DEALER 29 DAYS WAITING ON A NEW ENGINE. PER CUSTOMER, DEALER SAYS: DEALER IS WAITING ON A NEW ENGINE. CAC ADVISED: - ADVISE PER DEALERSHIP CONVERSATION - SITUATION IS STILL UNDER REVIEW - REQUESTED CHASSIS/MGR CONTACT CUSTOMER WITHIN 3 BUSINESS DAYS ***CBO TO DEALER OK TO SERVICE MANAGER STANLEY WHO STATED ENGINE WAS ORDERED ON FEB 4. HE HAS CONTACTED THE BOSS FOR THE REGIONAL REP ON FEB 23. HE IS WAITING TO SEE WHAT WILL BE DONE FOR THE CUSTOMER. REFERENCE CASE ID: 1548

CONSUMER AFFAIRS

08/18/2002 MMFAUTPMS

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM B 18:27:38

INFORMATION ISSUE CASE NBR: 083542111
REGION: 78 SAN FRANCISCO ZONE: A8 OPENED: 08/12/2001
VIN: 1FMYU04111K057086 ENGINE: 1 VEN TYPE: T CLOSED: 08/18/2001

EP02-027 22844

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HAWAII STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 3900
DEALER NAME: VALLEY HILLS MOTORS SALES CODE: P73444 P & A: 0789
REASON CODE: 8805 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 80778 STALL/QUIT/DECELERATION HOT ENGINE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC785 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: OKETHA CHRISTINA KETH
ACTION DATA/COMMENTS:

09/18/2001
18.07.46 RANDY BERGERUD, DOM, SAN FRANCISCO
ATTN: CHARLES O STEEN

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC785 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: OKETHA CHRISTINA KETH
ACTION DATA/COMMENTS:

10/23/2001
17.24.08

CONSUMER AFFAIRS 09/18/2002 MMFAJPPG

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM II 18.07.38

INFORMATION ISSUE CASE NR: 1417011642
REGION: 21 ATLANTA ZONE: B1 OPENED: 09/18/2002
VIN: 1FMYU62W1K044431 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/2002

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: 30000
DEALER NAME: FAMILY FORD INC SALES CODE: P81678 P & A: 30182
REASON CODE: 3028 PRODCOMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 80778 STALL/QUIT/DECELERATION HOT ENGINE

ORIGIN: OAC785 - US DOM/CHN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO OLR; CONTACT CRM
DOCUMENT: ANALYST: AFARCLD ANDRENE FARCLOUGH
ACTION DATA/COMMENTS:

EP82-027 22848

01/18/2002

11:00:57 CUSTOMER SAYS: JACK STATED THAT SHE WAS DRIVING DOWN A HILL SHE ON THE BRAKES AND THE VEH COUT. JACK STATED SHE PULLED OFF TO THE RIGHT AND STARTED THE VEH AND IT RUN FINE. CK STATED THAT SHE JUST WANTED TO LET FORD KNOW WHAT MAP PEN. PER CUSTOMER, DEALER SAYS: NONE CAD ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LIN DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR MERRY NGR ADVISED CK THE ABOVE. KIM LEGGETT GENERAL MANAGER / CUSTOMER RELATIONS MANAGER PHONE: 770-445-4881 REFERENCE CASE ID: 4081

CONSUMER AFFAIRS 02/18/2002 MBFAXPFR

BEGINNING OF CONTACT

02/18/2002 MASTER OWNER RELATIONS SYSTEM II 16.27.00

INFORMATION ISSUE CASE NR: 100703461
REGION: 71 CALIFORNIA ZONE: CH OPENED: 12/11/2001
VIN: 1FMYU03101K028000 ENGINE: 1 VEH TYPE: T CLOSED: 12/11/2001

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MR:

ADDRESS:

CITY: LOS ANGELES STATE: CA ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2

RELEASE: 000

DEALER NAME: BEVERLY HILLS FORD SALES CODE: F71084 P & A: 00007

REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 007702 STALL/OUTS DISCIPLINATION HOT ENGINE

ORIGIN: CACSE - US CONCERN CASE NAME COMMUNICATION PHONE

ACTION: 000 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

DOCUMENT: ANALYST: DROWN: DANE BOWEN

ACTION DATA COMMENTS:

12/11/2001

14:27:19 CUSTOMER SAYS: - A FEW WEEKS AGO LESS THAN 100 MILES AGO T HE VEH CROD WHILE GOING DOWN HILL AND CUST COULD NOT STOP TH E VEH BECAUSE THE BRAKES WERE LOCKED IN POSITION, AND THERE WAS NO POWER STEERING AND THE VEH SLOWED DOWN WHEN THE HILL LEVELED - VEH WAS TOWED TO THE DLRSHIP BUT THEY COULD NOT F IND ANYTHING WRONG YET THEY REPLACED 2 PARTS - THIS MORNING THE PROBLEM RETURNED LUCKILY ON LEVELED GROUND - BOTH TIME S IT TAKES SEVERAL TIMES TO RESTART - WITH THIS BEING THE 2 ND TIME, CUST IS NOT CONFIDENT WITH THIS VEH - THE VEH IS F INE NOW - WHAT CAN BE DONE PER CUSTOMER, DEALER SAYS: SE RV ADVISOR MANNIE AGUIYO SAID WE CANNOT FIND THE PROBLEM 2 PARTS WERE REPLACED CAD ADVISED: CRO TO DLR; - SPOKE TO S ERV ADVISOR MANNIE AGUIYO WHO SAID WE PERFORMED A SPECIAL SE RVICE BULLETIN BASED ON WHAT THE CUST ADVISED US BUT IT LOO

0002-027 22846

KB LIKE THE REPAIR HAS RETURNED - WE PROVIDED CUST WITH A L
OWNER THE LAST SERVICE DATE AND IT SHOULD BE A PROBLEM FROM
DING HER WITH A LOWER THIS TIME
***** CDR ***** - INFORM WHY THE
DEalersHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLI
GATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER T
O CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NO
TICED REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 06/18/2002 MMFA3PFG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM IS 19:27:36

CONCERN ISSUE CASE REF: 1870370702
REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 06/01/2002
VIN: 1PMYU041X1K028087 ENGINE: 1 VEH TYPE: T CLOSED: 06/18/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR:
ADDRESS:
CITY: HOPKINTOWN STATE: PA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 14000
DEALER NAME: FRED BIANCHI FORD LIN SALES CODE: F16410 P.A.: 11023
REASON CODE: 1148 ANA - WITHIN CRITERIA, REQUESTING ANA
SYMPTOM: 007702 STALL/CLUTS DECELERATION HOT ENGINE

OFFER: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: ZOHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

4/1/2002
15:05:33 VLOOTW/CUSTOMER SAYS: VEH BEEN TO THE DLR FEW TIMES FOR TH
E STALLING PROBLEM AND I BEEN TOLD BY THE SVWRMR THAT THERE
IS A BULLTIN TO REPLACE THE COMPUTER AND REPLACE THE PROGR
AM. -CUST SAID I WANT TO KNOW WHAT I NEED TO REPLACE THE PC
M UNDER THE WARRANTY PER CUSTOMER, DEALER SAYS: DLR SAID
WE CAN NOT FLUSH THE PCM BECAUSE THIS IS THE OLDER VERSION
OF COMPUTER. CAG ADVISED: - I WOULD LIKE TO BE YOUR ADVOC
ATE 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 Y
OU? ->CBO TO DLR CRM WAS NOT AVAILABLE. -CSR SPOKE TO [J
M] SVWRMR. HE STATED THAT I NEED TO LOOK INTO THIS AND PL
CALL ME BACK TOMORROW. -CUST IS ADVISED THAT CSR WILL FO
LLOW UP TOMORROW WITH THE CUST AND THE DLR @ WORK NUMBER @ 4
:00 REFERENCE CASE ID: 5417

OFFER: CACBS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ZOHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

4/8/2002
19:27:08 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAG ADVISED: ->CBO TO DLR CRM WAS NOT AVAILABLE -CSR SPO
KE TO [JIM] SVWRMR. HE STATED THAT I SPOKE TO THE TECH AND
THE SVWRMR ABOUT THIS. HE STATED THAT WE HAVE LOOKED AT IT
SEVERAL TIMES BUT UNABLE TO DUPLICATE THIS AND THERE IS A SS
M AND I HAVE CONTACT THE THE RTTA BUT THEY WILL NOT SEND US
THE PROCDOR UNLESS WE PRODUCE THE SYMPTOM AND WE ARE UNAB
LE TO DUPLICATE THE CONCERN BECAUSE THIS IS VERY INTERMITTENT

5982-827 22847

T CONCERN

CONSUMER AFFAIRS

08/18/2008 15:27:35

08/18/2008 MASTER OWNER RELATIONS SYSTEM II 13.27.35

CONCERN ISSUE CASE NBR: 1670870798
REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 04/01/2008
VIN: 1FMYUD41X80088877 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/2008

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORD/MERCUY CUSTOMER
DOCUMENT: ANALYST: ZOHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

4/8/2008
16.27.08 VLO076/CUSTOMER SAYS: -JUST SAID I WILL CONTACT MY LAWYER
ABOUT THIS. PER CUSTOMER, DEALER SAYS: NONE CAG ADVISED:
---CBO TO CUST ADVISED THAT THIS IS CONCERN IS INTERMITTENT
T CONCERN AND DLR TRYING THE BEST TO DUPLICATE THE PROBLEM B
UT THEY ARE UNABLE TO DUPLICATE THE PROBLEM AND IN ORDER TO
CHANGE THE PROCESSOR IN YOUR VEH THE DLR HAVE TO HAVE THE CO
RRECT SYMPTOMS SO THEY CAN GET THE PROCESSOR REPLACED UNDER
WARRANTY. -CUST IS ADVISED TO BE IN TOUCH WITH THE DLR AND I
F VEH STILL PLS CONTACT DLR A.S.A.P SO THEY CAN VERIFY THE P
ROBLEM AND FIX IT TO YOUR SATISFACTION. AT THIS MOMENT THERE
IS NOTHING WE CAN DO ABOUT THIS.

CONSUMER AFFAIRS

08/18/2008 15:27:35

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM II 13.27.35

REGION NBR: CASE NBR: 0867800142
REGION: 13 NEW YORK ZONE: A1 OPENED: 04/08/2008
VIN: 1FMYUD41X80088877 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/2008

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:

ENR2-027 22846

CITY: PORT WASHINGTON STATE: ZIP:
HOME PHONE:
MODEL YEAR: 2007 MODEL: ESCAPE XLT 4X4
MILEAGE: 18000
DEALER NAME: TOWER FORD INC SALES CODE: F13083 P & A: 00854
REASON CODE: 30NA PRODCOMP DURPERF - REGIONAL ASSISTANCE
SYMPTOM: 60778E STALL/QUIT'S DECELERATION HOT ENGINE

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 778 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: YLATTY YVONNE LATTY
ACTION DATA COMMENTS:

4/10/2008
10:48:25 CUSTOMER SAYS: -EXTREMELY URGENT -VEH HAD NO BRAKE, S
TERRING AND ACCELERATION -HAVE CONTACTED HIS LAWYER,
THE HOSPITAL, SCHOOL PRINCIPAL SHOULD VEH HAS AN AC
CIDENT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED:
#NAME?
PROVIDE DEL NUMBER FROM WHICH HE WAS CALLING ON

#NAME?
MGR -PREVIOUS CONCERNS WERE INTERMITTENT -WITH NO
CODES, REPAIRS WERE DONE AS PER SRM AND TECH HOTLINE
-CURRENTLY THERE IS A CHECK ENGINE LIGHT AND CODES -
WILL BE CONTACTING TECH HOT LINE FOR FURTHER ASSISTANCE
-CUST IS PROVIDED WITH A LOANER

#NAME?
AND HAVE CONFIRMED THAT YOUR VEHICLE HAS NOW BEEN TO THE DE
ALERSHIP MULTIPLE TIMES - WE HAVE DOCUMENTED YOUR CONCERN A
ND WILL SEND A COPY TO YOUR DEALERSHIP REQUESTING FURTHER TE
CHNICAL ASSISTANCE - YOUR CRIMSERV MGR WILL CONTACT YOU AS
SOON AS THEY HAVE MORE INFORMATION INFERENCE CASE ID: 6408

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DA0084 - PART ON ORDER
DOCUMENT: ANALYST: R-KAS82 RENE KASS
ACTION DATA COMMENTS:

5/1/2008
08:45:38 VEHICLE CHECKED, ORDERED PURGE VALVE AND VAPOR MANAGEMENT V
ALVE AS PER CODES, CONTACTED CSM TO APPRAISE OF SITUATION

CONSUMER AFFAIRS 05/18/2008 18:54:32PRG

05/18/2008 MASTER OWNER RELATIONS SYSTEM IS 19:27:58

REGION ISSUE CASE NBR: 0087900148
REGION: 13 NEW YORK ZONE: A1 OPENED: 04/06/2008
VIN: 1FMCU04161KEM704 ENGINE: 1 VIN TYPE: T CLOSED: 05/03/2008

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DA0087 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: R-KAS82 RENE KASS
ACTION DATA COMMENTS:

5/2/2008
10:40:11 VEHICLE REPAIRED AS PER CODES, REPLACED VMV AND PURGE VALVE,
REPLACED IAC, ROADTESTED 80 MILES, CHECKED BRAKING SYSTEM A
S PER CUSTOMER REQUEST, REPLACED WEAK MASTER CYLINDER, CUSTO
MER PICKING UP VEHICLE TODAY, 5-5-08

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DA0084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: MICHN148 MICHAEL JOHNSON
ACTION DATA COMMENTS:

5/13/2008
17:14:23 CLERK HAS LEFT MESSAGE ASKING CUSTOMER TO CALL IF THEY BT

ENR2-027 22848

ILL HAVE PROBLEM TO DATE, DUE HAVNT HEARD FROM CUSTOMER

CONSUMER AFFAIRS 08/18/2002 MBFAUPR

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM M 13.27.38

RAV ISSUE CASE NBR: 1700212101
REGION: 78 SAN FRANCISCO ZONE: A2 OPENED: 01/04/2002
VIN: 1FMYUD41X1KA74888 ENGINE: 1 VEH TYPE: T CLOSED: 01/04/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: HAWAII STATE: HI ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: SCARLETT 4X4
MILEAGE: 1448
DEALER NAME: VALLEY HILL MOTORS SALES CODE: F73444 P & A: 07338
REASON CODE: 0588 RAV - UNABLE TO REPAIR (SCRAP, DONATE ONLY)
SYMPTOMS: 807782 STALL/OUTS DECELERATION HOT ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: J-PADIER JUNITINO PADIERNOB
ACTION DATA/COMMENTS:

14/2002
08.02.04 VEHICLE DONATED. ALL WARRANTIES CANCELLED.

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: 2245JY JOE YAMIN
ACTION DATA/COMMENTS:

1/23/2002
15.03.08

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV002 - RECORD DISPOSAL OF VEHICLE FOR DONATION
DOCUMENT: ANALYST: 08N2DE1 BRIAN GWIZZZ
ACTION DATA/COMMENTS:

07/2002
08.11.06 THE CONTROLLER'S OFFICE APPROVED THIS VEHICLE FOR DONATION
AND THE PAPERWORK WAS SENT TO CORPORATE CONTRIBUTIONS FOR

IR02-027 22058

FINAL APPROVAL. ALL WARRANTIES HAVE BEEN CANCELLED.

CONSUMER AFFAIRS

05/18/2002 MMFA30790

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM IS 13.27.02

INFORMATION ISSUE CASE NBR: 088840088
REGION: S1 ATLANTA ZONE: C1 OPENED: 05/08/2002
VIN: 1FMYU021X1K088011 ENGINE: 1 VEH TYPE: T CLOSED: 05/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: DISCOTRI STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 18009
DEALER NAME: TEAM FORD SALES CODE: PR1009 P.A.C: 00482
REASON CODE: 3004 PRODUCTION DEFECT - VEHICLE CHARACTERISTIC
SYMPTOM: 80783 STALL/OUTS DECELERATION ALL ENGINE TEMP

ORIGIN: CASES - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 324 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: MERRICH MATTHEW GREGG
ACTION DATA/COMMENTS:

0888008
13.25.22 CUSTOMER SAYS: -VEH WILL STALL ON DECELERATION ESPECIALLY
ON A DECLINE. -CUST TOOK VEH TO DLR WHO SUPPOSEDLY FIXED T
HE PROBLEM, BUT SINCE THE REPAIR THE VEH SEEMS TO NOT BE OPE
RATING NORMALLY AND SOUNDS ABNORMAL AND TACH SEEMS TO BE JUM
PY. -LAST REPAIR ON THIS ISSUE WAS 1 WEEK AGO AND VEH HAS N
OT STALLED SINCE, BUT CUST DOES NOT FEEL CONFIDENT IN VEH AN
D QUESTIONS CUST SATFY. PER CUSTOMER, DEALER SAYS: -CONCE
RN IS RESOLVED. OAG ADVISED: "CONFIRMED NO FIX ISSUE PER E
CH WEBSITE: WHERE NORMAL DIAGNOSTICS FAIL TO PIN POINT ROOT
CAUSE, CHECK THE EEO POWER RELAY-HAVE TECHNICIAN TAP ON REL
AY (FOR LOCATION USE 8001 ESCAPE WIRING DIAGRAM SECTIONS 308
-079-00-1 CONNECTOR #01016, 750-08-00-57 BATTERY JUNCTION BO
X) IF THE ENGINE STALLS OR STUMBLES REPLACE THE RELAY WITH P
ART# P042-14K089-A. CHECK CONNECTIONS AT F08 FOR PIN PUSH
OUT. CHECK PCM GROUNDS - G104 & G105 UNDERNEATH BATTERY TRAY
FOR BEING LOOSE (WILL HAVE TO REMOVE TRAY TO GET ACCESS TO
GROUNDS). CHECK EEO CASE GROUND - G100 ON BULKHEAD AND G101
ON TRANSMISSION, UNDERNEATH BATTERY TRAY (DO THIS AT THE SA
ME TIME AS G104 & G105) FOR BEING LOOSE. CHECK IAC VALVE -
IF PART NUMBER IS OTHER THAN YF12-0771542, IT MUST BE REP
LACED. CHECK CONNECTORS C2706, C270C, C270D & C270E FOR LOOS
E CONNECTION, SIGNS OF CORROSION OR WATER INTRUSION, OR TERM
INALPIN DAMAGE. SPOKE TO SAM JOHN WHO ADVISED THIS WAS NO
T THE REPAIR PERFORMED BY DLR AND IF CUST FEELS ISSUE IS UNR
ESOLVED AND VEH IS STILL EXHIBITING A CONCERN, DLR WILL INSP
ECT VEH WITH ADDITIONAL INFO PROVIDED. -THE DEALERSHIP HAS
REPAIRED YOUR VEHICLE WITHIN SPECIFICATIONS. -ADVISED CUST
IF VEH EXHIBITS ANY PROBLEM CUST CAN CONTACT CRO OR DLR WHO
ARE BOTH WILLING TO ASSIST CUST ANY WAY POSSIBLE. -THANK
CUSTOMER FOR PROVIDING THEIR FEEDBACK REFERENCE CASE ID: 03

CONSUMER AFFAIRS

05/18/2002 MMFA30790

0502-027 22551

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cjohnd8.txt

BEGINNING OF CONTACT

08/16/2008 MASTER OWNER RELATIONS SYSTEM IN 18.27.28

INFORMATION ISSUE CASE NBR: 0264141082
 REGION: 10 SDR ZONE: K1 OPENED: 04/16/2008
 VIN: 1FMYU04131K023430 ENGINE: 1 VEH TYPE: 7 CLOSED: 04/16/2008

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
 ADDRESS: [REDACTED]
 CITY: PHILPS STATE: KY ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
 MILEAGE: 22000
 DEALER NAME: MOORE FORD LINCOLN SALES CODE: F47881 P & A: 01101
 REASON CODE: 8086 PRODCOMP DURPERF - VEHICLE QUALITY
 SYMPTOM: 807738 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR CONTACT CRM
 DOCUMENT: ANALYST: SPICERAU SPICERAU
 ACTION DATA/COMMENTS:

4/16/2008
 08:49:23 CUSTOMER SAYS: -VEH HAS STALLED 3 TIMES -JUST DAUGHTER DR
 IVEB VEH -HAS NOT BEEN TO DLR ABOUT THIS CONCERN -WOULD LI
 KE TO KNOW IF THERE WERE ANY REPORTS ON THIS CONCERN -JUST
 FEELS THIS IS A SAFETY ISSUE -DAUGHTER WILL BE GOING TO COL
 LEGE SOON -PURCHASED VEH IN WINSTON-SALEM NC @ PARKWAY FORD
 INC BUT HAS SINCE MOVED TO KY -CALLED SELLING DLR AND TOLD
 CUST TO CALL CRC FOR MORE INFO -CUST WOULD LIKE CRC TO MA
 KE APPOINTMENT WITH LOCAL DLR -VEH LAST STALLED LAST WEDNES
 DAY -WHILE DECELERATED AND TAKING FOOT OFF ACCELERATOR PEDAL
 VEH STALLS -THIS SEEMS TO HAPPEN ON A CURVE AND DOWNHILL
 HILLARY
 CUNT AND HARD TO GET TO A SAFE SPOT TO STOP VEH COMPLETELY A
 NO SAFELY -VEH WILL THEN RESTART RIGHT BACK UP AGAIN PER
 CUSTOMER, DEALER SAYS: CAD ADVISED -WE RECOMMEND THE
 REPAIR BE PERFORMED BY A FORD/AL DEALERSHIP - INFORMATION W
 LL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRAWFORD NBR INF
 ERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/16/2008 NMF40770

BEGINNING OF CONTACT

08/16/2008 MASTER OWNER RELATIONS SYSTEM IN 18.27.28

INFORMATION ISSUE CASE NBR: 030770231
 REGION: 28 NMF40770 ZONE: B1 OPENED: 10/16/2001
 VIN: 1FMYU04131K02373 ENGINE: 1 VEH TYPE: 7 CLOSED: 10/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
 ADDRESS: [REDACTED]
 CITY: BROWNVILLE STATE: KY ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
 MILEAGE: 28000

0902-027 22852

DEALER NAME: GREENWOOD FORD SALES CODE: FREEZE P & A: 05072
REASON CODE: 0504 DSB - APPLICATION REQUEST
SYMPTOMS: 807793 STALL/QUIT/ DECCELERATION ALL ENGINE TEMP

ORIGIN: OACOE - US CONCERN CASE NAME COMMUNICATION: PHONE
ACTION: 87 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND DSB APP IS BEING SENT
DOCUMENT: ANALYST: KALLIE KIRKMAN ALLEN
ACTION DATA/COMMENTS:

10/18/2001

10/18/01 CUSTOMER SAYS: -CUST SAYS THAT DLRHP TOLD HER TO CALL THE
CRO AND ASK FOR AN ARBITRATION PACKAGE -VEH IDEN ON CUST

#000001

FRAND TO DRIVE -FAST OR SLOW - VEH DIES ANY TIME -DLRHP S
AYS THEY CANNOT DUPLICATE CONCERN -CUST IS CONCERNED FOR HER
R SAFETY AND THAT OF THE PASSENGERS IN THE VEH -CUST SAYS F
ORD IS GREAT AND WILL PROBABLY BUY ANOTHER FORD- SHE JUST DO
ES NOT FEEL SAFE IN THIS ONE PER CUSTOMER, DEALER SAYS:
-CANNOT DUPLICATE THE CONCERN CAD ADVISED: -WE HAVE DOCU
MENTED YOUR CONCERN AND WILL FORWARD YOU A DSB (DISPUTE SETT
LEMENT BOARD) APPLICATION -ADVISED CUST OF ABOVE I
NFORMATION CASE ID: 4735

CONSUMER AFFAIRS 08/18/2002 MRFAX/FRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 10.07.00

INFORMATION ISSUE CASE NR: 0404780798
REGION: 88 KANSAS CITY ZONE: A2 OPENED: 04/08/2001
VIN: 1FMCU04T71KC88010 ENGINE: I VEH TYPE: T CLOSED: 04/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: KANSAS CITY STATE: MO ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 404

MILEAGE: 7235

DEALER NAME: BILL WOODS FORD SALES CODE: F83007 P & A: 05079

REASON CODE: 8908 OAC - OTHER CONCERN/INQUIRY

SYMPTOMS: 807793 STALL/QUIT/ DECCELERATION ALL ENGINE TEMP

ORIGIN: OAAA - MARKETING ASSOCIATES COMMUNICATION: MAIL

ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

DOCUMENT: ANALYST: KEITHS CHRISTIN KEITH

ACTION DATA/COMMENTS:

4/8/2002

10/08/02 CERTIFICATE AMOUNT 2500

KEVIN HILBSON, CMA, KANSAS CITY

ATTN: MIKE HAWES

ORIGIN: OAAA - MARKETING ASSOCIATES COMMUNICATION: MAIL

ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED

DOCUMENT: ANALYST: CKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

4/10/2008
18.28.04 REDEEMED DATE 08-28-2008
REPLACEMENT VIN 2K028917

CONSUMER AFFAIRS 08/18/2008 MRP/AF/PTG

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM B 18.27.30

INFORMATION ISSUE CASE REF: 0430002511
REGION: 18 PHILADELPHIA ZONE: B1 OPENED: 18082001
VIN: 1FMCJ0A10K087085 ENGINE: 1 VEH TYPE: T CLOSED: 18082001

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: 1800
DEALER NAME: FORD OF THE MAIN LI SALES CODE: F18080 P & A: 08987
REASON CODE: 8908 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 887788 STALL/CUTS DECELERATION ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC008 - OPEN ISSUE FOR OWNER AFFIRMATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

18/08/2001
18.31.26 CERTIFICATE AMOUNT 8000
RITA MURPHY, CSR, PHILADELPHIA
ATTN: BENJAMIN CAMELO

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC008 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

18.08.29 CUSTOMER NAME [REDACTED]
ADDRESS [REDACTED]
CITY KING OF PRUSSIA
STATE PA
ZIP [REDACTED]

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC008 - CLOSE ISSUE FOR OWNER AFFIRMATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

1/8/2008

2002-027 22034

15:43:47 RECEIVED DATE
REPLACEMENT VIN

15-17-0001
22B48701

CONSUMER AFFAIRS 05/18/2002 MMFAKPRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.25

INFORMATION ISSUE CASE NBR: 0404802071
REGION: 27 WASHINGTON ZONE: A1 OPENED: 05/14/2001
VIN: 1FACU041818B41722 ENGINE: 1 VEH TYPE: T CLOSED: 05/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: FAIRFAX STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 3129
DEALER NAME: TED BRYTT FORD SALE SALES CODE: P27048 P & A: 00048
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607763 STALL/OUTS DECELERATION ALL ENGINE TEMP

ORIGIN: CACME - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 823 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SPERRY SHERYL PERRYMAN
ACTION DATA/COMMENTS:

05/14/2001
11.22.15 CUSTOMER SAYS: BOUGHT 2001 ESCAPE - VEH STALLS RANDOMLY,
AND BROUGHT TO DLR - HEADLINER FELL OUT, AND DOOR LATCHES RA
TITLE - LOOKING AT THE WEBSITE AND THERE ARE ALOT OF CONCERN
ABOUT THIS PER CUSTOMER, DEALER SAYS: - CAN'T FIND ANYTH
NG WRONG WITH IT - CAN'T DUPLICATE PROBLEM. DAD ADVISED: -
INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF TH
RY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - AD
VICE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT
) CONCERN IS NOTICED REFERENCE CASE ID: 4488

ORIGIN: CACME - MANUAL - PHONE CDR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: SPERRY SHERYL PERRYMAN
ACTION DATA/COMMENTS:
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: DAD ADVISED
D: [REDACTED] OSO TO DLR [REDACTED] AS PER DLR [REDACTED]
-SRVC ADVIS- -CAN'T VERIFY PROBS, TECH. HAS OFFER
RED TO TAKE TEST DRIVE WITH DUST - TESTED AID SYSTEM, NO PR
OB FOUND - VEH STALLING, BATTERY TEST, AND DROVE VEH, NO PRO
BLEM FOUND - HEADLINER, NO COMMENTS YET - REMOVED FOAM THAT
WAS COVERING VIN AT DASH GONE - HIGH PITCH WHINDING NOISE, NO
T FOUND - DUST CALL SPEAK TO MAKE SRVC ADVIS

CONSUMER AFFAIRS 05/18/2002 MMFAKPRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.25

1002-827 22405

INFORMATION ISSUE CASE NBR: 04288001
REGION: 88 MEMPHIS ZONE: C1 OPENED: 08/28/2001
VIN: 1FMYUD0161K00588 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HARVEY STATE: LA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 8887
DEALER NAME: ADVANTAGE FORD SALES CODE: F28027 P & A: 88440
REASON CODE: 2808 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 807785 STALL/QUIT/ DECELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: KEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

08/28/2001
16.03.28 CERTIFICATE AMOUNT 3000
KEN CAMPBELL, CSM, MEMPHIS
ATTN: STEVE MARQUEZ

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION MAIL
ACTION: OAC808 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: KEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

08/29/2001
16.18.48 CUSTOMER NAME [REDACTED]
ADDRESS [REDACTED]
CITY HARVEY
STATE LA
ZIP [REDACTED]

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION MAIL
ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDIRECTED
DOCUMENT: ANALYST: KEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

08/29/2001
16.08.21 REDIRECTED DATE 05-31-2001
REPLACEMENT VIN 2JA21473

CONSUMER AFFAIRS 08/18/2002 MMFA2PRO

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM II 15.27.38

INFORMATION ISSUE CASE NBR: 044303882
REGION: 13 NEW YORK ZONE: H1 OPENED: 04/08/2002
VIN: 1FMYUD4171K004882 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MONTROSE STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 22080
DEALER NAME: PLEASANTVILLE FORD SALES CODE: F18117 P & A: 02777
REASON CODE: 3086 PRODDCOMP DURPERF - VEHICLE QUALITY
SYMPTOMS: 807785 STALL/QUIT/ DECELERATION ALL ENGINE TEMP

BR2-027 22556

ORIGIN: CACORR - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 886 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: POMITRO PEPPI DIMITROPOULOS
ACTION DATA COMMENTS:

4/8/2002

18:58:28 CUSTOMER SAYS: -CUST HAS HAD NUMEROUS CONCERNS WITH THE VEH
H -CUST SAYS THAT SHE HAS 2 CONCERNS WITH THE VEH -BACK BLI
MPER NEEDS TO BE REPAINTED AND REPAIRED -CUST HAD TO WAIT F
OR THE DLRSHP TO ORDER A BUMPER COVER -CUST WAS NOT PROVIDE
D WITH A LOANER VEH -CUST WAITED 8 WEEKS FOR THE PART TO AN
RIVE -BUMPER COVER ISSUE HAS GONE ON FOR OVER A YEAR AND FI
NALLY NEW BUMPER COVER WAS INSTALLED IN MARCH - 11 MONTHS AF
TER VEH WAS PURCHASED -CUST SAYS THAT THE DLRSHP RECD THE
CORRECT BUMPER BUT WHEN THEY CUT OUT THE HOLE FOR THE HITCH
THEY CUT IT JAGGED, UN-HEAT AND CROOKED - CUST VERY UNHAPPY
WITH THE WORKMANSHIP OF THE DLRSHP -VEH BATTERY LIGHT CONST
ANTLY COMES ON AND STALLS WHEN GOING DOWNHILL OR WHEN FOOT I
S ON THE BRAKE -DLRSHP UNABLE TO REPAIR VEH AND ADV HER THA
T IF SHE BREAKS DOWN ON THE ROAD TO CALL ROADSIDE ASSISTANCE
-CUST SAYS THAT THE DLRSHP RECD THE CORRECT BUMPER BUT WH
EN THEY CUT OUT THE HOLE FOR THE HITCH THEY CUT IT JAGGED, U
N-HEAT AND CROOKED - CUST VERY UNHAPPY WITH THE WORKMANSHIP
OF THE DLRSHP PER CUSTOMER, DEALER SAYS: -PLEASANTVILLE
FORD 47 PLEASANTVILLE ROAD PLEASANTVILLE, NY 10670 TEL:
(914) 789-4800 CUST SPOKE TO CHERYL BARRELL (GENERAL MGR)
CAC ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A
FORD/UM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUST
OWNER SHOULD CONTACT CREDIT/REPAIR MGR -ADV CUST THAT WE DO SUPPO
RT OUR DLRSHP DIAGNOSES BECAUSE THEY ARE FACTORY TRAINED AND
QUALIFIED -ADV CUST THAT I WILL FOLLOW UP WITH HER TOMO
RROW MORNING TO FIND OUT IF THE DLRSHP HAS PROVIDED HER WITH
A LOANER VEH -FOLLOW UP WITH CUST @ 914-784-4800 AT APP
ROX 11-12 A.M. REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 04/18/2002 NMFAXPFD

04/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13:27:38

INFORMATION ISSUE CASE NBR: 0448808882
REGION: 13 NEW YORK ZONE: H1 OPENED: 04/08/2002
VIN: 1FMYU04171K024000 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/2002

ORIGIN: CACORR - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: POMITRO PEPPI DIMITROPOULOS
ACTION DATA COMMENTS:

4/9/2002

11:46:36 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -OBO TO CUST- -RECD ANSWERING MACHINE -LEFT ME
SSAGE THAT I WILL FOLLOW UP AT APPROX 2:00 PM

ORIGIN: CACORR - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: POMITRO PEPPI DIMITROPOULOS
ACTION DATA COMMENTS:

13:27:57 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: -PLEASANTVIL
LE FORD 47 PLEASANTVILLE ROAD PLEASANTVILLE, NY 10670 TE
L: (914) 789-1800 CAC ADVISED: -OBO TO CUSTOMER-
NAME?
BOMBARDIER AT THE DLRSHP AND FINALLY SPOKE TO THE RENTAL CAR MA
NAGER -CUST WAS ADV BY JOE ANGE (RENTAL MANAGER) THAT HE W
LL PROVIDE HER WITH A LOANER VEH ON THURSDAY FOR 1 DAY A
DV CUST THAT I WILL FOLLOW UP ON FRIDAY TO DISCUSS THE OUTCO
ME OF THE REPAIR AND IF CUST NEEDS ADDITIONAL DAYS FOR A REN
TAL VEH AT THAT TIME WHICH WE WILL REVIEW CUST TO BE CONT
ACTED AT: 803-882-3058

ERP2-627 22867

ORIGIN: GADMS - MANUAL - PHONE OR COMMUNICATION PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: FDMTRO PEPPI GMITROPOLLO
ACTION DATA COMMENTS:

4/12/2002
14.00.25 CUSTOMER SAYS: -ANSWERING MACHINE PER CUSTOMER, DEALER SAY
S: -PLEASANTVILLE FORD 47 PLEASANTVILLE ROAD PLEASANTVILLE
NJ, NY 08769 TEL: (914) 788-1800 CAD ADVISED: -OBC
TO CLERK - - - - - BEFORE TO RICHARD SIA WHO ADV ME THAT THERE
ARE SPECIAL ORDER PARTS ON THE VEH AND THE CLERK HAS THE VEH
-VEH STALLS APPROX. EVERY 2 WEEKS -CONCERN CANNOT BE DUPL
ICATED -CLERK WILL BE CALLED ONCE THE SPECIAL ORDER PARTS A
RRIVE AT THE CLERK -CLERK DOES NOT NEED A RENTAL VEH AT THE
S TIME - - - - - OBC TO CUSTOMER - - - - - CLERK TO BE CONTACTED AT:
303-858-9088 AS PER PREVIOUS DOCUMENTATION RECD ANSWERING
MACHINE LEFT MESSAGE THAT I HAVE FOLLOWED UP WITH THE CLERK
HP AND THAT THEY WILL BE CONTACTED HER ONCE THE SPECIAL ORDER
PARTS ARRIVE -CLERK DOES NOT NEED A RENTAL VEH AT THE
TIME -CLERK HAS HER OWN VEH AS PER RICHARD SIA AT CLERK -

CONSUMER AFFAIRS 04/12/2002 15:03:00

04/12/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.20

INFORMATION ISSUE CASE REF: 040200000
REGION: 13 NEW YORK ZONE: H1 OPENED: 04/02/2002
VIN: 1FMYU04171K004000 ENGINE 1 VEH TYPE: T CLOSED: 04/12/2002

4/12/2002
14.30.25 ADV CLERK THAT SHE MAY CALL US BACK IN THE FUTURE IF SHE WOULD
LIKE US TO REVIEW HER CONCERNS IF THEY ARE NOT RESOLVED AFTER
THIS REPAIR

CONSUMER AFFAIRS

06/16/2002 MM/FAX/PRO

BEGINNING OF CONTACT

06/16/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.00

INFORMATION ISSUE CASE NBR: 047700582
REGION: 44 PITTSBURGH ZONE: CH OPENED: 06/06/2002
VIN: 1FMYU04181K08871 ENGINE: 1 VEH TYPE: T CLOSED: 02/25/2003

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEWBURY STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 16004
DEALER NAME: CLASSIC FORD SALES CODE: F44128 P & A: 00017
REASON CODE: 2001 CAG - OTHER CONCERN/INQUIRY
SYMPTOMS: 80786 STALL/OUTS DISOBLIGATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: 04C108 - OPEN ISSUE FOR OWNER AFFILIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRTHS CHRISTIN KIRTH
ACTION DATA/COMMENTS:

2/25/2003
16.16.00 HARLYNN BOCLSBY, CSM, PITTSBURGH
ATTN: DON ROSE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: 04C108 - CLOSE ISSUE FOR OWNER AFFILIATION CERTIFICATE - PROCESSED
DOCUMENT: ANALYST: CKRTHS CHRISTIN KIRTH
ACTION DATA/COMMENTS:

04/20/02
14.40.19

CONSUMER AFFAIRS

06/16/2002 MM/FAX/PRO

BEGINNING OF CONTACT

06/16/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.00

INFORMATION ISSUE CASE NBR: 0618100021
REGION: 02 SOUTHWEST ZONE: E1 OPENED: 06/16/2002
VIN: 1FMYU08171K092186 ENGINE: 1 VEH TYPE: T CLOSED: 06/19/2002

BP62-027 22000

LAST NAME: QUALLS STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: SAN ANTONIO STATE: TX ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 80433
DEALER NAME: BLUEBONNET MOTORS, SALES CODE: FR782 P & A: 04570
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807783 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 823 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: APBANDR APBANDR REASON: ELLIOTT
ACTION DATA COMMENTS:

8/16/2002
12:49:31 CUSTOMER SAYS: -CUST SAYS THAT HE IS CALLING BECAUSE HIS V
EN STALL AND DLR IS UNABLE TO GET AN ERROR CODE ON THE VEH
PROBLEM -CUST SAYS THAT DLR IS UNABLE TO DUPLICATE THE PRO
BLEM -CUST SAYS THAT THE ENGINE TURNS OUT COMPLETELY -CUST
SAYS THE VEH DOES NOT GIVE ANY WARNING AND THAT THE IDLE DO
ES NOT DROP -CUST SAYS THAT THE VEH IS AT THE DLR -CUST SA
YS THIS IS NOT A COMPLAINT ABOUT THE DLR -CUST SAYS HE ALSO
KNOW OF DLR WHO HAVE BEEN ABLE TO DUPLICATE THE CONCERN BUT
STILL NOT ABLE TO FIX THE PROBLEM -CUST SAYS THAT HE FEELS
IT IS AN ELECTRICAL ISSUE TO DO WITH THE IGNITION SWITCH -C
UST SAYS HE SUGGESTS THAT FORD SHOULD BUY BACK ONE OF THE VE
H WITH THE PROBLEM AND RUN IT SO THEY CAN DUPLICATE THE PROB
LEM -CUST SAYS CONCERN ABOUT HIS FAMILY SAFETY -CUST SAYS
HE WANTS TO WORK IT OUT WITH FORD NAD HE DOES NOT WANT TO RE
ACH TO THE POINT WHERE HE WOULD HAVE TO FILE THE LEMON LAW
CLAIM

HAVING PRICE PER CUSTOMER, DEALER SAYS: DLR TOLD CUST
THAT THEY CAN NOT DUPLICATE CAC ADVISED: - FOR THE VEHICL
E TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICA
TE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGN
OSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN,
THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIN
D - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTER
MITTENT) CONCERN IS NOTICED - ADV CUST THAT FORD GOAL IS TO
FIX AND REPAIR THE VEH AND THAT HE CAN TALK TO HIM DLR ABOUT
ANY TRADING PREFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/16/2002 MMFAFFRG

BEGINNING OF CONTACT
08/16/2002 MASTER OWNER RELATIONS SYSTEM II 13:27:38

INFORMATION ISSUE CASE NO: 057882381
REASON: 88 TOWN CITIES ZONE: A1 OPENED: 02/08/2001
VIN: 1FMYU04171KD08799 ENGINE: 1 VEH TYPE: T CLOSED: 02/05/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: BLOOMINGTON STATE: MN ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 1908
DEALER NAME: MORRIS MANITONKA SALES CODE: FR8018 P & A: 08801
REASON CODE: 8008 QAO - OTHER CONCERN/INQUIRY
SYMPTOM: 807783 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: QAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: SMILLER SUSAN MILLER
ACTION DATA COMMENTS:

8882-027 22888

8/4/2001
15.05.20 TODD BEAGREN CSM TWIN CITIES
ATTN: AARON VELICK

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC088 - CUST. SAT. REBT. TOOL UTILIZED - CND OFFERED AND ACCEPTED
DOCUMENT: ANALYST: F88018 RICH RYAN MOTORS INC
ACTION DATA/COMMENTS:

8/7/2001
08.25.00
CSM OFFERED TRADE ASSISTANCE, CUSTOMER IS NOW IN A NEW VEH
CLE

ORIGIN: DANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAC105 - CLOSE BILLS FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: 8H0058 SUSAN MILLER
ACTION DATA/COMMENTS:

3/15/2001
17.25.25

CONSUMER AFFAIRS 08/16/2002 MMFAXPFG

BEGINNING OF CONTACT
08/16/2002 MASTER OWNER RELATIONS SYSTEM II 15.27.30

INFORMATION ISSUE CASE NR: 000000071
REGION: 47 CINCINNATI ZONE: E1 OPENED: 12/03/2001
VIN: 1FMYU33U1K792289 ENGINE: 1 VEH TYPE: T CLOSED: 12/03/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CYNTHIANA STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 42
MILEAGE: 20000

DEALER NAME: NOLAN FORD OF GEORGIA SALES CODE: F47482 F & A: 08204
REASON CODE: 0434 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 407793 STALL/QUIT DISCREPANCY ALL ENGINE TEMP

ORIGIN: DAC088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 823 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: D-HOLDER DANIELLE HOLDER
ACTION DATA/COMMENTS:

12/3/2001
15.41.55 CUSTOMER SAYS: -VEHICLE POWER JUST SHUTS OFF WHEN DRIVING
DOWN THE HIGHWAY -VEHICLE WOULD JUST STALL EITHER WHEN DECE
LERATING OR CRUISING -CUST WOULD LIKE VEHICLE REPAIRED PER
CUSTOMER, DEALER SAYS: -CAN NOT FIND CONCERN -HAVE TO B
RING VEHICLE IN CAC ADVISED: -INFORM WHY THE DEALERSHIP C
AN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CON
CERN AT THE TIME OF SERVICE -ADVISE CUSTOMER TO CONTACT DE
ALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED
CND TO DEALER -BILLY SAM -CANNOT FIND THE PROBLEM -EX
TREMELY INTERMITTENT -CUST DID STATE THAT CONCERN COULD POS
SIBLY NOT HAPPEN AGAIN FOR ANOTHER MONTH OR TWO -WILL HAVE
THE ADVISOR CALL FORD TECH TO SEE IF HE CAN FIND OUT A POSSI
BLE FIX -INFORMED CUST OF ABOVE INFERENCE CASE ID: 4488

ERG2-827 22061

CONSUMER AFFAIRS 08/18/2008 MMFAXP03

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM II 13.27.28

INFORMATION ISSUE CASE NBR: 1304833081
REGION: 21 ATLANTA ZONE: E3 OPENED: 11/29/2001
VIN: 1FMCU04101KA72807 ENGINE: 1 VEH TYPE: T CLOSED: 11/29/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: RALEIGH STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 8900
DEALER NAME: CAPITAL FORD INC SALES CODE: P21019 P & A: 00678
REASON CODE: 2886 OAC - OTHER CONCERN/INQUIRY
SYMPTOM: 807789 STALL/QUIT/ DISCELERATION ALL ENGINE TEMP

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

11/29/2001
17.28.42 PATRICIA JONES CBM ATLANTA
ATTN PETER DUERKSEN

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: OAC088 - CUST. SAT. FRET, TOOL UTILIZED - OAC OFFERED AND ADOPTED
DOCUMENT: ANALYST: B-WICKER1 SCOTT WICKER
ACTION DATA/COMMENTS:

11/30/2001
10.15.18 89000 OAC

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC109 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: OKEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

1/25/2008
13.23.35

ER02-827 22802

CONSUMER AFFAIRS

05/15/2002 MMFA07P03

BEGINNING OF CONTACT

05/15/2002 MASTER OWNER RELATIONS SYSTEM III 15.27.02

INFORMATION ISSUE CASE NBR: 1555772861
REGION: 47 CINCINNATI ZONE: D1 OPENED: 10/25/2001
VIN: 1FNUJ08H11K267041 ENGINE: 1 VEH TYPE: T CLOSED: 10/25/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: LOUISVILLE STATE: KY ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 02

MILEAGE: 2800

DEALER NAME: STAR FORD AT OXMOOR SALES CODE: P47020 P & A: 05888

REASON CODE: 3086 PRODCOMP DURPERF - VEHICLE QUALITY

SYMPTOM: 907753 STALL/QUIT DISCELERATION ALL ENGINE TEMP

ORIGIN: DACRS - US CONCERN CASE NAME COMMUNICATION: PHONE

ACTION: 884 - CS-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: YVONNE LATTY

ACTION DATA COMMENTS:

10/25/2001

15/05/02 CUSTOMER SAYS: VEH STALLED TODAY AND HAVE CONTACTED
THE DLR -WANTS TO KNOW IF AN ENGINEER HAS ANY R
RECOMMENDATION -HAVE TAKEN VEH NIGHT TIMES WITHIN THE
LAST MONTH FOR PROBLEM -NEXT STEP IS TO SUE FORD,
VEH IS UNSAFE TO DRIVE PER CUSTOMER, DEALER SAYS:
#NAME?

ED: -DEALERSHIP IS IN THE BEST POSITION TO ASSIST
YOU -CONTACT CREDITRY MGR FOR ADDITIONAL INFORMATION
#NAME?

TO PROPERLY REPAIR VEH INFERENCE CASE ID: 1555

CONSUMER AFFAIRS

05/15/2002 MMFA07P03

BEGINNING OF CONTACT

05/15/2002 MASTER OWNER RELATIONS SYSTEM III 15.27.02

INFORMATION ISSUE CASE NBR: 1355751241
REGION: 54 ORLANDO ZONE: A2 OPENED: 05/15/2002
VIN: 1FMYU06121KA15087 ENGINE: 1 VEH TYPE: T CLOSED: 05/15/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

ER62-527 22863

CITY: MIAMI STATE: FL ZIP: 33133
HOME PHONE: 305-444-1111
MODEL YEAR: 2001 MODEL: ESCAPE XLT 428
MILEAGE: 11000
DEALER NAME: FORD OF CORAL GABLES SALES CODE: F0004 P & A: 00006
REASON CODE: 3085 PRODCOMP DUMPFF - VEHICLE QUALITY
SYMPTOM: 807783 STALL/QUITS DECELERATION ALL ENGINE TEMP

OFFER: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 698 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: EPOK11 EVELYN POK
ACTION DATA COMMENTS:

8/18/2001
10.24.07 CUSTOMER SAYS: -VEH HAS BEEN STALLING WHEN STOPPING -TODAY WHILE DRIVING AND EXITING THE FREEWAY THE STEERING WHEEL LOCKED AND VEH WAS STALLING -THIS COULD HAVE CAUSED A SERIOUS ACCIDENT -HAS NOT BEEN TO THE DLRSHIP FOR THIS ISSUE YET PER CUSTOMER, DEALER SAYS: FORD OF CORAL GABLES OAG ADVISES: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LIN DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDITARY MGR INFERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/2001 MMFA03790

REOPENING OF CONTACT
08/18/2001 MASTER OWNER RELATIONS SYSTEM IS 18.07.00

INFORMATION ISSUE CASE NO: 141433371
REGION: 16 PHILADELPHIA ZONE: B1 OPENED: 11/08/2001
VIN: 1FMYU841X1K028649 ENGINE: 1 VEH TYPE: T CLOSED: 11/08/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR:
ADDRESS:
CITY: RED LION STATE: PA ZIP: 17093
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 424
MILEAGE: 8000
DEALER NAME: APPLE FORD SALES CODE: F10517 P & A: 03008
REASON CODE: 3081 PRODCOMP DUMPFF - MULTIPLE REPAIR
SYMPTOM: 807783 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CNO WILL FOLLOW-UP
DOCUMENT: ANALYST: OLUNAN CHAN LUNAN
ACTION DATA COMMENTS:

11/30/2001
11.30.08 CUSTOMER SAYS: -CUST VEH COMPLETELY SHUTS DOWN WHEN GOING DRIVING ON AN DECLINE (END THIS IN THE FIRST FIVE MONTHS OF

EP02-027 22884

OWNING THE VEH; VEH IDLES LOW, THEN DIES -CUST SAYS DLR RE
 PLACED RECALL THE FIRST TIME, SECOND TIME THEY COULDN'T FIND
 ANYTHING; DLR ADVISED THAT THE VEH WAS IDLING PROPERLY -CUST
 T DOESN'T WANT TO DRIVE HER VEH BECAUSE SHE DOESN'T FEEL SAFE
 II -CUST WANTS VEH REPAIRED PER CUSTOMER, DEALER SAYS: NO
 RE CAC ADVISED -ORD DID CIG TO DLR; WAS ADVISED BY A SVO
 PERSON THAT THE CLERKSHIP WAS EXTREMELY BUSY AND THIS WAS A BA
 D TIME TO CALL -ORD LEFT MSG WITH THE SVO MGR TO CONTACT OR
 O REGARDING ISSUE -CUST WAS ADVISED THAT ORD WILL FOLLOW UP

CONSUMER AFFAIRS 06/18/2002 MMFA03PRG

BEGINNING OF CONTACT
 06/18/2002 MASTER OWNER RELATIONS SYSTEM IN 16:57:28

INFORMATION ISSUE CASE NR: 1438378072
 REGION: 87 WASHINGTON ZONE: B1 OPENED: 04/17/2002
 VIN: 1FMC0UD4141KAS2001 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: OLNEY STATE: MD ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
 MILEAGE: 18000

DEALER NAME: HILL & SANDERS FORD SALES CODE: F27018 P & A: 00104
 REASON CODE: 3035 PROXYCOMP CURRPERF - VEHICLE QUALITY
 SYMPTOMS: 807788 STALL/OUTS DECELERATION ALL ENGINE TEMP

ORIG: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: SMARTELL SANDRA BARTELLA
 ACTION DATA/COMMENTS:

4/17/2002
 15:02:33 CUSTOMER SAYS: -VEH STALLED WHILE GOING DOWN A HILL A COUP
 LE OF MONTHS AGO -CUST CALLED DEALERSHIP AND THEY DO NOT K
 NOW ANYTHING ABOUT IT -HAS NOT BEEN DIAG -CUST IS VERY CO
 NOERNED WITH VEH -CUST HEARD MANY CONCERNS WITH STALLING
 PER CUSTOMER, DEALER SAYS: HILL & SANDERS FORD, INC. 118
 80 VIEWS HILL ROAD WHEATON, MD 20802 PHONE (301) 548-4
 080 FAX (301) 548-5170 CAC ADVISED: - VEH RECOMMENDED T
 HE REPAIR BE PERFORMED BY A FORDALM DEALERSHIP - INFORMATION
 H WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDITRY MGR
 ***** NO FBA OR OGP -CGR DID CONFIRM ON NO REPAIR W
 BIRTH STALLING CONDITION -HOWEVER CGR ADVISED CUST VEH NEE
 DS TO BE DIAG INFERENCE CASE ID: 4891

END-027 22002

CONSUMER AFFAIRS

08/18/2002 MMFAXPFG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13:27:38

INFORMATION ISSUE CASE NR: 1851890089
REGION: 47 CINCINNATI ZONE: A1 OPENED: 08/14/2002
VIN: 1FMYU06171K212236 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/2002

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 402

MILEAGE: 10888

DEALER NAME: BOB TOWNSEND FORD SALES CODE: F47001 P & A: D1822

REASON CODE: 2865 OAD - OTHER CONCERN/INQUIRY

SYMPTOM: 607783 STALL/QUIT/DECELERATION ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT

ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

DOCUMENT: ANALYST: CKETH: CHRISTIN KETH

ACTION DATA/COMMENTS:

3/14/2002

12:34:08 JUDY McLAUGHLIN, CSR, CINCINNATI

ATTN: LISA CRYDER

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT

ACTION: DAC018 - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT: ANALYST: R-YOUNG TOWNSEND FORD

ACTION DATA/COMMENTS:

4/5/2002

08:05:13 CUSTOMER TRADED OUT OF VEHICLE, SEE JUDY

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT

ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED

DOCUMENT: ANALYST: CKETH: CHRISTIN KETH

ACTION DATA/COMMENTS:

14:48:30

CONSUMER AFFAIRS

08/18/2002 MMFAXPFG

EN02-827 22889

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 15.27.25

INFORMATION ISSUE CASE NBR: 1554910772
 REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/18/2002
 VIN: 1FMYU04171KC48152 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2002

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MR:

ADDRESS:

CITY: MO KESPORT STATE: PA ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 11800

DEALER NAME: DAY FORD SALES CODE: F44004 P & A: 07410

REASON CODE: 30RA PRODCOMP CUMPERF - REGIONAL ASSISTANCE

SYMPTOM: 607798 STALL/QUIT'S DECLARATION ALL ENGINE TEMP

ORIGIN: CAC321 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 759 - ADVISE CUST CRC WILL FOLLOW UP

DOCUMENT: ANALYST: OLUNAN OMAR LUNAN

ACTION DATA COMMENTS:

3/18/2002

15.21.25 CUSTOMER SAYS: -CUST SAYS THE VEH DIES OUT INTERMITTENTLY (DOWNHILL MOSTLY, REGARDLESS OF ENGINE TEMPERATURE) -CUST HAS TAKEN THE VEH BACK TO DAY FORD 5 TIMES TO GET IT REPAIRED (LAST TIME WAS MARCH 2002, AND IT HAPPENED FRIDAY, MARCH 1502 -CUST SAYS HE WAS IN AN ACCIDENT THAT COULD'VE JEOPARDIZE D HIS LIFE -CUST SAYS THE BRAKES GO OUT AS WELL -CUST WAS ADVISED BY THE CLR THAT THEY'VE EXPERIENCED THIS BEFORE -CUST SAYS HE'S OWNED 3 FORD'S IN THE PAST DECADE -CUST WANTS THE VEH REPAIRED PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -CRC DID CMC TO CLR; LFT MSG FOR SVC MGR TO CONTACT T ORO IN REGARDS TO CUST ISSUE -CRC ADVISED CUST WE WILL FOLLOW UP -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 TH AT IS MOST CONVENIENT FOR ME TO CONTACT YOU? INFERENCE CASE RZ: 5408

ORIGIN: CAC321 - MANUAL - PHONE CSM COMMUNICATION: PHONE

ACTION: 814 - OUTBOUND CALL TO DEALER

DOCUMENT: ANALYST: OLUNAN OMAR LUNAN

ACTION DATA COMMENTS:

15.51.25 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

CAC ADVISED: -CRC DID CMC TO CLR; SVC MGR NOT AVAILABLE -

CRC DID CMC TO CUST: ADVISED CUST WE ARE STILL FOLLOWING UP

CONSUMER AFFAIRS

08/18/2002 MM FAX PRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 15.27.25

INFORMATION ISSUE CASE NBR: 1554910772
 REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/18/2002
 VIN: 1FMYU04171KC48152 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2002

ORIGIN: CAC321 - MANUAL - PHONE CSM COMMUNICATION: PHONE

ACTION: 814 - OUTBOUND CALL TO DEALER

DOCUMENT: ANALYST: OLUNAN OMAR LUNAN

ACTION DATA COMMENTS:

3/18/2002

EA02-027 22057

15.07.00 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
G ADVISED: -CRG DID CSC TO DLN; LFT MSG FOR SVC MGR TO CONT
ACT CRG IN REGARDS TO CUST ISSUE (2ND ATTEMPT) -CRG DID CSC
TO CUST; NO ANSWER -CRG WILL FOLLOW UP

ORIGIN: QACMR - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

15.31.00 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
GAD ADVISED: -CRG DID CSC TO DLN; LFT MSG FOR SVC MGR TO C
ONTACT CRG IN REGARDS TO CUST ISSUE (-CRG WAS ON HOLD FOR
APPROX. 10 MINS WAITING FOR A RESPONSE)

ORIGIN: QACMR - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

580/000

16.37.00 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
G ADVISED: -CRG DID CSC TO DLN (CRG RECEIVED A MSG FROM GAR
Y; SVC MGR; GARY ADVISED THAT THEY WILL LOOK AT THE VIN AS
AP (SO THEY CAN CONFIRM THE ISSUE) -CRG WAS ADVISED THAT T
HE DLR WASN'T ABLE TO DUPLICATE THE CONCERN, BUT CONTACT TOM
DELUCK (SHOP FOREMAN; 7:30-4:30 PM) WHEN HE IS IN NEXT -O
RG DID CSC TO CUST; LFT MSG (HOPING CUST OF DLN'S RESPONSE

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAD02 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: G-PARKER GARY PARKER
ACTION DATA/COMMENTS:

321/000

06.04.04 SPOKE WITH GAD ADVISED TO HAVE OWNER ROAD TEST WITH SHOP FOR
BMAN TO DEMONSTRATE CONCERN

CONSUMER AFFAIRS 09/18/2002 AMFAXPRG

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.00

INFORMATION ISSUE CASE NR: 167881000
REGION: 10 SCR ZONE: D1 OPENED: 04/18/2002
VIN: 1FMYU03001KA18700 ENGINE: B VEH TYPE: T CLOSED: 04/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] ME
ADDRESS: [REDACTED]
CITY: BOSTON STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
RELEASE: 18701
DEALER NAME: POINT MARION FORD & SALES CODE: P4404 P & A: 07804
REASON CODE: 1105 AWA - WVI CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 807783 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: QACMR - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 752 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: MARSHAL JENNIFER MARSHAL
ACTION DATA/COMMENTS:

4/18/2002

16.06.02 CUSTOMER SAYS: -CHECK ENGINE LIGHT CAME ON -VEH STALLING
RNAME?
A - DLR FOLLOU STALLING CONCERN AND CHECK ENGINE LIGHT -NEXT
DAY CHECK ENGINE LIGHT CAME BACK ON AND STALLING REOCCURED
RNAME?
ORIGIN -DROPPED VEH OFF AGAIN TO DLR -WHEN DECELERATING VE

BR02-027 22880

H SHUTS DOWN - LOSES POWER - CUST LOOKING FOR ASSISTANCE W/ H RENTAL. PER CUSTOMER, DEALER SAYS: -USED VEH OVERNIGHT CAD 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 BILL THE SALES FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER ASSISTANCE OF 2 DAYS AT \$85 A DAY - TOTAL \$170 - 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.

NAME? NOT HAVE ANY LOANERS AVAILABLE. HE ADVISED THAT ORD CAN ASSIST CUST WE WANT. -CER AND CLR AGREED TO 2 DAYS AT \$85 A DAY RENTAL REIMBURSEMENT IF CUST WOULD LIKE TO RENT A VEH. -CER OFFERED RENTAL REIMBURSEMENT TO CUST -CUST REFUSED. -CER ADVISED CUST THAT THE NEW VEHICLE LIMITED WARRANTY DOES NOT HAVE PROVISIONS THAT WOULD PROVIDE A LOANER, AND CUST DID NOT PURCHASE AN MSP WITH RENTAL PROVISIONS. IF A CLR IS TO PROVIDE A LOANER VEH IT IS AS A COURTESY. INFERENCE CASE 1
D: 0004

CONSUMER AFFAIRS 08/18/00 MAFAXP90

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM II 18.07.00

INFORMATION ISSUE CASE NO: 180800021
REGION ZONE OPENED: 08/18/00
VIN: 1FMYU01121K00000 ENGINE: 1 VEH TYPE: T CLOSED: 08/21/00

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: Mr.
ADDRESS: STUART STATE FL ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLS-402
MILEAGE: 1800
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4100 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 80788 STALL/CUTS DECELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: 80000 JUNE, 80000A
ACTION DATA/COMMENTS:

08/18/00
18.18.31 CUSTOMER SAYS: TWO DAYS AFTER PURCHASING THE ESCAPE, THE VEHICLE BEGAN TO BACKFIRE AND STALL. THE CUSTOMER HAD BEEN DRIVING THE VEHICLE FOR ABOUT ONE HOUR, STOPPED AND TURNED OFF THE VEHICLE FOR ROUGHLY THIRTY MINUTES. THEN, UPON ATTEMPTING TO RESTART THE VEHICLE, THE CUSTOMER NOTICED THAT THE ESCAPE BEHEMED A LITTLE "LAZY" AND DID NOT TURN OVER IMMEDIATELY. THE VEHICLE MADE A COUGHING SOUND BEFORE IT STARTED. AFTER THE VEHICLE STARTED UP THE CUSTOMER BEGAN TO DRIVE, ONLY TO NOTICE THAT THE ESCAPE WAS BACKFIRING AND STALLING WHILE DRIVING UNDER 30MPH. THE VEHICLE WAS ALWAYS STALLING WHEN BROUGHT TO A STOP. THE ORANGE ENGINE LIGHT CAME ON AND STAYED ON WHEN THIS OCCURRED. THE CUSTOMER ONLY USES THE RECOMMENDED OIL AND FUEL IN HIS VEHICLE. THE ESCAPE ALWAYS STARTED UP IMMEDIATELY AFTER IT STALLED. THE VEHICLE PERFORMED PERFECTLY AFTER THE REPAIR UNTIL THIS MORNING WHEN THE CUSTOMER NOTICED THAT THE VEHICLE MADE THE SAME COUGHING SOUND BEFORE STARTING UP. HOWEVER, THE VEHICLE IS PERFORMING WITHOUT ANY PROBLEMS AND THERE ARE NO LIGHTS ILLUMINATED IN THE VEHICLE. THE CUSTOMER WILL TAKE THE VEHICLE TO THE DEALERSHIP IF THE CONCERN PERSISTS. PER CUSTOMER, DEALER SAYS: HE CUSTOMER TOOK THE VEHICLE TO THE DEALERSHIP TO BE SERVICED. THE SERVICE DEPARTMENT STATED THAT THE VACUUM LINE HAD BEEN

EN02-027 22500

ONE LOOSE AND HAD TO BE REATTACHED." GAC ADVISED: 4000 O
 UTBOUND SURVEY CONDUCTED. THIS CUSTOMER WAS CONTACTED ON BEH
 ALF OF THE ESCAPE ASSEMBLY PLANT THROUGH THE 1000 PROGRAM, A
 T WHICH THIS TIME WE WERE MADE AWARE OF THIS CONCERN. WE ARE
 SENDING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THIS CU
 STOMER MAY ADDRESS THIS ISSUE YOUR DEALERSHIP IN THE NEAR F
 UTURE. WE ARE TRACKING THIS FOR THE ESCAPE ENGINEERING TEA
 M. PLEASE DETAIL CASE WITH SPECIFIC INFORMATION AT YOUR EA
 RIEST CONVENIENCE. IF YOU HAVE ANY QUESTIONS OR COMMENTS,

CONSUMER AFFAIRS 08/18/2002 MMFAXPRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13:37:28
 INFORMATION ISSUE CASE NR: 1893070821
 REGION: ZONE: OPENED: 08/18/2001
 VIN: 1FMYU01151K798888 ENGINE: 1 VIN TYPE: T CLOSED: 02/21/2001

08/18/2001
 19:13:51 PLEASE CONTACT ME AT 1-888-933-4823 EXT. 2420 THANK
 YOU IN ADVANCE FOR YOUR ASSISTANCE. *****BUNIL*****

CONSUMER AFFAIRS 08/18/2002 MMFAXPRG

BEGINNING OF CONTACT
 08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13:37:28

ER62-927 22679

CONCERN ISSUE CASE NBR: 000400071
REGION: 27 WASHINGTON ZONE: A1 OPENED: 09/14/2001
VIN: 1FACU04101K041788 ENGINE: 1 VEH TYPE: T CLOSED: 09/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FAIRFAX STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 0180
DEALER NAME: TED BRITT FORD SALE SALES CODE: F21042 P & A: 00048
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607785 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: DAD005 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 130 - ADVICE GUNT INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: SPERRY SHERYL FERRYMAN
ACTION DATA COMMENTS:

09/14/2001
11:32:10 CUSTOMER SAYS: BOUGHT 2001 ESCAPE - VEH STALLS RANDOMLY,
AND BROUGHT TO CLR - LOOKING AT THE WEBSITE AND THERE ARE AL
OT OF CONCERNS ABOUT THIS - BOUGHT FROM TED BRITT FORD FA
IRFAX PER CUSTOMER, DEALER SAYS: -CANT FIND ANYTHING WR
ONG WITH IT -CANT DUPLICATE PROBLEM CAC ADVISED: - WE RE
COMMEND THE REPAIR BE PERFORMED BY A FORD/AL DEALERSHIP - I
NFORMATION WILL BE SENT TO CLR, CUSTOMER SHOULD CONTACT CRM
SERV MGR
***** REFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAD005 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: S-BEYMOU
ACTION DATA COMMENTS:

09/18/2001
10:40:01 DEALER TEST DROVE VEHICLE FOR CONCERN, UNABLE TO VERIFY COMP
LAIN AT TIME

CONSUMER AFFAIRS 09/18/2002 MMFAXPRG

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM IS 18.27.00

REGION ISSUE CASE NBR: 000221002
REGION: 21 ATLANTA ZONE: C1 OPENED: 09/18/2002
VIN: 1FACU08101K004890 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ATLANTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
RELEASE: 1
DEALER NAME: WORLD FORD SANDY SP SALES CODE: F21002 P & A: 00480
REASON CODE: 2010 WARRANTY - DEMAND LETTER
SYMPTOMS: 607785 STALL/QUITS DECELERATION ALL ENGINE TEMP

0902-027 22871

ORIGIN: OAHV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: C101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: FWALKER PIER WALKER
ACTION DATA COMMENTS:

07/18/2001

10.47.08 DEMAND LETTER DATED: 06/08, CI RECEIVED: WEDNESDAY, JUNE 1
8, 2008 CUSTOMER STATES: CAR STALLS AND QUITS ENGINE POWER
CUSTOMER REQUEST: FINAL REPAIR OR FINAL RESOLUTION WENT TO
CUSTOMER A LETTER OF ACKNOWLEDGMENT.

ORIGIN: OAHV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: C1216 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: FWALKER PIER WALKER
ACTION DATA COMMENTS:

10.02.47 REGION NUMBER 21
DATE RECEIVED 06-12-2008
TIME RECEIVED 8:40
DATE FAXED 06-12-2008
TIME FAXED 10:59

CONSUMER AFFAIRS 06/16/2008 MMFACTPRG

BEGINNING OF CONTACT

06/16/2008 MASTER OWNER RELATIONS SYSTEM II 13.27.30

REGION ISSUE CASE NR: 1432212911
REGION: 08 KANSAS CITY ZONE: A8 OPENED: 10/16/2001
VIN: 1FMCU041X1K084884 ENGINE: 1 VEH TYPE: T CLOSED: 10/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: INDEPENDENCE STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL T 4M
MILEAGE: 22090
DEALER NAME: METRO FORD, INC. SALES CODE: F8008 P & A: 05138
REASON CODE: 2204 DSB - APPLICATION REQUEST
SYMPTOM: 607708 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACUS - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 808 - ADVISE CUSTOMER CONC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: ROMULUS RADUA ROMULESCU
ACTION DATA COMMENTS:

10/16/2001

11.09.08 CUSTOMER SAYS: -VEH WAS IN THE SHOP 4-5 TIMES -THE DLR SE
EMS NOT TO BE ABLE TO DUPLICATE -VEH STALLS -REGIONAL FORD
REP WAS CONTACTED A BUY BACK -CONTACTED THE STATE ATTORNEY
GENERAL OFFICE AND WAS TOLD THE VEH IS OLDER THAN 1 YEAR -
WHAT DOES THAT MEAN? THAT THE VEH IS NOT SAFE TO DRIVE BUT N
OBODY CARES? -WOULD LIKE TO SPEAK TO SOMEBODY IN FORD WHO I
S ABLE TO MAKE A DECISION AND BUYBACK VEH PER CUSTOMER, DE
LER SAYS: CAC ADVISED: -REQUESTED DEALERSHIP TO CONTACT
CUSTOMER WITHIN 5 BUSINESS DAYS -INITIATED MAILING OF DS
B APPLICATION -CONC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE

EM02-027 22073

CONCERN PRIOR TO DBS ESCALATION - FORWARDED INFORMATION TO
THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INTERVIEW
CASE ID: 148

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DA0102 - 1000-CUSTOMER DOES NOT WISH TO ADDRESS CONCERN AT THE TIME
DOCUMENT: ANALYST: AMOALL1 MOOALL, ANNETTE (A.R.)
ACTION DATA COMMENTS:

1/28/008
15.51.38 CUSTOMER REQUESTED A DBS APPLICATION. FIELD INVOLVEMENT IS
LIMITED AT THIS POINT.

CONSUMER AFFAIRS 08/18/008 MMFAXPRG

BEGINNING OF CONTACT
08/18/008 MASTER OWNER RELATIONS SYSTEM (I) 13.27.38
REGION ISSUE CASE NR: 1088108841
REGION: 02 SOUTH-WEST ZONE: 02 OPENED: 11/20/001
VIN: 1FMYUD841K78848 ENGINE: 4 VEH TYPE: T CLOSED: 11/28/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: 6885 BALCONES DR
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE 3LT 4DR
RELEASE: 19182
DEALER NAME: LEEF JOHNSON FORD SALES CODE: F0800 P & A: 04485
REASON CODE: 2501 CI - DEMAND LETTER
SYMPTOMS: 007788 STALL/GUITS DISOBLATION ALL ENGINE TEMP

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: 01811 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SHUCKEL1 STEVEN MICKELSON
ACTION DATA COMMENTS:

11/20/001
15.30.08 DEMAND LETTER DATED: 11/11/01 ***** CI RECEIVED: 11
/20/01 *** CUSTOMER STATES PROBLEM WITH VEHICLE STALLING, L
OOSING POWER STEERING AND BRAKES AS CAR UNEXPECTEDLY DBS. *
** CUSTOMER SENDS FINAL RESOLUTION PURSUANT TO TEXAS LEMON
LAW. ** CI SENT CUSTOMER FLEM LETTER, FORWARDED TO REGION. **
to [REDACTED]

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: 01810 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SHUCKEL1 STEVEN MICKELSON
ACTION DATA COMMENTS:

17.05.09

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DA0072 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JLEARY1 JIM LEARY
ACTION DATA COMMENTS:

1/28/008
22.51.07

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DA0057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: TSM/THS SMITH, TRACY (T.J.)
ACTION DATA COMMENTS:

ER02-027 22873

08/26/02
11.1.17 TEXAS DEPT OF TRANSPORTATION HAS OPENED A LEMON LAW CASE FOR
THIS CUSTOMER. CUSTOMER WANTS VEHICLE REPURCHASED BECAUSE
OF INTERMITTENT STALLING. OEM WILL INVESTIGATE & PROVIDE A

CONSUMER AFFAIRS 08/18/02 MAFJAFPG

08/18/02 MASTER OWNER RELATIONS SYSTEM II 11.17.02

REGION ISSUE CASE NBR: 18010001
REGION: 02 SOUTHWEST ZONE: 02 OPENED: 11/02/2001
VIN: 1FMYU001810F28848 ENGINE: 1 VEH TYPE: T CLOSED: 08/26/02

08/26/02
11.1.17 WRITTEN REPORT FOR TDO.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DACC07 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: TIMOTHY SMITH, TRACY (T.J.)
ACTION DATA/COMMENTS:

8/7/02
11.18.01 STATE HAS SCHEDULED A LEMON LAW HEARING ON 7/1/02 IN AUSTIN,
TX. FORD WILL BE REPRESENTED BY JACK WETZEL, TX LEMON LAW
REPR. STATE CONCERNS INTERMITTENT STALLING CONCERN TO BE A
SAFETY ISSUE.

CONSUMER AFFAIRS 08/18/02 MAFJAFPG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 11.17.02

RAV ISSUE CASE NBR: 080000102
REGION: 11 EASTON ZONE: 01 OPENED: 01/10/02
VIN: 1FACU041410F17100 ENGINE: 1 VEH TYPE: T CLOSED: 01/10/02

0802-027 22874

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: NEW BRITAIN STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 17806
DEALER NAME: MONACO & SONS MTR & SALES CODE: F11221 P & A: 00000
REASON CODE: 0017 RAV - DAYS OUT OF SERVICE
SYMPTOMS: 807703 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: V-LAWTON VICKI LAWTON
ACTION DATA/COMMENTS:

1/10/2002
07.24.25 10-08-2001
2062000
18278
2788
2702000
NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: SIBARRA SYLVIA SIBARRA
ACTION DATA/COMMENTS:

1/14/2002
05.51.45 01-11-2002
1/14/2002
22.038
6385781
MONACO & SONS MTR SALES INC

CONSUMER AFFAIRS 05/18/2002 MMFAKPRG

RECEIVING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.28

RAV ISSUE CASE NUM: 0384521181
REGION: 11 BOSTON ZONE: E1 OPENED: 12/12/2001
VIN: 1FMYU64151KP63721 ENGINE: 1 VEH TYPE: T CLOSED: 12/12/2001

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: BARNSTED STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 24402
DEALER NAME: BILL DUNE FORD SALES CODE: F11544 P & A: 00000
REASON CODE: 0026 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 807703 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV805 - OPEN CASE FOR PRE-ARBITRATION REPLACEMENT - OWNED
DOCUMENT: ANALYST: K-TERO1 KEN TERO
ACTION DATA/COMMENTS:

2002-027 22875

12/12/2001

12/27/02

12-15-2001

2205102

17375

2458

2205-00

2205-00

NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY005 - CANCEL CASE FOR PRE-ARBITRATION REPLACEMENT

DOCUMENT: ANALYST: K-TEBO1 KEN TEBO

ACTION DATA/COMMENTS:

12/14/2001

14.24.40

CONSUMER AFFAIRS

02/19/2002 MMFAUPRG

BEGINNING OF CONTACT

02/19/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.39

RAY ISSUE CASE NBR: 1581821442

REGION: 74 SEATTLE ZONE: 81 OPENED: 08/24/2002

VIN: 1FMCU04181HFS1243 ENGINE: 1 VEH TYPE: T CLOSED: 05/24/2008

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MR.

ADDRESS:

CITY: PUYALLUP STATE: WA ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 17700

DEALER NAME: RIVERSIDE FORD SALES CODE: F74207 P & A: 01718

REASON CODE: 0825 RAY - NUMBER OF REPAIR ATTEMPTS

SYMPTOMS: 827798 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY105 - OPEN CASE FOR GOODWILL REPLACEMENT - LEASED

DOCUMENT: ANALYST: A-BEWEL2 BEWELL, ANGELA

ACTION DATA/COMMENTS:

02/19/2002

13.18.58 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: 0A0001 - ADD ADDITIONAL SYMPTOM CODE

DOCUMENT: ANALYST: A-BEWEL2 BEWELL, ANGELA

ACTION DATA/COMMENTS:

16.28.51

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: BHANESSR EYVETTE HANBERRY

ACTION DATA/COMMENTS:

2062-527 22878

05/01/02
08.05.17

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL
ACTION: RAY008 - RECORD ADDITIONAL FUNDS
DOCUMENT: ANALYST: SHANBER EYVETTE HANBERRY
ACTION DATA/COMMENTS:

08/02/02
10.02.07 ADDITIONAL FUNDS

CONSUMER AFFAIRS 08/10/02 MMFAKPPK

BEGINNING OF CONTACT

08/10/02 MASTER OWNER RELATIONS SYSTEM H 10.07.00

RAY ISSUE DATE NR: 100800071
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/10/02
VIN: 1FMYU04181K040003 ENGINE: 1 VEH TYPE: T CLOSED: 08/10/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LEVISTOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 13500
DEALER NAME: TOM CLARK FORD, INC SALES CODE: F44414 P & A: 07990
REASON CODE: 0808 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 807798 STALL/QUITS DISOBLERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL
ACTION: RAY108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: K-SENTE BENTEZ, KIMBERLY
ACTION DATA/COMMENTS:

08/10/02
10.09.08 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL
ACTION: RAY118 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: SHANBER EYVETTE HANBERRY
ACTION DATA/COMMENTS:

08/10/02
10.09.08

BR02-027 22877

CONSUMER AFFAIRS

08/18/2008 MMFAKPRG

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM III 18.27.08

INFORMATION ISSUE CASE NR: 080840822
REGION: #1 ATLANTA ZONE: B1 OPENED: 04082008
VIN: 1FMYU081X3K032985 ENGINE: 1 VEH TYPE: T CLOSED: 04082008

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: ACWORTH STATE: GA ZIP: 30606

HOME PHONE: [REDACTED]

MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X2

MILEAGE: 5300

DEALER NAME: TEAM FORD OF MARKET SALES CODE: F24006 P & A: 00849

REASON CODE: 3088 PRODCOMP DOWNTIME - VEHICLE QUALITY

SYMPTOMS: 607881 STALL/QUITS AT CRUISE COOLD ENGINE

ORIGIN: CAC088 - US CONCERN CASE BASE COMMUNICATION PHONE

ACTION: 888 - ADVISE INFO WILL BE SENT TO CLR CONTACT ORN

DOCUMENT: ANALYST: CCMARA CYNTHIA CARRA

ACTION DATA COMMENTS:

4/8/2008

08.25.07 CUSTOMER SAYS: - VEH STALLS WITHOUT ANY WARNING WHILE DRIVING - VEH CHECK ENGINE LIGHT COMES ON AND STAYS ON FOR LONG PERIOD - VEH HAS BEEN TO THE DEALERSHIP APPROX 6X TIMES FOR THE SAME CONCERN - VEH HAS BEEN TO THE DEALERSHIP AWAITING REPAIRS SINCE 08082008 - CUST MENTIONED THAT THE DEALERSHIP IS PAYING FOR THE RENTAL FEE - CUST WOULD LIKE TO HAVE THE VEH REPAIRED OR GIVEN A NEW VEH - CUST MENTIONED THAT THE DEALERSHIP KNOWS THE CAUSE OF THE CONCERN BUT IS AWAITING INFORMATION FROM THE ENGINEERS - CUST IS VERY UPSET THAT SHE IS NOT ABLE TO USE THE VEH BUT STILL HAS TO PAY FOR IT - CUST WOULD LIKE TO KNOW IF THE VEH IS REPAIRABLE PER CUSTOMER, DEALER SAYS: - SALES ROBERT - VEH WAS REPROGRAM FOR THE STALLING - THEY ARE WAITING FOR A FORD ENGINEER - THERE IS A LOOSE WIRING CONNECTION CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AL DEALERSHIP - INFORMATION WILL BE SENT TO CLR, CUSTOMER SHOULD CONTACT CARRA FOR NAME

MESSAGE FOR SALES TO CONTACT ORN WITH UPDATED INFORMATION - LEFT NUMBER 888 364 0918 - CAC WILL FOLLOW UP WITH DEALERSHIP AND CUST LATER REFERENCE CASE ID: 4691

ORIGIN: CAC088 - MANUAL - PHONE CSR COMMUNICATION PHONE

ACTION: 814 - OUTBOUND CALL TO DEALER

DOCUMENT: ANALYST: ALEEN SPENCER

ACTION DATA COMMENTS:

4/8/2008

11.08.41 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED

D: - CAC TO DEALERSHIP SPK TO SA BENJAMIN - HE STATED THE SA GARY WOOD THAT IS WORKING ON VEH IS IN A MEETING AT THIS TIME BUT HE WILL PASS THE INFO TO HIM TO CALL ME BACK - W

CONSUMER AFFAIRS

08/18/2008 MMFAKPRG

08/18/2008 MASTER OWNER RELATIONS SYSTEM III 18.27.08

INFORMATION ISSUE CASE NR: 080840822
REGION: #1 ATLANTA ZONE: B1 OPENED: 04082008
VIN: 1FMYU081X3K032985 ENGINE: 1 VEH TYPE: T CLOSED: 04082008

4/8/2008

11.08.41 ALL FOLLOW UP WITH THE CUSTOMER LATER ON TODAY.

E862-827 22878

ORIGIN: CACODE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ASPENCER ALLEEN SPENCER
ACTION DATA/COMMENTS:

18.23.06 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -CBC TO DEALERSHIP- SPK TO SM FRED WHO SAID T
HAT THEY REFLASH THE PROCESSION AND CAN NOT DUPLICATE PROBLE
M- THE VEH AS BEEN TEST DRIVEN TO SEE IF IT WOULD STALL OUT
BUT IT DID NOT. THE DEALERSHIP IS HOPING TO KEEP THE VEH UNT
IL FRIDAY TO PERFORM MORE TESTING BUT IF THE CUSTOMER WANT T
HE VEH BACK TOMMORROW THEN SHE CAN PICK IT UP- HE WILL HAVE
HER SERVICE ADVISE GIVE HER A CALL.

ORIGIN: CACODE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORDMERCURY CUSTOMER
DOCUMENT: ANALYST: ASPENCER ALLEEN SPENCER
ACTION DATA/COMMENTS:
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -CBC TO CUSTOMER - UNABLE TO REACH HER -LEFT M
ESSAGE THAT I WILL TRY BACK TOMMORROW.

ORIGIN: CACODE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: OGAMARA CYNTHIA GAMARA
ACTION DATA/COMMENTS:

4/4/2002
08.10.14 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: -NON
E CAC ADVISED: -CBC TO DLRSHP AND SPOKE WITH SMGR FRED V
ILLA WHO CRO THAT CUST WAS ADVISED BY HIS SADVSR TO PICK
UP THE VEH TODAY - SMGR INFORMED CRO THAT THEY WAS NOT AB
LE TO DUPLICATE ALL THE CONCERN BUT HAS FOLLOW ALL THE INFOR
MATION BY TECHNICAL HOTLINE AND ENGINEERING - NO FURTHER F
OLLOW UP WITH THE DLRSHP REQUIRED

ORIGIN: CACODE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORDMERCURY CUSTOMER
DOCUMENT: ANALYST: OGAMARA CYNTHIA GAMARA
ACTION DATA/COMMENTS:

13.10.17 CUSTOMER SAYS: - INFORMED CRO THAT IF THE VEH STALLS OUT A
GAIN SHE WILL TRADE IT IN - CUST MENTIONED THAT SHE HOPES
THAT THE VEH DOES NOT STALLED AGAIN OR ANY ACCIDENT OCCUR -
CUST MENTIONED THAT IF THE VEH STALLED AGAIN SHE WILL CONTA

CONSUMER AFFAIRS 05/18/2002 MMFAKPRG

05/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.26

INFORMATION ISSUE CASE NR: 0305040022
REGION: 21 ATLANTA ZONE: B1 OPENED: 04/08/2002
VIN: 1FMYU8H1XK000000 ENGINE: 1 VEH TYPE: T CLOSED: 04/04/2002

4/4/2002
18.10.17 OT THE POLICE PER CUSTOMER, DEALER SAYS: -NONE CAC A
DVISED: -CBC TO CUST AND SPOKE WITH MS HUBBTA - CRO INFORM
ED - CBC TO DLRSHP AND SPOKE WITH SMGR FRED VILLA WHO CRO
THAT CUST WAS ADVISED BY HIS SADVSR TO PICK UP THE VEH TO
DAY - SMGR INFORMED CRO THAT THEY WAS NOT ABLE TO DUPLICA
TE ALL THE CONCERN BUT HAS FOLLOW ALL THE INFORMATION BY TED
HNICAL HOTLINE AND ENGINEERING

CONSUMER AFFAIRS

08/18/2002 MMFAJ3PRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.02

INFORMATION ISSUE CASE NO: 075808108
REGION: 44 PITTSBURGH ZONE: C8 OPENED: 08/18/2002
VIN: 1FMYU041X2NC00688 ENGINE: 5 VEH TYPE: 7 CLOSED: 08/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TALLMADGE STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1600
DEALER NAME: PARK FORD SALES CODE: F44813 P & A: 03608
REASON CODE: 3085 PRODCOMP DURYPERF - VEHICLE QUALITY
SYMPTOM: 007881 STALL/QUIT AT CRUISE COOLD ENGINE

ORIGIN: GAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 008 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: KINGRAM KERRY-ANN INGRAM
ACTION DATA/COMMENTS:

08/18/2002
18.30.38 CUSTOMER SAYS: -THE CUSTOMER HAS BEEN HAVING STALLING PROBLEMS
WITH THE VEH BUT AFTER THEY TOOK THE VEH INTO THE DLR THE PR
BLEM WAS TAKEN CARE OF UNTILL YESTERDAY IT HAPPENED AGAIN -
THIS HAPPENED ON FIRST START UP OF THE ENGINE -THE CUSTOMER WOU
LD LIKE TO GET A DIFFERENT VEH -THE DLT SAID THAT THEY DID
NOT KNOW WHAT THE PROBLEM WITH THE VEH IS -THE DLR IS PAR
K FORD IN TALLMADGE, OHIO PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED - WE RECOMMEND THE REPAIR BE PERFORMED BY A
FORDUM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT ORMSERY FOR INFERENCE CASE ID: 4891

2002-027 22000

CONSUMER AFFAIRS

08/18/2002 MAFAXPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN TEL: 7,38

CONCERN ISSUE CASE NR: 148452201
 REGION: 10 SDR ZONE: R1 OPENED: 10/22/2001
 VIN: 1FMYU03182KA38008 ENGINE: 1 VEH TYPE: T CLOSED: 10/22/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: CARPENTERS BEACH STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2

MILEAGE: 658

DEALER NAME: BLYTHE FORD CENTER SALES CODE: P71417 P & A: 00425

REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 807691 STALL/CUTS AT CRUISE/OLD ENGINE

ORIGIN: DACC3 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 138 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: CLAM CHANTILLE LAM
 ACTION DATA/COMMENTS:

10/22/2001

12:28:30 CUSTOMER SAYS: PURCHASE THE VEHICLE WED EVENING VEHICLE IN
 ONE DOWN AND TOWED TO BLYTHE FORD BECAUSE THE ENGINE LIGH
 T CAME ON AND THE VEHICLE STALLED. CUST IS SEEKING FOR A NEW
 VEHICLE. PER CUSTOMER, DEALER SAYS: - BLYTHE FORD CENTE
 R 410 E HOBSONWAY BLYTHE, CA 94528 TEL: (760) 921-887
 S CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED
 BY A FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR,
 CUSTOMER SHOULD CONTACT CRAWFORD MGR -CNC TO DLR/HP SPOKE
 SR MGR SMD THEY HAVE NOT HAVE TIME TO LOOK INTO THE VEHICLE
 YET. WILL LOOK INTO IT THIS LATER SCHEDULES ARE FULL WITH H
 IS LOCAL CUSTOMER. -ADV CUST TO TALK TO SALES MGR OF THE SE
 LLING DLR/HP REGARDING VEHICLE BOUGHTY BACK. OUR GOAL IS TO
 WORK WITH YOU AND YOUR SERVING DEALERSHIP TO PROPERLY REPA
 IR YOUR VEHICLE. THE DEALERSHIP IS IN THE BEST POSITION TO AS
 SERT YOU WITH THIS AND OTHER CONCERNS. INFERENCE CASE ID
 : 4808

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DACC12 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: D-HAWLEY DWAYNE HAWLEY
 ACTION DATA/COMMENTS:

11/09/01

20:47:29 FORD/BILLING DEALERSHIP PICKED UP VEHICLE AND TOOK BACK TO S
 ELLING DEALERSHIP.

CONSUMER AFFAIRS

08/18/2002 MAFAXPRG

0802-027 22851

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM III 10.27.00

INFORMATION ISSUE CASE NBR: 080430002
 REGION: 10-SDR ZONE: P0 OPENED: 08/08/00
 VIN: 1PMYU84H20007480 ENGINE: 1 VIN TYPE: T CLOSED: 08/08/00

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BRIVESTVILLE STATE: TN ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2000 MODEL: ESCAPE XLT 404
 RELEASE: 2000
 DEALER NAME: MONELLY-WHARTY MOTO SALES CODE: P21276 P & A: 05703
 REASON CODE: 0005 PRODCOMP DURPERF - VEHICLE QUALITY
 SYMPTOM: 007000 STALL/QUIT AT CRUISE NOT ENGINE

OFFICE: CACR0 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 000 - ADVISE INFO WILL BE SENT TO DLR CONTACT CRM
 DOCUMENT: ANALYST: ASLVA ANNABELLE SILVA
 ACTION DATA/COMMENTS:

0808002
 10.27.00 CUSTOMER SAYS: -THERE IS AN ONGOING CONCERN WITH VEH -VEH
 STALLS IN THE MIDDLE OF THE ROAD, LOST ALL POWER EG, LIGHTS
 AIRPAGES ETC. -STALLED 8 TIMES IN 3 MONTHS -STALLS AFTER CR
 IVING ABOUT 10 MINUTES-HOT ENGINE -VEH HAS BEEN TO DLR 1 TI
 ME FOR REPAIR -CUST IS SEEKING REPAIR OF THE STALLING CONC
 RN PER CUSTOMER, DEALER SAYS: -DLR TOLD CUST THAT THEY I
 NSTALLLED NEW COMPUTER IN VEH CAC ADVISED: -VEH RECOMMEND T
 HE REPAIR BE PERFORMED BY A PORDOLM DEALERSHIP -INFORMATIO
 N WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRRMBRY MOR
 ENAME?
 E VEH DIAGNOSED AND REPAIRED -I ADVISED CUST THAT DLR MUST
 DUPLICATE CONCERN IN ORDER TO REPAIR IT (REFERENCE CASE ID:
 4081

CONSUMER AFFAIRS 08/18/00 MMFAJ5FR3

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM III 10.27.00

INFORMATION ISSUE CASE NBR: 080000002
 REGION: 10 PHILADELPHIA ZONE: A1 OPENED: 04/08/00
 VIN: 1PMYU84H20007480 ENGINE: 1 VIN TYPE: T CLOSED: 04/08/00

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SOUTHAMPTON STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 404
 RELEASE: 2000

ENG2-027 22882

DEALER NAME: O & C FORD SALES, I SALES CODE: F16008 P & A: 01904
REASON CODE: 8088 PRODCOMP DUFFPERF - VEHICLE QUALITY
SYMPTOMS: 807982 STALLQUITS AT CRUISE HOT ENGINE

ORIGIN: CACDS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR CONTACT ORN
DOCUMENT: ANALYST: APEARCE ARLINE PEARCE-ELLIOTT
ACTION DATA/COMMENTS:

4/8/2002

183418 CUSTOMER SAYS: -CUST SAYS THAT HIS VEH IS STALLING -CUST
SAYS THAT IT HAPPY 3 TIMES SINCE HE BOUGHT THE VEH -CUST S
AYS IT HAPPEN TODAY -CUST SAYS HE IS CALLING TO MAKE A COMP
LAIN -CUST SAYS THAT HE HAS AN APPOINTMENT WITH THE DLR TOM
ORROW PER CUSTOMER, DEALER SAYS: NONE CAG ADVISED: -WE
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LN DEALERSHIP
- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT C
RMERRY MGR INFERENCE CASE ID: 4891

CONSUMER AFFAIRS 88/18/2002 MMFADPR3

1

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM M 19.27.56

INFORMATION ISSUE CASE REF: 0778961128
REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 04/22/2002
VIN: 1FMYU08128K048884 ENGINE: 1 VEH TYPE: T CLOSED: 04/22/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: N
ADDRESS: [REDACTED]
CITY: HONOLULU STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 40i
MR. NAME:
DEALER NAME: CUTTER FORD, INC. SALES CODE: F72804 P & A: 07908
REASON CODE: 1108 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 807982 STALLQUITS AT CRUISE HOT ENGINE

ORIGIN: CACDS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 788 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: EBOOD ELIZABETH BOODHAM
ACTION DATA/COMMENTS:

4/22/2002

21.89.80 VLOCTEL/CUSTOMER SAYS: - VEH HAS A CONCERN THE VEH STALLS
[REDACTED]

H CHECK ENGINE LIGHT IS ON - VEH IS CURRENTLY AT THE DLR
- CUST MISSING RENTAL PER CUSTOMER, DEALER SAYS: - DLR
STILL NEEDS TO DO A DIA CAG ADVISED: - I HAVE REVIEWED THE
SITUATION AND SINCE YOU ARE SUCH A VALUED CUSTOMER TO FORD

EP82-827 22883

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 SMCPM FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY (\$88 RM, \$30 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 THAN THE DAILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE. - I ADVISED MEL THAT I CAN AUTHORIZE THE RENTAL FOR 3 DAYS @ \$100/DAY - I PROVIDED MEL WITH MY EXT. NUMBER TO CONTACT ME FOR FURTHER ASST. INFERENCE QAL
 GE ID: 0584

ORIGIN: CACMS - MANUAL - PHONE CDR COMMUNICATION; PHONE
 ACTION: 821 - AWARD SERVICE LOANER
 DOCUMENT: ANALYST: RYKING REBECCA WILKINSON
 ACTION DATA/COMMENTS:

4/28/2002
 08:58:40 YLC078UCUSTOMER SAYS: E-MAIL FROM DLR REQUESTING COMMITMENT
 T CODE: PACODE: 07808 NAME: JOAN BHRG REPAIR ORDER:
 2890 LINE NUMBER: 8 REPAIR DATE: APR 22, 2002 DOLLAR_A
 MOUNT: 48.88 VEHICLE IDENTIFICATION NUMBER: 1FMYU03112K04854
 554 OUL: COMMENTS: COMMENTS: NEED AUTH FOR RENTAL PRCP

CONSUMER AFFAIRS 08/18/2002 MNPAXPRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.97.88

INFORMATION ISSUE CASE NBR: 0773881122
 REGION: 72 SAN FRANCISCO ZONE: AR OPENED: 04/22/2002
 VIN: 1FMYU03112K04854 ENGINE: 1 VEH TYPE: T CLOSED: 04/28/2002

4/28/2002
 08:58:40 ERRED CONTACT METHOD: EMAIL E-MAIL ADDRESS: ALAN8_ANGELS@HOTMAIL.COM PHONE: 808-697-8281 EXTENSION: PER CUSTOMER
 , DEALER SAYS: CUTTER FORD, INC. CAC ADVISED: PROVIDED C
 COMMITMENT CODE TO DLR

0002-027 22544

CONSUMER AFFAIRS

05/18/2008 MMFAJPTG

BEGINNING OF CONTACT

05/18/2008 MASTER OWNER RELATIONS SYSTEM III 13.27.28

INFORMATION ISSUE CASE NR: 181417088
REGION: B1 ATLANTA ZONE: B2 OPENED: 05/22/2008
VIN: 1FMCU0818KAB9000 ENGINE 1 VEH TYPE: T CLOSED: 05/28/2008

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: B2

ADDRESS:

CITY: GRIER STATE: SC ZIP:

HOME PHONE:

MODEL YEAR: 2008 MODEL: ESCAPE XLT 4D

MILEAGE: 8100

DEALER NAME: FAIRWAY FORD INC SALES CODE: F21888 P & A: 06977

REASON CODE: B017 PRODCOMP OUTSIDE - KNOWING FOX AT PRESENT

SYMPTOM: ENGINE STALLS OUT AT CRUISE NOT ENGINE

OFFER: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 755 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

DOCUMENT: ANALYST: KROGLE KETH GREGORY (KOGLE

ACTION DATA COMMENTS:

05/28/08

17.02.31 CUSTOMER SAYS: - THE CUST STATES THAT THE COMPUTER ON THE VEH HAS BEEN SERVICED 2 TIMES. IT CAUSES THE VEH TO SHUT DO VIN COMPLETELY. FIRST OCCURED ON FEB 15/08 - THE VEH FILED ASID ON THURS, FEB. 14/08, AND IT HAS REOCCURED TODAY. - CUST SEEKING A PERMANENT REPAIR TO THE PROBLEM. PER CUSTOMER, DEALER SAYS: LIBERTY FORD, MGR SPOKE TO CUST, IS AWARE OF REOCCURANCE OF PROBLEM AND S.O. IS REPAIR FUL. WILL ATTEMPT TO REPAIR ONCE. OPEN REGION CONTACT. 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 CBE IF CUSTOMER ASKS FOR TIMELINE, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINE, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP)

- THE CUST TOLD TO KEEP IN TOUCH WITH FRED SZEMORIS TOUCH. REFERENCE CASE ID: 5401

CONSUMER AFFAIRS

05/18/2008 MMFAJPTG

BEGINNING OF CONTACT

05/18/2008 MASTER OWNER RELATIONS SYSTEM III 13.27.28

8982-827 22886

INFORMATION ISSUE CASE NBR: 1640851012
REGION: 47 CINCINNATI ZONE: 01 OPENED: 04/11/2002
VIN: 1FMYU0410BKAB804 ENGINE: 1 VEH TYPE: T CLOSED: 04/11/2002

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: 2002 MODEL: ESCAPE XLT 4x4
MILEAGE: 8080
DEALER NAME: CROWN FORD, INC. SALES CODE: F67483 P & A: 07986
REASON CODE: 8026 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607562 STALL/CUTS AT CRUISE HOT ENGINE
ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: S FLOURNO SANDRA FLOURNOY
ACTION DATA/COMMENTS:

4/11/2002
17:47:18 CUSTOMER SAYS: -THE VEH STALLS -CUST TOOK THE VEH TO DL
R 2 TIMES FOR THE STALL PROBLEM -CUST DOES HAVE AN APPT F
OR AT THE DLRHP 15-04-2002 - PER CUSTOMER, DEALER SAYS:
-HARRISON FORD CAO ADVISED: - WE RECOMMEND THE REPAIR BE
PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE SE
NT TO DLR, CUSTOMER SHOULD CONTACT ORANSEW FOR INFERENCE CA
SE ID: 4391

CONSUMER AFFAIRS 04/15/2002 16:54:07

BEGINNING OF CONTACT
05/15/2002 MASTER OWNER RELATIONS SYSTEM IN 13:57:28

CONCERN ISSUE CASE NBR: 040800032
REGION: 13 NEW YORK ZONE: M1 OPENED: 04/08/2002
VIN: 1FMYU0414EKAB0480 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEW FAIRFIELD STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4x4
MILEAGE: 8000
DEALER NAME: MARK FORD-MERCURY / SALINE CODE: F18547 P & A: 08882
REASON CODE: 1108 AWA - VAN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607562 STALL/CUTS AT CRUISE HOT ENGINE

ENC2-027 23886

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 781 - PROVIDE CUST WITH APPROPRIATE RESPONSE
 DOCUMENT: ANALYST: DOLINIS DOUGLAS GUNNS
 ACTION DATA/COMMENTS:

439002

11.30.05 CUSTOMER SAYS: - CUST STATE: SEEKING RENTAL/LOANER VEH ASSI
 STANCE, WOULD LIKE TO KNOW IF I CAN GET A LOANER VEH WHEN M
 Y VEH BOGS IN TOMORROW, VEH DIED TWICE ALREADY ... PER CUST
 OWNER, DEALER SAYS: - NONE CAC ADVISED: - I WOULD LIKE T
 O 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? (XXXXXXXXXX) TO DLR SPOKE TO S/M (N
 MEL AVELLINO) WHO SAID, THE GOOD CUST, WOULD LIKE FORD ASS
 IST CUST W/ LOANER VEH, S/M SAID, WILL CALL CBR TOMORROW WHE
 N VEH COMES IN (XXXXXX) - CAC ADVISED: CUST WHEN VEH GOES
 IN TOMORROW, CBR WILL CONTACT DLR FIRST THING IN THE MORNIN
 G TO MAKE ARRANGMENTS ... INFERENCE CASE ID: 6384

ORIGIN: CACMS - MANUAL - PHONE CBR COMMUNICATION: PHONE
 ACTION: 814 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: DOLINIS DOUGLAS GUNNS
 ACTION DATA/COMMENTS:

443002

10.30.05 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NON
 E CAC ADVISED: (XXXXXXXXXX) TO DLR REGARDING L/R VEH
 REQUEST CBR SPOKE TO S/M (N MEL AVELLINO) WHO SAID, WE HAVE
 THE VEH, WE DONT WHATS WRONG W/ IT BUT WE PUT HER IN A RENTA
 L FOR 3 DAYS, IF ANYTHING CHANGES, WE'LL ADVISE CUST ACCORDI
 NGLY, CBR ADVISED S/M, CBR WILL AUTHORIZE RENTAL VEH FOR 3 D
 AYS FR AP 0400 TO AP 0800 AT \$86.00 A TOTAL OF \$84.00, CBR
 ALSO ADVISE S/M OF CDEALER FOR P# 0000000000

CONSUMER AFFAIRS 08/16/2002 09:54:1793

08/16/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.35

CONCERN ISSUE CASE NBR: 0408900002
 REGION: 13 NEW YORK ZONE: MI OPENED: 04/28/2002
 VIN: 1FMYU04148KA29400 ENGINE: 1 VEH TYPE: T CLOSED:

ORIGIN: CACMS - MANUAL - PHONE CBR COMMUNICATION: PHONE
 ACTION: 881 - AWARD SERVICE LOANER
 DOCUMENT: ANALYST: RWILKINS REBECCA WILKINSON
 ACTION DATA/COMMENTS:

446002

16.17.02 DEALER P AND A CODE 05602
 AMOUNT OF AWA 80
 LAST FOUR OF P.O. # 2784
 LINE 38
 COMMITMENT CODE MD1LN
 CAC PARTICIPATION 100
 DID DEALER INITIATE CONTACT? N
 CBR NAME DOLINIS
 TEAM LEADER NAME LPIERRO
 WAS REQUEST DUE TO PARTS DELAY ISSUE? N
 CUSTOMER SAYS: E-MAIL FROM DLR REQUESTING COMMITMENT CODE:
 PACODE: 0388 NAME: KATHERINE RODENOUR REPAIR ORDER:
 2784 LINE NUMBER: 02 REPAIR DATE: 04/08 DOLLAR AMOUN
 T: \$6.00 VEHICLE IDENTIFICATION NUMBER: 1FMYU04148KA29400
 CUDL: 0408900002 COMMENTS: COMMENTS: PREFERRED CONTACT
 METHOD: EMAIL E-MAIL ADDRESS: MARK.FORDSERVICE@AOL.COM P
 HOME: 850-325-0225 EXTENSION: PER CUSTOMER, DEALER SAYS:
 MARK FORD-MERCURY INC CAC ADVISED: PROVIDED COMMITMENT
 CODE TO DLR

ENR2-827 22007

ORIGIN: CACM02 - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCUURY CUSTOMER
DOCUMENT: ANALYST: DOUGLAS DOUGLAS GUNNS
ACTION DATA/COMMENTS:

18:41:34 CUSTOMER SAYS: = NONE PER CUSTOMER, DEALER SAYS: = NONE
E OAC ADVISED: *****CSR FOLLOWING UP W/ CUST*
***** (300000)OAC TO CUST TO FIND OUT IF EVER
YTHING WENT OK W/ THE RENTAL VEH, CUST NOT AVAILABLE, CSR LE
FT VOICE MESSAGE FOR CUST ADVISING THAT DLR IS STILL LOOKING
HER VEH CONCERN 000000

CONSUMER AFFAIRS 08/18/002 MMFAKPRG

BEGINNING OF CONTACT
08/18/002 MASTER OWNER RELATIONS SYSTEM IN 13:27:30

CONCERN ISSUE CASE NR: 0406003401
REGION: 48 NEW YORK ZONE: G1 OPENED: 12/09/2001
VIN: 1PMYU4172001084 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] # [REDACTED]
ADDRESS: [REDACTED]
CITY: HOPATCONG STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 8200
DEALER NAME: WARNOCK FORD SALES CODE: F13481 P & A: 03270
REASON CODE: 2D10 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 2D7500 STALL/CRUISE AT CRUISE NOT ENGINE

ORIGIN: CACM02 - US CONCERN CASE BASE/ COMMUNICATION: PHONE
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT OPM
DOCUMENT: ANALYST: JOHAN JUNAID KHAN
ACTION DATA/COMMENTS:

13:55:001
13:16:40 CUSTOMER SAYS: VEH STALLED ON HWY -CUST FEARS FOR SAFETY
OF LIFE -VEH HAS BEEN REPAIRED AT DLRSHIP -POM REPLACED. V
EH REPAIRED. -CUST WOULD LIKE VEH BOUGHT BACK, PER CUSTOMER
R, DEALER SAYS: NONE OAC ADVISED: -BIG TO BUPE CUE -ADV
ISED CUST THAT FORD'S GOAL IS TO REPAIR VEHICLE PROPERLY. T
HIS HAS BEEN DONE. OAC DOES NOT GET INVOLVED IN VEH BUYBACK
B. ISSUE CLOSED NO FURTHER BUPE REQUESTS. *****BUPE JU
NAID***** INFERENCE CASE ID: 4808

CONSUMER AFFAIRS

06/18/2002 MMFAXPFG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM II 15.57.30

RAY ISSUE CASE NR: 0497980872
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 06/03/2002
VIN: 1FMYU8H88044000 ENGINE: 1 VEH TYPE: T CLOSED: 06/18/2002

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: ME

ADDRESS:

CITY: MOOREPARK STATE: CA ZIP:

HOME PHONE:

MODEL YEAR: 2002 MODEL: ESCAPE XLT 402

RELEASE: 1448

DEALER NAME: BMW VALLEY FORD SALES CODE: F71447 P & A: 07022

REASON CODE: 0525 RAY - NUMBER OF REPAIR ATTEMPTS

SYMPTOMS: 807686 STALL/OUTS AT CRUISE NOT ENGINE

ORDER: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: GOUTHERY GIMENDOLY GOUTHERY

ACTION DATA/COMMENTS:

S/2002

15.17.30

ORDER: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: EHANBER SYVETTE HANBERF

ACTION DATA/COMMENTS:

S/2002

10.00.41

CONSUMER AFFAIRS

06/18/2002 MMFAXPFG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM II 15.57.30

INFORMATION ISSUE CASE NR: 030281002
REGION: 18 NEW YORK ZONE: H1 OPENED: 04/18/2002
VIN: 1FACU84180A79121 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

EN02-027 22810

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CARMEL STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4x4
MILEAGE: 2800
DEALER NAME: PARK FORD OF MANHATTAN SALES CODE: P18448 P S A: 08888
REASON CODE: 3085 PRODCOMP DURAPERF - VEHICLE QUALITY
SYMPTOM: 607983 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: KHATONN KEVIN NATION
ACTION DATA/COMMENTS:

4/18/2002
0823.12 CUSTOMER SAYS: - RECENTLY PURCHASED A FORD ESCAPE WHICH HE
HAD PROBLEMS WITH - ENGINE BLEW AT 600 MILES SO FORD/DLR
PUT HIM IN ANOTHER ONE - NOW THE NEW ESCAPE IS SHUTTING O
FF ON HIM WHILE DRIVING - 1ST INCIDENT INCIDENT OCCURRED WH
LE DRIVING LAST THURSDAY - BROUGHT TO DLR/HP FOR REPAIR AND
WAS TOLD THAT VEH IS FIXED - YESTERDAY THE VEHICLE SHUT OF
F AGAIN WHILE DRIVING - GOING OVER TO DLR/HP RIGHT NOW BECA
USE HE DOESN'T FEEL SAFE AND NO LONGER WANTS THE VEHICLE P
ER CUSTOMER, DEALER SAYS: - VEHICLE IS FIXED QAO ADVISED:
[REDACTED]
DHP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CON
TACT CREDIT/MGR INFERENCE CASE ID: 4891

CONSUMER AFFAIRS 04/18/2002 MMFAKPRG

BEGINNING OF CONTACT
04/18/2002 MASTER OWNER RELATIONS SYSTEM 18.07.00

INFORMATION ISSUE CASE MFR: 033921948
REGION: ST WASHINGTON ZONE: E1 OPENED: 05/09/2002
VIN: 1FACU841X2G214818 ENGINE: 1 VEH TYPE: T CLOSED: 06/09/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ARAAT STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4x4
MILEAGE: 8000
DEALER NAME: JOHNSON FAMILY FORD SALES CODE: P27812 P S A: 04884
REASON CODE: 3085 PRODCOMP DURAPERF - VEHICLE QUALITY
SYMPTOM: 607983 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: FROCKS FAITHLYN BROOKS
ACTION DATA/COMMENTS:

ENR2-027 23888

5/3/2002

08.18.40 CUSTOMER SAYS: - STATES SHE HAD A 2001 ESCAPE THAT HAD THE SAME PROBLEMS AND FORD BOUGHT BACK VEH; - STATES VEH JUST G LITS OFF IN JANUARY; - TOOK VEH TO DLSP AND HAD REPAIR DO NE; - STATES DLSP REPLACED THE EEC POWER RELAY - STATES VEH CUTS OFF AGAIN OVER THE WEEKEND; - STATES WHEN CRUISING , DOWN HILL OR AROUND A CURVE @ 35 OR 40MPH AND RPM BETWEEN 1 -2; - STATES SHE IS VERY FRUSTRATED AND WANTS OUT OF VEH; PER CUSTOMER, DEALER SAYS: JOHNSON FAMILY FORD - BETH. MD R (BRUG) - STATES FORD SEND OUT A TSB FOR CONCERN; - ADVIS ED OUT TO CONTACT ORD AND ADVISE THEM OF CONCERN; CAC ADVI SED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDLM DE ALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRAWFORD MGR REFERENCE CASE ID: 4891

CONSUMER AFFAIRS

05/18/2002 15:17:39

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15.17.39

INFORMATION ISSUE CASE NBR: D431120792
REGION: 27 WASHINGTON ZONE: D1 OPENED: 05/04/2002
VIN: 1FMYU0412KKA05110 ENGINE: 1 VEH TYPE: T CLOSED: 02/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: CALIFORNIA STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 8118
DEALER NAME: WALDORF FORD, INC. SALES CODE: F67047 P & A: D0148
REASON CODE: 1108 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 087000 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC33 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: YCAMPSEL YVETTE CAMPSEL
ACTION DATA/COMMENTS:

5/30/2002

15.18.40 AMOUNT (ROUND UP NEAREST DOLLAR) 1
TYPE (REPAIR, LOANER, CONSEQUENTIAL) L
WAS REQUEST DUE TO PARTS DELAY Y
CUSTOMER SAYS: -SEEKING RENTAL ASSIST FOR THE CUST -PART IS ON ORDER PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I HAVE REVIEWED THE SITUATION AND SINCE YOU ARE SUCH A VALU E D CUSTOMER TO FORD AND THE DEALERSHIP, WE WOULD LIKE TO PR OVIDE YOU WITH A LOANER VEHICLE. - PLEASE RETAIN YOUR ORIGI NAL RECEIPTS FOR THE LOANER VEHICLE AND SUBMIT THEM TO (PROV IDE EMPLOYEE NAME) THE SMARM FOR REIMBURSEMENT ONCE YOUR SE RVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DA Y (\$25 PER, \$36 L), NUMBER OF DAYS AS WELL AS TOTAL AMOUNT O F COMPENSATION. - PLEASE NOTE THAT FORD WILL NOT COVER FUEL , TAXES, INSURANCE OR MILEAGE COSTS. REFERENCE CASE ID: 586

ER02-027 22851

4

ORIGIN: CAC002 - MANUAL - PHONE OR COMMUNICATION: PHONE
 ACTION: 227 - INQUIRY FROM DEALER
 DOCUMENT: ANALYST: YCAMPBELL YVETTE CAMPBELL
 ACTION DATA COMMENTS:
 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: RICHARD HEND
 RIK, SR FROM WALCOPF FORD, INC. CALLED ON CUST'S BEHALF -
 PADOE IS 00148 -HE WANTS TO KNOW IF CRG WILL PROVIDE RENTA
 L ASSISTANCE FOR THE CUST -VEH NOT PURCHASED FROM THIS DL
 R -PART IS ON ORDER -CUST WILL NEED VEH FOR ABOUT 7 DAYS
 #NAME?
 D:

CONSUMER AFFAIRS 08/18/2002 MAFAPRG

BEGINNING OF CONTACT
 08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.36

INFORMATION ISSUE CASE NBR: 0425153311
 REGION: 44 PITTSBURGH ZONE: C2 OPENED: 11/27/2001
 VIN: 1FMYU08482K00082 ENGINE: 1 VEH TYPE: T CLOSED: 11/27/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: PARMA STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
 MILEAGE: 175
 DEALER NAME: LIBERTY FORD SOLOM, SALES CODE: F46116 P & A: 02519
 REASON CODE: 0464 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOM: 807068 STALLOUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC158 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 089 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: STIMPERL SIMON TIMPERLEY
 ACTION DATA COMMENTS:

11/27/2001
 12.09.13 CUSTOMER SAYS: VEH STALLED ON CUST YESTERDAY MORNING. W
 HEN THE STALLS THE ENGINE LIGHT THE BATTERY LIGHT AND THE OI
 L LIGHT ALL CAME ON AND CUST LOST POWER STEERING AND POWER BR
 AKES. THIS EXACT SAME THING HAPPENED TO CUST 4 TIMES WITH
 HIS '01 ESCAPE BEFORE FORD BOUGHT HIM OUT OF IT AND GOT HIM
 INTO THIS ESCAPE. BETWEEN THIS ESCAPE AND THE '01 THE DLR
 HAS NEVER BEEN ABLE TO DUPLICATE THE CONCERN THEMSELVES. D
 LR IS LIBERTY FORD IN SOLOM, DLR IS A GREAT GROUP OF PEOPLE
 AND THEY HAVE TRIED TO HELP CUST AS BEST THEY CAN. CUST JU
 ST WANTED TO CALL AND LOG ISSUE WITH CRG SO THAT WE HAD IT O
 N FILE, DLR IS VERY PROACTIVE AND THEY ARE TRYING TO TAKE CA
 RE OF CUST. PER CUSTOMER, DEALER SAYS: DLR SAID THAT THE
 Y HAVE DONE ALL THAT THEY CAN AND THEY DONT KNOW WHAT'S WR
 ONG WITH IT. THEY ROAD TESTED IT TO VERIFY AND THERE WAS NO
 PROBLEM FOUND. JIM SAID THAT HE HAS LEFT A MESSAGE FOR T
 OM CZBOLT - REG REP ABOUT THE CONCERN AND TO CONTACT CUST AS
 OUT IT. CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT R
 ESOLVE 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 - ADVISED CUS
 T THAT I HAVE DOCUMENTED CONCERN IN OUR SYSTEMS, ADVISED CUS
 T TO CONTACT CRG IF ANYTHING ELSE HAPPENS. - ADVISED CUST T
 HAT HE IS CURRENTLY FOLLOWING THE BEST COURSE OF ACTION BY D
 EALING WITH DLR TO RESOLVE THE CONCERN. REFERENCE CASE ID:

4458

2003-027 22882

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM # 18.27.28

INFORMATION ISSUE CASE NR: 048788572
 REGION: 71 CALIFORNIA ZONE: A1 OPENED: 0822/2002
 VIN: 1FMYU08182N044882 ENGINE: 1 VEH TYPE: T CLOSED: 0822/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: MOORPARK STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2002 MODEL: ESCAPE XLT 402

MILEAGE: 1

DEALER NAME: S&M VALLEY FORD SALES CODE: P71447 P & A: 07022

REASON CODE: 307A PRODOOMP DURVERP - REGIONAL ASSISTANCE

SYMPTOM: 067888 STALLQUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: VISIT

ACTION: 728 - ADVISE CUST CRO WILL FOLLOW UP

DOCUMENT: ANALYST: VMCGARTHY VIVIAN MCGARTHY

ACTION DATA COMMENTS:

3/22/2002

18.10.25 CUSTOMER SAYS: - CALL MR MORLEY ON CELL - VEH HAS BEEN
 AT THE DEALERSHIP FOR OVER 4 WEEKS - THE VEH CANT BE REP
 AIRED - THE DEALER PRINCIPAL (LARRY HIBLER) TOLD CUST
 HAT THE VEH WOULD BE REPLACED BY FORD AND THAT THIS WOULD TA
 KE 7 TO 10 DAYS WHICH HAS PASSED - CALLED THE DEALERSHIP A
 NO WAS TOLD BY MR HIBLER THAT HE IS UNABLE TO RE-PLACE THE
 VEH BECAUSE HE HAS NOT GOTTEN THE PAPER WORK FROM FORD -
 THE FORD REP LOOKED AT THE VEH AND WAS UNABLE TO FIND THE CO
 NCEIN - ASKED MR. HIBLER IF HE COULD TAKE THE VEH UNTIL A
 RE-PLACEMENT CAN BE FOUND AND WAS TOLD THAT IF HE DID THIS
 AND THERE IS AN ACCIDENT FORD ON THE DEALERSHIP WOULD NOT BE
 LIABLE. PER CUSTOMER, DEALER SAYS: 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? -----CRO T DEALER >>>>>
 UNAVAILABLE; CRO WILL FOLLOW UP ON MONDAY -----CUST I
 S VERY VERY UPSET (REPEATS) REFERENCE CASE ID:

5408

ORIGIN: CACMS2 - MANUAL - PHONE CRO COMMUNICATION: VISIT

ACTION: 828 - SUPERVISOR REFERRAL FOLLOW-UP

DOCUMENT: ANALYST: TCHINAPP THOMAS CHINAPPAN

ACTION DATA COMMENTS:

8/25/2002

18.05.27 CUSTOMER SAYS: - CUST SAYS THAT CRO REP DID NOT CALL HIM B
 ACK, BUT NO ONE CALLED HIM BACK. - CUST VEH HAD BEEN IN THE
 SHOP SINCE MARCH 8/01 - CUST SAYS THAT DLPHIP CANT FIXD.
 - CUST SAYS THAT THE OWNER OF THE SHOP LARRY HIBLER (S&M VALLEY FORD) INFORMED HIM THAT THE VEH CANT FIX THE VEH

08/18/2002 MASTER OWNER RELATIONS SYSTEM # 18.27.28

INFORMATION ISSUE CASE NR: 048788572
 REGION: 71 CALIFORNIA ZONE: A1 OPENED: 0822/2002
 VIN: 1FMYU08182N044882 ENGINE: 1 VEH TYPE: T CLOSED: 0822/2002

3/22/2002

18.05.27 AND WAS TOLD THAT THEY COULD REPLACE THE VEH. - CUST WANTS
 TO KNOW WHY THE PAPER WORK FOR THE REPLACEMENT VEH NOT BEEN

SENT BACK TO HIM BY FORD YET. - VEH AT THE DLRRHP. - CU
ST WANTS TO SPEAK TO A SUPERVISOR. - CUST SAYS THAT DLRRHP
BROUGHT A FORD TECH AND HE COULD NOT FIND THE PROBLEM. - C
UST IS VERY UPSET WITH FORD. PER CUSTOMER, DEALER SAYS:
SWE VALLEY FORD: WAITING FOR FORD TO SEND THEM THE PAPER W
ORK. CAC ADVISED: -INFORMED THE CUST THAT I HAVE FILLED
OUT A SUPERVISOR FOLLOW UP FORM AND THAT ONE WILL BE CALLING
HIM BACK ASAP.

ORIGIN: CACROR - MANUAL - PHONE OR COMMUNICATION VISIT
ACTION: 294 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: VMCCARTHY VIVIAN MCCARTHY
ACTION DATA/COMMENTS:

15.18.44 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: - AS PER DOCUMENTATION BY PREVIOUS REP THIS HAS BEEN FOR
WARDED TO A SUPERVISOR AS PER CUS REQUEST.

ORIGIN: CACROR - MANUAL - PHONE OR COMMUNICATION VISIT
ACTION: 225 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

15.48.55 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE OR
C ADVISED: *****SUPERVISOR JOANNE 7815*****
-CSD TO DLRR ON 08/08/02 AT 1:28PM - GM, SM AND CRM
ARE UNAVAILABLE; LEFT MESSAGE WITH RECEPTIONIST ASKING GM T
O RETURN CALL TO DISCUSS CUST'S ISSUE -SUPERVISOR WILL POLL
ON UP

ORIGIN: CACROR - MANUAL - PHONE OR COMMUNICATION VISIT
ACTION: 225 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

16.45.16 CUSTOMER SAYS: -2 WEEKS AGO WAS TOLD FROM DLRR THAT VEH WIL
L BE REPLACED IN 7 TO 10 DAYS -HAS BEEN WAITING FOR PAPERWORK
FR FROM FORD SINCE 08/08/02 -WONDERING WHY IT IS TAKING SO
LONG FROM FORD TO DELIVER THE PAPERWORK -CUST IS REQUESTING
SUPERVISOR CALLBACK TO VERIFY WHETHER PAPERWORK WAS RECEIVE
D PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: *****
*****SUPERVISOR JOANNE 7815***** -CSD TO
DLRR ON 08/08/02 AT 5:08PM - SPOKE TO GM - LARRY HESLER - CR
M HAS AGREED TO BUY THE VEH BACK AND IS WAITING FOR THE PAPER
WORK TO COME FROM CLEARBORN -PAPERWORK WAS SUBMITTED 2 WEEK

CONSUMER AFFAIRS 08/18/2002 NINFAJOPRG

1

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 15.57.00

INFORMATION ISSUE CASE REF: 0487900878
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 08/05/2002
VIN: 1FMYU03122K0544882 ENGINE: 1 VEH TYPE: T CLOSED: 08/05/2002

16.45.16 10 AGO AND SHOULD BE ARRIVING THIS WEEK BECAUSE IT NORMALLY
TAKES 2 TO 3 WEEKS TO BE PROCESSED -CUST WILL BE CONTACTED
BY SM - NATE JORDAN WHEN IT ARRIVES *****
*****CSD TO CUST
ON 08/08/02 AT 5:08PM - APOLOGIZED TO CUST FOR HIS EXPERIEN
CE AND MISINFORMATION -ADVISED CUST THAT PAPERWORK IS SENT
FROM CLEARBORN AND NOT THE CRD -REASSURED CUST THAT SUPERVIS
OR SPOKE TO GM AND THE PAPERWORK IS IN PROCESS AND SHOULD BE
ARRIVING SHORTLY -ADVISED CUST THAT SM - NATE JORDAN WILL
CALL CUST WHEN PAPERWORK IS RECEIVED -SUPERVISOR ADVISED C
UST THAT SHE BELIEVES DLRR IS DOING EVERYTHING POSSIBLE TO AS
BEST CUST -SUPERVISOR WILL FOLLOW UP WITH CUST ON 04/01/02

ORIGIN: CACROR - MANUAL - PHONE OR COMMUNICATION VISIT
ACTION: 225 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

0802-027 22584

4/18/02

17.38.14 VLOC787CUSTOMER SAYS: -IS STILL WAITING TO HEAR FROM DLR ABOUT REPLACEMENT VEH -LAST CONTACT WAS WITH DLR 10 DAYS AGO AND HAS NOT RECEIVED VEH YET PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: *****SUPERVISOR JOANNE 7818*****
 -CBO TO CUST ON 0401/02 AT 8:15PM - APOLO GREGG TO CUST FOR THE DELAY -SUPERVISOR OFFERED TO CONTACT DLR FOR AN UPDATE -SUPERVISOR WILL FOLLOW UP WITH CUST ON 0402/02

 -CBO TO DLR ON 0401/02 AT 8:17PM - SPOKE TO GM - LARRY HEBLER - SPOKE WITH PERSONAL REP - JENNIFER KAY WALKER ON 0328/02 AND SHE ADVISED THAT PAPERWORK HAS BEEN SUBMITTED AND IS IN THE MAIL -IS EXPECTING THE PAPERWORK ANY DAY NOW -SUPERVISOR WILL FOLLOW UP WITH CUST AND DLR ON 0401/02

ORIGIN: CACN02 - MANUAL - PHONE CDR COMMUNICATIONS VISIT
 ACTION: 888 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: JENNARD JOANNE LERNARD
 ACTION DATA COMMENTS:

4/22/02

14.46.58 ONE CAC ADVISED: *****SUPERVISOR JOANNE 7818*****
 -CBO TO DLR ON 0422/02 AT 2:38PM - SPOKE TO GM - LARRY HEBLER - HAS NOT HEARD ANYTHING YET ABOUT REPLACEMENT VEH -DLR IS FRUSTRATED BECAUSE CUST IS CALLING VERY FREQUENTLY AND DLR DOESN'T HAVE ANY UPDATED INFO -SUPERVISOR WILL DO FURTHER RESEARCH -SUPERVISOR WILL FOLLOW UP WITH CUST AFTER 5PM EST ON 0422/02

CONSUMER AFFAIRS 05/18/02 MEXAPR02

05/18/02 MASTER OWNER RELATIONS SYSTEM IN 13.57.20

INFORMATION ISSUE CASE REF: 0487800878
 REGION: 71 CALIFORNIA ZONE: A1 OPENED: 0408/02
 VIN: 1FMYU061800M40000 ENGINE: 1 VEH TYPE: T CLOSED: 0408/02

ORIGIN: CACN02 - MANUAL - PHONE CDR COMMUNICATIONS VISIT
 ACTION: 888 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: JENNARD JOANNE LERNARD
 ACTION DATA COMMENTS:

4/22/02

17.29.42 ONE CAC ADVISED: *****SUPERVISOR JOANNE 7818*****
 -CBO TO CUST ON 0422/02 AT 5:29PM - LEFT MESSAGE; ADVISED CUST THAT SHE IS STILL LOOKING INTO HIS ISSUE AND DOES NOT HAVE ANY UPDATED INFO YET -IS TRYING TO CONTACT REGIONAL REP TO GET STATUS ON ISSUE -SUPERVISOR WILL FOLLOW UP ON 0425/02
 VLOC787CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: N

ORIGIN: CACN02 - MANUAL - PHONE CDR COMMUNICATIONS VISIT
 ACTION: 888 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: JENNARD JOANNE LERNARD
 ACTION DATA COMMENTS:

4/25/02

19.27.15 VLOC787CUSTOMER SAYS: -REQUESTING A CALLBACK BY 04/10/02 TO DECIDE WHAT TO DO NEXT -IS FRUSTRATED WITH SITUATION AND THE LENGTH OF TIME TO GET PAPERWORK FROM FORD -CBO NOT WANT TO ESCALATE TO LAWYER PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: *****SUPERVISOR JOANNE 7818*****

 -CBO TO DLR ON 0504/02 AT 8:57PM - SPOKE TO SALES MANAGER - DENNIS SHANK - STILL DOESN'T HAVE ANY INFORMATION ON PAPERWORK YET -CBO TO CUST - MR. MORLEY - ON 0504/02 AT 8:08PM - APOLOGIZED TO CUST FOR THE DELAY IN PROCESSING PAPERWORK -ADVISED CUST THAT DLR IS STILL WAITING FOR PAPERWORK AND SUPERVISOR IS STILL RESEARCHING THE ISSUE -SUPERVISOR WILL FOLLOW UP WITH CUST BY 04/10/02

ORIGIN: CACN02 - MANUAL - PHONE CDR COMMUNICATIONS VISIT

ERR2-027 22000

ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

4/10/2002
18.38.14 VLOC787CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: N
ONE CAC ADVISED: *****SUPERVISOR JOANNE 78
18***** -OBC TO DLR ON 10/4/02 AT 5:38PM - TYPED T
O SPEAK TO GM - LARRY HIESLER - HAS LEFT FOR THE DAY - SPOKE
IS TO SALES MANAGER - DENNIS - WILL LOOK INTO SITUATION AND G
ALL BACK TOMORROW -OBC TO CUST ON 10/4/02 AT 5:38PM - LEFT
MESSAGE ADVISING THAT SUPERVISOR IS STILL LOOKING INTO HIS
SITUATION -SUPERVISOR WILL RECONTACT HIM ON 11/4/02

CONSUMER AFFAIRS 08/18/2002 MMFA3UPRG

1

08/18/2002 MASTER OWNER RELATIONS SYSTEM N 19.47.39

INFORMATION ISSUE CASE NR: 0487900572
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 08/22/2002
VIN: 1FMYU03180N044000 ENGINE: 1 VEH TYPE: T CLOSED: 04/11/2002

CRISIS: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

4/11/2002
18.00.48 VLOC787CUSTOMER SAYS: -SPOKE TO GM - LARRY HIESLER YESTERD
AY AND WAS TOLD THAT FORD IS NOT RESPONDING TO HIS REQUESTS
NAME?
TED IT -IS VERY DISAPPOINTED WITH THE PROCESS AND IS WAITI
NG FOR THE VEH -WAS TOLD IT WOULD TAKE 7 TO 10 DAYS, THEN 2
TO 4 WEEKS FOR PAPERWORK TO BE PROCESSED PER CUSTOMER, DEA
LER SAYS: NONE CAC ADVISED: *****SUPERVISOR
R JOANNE 78***** -OBC TO DLR ON 11/4/02 AT 5:2
1PM - SPOKE TO GM - NATE - SPOKE TO REGIONAL REP THIS MORNING
G AND THEY ARE STILL WAITING FOR THE PAPERWORK TO BE PROCESSE
ED -REALISTICALLY, IT TAKES 4 TO 8 WEEKS TO BE PROCESSED -
THE DOM IS INVOLVED IN THE SITUATION AND IS TRYING TO EXPEDI
TE THE SITUATION *****
***** -OBC TO CUST ON 11/4/02 AT 5:8
5PM - ADVISED CUST THAT ISSUE HAS BEEN ESCALATED TO THE REG
ON -SUPERVISOR IS STILL LOOKING INTO THE SITUATION AND WILL
CONTACT HIM WHEN THERE IS MORE INFORMATION AVAILABLE -SUI
PERVISOR IS USING ALL RESOURCES TO FIND OUT INFORMATION -SU
PERVISOR WILL FOLLOW UP ON 15/4/02

CRISIS: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

4/22/2002
18.41.18 VLOC787CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: N
ONE CAC ADVISED: *****SUPERVISOR JOANNE 78
18***** -OBC TO DLR ON 23/4/02 AT 4:30PM - SPOKE T
O GM - NATE - CUST IS IN THE VEH AS OF 18/4/02 ON 20/4/02
-NO OTHER ISSUES *****
***** -OBC TO CUST ON 23/4/02 AT 4:
30PM - LEFT MESSAGE ACKNOWLEDGING THAT AS PER CONVERSATION W
ITH DLR, THAT CUST HAS THE REPLACEMENT VEH -WILL FOLLOW UP
WITH CUST ON 23/4/02

CONSUMER AFFAIRS 08/18/2002 MMFA3UPRG

ER62-827 22500

08/18/2008 MASTER OWNER RELATIONS SYSTEM II 18:27:28

INFORMATION ISSUE CASE REF: 082780672
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 05/22/2008
VIN: 1FMYU081882H44888 ENGINE: 1 VEH TYPE: T CLOSED: 04/28/2008

ORIGIN: CACME - MANUAL - PHONE CBF COMMUNICATION: VIRT
ACTION: 288 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

4/28/2008
16:46:39 VLOCUT/CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: N
ONE CAG ADVISED: *****SUPERVISOR JOANNE 781
***** -CAG TO CUST ON 8/24/08 AT 4:46PM - LEFT M
MESSAGE, ADVISED HIM THAT AS MUCH AS SUPERVISOR IS AWARE, THE
VEH HAS BEEN DELIVERED TO HIS DAUGHTER AND SON-IN-LAW AND T
HERE ARE NO OTHER ISSUES -ADVISED CUST THAT IF THERE IS ANY
THAT CONCERN TO CONTACT CAC AND A REPRESENTATIVE WILL BE ABL
E TO ASSIST HIM *****ISSUE CLOSED*****

ORIGIN: DEALER - DEALER COMMUNICATION: VIRT
ACTION: IC0021 - IC00 CUSTOMER - CONCERN RESOLVED
DOCUMENT: ANALYST: H-JORDAN SEM VALLEY FORD
ACTION DATA/COMMENTS:

8/18/2008
18:13:48 CUSTOMER WAS PUT INTO ANOTHER ESCAPE VIA FAX. TH
ANKS, NATE JORDAN

CONSUMER AFFAIRS 08/18/2008 18:14:17

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM II 18:27:35

INFORMATION ISSUE CASE REF: 082741828
REGION: 21 ATLANTA ZONE: B1 OPENED: 05/08/2008
VIN: 1FMYU081482H44888 ENGINE: 1 VEH TYPE: T CLOSED: 05/08/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORWELL STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 400
MILEAGE: 8010

2882-827 22687

DEALER NAME: TEAM FORD OF MARKET SALES CODE: F21006 P & A: 00846
REASON CODE: 3088 PRODCOMP CURRPERF - VEHICLE QUALITY
SYMPTOM: 80769 STALL/CRUISE AT CRUISE ALL ENGINE TEMP

ORIGIN: CACBS - US CONCERN CASE NAME COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: VIKRAM VIKAS KUMAR
ACTION DATA COMMENTS:

05/26/02

19.02.02 CUSTOMER SAYS: - THE CAR DIED DOWN THE END TIME TODAY - I
HAD DONE THE SAME THING IN FEBRUARY - I WAS WONDERING WHAT
TO DO FOR CUSTOMER, DEALER SAYS: - NONE GAO ADVICE
D: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORUM DEAL
GRUHP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD C
CONTACT CRM/REPLY MGR INFERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/2002 HMFAXPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18.27.02

INFORMATION ISSUE CASE NR: 1304470002
REGION: 44 PITTSBURGH ZONE: A8 OPENED: 08/18/2002
VIN: 1FMYU04H2KA14751 ENGINE: 1 VIN TYPE: T CLOSED: 08/18/2002

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: M:

ADDRESS:

CITY: INDEPENDENCE STATE: WV ZIP:

HOME PHONE:

MODEL YEAR: 2002 MODEL: ESCAPE XLT 4x4

MILEAGE: 7088

DEALER NAME: CAMPUIS FORD LINCOLN SALES CODE: F44546 P & A: 07407

REASON CODE: 2501 CI - ATTORNEY GENERAL

SYMPTOM: 80769 STALL/CRUISE AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL

ACTION: 0106 - CREATE CLOSED INFO

DOCUMENT: ANALYST: JYATES JULIE YATES

ACTION DATA COMMENTS:

08/18/2002

14.37.40 *** AG LETTER DATED 08/08/02 *** CI RECEIVED 08/18/02
***CUSTOMER STATES CONCERNS WITH GAS MILEAGE AND ENGINE STALL
L OCCURRENCE.
***CUSTOMER REQUESTS BUY BACK OF VEHICLE
***CI SENDING CLOSING LETTER TO AG OFFICE ADVISING OF ACTION
RESOLUTION OF ISSUE, CI SENDING LETTER TO AG/WV ADVISING TH

1002-027 22006

AT GAS MILEAGE IS WITHIN NORMAL FORD SPECIFICATION RANGE AND
THE ENGINE STALL OCCURRENCE HAS BEEN REPAIRED- NO FURTHER C
CONTACT BY CUSTOMER WITH REGARD TO THAT CONCERN. C1 PROPOSES
NO FURTHER ACTION AND IS CLOSING FILE.

CONSUMER AFFAIRS 05/18/2002 MMFAXPRG

BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.35

INFORMATION ISSUE CASE NR: 134880000
REGION: 21 ATLANTA ZONE: A1 OPENED: 04/24/2002
VIN: 1FMYU08105KAT9803 ENGINE: 1 VEH TYPE: T CLOSED: 04/24/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: ATLANTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 7000
DEALER NAME: LOU BOSH FORD, INC. SALES CODE: F21005 P & A: 04220
REASON CODE: 3025 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 60785 STALL/QUIT'S AT CRUISE ALL ENGINE TEMP

ORIGIN: CACB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 608 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: PORZELLE PAMELA GRIZZLE
ACTION DATA/COMMENTS:

4/24/2002
17.23.55 VLOMBCUSTOMER SAYS: -ON GOING TROUBLES WITH THE VEH -C
UST FILED CBB -WHEN DRIVING IN TRAFFIC VEH STALLS AND THE
PE AND BRAKES GO OUT -VEH WENT IN TO THE DLR THIS MORNING
Q -THE VEH BEEN REPAIRED ONCE PRIOR FOR THIS CONCERN CUST
DOES NOT WANT ANYTHING ELSE BUT MONEY WHEN RETURNING THE VE
H -CUST IS UNHAPPY WITH THE VEH DOES NOT WANT THE VEH AND
DOES NOT WANT TO HAVE TO HAVE THE VEH ANY MORE TIMES FOR TH
S ISSUE -MY WIFE ISNOT GETTING BACK INTO THE CASE -WIFE
IS AFRAID TO GET BACK INTO THE VEH - I WANT A VOLVO -TH
S HAS TO DO WITH ALL THE EXPERIENCES -MY WIFE WAS SHAKEN
AND THIS IS REALLY DANGEROUS -SHE IS NOT GETTING BACK IN T
HE VEH -BOWERY WAS SELLING DLR AND WENT OUT OF BUSINESS
@NAMEY
SAYS: -NONE CAC ADVISED - WE RECOMMEND THE REPAIR BE PE
FORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CRM/VERY MGR -OBD TO DLR
SPOKE WITH ANNE THE CRM - EDUCATED HER AS PER CUST DIFFERENT
ACTION WANT TO PROVIDE THE CUST WITH POWERTRAIN WSP - CUST DE
CLINED WANTS OUT OF THE VEH - TL WILL CONTACT CUST AS PER CU
ST REQUEST - FORWARDED INFO TO TL WINSTON PINNOCK INDEPEND
CASE ID: 4801

5902-027 22800

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 488 - ADVISE CUST THAT THEY WILL RECEIVE INFO FROM CBR IN THE MAIL
DOCUMENT: ANALYST: VICKI RICHARD VIOLET RICHARDSON
ACTION DATA/COMMENTS:

4/28/2002

12.04.04 VLO081CUSTOMER SAYS: -VEH HAD DIED 2 TIMES - THIS TIME
DID NOT GET A LOANER OR RENTAL WHILE THE VEH WAS BEING SER
VICED - SELLING DEALERSHIP HAS GONE OUT OF BUSINESS - HAS L

CONSUMER AFFAIRS 08/18/2002 MMFAKPRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.26

INFORMATION ISSUE CASE NBR: 104680022
REGION: 21 ATLANTA ZONE: A1 OPENED: 04/24/2002
VIN: 1FMYU0310BK47888 ENGINE: 1 VEH TYPE: 7 CLOSED: 04/26/2002

4/25/2002

12.04.04 CBT CONFIDENCE IN THE VEH AND FAITH IN IT - HER HUSBAND I
S UNABLE TO MAKE THE CALL - WOULD LIKE TO GET THE MONIES B
ACK FOR THE VEH PER CUSTOMER, DEALER SAYS: NONE CAC AD
VICED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU
#NAME?

TL WILL ALSO FOLLOW UP AS WELL AS PER HER HUSBAND'S REQU
EST INFERENCE CASE ID: 1883

ORIGIN: CAC302 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: WORLZ WALTER CRUZ
ACTION DATA/COMMENTS:

12.12.06 VLO081CUSTOMER SAYS: -WISHED NOT TO HAVE THE VEHICLE ANYM
ORE -THE ORIGINAL SELLING DEALERSHIP IS CLOSED -THE POWER
STEERING GOES OUT AND BRAKES PER CUSTOMER, DEALER SAYS:
-NONE CAC ADVISED: ***** SUPERVISOR WALTER S
278 ***** -CBG TO CUST: 1ST ATTEMPT -SPOKE TO MR. HU
NTER -TL, WINSTON, HAS REQUESTED FOR ME TO INFORM THE CUST
OMER TO BRING THE VEHICLE TO THE SERVING DEALERSHIP FOR AN
Y VEH TRADE IN -FORD'S GOAL IS TO REPAIR THE VEH AND NOT T
O REPLACE THE VEHICLE -UNFORTUNATELY, THIS HAS BEEN ESCAL
ATED TO THE HIGHEST POINT ***** (SS
US CLOSED *****

CONSUMER AFFAIRS 08/18/2002 MMFAKPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.26

ER62-627 22000

INFORMATION ISSUE CASE NR: 188881082
REGION: 47 OHIO/MIAMI ZONE: A1 OPENED: 04/18/2002
VIN: 1FMYU0212KAB8888 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: OHIO/MIAMI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 8875

DEALER NAME: WOODY BANDER FORD | SALES CODE: F47008 P & A: 01872
REASON CODE: 3017 PRODCOMP/CLM/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 887588 STALL/OUTS AT ON/USE ALL ENGINE TEMP

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 738 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: ABALABUS AKALYA BALASUBRAMANIAM
ACTION DATA/COMMENTS:

4/18/2002

10.02.08 CUSTOMER SAYS: ->THE VEH IS CURRENTLY @ FORD DLRSHP FOR THE
E LAST WEEK ->AFTER HAVING THE VEH FOR 5 DAYS THE
ALTERNATOR WENT OUT. ->THE VEH STALLS, YOU LOSE YOUR POWER
BRAKES, POWER STEERING. IT'S NOT SAFE TO DRIVE THE
VEH. TOOK THE VEH TO THE DLRSHP SEVERAL TIMES FOR THIS C
ONCERN. ->I WANT MY MONEY BACK OR ANOTHER VEH. PER CUSTO
MER, DEALER SAYS: WOODY BANDER FORD INC 235 W MITCHELL A
VE, I-75 EXIT 46 OHIO/MIAMI, OH 43002 PHONE: (614) 841-
0088 ->THIS IS A COMMON PROBLEM WITH THE FORD ESCAPE ->THIS
IS FORD PROBLEM. YOU NEED TO CALL THEM (614) 840-0088
- THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE
OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEERING I
S CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE STAY IN
CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY WILL O
NTACT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AVAILABLE
- (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELINE, INFORM THEM
THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINE, AND TO ST
AY IN CONTACT WITH THEIR DEALERSHIP) ->OBC TO CLR- IF
OKE TO LAMBA WHO STATED...THERE IS A MAJOR PROBLEM WITH THE
ESCAPE OUTTING. WE HAVE NEVER FOUND THE PROBLEM BUT DID TH
E REPAIRS THAT THE TECH.HOTLINE HAS SUGGESTED. WE ARE GOING
TO BE DRIVING THE VEH FOR NEXT FEW DAYS TO SEE IF WHAT CAN B
E DONE. ->ADVISED CUST THAT FORD'S GOAL IS NOT REPLACE T
HE VEH BUT TO PROPERLY REPAIR IT. -CUST WAS NOT HAPPY W
/THE RESPONSE AND WANTED TO SPEAK TO SUPERVISOR ->A
S PER LCB (CHARLENE) ->[ZACK KHAN 2088] HANDLED THE C
ALL AS AN ACTING SUPERVISOR -CUST IS ADVISED THAT FORD ENGI
NEERING DEPT IS INVESTIGATING THIS ISSUE AND AS SOON AS WE W
ILL HAVE THE FIX AVAILABLE WE WILL FIX YOUR VEH WITHIN FORD
SPECIFICATION AND TO YOUR SPECIFICATION. -CUST IS ADVISED M
TO BE IN TOUCH WITH THE DLRSHP FOR MORE INFORMATION. INFOEND

CONSUMER AFFAIRS 04/18/2002 MMFA32PRG

04/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.27.38

INFORMATION ISSUE CASE NR: 188881082
REGION: 47 OHIO/MIAMI ZONE: A1 OPENED: 04/18/2002
VIN: 1FMYU0212KAB8888 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

4/18/2002

10.02.08 & CASE ID: 3401

CONSUMER AFFAIRS

05/18/2002 MMFA0000

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15.07.20

INFORMATION ISSUE CASE NO: 1451230518
REGION: 21 ATLANTA ZONE: 08 OPENED: 05/20/2002
VIN: 1FMYLD412BK17310 ENGINE: 1 VEH TYPE: T CLOSED: 05/20/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: TAMMY MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RALEIGH STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2000 MODEL: ESCAPE XLT 4x4
MILEAGE: 3400
DEALER NAME: CROSSROADS FORD, IN SALES CODE: F21000 P & A: 0000
REASON CODE: 8000 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 807000 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC100 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: 7783PT PATRICIA TRIENONTI
ACTION DATA/COMMENTS:

05/20/2002
15.20.01 PATRICIA JONES CBM ATLANTA
ATTN MIKE INNARAFY

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC000 - CURT. SAT. REPT. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: M-INNERA MIKE INNARAFY
ACTION DATA/COMMENTS:

05/21/2002
07.15.21 CUSTOMER WAS OFFERED AND HAS ACCEPTED AN OAC AND HAS PURCHASED

05/23-027 22002

ED A NEW FORD.

ORIGIN: CRMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC105 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
DOCUMENT: ANALYST: OKETHS CHRISTIN KETH
ACTION DATA/COMMENTS:

24/2008
13.27.41

CONSUMER AFFAIRS 08/18/2008 MMFAJ0P90

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM 13.27.28

INFORMATION ISSUE CASE NBR: 1404482851
REGION: T1 CALIFORNIA ZONE: D1 OPENED: 12/11/2001
VIN: 1FMYU09188KA38088 ENGINE: 1 VEH TYPE: T CLOSED: 12/11/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] - FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: CAPISTRANO BEACH STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 3000
DEALER NAME: CAPISTRANO FORD SALES CODE: F71086 P & A: 00718
REASON CODE: 3023 PRODDOMP DURPERF - VEHICLE QUALITY
SYMPTOMS: 907983 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: OAC085 - US CONSUMER CARE PAGE COMMUNICATION: PHONE
ACTION: 884 - CS-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LPEREZ LITHIA PEREZ
ACTION DATA/COMMENTS:

12/11/2001
16.08.29 CUSTOMER SAYS: CUST SAYS THAT ENGINE HAS BEEN REPLACE TWICE
E. CUST HAD THE SAME CONCERN WITH A 2ND ENGINE. CUST IS NOW
ON THEIR THIRD ENGINE. CUST DOES NOT FEEL THAT THE REPLACE
MENT WILL FIX THE CONCERN. CUST DOES NOT FEEL COMFORTABLE
IN THE VEH. CUST SAYS THAT THEY WANT VEH REPLACED. DLRHP A
DMED THAT IF CONCERN OCCURS AGAIN THEN THEY WILL CONSIDER
REPLACING THE VEH. CUST MAY WANT TO PURSUE LEMON LAW. PER
CUSTOMER, DEALER SAYS: CAPISTRANO FORD CAO ADVISED: - DE
ALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - CONTACT CR
M SERV MGR FOR ADDITIONAL INFORMATION - DOCUMENTED INFORMAT
ION FURTHER ADVISED CUST THAT IF THEY WANT TO PURSUE LEMON
LAW, THEY WOULD NEED TO DO SO ON THEIR OWN, AS FORD DOES NOT
PURSUE LEMON LAW ON A CUST'S BEHALF. INFERENCE CASE ID: 15
08

CONSUMER AFFAIRS 05/18/2002 MMFAUTPRG

1

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM H 13.27.38

INFORMATION ISSUE CASE NR: 188181068
REGION: 18 NEW YORK ZONE: A1 OPENED: 04/22/2002
VIN: 1FMYU04142K44443 ENGINE: 1 VEH TYPE: T CLOSED: 04/29/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MC
ADDRESS: [REDACTED]
CITY: GLEN HEAD STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 8080
DEALER NAME: MCCOMBS FORD INC SALES CODE: F18185 P & A: 04818
REASON CODE: 3025 PRODCOMP DUMPERF - VEHICLE QUALITY
SYMPTOMS: 807996 STALLQUITS AT CRUISE ALL ENGINE TIME

ORIGIN: CAC135 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR CONTACT CRM
DOCUMENT: ANALYST: LALOUCHE LIZ LALOUCHE
ACTION DATA/COMMENTS:

4/25/2002

18.14.16 CUSTOMER SAYS: -DLRSHIP DOES NOT KNOW WHAT IS WRONG WITH T
HE VEH -DLRSHIP CALLED TECH HOTLINE AND THEY TOLD CUST THA
T THEY HAVE TO REPROGRAM THE PCM -WHEN CUST PICKED UP THE V
EH CUST WAS DRIVING AND THE VEH STALLED AGAIN -CUST IS VERY
UPSET BECAUSE OF ALL THE PROBLEMS THAT THEY HAD -CUST TOO
K THE VEH BACK ANOTHER DLRSHIP -CUST FEELS THAT REPROGRAM
ING THE PCM WILL NOT HELP -CUST DOESNT WANT THE VEH ANYMORE
PER CUSTOMER, DEALER SAYS: -END DLRSHIP SAYS THAT THEY
ARE GOING TO REPROGRAM THE PCM AGAIN -DLRSHIP TOLD CUST T
HAT IF HE DOESNT WANT THE VEH ANYMORE HE CAN CONTACT CRC
CRO ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FO
RDLIN DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOME
R SHOULD CONTACT CROISSERV MGR -CRO MADE CRO TO GET CLARIFO
ATION FOR CUST -CRO ADVISED CRO THAT A REG REP WILL PROBAB
LY BE CONTACTED BUT THE DLRSHIP WANTS TO REPAIR THE VEH FRS
T -CRO WOULD LIKE CRO TO ADVISE THAT THEY WILL REPAIR THE
VEH AND THEY WILL DOCUMENT EVERYTHING THAT HAS HAPPENED AND
THAT THE DLRSHIP WILL TAKE CARE OF THIS SITUATION FOR CUST

#NAME?

EWORING WITH THE DLRSHIP -CRO ADVISED CUST THAT THIS INF
O WILL BE SENT TO OUR ENGINEERS -SINCE CUST DID TAKE THE PR
CAUTIVE APPROACH BY CONTACTING US TODAY THIS WILL ASSIST OUR
ENGINEERS FOR INSTATING ANY FUTURE FRACSP -CUST WILL BE N
OTIFIED BY LITERATURE IF ANYTHING IS INSTATED RELATING TO H
S VEH INFERENCE CASE ID: 4281

CONSUMER AFFAIRS 05/18/2002 MMFAUTPRG

1

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM H 13.27.38

INFORMATION ISSUE CASE NR: 1887491212
REGION: 23 MEMPHIS ZONE: B1 OPENED: 05/01/2002
VIN: 1FMYU03182K431883 ENGINE: 1 VEH TYPE: T CLOSED: 05/01/2002

5082-827 22884

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cljohn03.txt

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: ANTIOCH STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402
MILEAGE: 5000
DEALER NAME: TWO RIVERS FORD INC SALES CODE: P80048 P & A: 06789
REASON CODE: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA
SYMPTOMS: 607888 STALL/CUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 708 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: COBOLZA1 CAROL COBOLZA
ACTION DATA/COMMENTS:

01/18/02

18.44.05 CUSTOMER SAYS: -HAVE HAD TROUBLE WITH THE VEH NUMEROUS TIM
ES -THE VEH IS AT THE DLRSHP AT THE MOMENT -THE VEH CUT
ON ME TODAY -CUST WANTS A RIDE TO COLLECT HER VEH PER C
USTOMER, DEALER SAYS: -NONE -TWO RIVERS FORD TEL: (615)
888-8815 CAC ADVISED: -I HAVE REVIEWED THIS SITUATION
WITH YOUR DEALERSHIP AND THEY HAVE AGREED THAT DUE TO YOUR L
OYALTY WITH FORD AND THE DEALERSHIP, THEY WOULD LIKE TO PROV
IDE YOU WITH ASSISTANCE TOWARDS YOUR VEHICLE REPAIR. -PLEA
SE SPEAK WITH YOUR MGR/PM TO REVIEW THE DETAILS -OBC TO D
LRSHP -SPOKE WITH CRM STEVE PARKER WHO ADVISED ME HE WILL
CALL THE CUST WHEN THE VEH IS READY AND SEE THAT SHE GETS
A RIDE TO THE DLRSHP REFERENCE CASE ID: 5415

CONSUMER AFFAIRS 01/18/02 18.44.05

BEGINNING OF CONTACT

01/18/02 MASTER OWNER RELATIONS SYSTEM (R) 18.27.28

CONCERN ISSUE CASE NR: 0801140123
REGION: 21 ATLANTA ZONE: B1 OPENED: 01/11/2002
VIN: 1FACU08180CA00000 ENGINE: 1 VEH TYPE: T CLOSED: 01/11/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: WOODSTOCK STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402
MILEAGE: 5000
DEALER NAME: TEAM FORD OF MARKET SALES CODE: P21005 P & A: 00945
REASON CODE: 1103 AWA - VIN CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607888 STALL/CUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: ITSCHESS HENE TRINERIS
ACTION DATA/COMMENTS:

1802-027 22005

1/11/2002

10.01.16 CUSTOMER SAYS: -SEEKING ASSISTANCE -WHILE DRIVING THE VEHICLE STALLED -HIS BROUGHT THIS TO THE ATTENTION OF THE DEALER PREVIOUSLY -WOULD LIKE TO BRING THE VEHICLE TO THE FOR THE CONCERN -THE VEHICLE WOULD BE OUT OF SERVICE FOR THE DAY AND I NEED TRANSPORTATION PER CUSTOMER, DEALER SAYS: -JUST ALLBEE THAT THE DEALER STATED THAT THE CONCERN WAS RELATED TO THE FUEL INJECTOR AND THE PARTS WOULD BE ORDERED CAC ADVISED: -INFORM CUSTOMER OF DEALERS RESPONSE -REQ VEST CUSTOMER STAY IN CONTACT WITH DEALER -REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST -MADE OIC TO DEALER -SPOKE TO SERVICE MANAGER FRED -WAS ADVISED THAT THE VEHICLE NEEDS TO BE DIAGNOSED PRIOR TO MAKING A DETERMINATION OF WHETHER OR NOT A LOANER IS REQUIRED -HIS ALSO ADVISED THAT IF THE CUSTOMER GETS THE VEHICLE INTO THE DEALER BEFORE NOON THERE SHOULD BE NO PROBLEM IN HAVING THE VEHICLE READY TODAY

CONSUMER AFFAIRS

06/16/2002 MMFA00PNS

BEGINNING OF CONTACT

06/16/2002 MATTER OWNER RELATIONS SYSTEM IS 13.27.30

CONCERN ISSUE CASE NR: 0408023421
REGION: 18 NEW YORK ZONE: H1 OPENED: 12/14/2001
VIN: 1FMCU04178K44115 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI [REDACTED]
ADDRESS: [REDACTED]
CITY: NEW ROCHELLE STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 1000
DEALER NAME: PLEASANTVILLE FORD SALES CODE: F13117 P & A: 05777
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 257883 STALL/QUIT AT CRUISE ALL ENGINE TEMP

OWNER: CACIS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 150 - ADVISE CUST INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: ALNAMES APAGELI LNAIES
ACTION DATA COMMENTS:

12/14/2001

18.06.29 CUSTOMER SAYS: CUST SAYS THAT HE HAS A CONCERN WITH HIS VEH. CUST SAYS THAT HIS TRUCK STOPPED RUNNING. CALLED ROAD SIDE ASSISTANCE MONDAY MORNING THEY TOOK IT TO THE DEALERSHIP FOR REPAIRS. CALLED YESTERDAY TO SEE ABOUT HIS VEH CUST WAS ADVISED THAT THERE ARE OTHER CUST WITH APT. CUST SAYS THAT IT LOOKED LIKE IT RUN OUT OF GAS CUST WAS DRIVING THE VEH DIED ON HBL. CUST IS SEEKING LOANER WHILE VEH IS BEING REPAIRED. CUST IS A FORD LOYAL CUST. PER CUSTOMER, DEALER SAYS: DON'T KNOW WHAT IS WRONG WITH IT. CAC ADVISED:

SUMMER

IP - INFORMATION WILL BE SENT TO CLR, CUSTOMER SHOULD CONTACT CREDIT/REPAIR MGR. OIC TO DEALERSHIP IN PLEASANTVILLE AND SPOKE TO GARY BAI AND HE ADVISED THEY ORDERED A PART FOR THE CUST VEH. THE IS CALLED THE CRANKSHEFT GEAR FOR THE TIMING CHAIN

1/102-027 22000

R. PART WILL COME IN EITHER MONDAY OR TUESDAY. OBO TO SELLING DEALERSHIP AND SPOKE TO LUI SMO AND HE ADVISED JUST LIKE THE DEALERSHIP IN PLEASANTVILLE IT IS UP TO FORD IF THEY WANT TO PROVIDE CUST WITH A LOANER. OBO TO CUST AND SPOKE TO SPOKE TO HIM AND ADVISED HIM THAT CRC WOULD BE MORE THAT HAPPY TO PROVIDE HIM WITH A LOANER. CUST SAID THAT HE WILL MANAGE UNTIL TUESDAY WITHOUT A VEH. ADVISED CUST THAT IF PART DOES COME IN ON TUESDAY TO CALL OBO BACK FOR LOANER CONSIDERATION. REFERENCE CASE ID: 4805

ORIGIN: CACMOB - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GUSHER GUSHER JOHN
ACTION DATA/COMMENTS:

12/19/2001
11.47.18 CUSTOMER SAYS: THE SUV WAS TOWED TO PLEASANTVILLE FORD TWO

CONSUMER AFFAIRS 09/18/2002 145630763

09/18/2002 MASTER OWNER RELATIONS SYSTEM II 18.27.38

CONCERN ISSUE CASE NBR: 0400825481
REGION: 13 NEW YORK ZONE: H1 OPENED: 12/14/2001
VIN: 1FMCU04178KA44116 ENGINE: 1 VEH TYPE: T CLOSED:

12/18/2001
11.41.18 WEEKS AGO. I HAVEN'T HEARD FROM THEM SINCE. THEY WERE ORDERING A PART (CRANKSHAFT GEAR) FROM FORD AND THE PART WAS SUPPOSED TO BE IN THIS WEEK. WOULD LIKE TO KNOW WHAT'S GOING ON. PER CUSTOMER, DEALER SAYS: NONE OAC ADVISE D: ***OBO TO PLEASANTVILLE FORD *** OBO WAS GETTING THEIR TELEPHONE LINE BURY AND WILL FOLLOW-UP LATER WITH THE DURAND CUSTOMER. ACCORDINGLY, ADVISED CUSTOMER.

ORIGIN: CACMOB - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GUSHER GUSHER JOHN
ACTION DATA/COMMENTS:

18.21.22 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAC ADVISE D: ***** OBO TO DEALER ***** OBO SPOKE WITH MR. RICH VANTAPPILL (MANAGER) AS MR. JOHN BAZZO (CRM) @ PLEASANTVILLE FORD WAS NOT AVAILABLE. WAS TOLD THAT THEY HAVE ORDERED THE PART (CRANKSHAFT GEAR FOR THE TIMING CHAIN) AND THEY ARE EXPECTING THE PART IN THE NEXT COUPLE OF DAYS AND THAT THE VEHICLE SHOULD BE READY BY AROUND WED/THU (1/8/04 OR 1/9/04). ACCORDINGLY, ADVISED CUSTOMER OF CONVERSATION WITH THE DEALERSHIP.

CONSUMER AFFAIRS

08/18/2002 MMFAKPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.35

CONCERN ISSUE CASE NR: 0708851232
REGION: 34 ORLANDO ZONE: A8 OPENED: 05/09/2002
VIN: 1FMYU08172K029810 ENGINE: 1 VEH TYPE: T CLOSED: 08/03/2002

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: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 2530
DEALER NAME: FORD OF CORAL GABLES SALES CODE: F34004 P & A: 03695
REASON CODE: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA
SYMPTOMS: 007889 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAC32 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 728 - ADVISE CUST ORD WILL FOLLOW UP
DOCUMENT: ANALYST: A WILLIAM ANDRE WILLIAMS
ACTION DATA/COMMENTS:

8/18/2002

18.41.28 VLOC78/CUSTOMER SAYS: -CUST BOUGHT VEH 30 DAYS AGO -15 DA
YS LATER VEH TURNED OFF ON HIGHWAY -15 DAYS LATER FROM LAST
CONCERN STIRRING WHEEL LOCKS UP -CUST IS CONCERNED THAT HE
ALSO CAN NOT FIND CONCERN -CUST DOESN'T SAFE WITH VEH -CUST
T WANTS A NEW VEH -CUST WAS SPEAKING TO SM ERNE -DRIVER
OF VEH CAN'T SPEAK ENGLISH -MERIDA PEREZ CALLER WOULD LIKE
TO BE CONTACTED BACK PER CUSTOMER, DEALER SAYS: -CAN'T FI
ND CONCERN CAC ADVISED: -I WOULD LIKE TO BE YOUR ADVOCATE
IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER C
ONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. -I
S THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU
? INFERENCE CASE ID: 8418

ORIGIN: CAC082 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: A WILLIAM ANDRE WILLIAMS
ACTION DATA/COMMENTS:

8/18/2002

18.06.28 VLOC78/CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC
ADVISED: -CUST TO DEALER -UNABLE TO CO
NTACT CRM -LEFT MESSAGE

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: 184078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: E-PER12 FORD OF CORAL GABLES
ACTION DATA/COMMENTS:

17.24.27 VEH. HAS NEVER STALL HERE AT DEALER WE HAVE BEEN WORKING WIT
H FORD HOT LINE WE HAVE DONE EVERYTHING THAT HOT LINE HAS TO
DO US TO DO. VEH. ONLY STALLS EVERY TWO WEEKS OR MORE. ERNE

CONSUMER AFFAIRS

08/18/2002 MMFAKPRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.35

CONCERN ISSUE CASE NR: 0708851232
REGION: 34 ORLANDO ZONE: A8 OPENED: 08/03/2002
VIN: 1FMYU08172K029810 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/2002

8/8/2002
17.24.27 PEREZ SERVICE DIRECTOR

E902-027 22988

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ORIGIN: OACMDE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: WILLIAM ANDRE WILLIAMS
ACTION DATA COMMENTS:

07/20/02
12.11.12 ADVISED: _____ OBC TO DEALER _____ - ERNE WAS OUT
TO LUNCH WILL CALL BACK

ORIGIN: OACMDE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: WILLIAM ANDRE WILLIAMS
ACTION DATA COMMENTS:

12.24.12 ADVISED: _____ OBC TO DEALER _____ - AS PER ER
NE WE HAVE BEEN WORKING WITH FORD HOT LINE WE HAVE DONE EVE
RYTHING THAT HOT LINE HAS TOLD US TO DO .VEH. ONLY STALLS EV
ERY TWO WHEELS OR MORE -IF CUST STILL HAS CONCERN DEALER WIL
L GET FSE TO TAKE A LOOK AT VEH
VLOVER/CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAC

ORIGIN: OACMDE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: WILLIAM ANDRE WILLIAMS
ACTION DATA COMMENTS:
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAC ADVISE
D: _____ OBC TO CUST _____ -ADVISED CUST AS FOLLO
WING .JIS PER ERNE WE HAVE BEEN WORKING WITH FORD HOT LINE
WE HAVE DONE EVERYTHING THAT HOT LINE HAS TOLD US TO DO .VEH
. ONLY STALLS EVERY TWO WHEELS OR MORE -IF CUST STILL HAS CO
NERN DEALER WILL GET FSE TO TAKE A LOOK AT VEH

CONSUMER AFFAIRS 05/16/2002 14:04:00

BEGINNING OF CONTACT
05/16/2002 MASTER OWNER RELATIONS SYSTEM II 15.27.22

CONCERN ISSUE CASE NUM: 138482001
REGION: ZONE: OPENED: 11/05/2001
VIN: 1FMYU031X2A7005 ENGINE: 1 VIN TYPE: 7 CLOSED: 11/09/2001

LAST NAME: _____ STATUS: CLOSED
TITLE: _____ FIRST NAME: _____ ME: _____
ADDRESS: _____
CITY: DALLAS STATE: TX ZIP: _____
HOME PHONE: _____
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402
MESSAGE:
DEALER NAME: SALES CODE: P & A
REASON CODE: 0514 ESP/BCO - RENTAL ASSISTANCE
SYMPTOMS: 00780 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CACDE - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 718 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: MESSAGE MAURICE BERGE
ACTION DATA COMMENTS:

11/22/01
10.41.24 CUSTOMER SAYS: BOUGHT A CAR MONDAY AND CAR STOPPED WORKING
ON WEDNESDAY AND AGAIN FRIDAY. NEEDS A LOANER - WHILE DR

2002-027 22000

VEHICLE ABOUT 40 MPH AT A STEADY SPEED. - NO BRAKES, NO STEERING. CAR SHUTS OFF AND HAS TO BE RESTARTED. THIS HAS HAPPENED 5 TIMES IN THE 4 DAYS SINCE I BOUGHT THE NEW VEHICLE. - SPOKE WITH CHAD, SERVICE ADVISOR AT DEALERSHIP. CHAD SAYS THAT HE CANNOT ASSIST CUSTOMER WITH A LOANER VEHICLE BECAUSE SHE DID NOT PURCHASE AN SSP PLAN. - NEED TRANSPORTATION WHILE VEHICLE IS AT THE DEALERSHIP. PER CUSTOMER, DEALER SAYS: TOWN EAST FORD 18411 LBJ FREEWAY MESQUITE, TX 75180 TEL: 972-870-0441 FAX: 972-892-4847 CAC ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CONTACT CUSTOMER TO PROCESS LOANER REQUEST - AS PER DISCUSSION WITH RANDY BARBER, THE LOANER WILL BE ANYWHERE FROM 1-8 DAYS AS REQUIRED. NOT BEYOND 8 DAYS UNLESS THE DEALERSHIP SAYS IT IS NECESSARY AND MUST THEREFORE CONTACT THE CENTRE FOR APPROVAL OF AN EXTENSION. - MR. BARBER HAS REQUESTED THAT THE CUSTOMER SPEAKS WITH HIM. - CAC PROVIDED MR. BARBER'S NAME AND TEL. TO THE CUSTOMER AND INFORMED HER TO CONTACT HIM. REFERENCE CASE ID: 1222

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: CAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: T-TINLEY TIM TINLEY
ACTION DATA COMMENTS:

11/27/2001
17:21:37 WAITING ON CAC TO PROVIDE COMMITMENT CODE, SENT 2 ONLINE EMAILS AND LEFT A PHONE MESSAGE FOR MAUREEN.

CONSUMER AFFAIRS 08/18/2002 181FAXPRO

08/18/2002 MASTER OWNER RELATIONS SYSTEM 13.27.26

CONCERN ISSUE CASE REF: 138480001
REGION: ZONE: OPENED: 11/02/2001
VIN: 1FMYU081XKAG5988 ENGINE: 1 VEH TYPE: 7 CLOSED: 11/27/2001

ORIGIN: CAC052 - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 801 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: EBUTHER EILEEN BUTHERLAND
ACTION DATA COMMENTS:

11/27/2001
18:14:49 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: PACODE: 09188 NAME: TIMOTHY TINLEY REPAIR ORDER: 88
11 LINE NUMBER: A DOLLAR AMOUNT: 140.00 VEHICLE IDENT
PROXION NUMBER: 1FMYU081XKAG5988 REPAIR DATE: 11/2/01
COMMENTS: I HAVE MADE SEVERAL REQUESTS FOR THIS P
REFERRED CONTACT METHOD: EMAIL EMAIL ADDRESS: TTINLEY@VT
AOL.COM PHONE: 972-892-1885 EXTENSION:

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: CAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: T-TINLEY TIM TINLEY
ACTION DATA COMMENTS:

11/28/2001
12:14:18 RECEIVED PER AUTHORIZATION FROM CAC

ORIGIN: CAC052 - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 801 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: EBUTHER EILEEN BUTHERLAND
ACTION DATA COMMENTS:

12/7/2001
14:45:47 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: PREVIOUS CODE WAS INVALID, A NEW CODE HAS BEEN ISSUED TO
THE DEALERSHIP VIA E-MAIL.

CONSUMER AFFAIRS

08/18/2008 MMFA3PRG

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM III 13.27.08

CONCERN ISSUE CASE NBR: 146448281
REGION: 71 CALIFORNIA ZONE: D1 OPENED: 12/11/2001
VIN: 1FMYL0D162KA30081 ENGINE: 1 VEH TYPE: T CLOSED: 12/11/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CARPENTERS BEACH STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4DR
MILEAGE: 2309
DEALER NAME: CARPENTERS FORD SALES CODE: F71088 P & A: 00712
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807888 STALL/CUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CASE - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 138 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: PMCLINTON PATRICE MCINTOSH
ACTION DATA/COMMENTS:

12/11/2001

12.41.22 CUSTOMER SAYS: - CUST SAID YESTERDAY THE ENGINE STARTED KN
CKING REALLY LOUD - CUST WOULD LIKE TO HAVE ANOTHER VEH
BECAUSE THIS IS THE SECOND TIME THE VEH HAS STALL - CUST S
AID THIS HAPPEN A MONTH AGO WHEN THE ENGINE LIGHT CAME ON AN
D IT STALLED PER CUSTOMER, DEALER SAYS: - RICH AND MIKE S
AID THEY WILL HAVE TO REPLACE THE ENGINE DAO ADVISED: - WE
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT O
RIMMERV MGR - INFORMED CUST THAT FORD DOES NOT HAVE A BUY
BACK PROGRAM IT IS FORDS GOAL TO WORK WITH YOU TO ENSURE T
HAT YOUR VEH IS PROPERLY REPAIRED, THROUGH THE ASSISTANCE OF
OUR DEALERSHIP AND OUR ENGINEERING DEPT. INFERENCE CASE ID:
4008

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACC18 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: N-MUELLA MIKE MUELLER
ACTION DATA/COMMENTS:

12/18/2001

10.43.07 12/18/01 THIS CAR IS OUR DEALER WAITING ON A MOTOR FROM THE
PLANT THIS IS THE 2ND ENGINE WHEN TECH LINE WAS CALLED THE
Y NEW THE CONCERN I ORDERED NEXT DAY AIR BUT IN ALL YOUR ENG
INEERING WISDOM DAY 2 HAS COME AND GONE AND NO ENGINE

CONSUMER AFFAIRS

08/18/2008 MMFA3PRG

2292-827 22911

BEGINNING OF CONTACT

09/16/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.02

REGION ISSUE CASE NR: 040088461
 REGION: 13 NEW YORK ZONE: H1 OPENED: 01/10/2002
 VIN: 1FMOU04172KA44116 ENGINE: 1 VEH TYPE: T CLOSED: 01/10/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: NEW ROCHELLE STATE: NY ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 1000
 DEALER NAME: PLEASANTVILLE FORD SALES CODE: F18117 P & A: 85777
 REASON CODE: 2503 CI - DEMAND LETTER
 SYMPTOM: 807883 STALL/CUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
 ACTION: 01101 - OPEN REGION CONTACT
 DOCUMENT: ANALYST: BRICKEL1 STEVEN MICKELSON
 ACTION DATA/COMMENTS:

1/10/2002
 14.04.47 DEMAND LETTER DATED: 12/24/01 -- CI RECEIVED: 01/10/02 --
 CUSTOMER STATES: VEHICLE STOPPED RUNNING, HAD TO BE TOWED. *
 ** CUSTOMER SEEKS: NO SPECIFIC RESOLUTION SOUGHT ** CI SENT
 CUSTOMER FLEM LETTER, SCANNED TO REGION. ***

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
 ACTION: 01210 - LETTER FAXED TO REGION
 DOCUMENT: ANALYST: BRICKEL1 STEVEN MICKELSON
 ACTION DATA/COMMENTS:

13.15.43

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
 ACTION: 04008 - RECORD ADDITIONAL INFORMATION
 DOCUMENT: ANALYST: BRICKEL1 STEVEN MICKELSON
 ACTION DATA/COMMENTS:

1/23/2002
 12.08.01 --CI RECEIVED ADDITIONAL CORRESPONDENCE ADDRESSING SAME ISS
 UES. CI SENT CUSTOMER FADD LETTER, SCANNED TO REGION. *** **
 * ***

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
 ACTION: 01210 - LETTER FAXED TO REGION
 DOCUMENT: ANALYST: BRICKEL1 STEVEN MICKELSON
 ACTION DATA/COMMENTS:

14.13.17

CONSUMER AFFAIRS 09/16/2002 MMFAXPFD

09/16/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.02

REGION ISSUE CASE NR: 040088461
 REGION: 13 NEW YORK ZONE: H1 OPENED: 01/10/2002
 VIN: 1FMOU04172KA44116 ENGINE: 1 VEH TYPE: T CLOSED: 01/10/2002

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
 ACTION: 04008 - RECORD ADDITIONAL INFORMATION
 DOCUMENT: ANALYST: BRICKEL1 STEVEN MICKELSON
 ACTION DATA/COMMENTS:

1/23/2002

E052-027 22012

14.41.10 ***CI RECEIVED ADDITIONAL INFORMATION FROM CUSTOMER DATED: 1
REAR ADDRESSING SAME CONCERN. VEHICLE STALLED YESTERDAY (
MAY10) ON HIGHWAY. CUSTOMER SEEKS FINAL RESOLUTION PURSU
ANT TO NEW JERSEY LEMON LAW. *** CI SENT CUSTOMER PADD 2 LE
TTER, ESCANED TO REGION. ***

ORIGIN: QMNTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: C1810 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: BRICKEL1 STEVEN BRICKELSON
ACTION DATA/COMMENTS:

17.08.17

ORIGIN: QMNTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: INTERNET
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: BRICKEL1 STEVEN BRICKELSON
ACTION DATA/COMMENTS:

8/13/2002

16.14.31 ***CI RECEIVED ADDITIONAL CORRESPONDENCE FROM CUSTOMER THIS
TIME A COPY OF A FORM THAT CUSTOMER APPARENTLY HAS SENT TO T
HE STATE OF NEW JERSEY. CI HAS NOT RECEIVED CORRESPONDENCE F
ROM THE STATE IN THIS MATTER AS OF TODAY. CI WILL KEEP COPY
OF FORM ON FILE. CI DID NOT RESPOND TO CUSTOMER. ***

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DA0912 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: BRICKMAN SARAH BRICKMAN
ACTION DATA/COMMENTS:

8/13/2002

16.10.27 CUSTOMER TOOK VEHICLE TO SELLING DEALER IN NEW JERSEY FOR RE
PAIRS.

CONSUMER AFFAIRS 08/18/2002 MWFA3PRG

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.37.33

REGION ISSUE CASE REF: 0518701842
REGION: 72 SAN FRANCISCO ZONE: A4 OPENED: 05/14/2002
VIN: 1PM0U041020B05000 ENGINE: 1 VEN TYPE: T CLOSED: 05/14/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR
ADDRESS:
CITY: BRENTWOOD STATE: CA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 404
MILEAGE: 3000
DEALER NAME: LITHIA FORD OF CONO SALES CODE: P72989 P & A: 08894
REASON CODE: 86DL CI - DEMAND LETTER
SYMPTOMS: 607883 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: QMNTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: ROBERTO ANNE ROBERTS
ACTION DATA/COMMENTS:

8/14/2002

14.10.00 ***DEMAND LETTER DATED 08/08/02*** CI RECEIVED 05/14/02
***CUSTOMER STATES: VEHICLE QUIT AT 35 MPH, CAUSING LOSS OF
POWER AND COULD NOT STEER OR BRAKE.
***CUSTOMER SEEKS RESOLUTION OF CONCERN
***CI E-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFICE
FOR REVIEW. SENT CUSTOMER FLEM LETTER.

1002-827 22913

NOTE: CUSTOMER HAD 2001 ESCAPE BOUGHT BACK FOR SAME DEFECT

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAD087 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MWOMACK1 WOMACK, MEGAN (M)
ACTION DATA/COMMENTS:

1840.00 CRM - I SPOKE WITH [REDACTED] ON 8/18/02 REGARDING HIS 2002 ESCAPE. MR. LUCCIA IS IN THIS VEHICLE AFTER HAVING HIS 2001 ESCAPE REPLACED FOR THE SAME CONCERN. THE VEHICLE WAS IN LITHIA FORD OF CONCORD ON 8/10/02 FOR A STALLING CONCERN. NO CODES WERE PULLED; SO NO PROBLEM WAS VIEWED. PER THE TSB ON THIS PROBLEM, THE PCM ON THE VEHICLE WAS REPROGRAMMED. [REDACTED] PICKED UP THE VEHICLE ON 8/10/02 AND IS DRIVING IT. CURRENTLY, THERE HAVE BEEN NO FURTHER CONCERNS OF STALLING. [REDACTED] SEEMS TO HAVE THE DEALERSHIP BUY BACK HIS 2002 ESCAPE FOR THE FULL PRICE HE PAID FOR IT ON A TRADE IN TO AN EDGEM BAUER EXPLORER. I EXPLAINED THAT AS A FORD REP, I COULD NOT ASK THE DEALERSHIP TO PERFORM WHAT HE IS REQUESTING. FURTHER, I SAID THAT I WOULD LIKE TO FIND OUT ABOUT PUTTING A FLIGHT RECORDER ON THE VEHICLE TO DETERMINE THE CAUSE OF THE PROBLEM. HOWEVER, NEITHER LITHIA OF CONCORD NOR ANY CLOSE DEALERSHIPS HAVE A 2002 FLIGHT RECORDER AVAILABLE. AT THIS POINT, I HAVE OFFERED NOTHING TO THE CUSTOMER. I HAVE EXPLAINED TO HIM THAT UNLESS WE CAN VERIFY A PROBLEM, THERE

CONSUMER AFFAIRS 08/18/2002 MWOMACK1

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 12.27.20

REGION ISSUE CASE#NR: 0815701840
REGION: 72 SAN FRANCISCO ZONE: A4 OPENED: 05/14/2002
VIN: 1FACU0412XK028288 ENGINE: 1 VIN TYPE: T CLOSED: 08/14/2002

8/14/2002
1840.00 IS NOTHING THAT CAN BE REPAIRED. MR. LUCCIA HAS THREATENED TO TAKE THIS PROBLEM TO THE MEDIA.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAD080 - AWA P81 OFFER - DENIED BY FORD REPRESENTATIVE
DOCUMENT: ANALYST: MWOMACK1 WOMACK, MEGAN (M)
ACTION DATA/COMMENTS:

8/22/2002
0644.00 [REDACTED] REQUESTS REPLACEMENT OF HIS 2002 FORD ESCAPE. THIS IS HIS SECOND ESCAPE, THE FIRST 2001 ESCAPE WAS REPLACED FOR A STALLING CONCERN ALSO. THE DEALERSHIP CURRENTLY CAN NOT VERIFY A CONCERN. THE DEALERSHIP HAS ORDERED A FLIGHT RECORDER FOR THE 2002 MODEL YEAR VEHICLE. WHEN THIS FLIGHT RECORDER ARRIVES [REDACTED] WILL BE CONTACTED AND THE FLIGHT RECORDER WILL BE PLACED ON THE VEHICLE. [REDACTED] IS CURRENTLY INVOLVED IN NEGOTIATIONS WITH LITHIA FORD OF CONCORD REGARDING A TRADE IN ON HIS VEHICLE. NO FURTHER ACTION IS NEEDED BY FORD.

CONSUMER AFFAIRS 09/18/2002 MMFAJPRG

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.28

REGION ISSUE CASE NR: 0688741802
REGION: 18 NEW YORK ZONE: H1 OPENED: 09/18/2002
VIN: 1PMYU04186K33334 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: OGDUNING STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2907
DEALER NAME: CURRY FORD SALES CODE: F18118 P & A: 85880
REASON CODE: 2601 CI - DEMAND LETTER
SYMPTOMS: 807693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TUSHI TRACY BUSH
ACTION DATA/COMMENTS:

8/10/2002
08.40.18 ***DEMAND LETTER DATED 8/9/02***CI RECEIVED 8/10/02***
***CUSTOMER STATES: VEHICLE STALLS WHEN DRIVING DOWNHILL BETW
EEN 35-40MPH WITH FOOT OFF GAS. REPAIR ATTEMPTS HAVE BEEN M
ADE.
***CUSTOMER REQUESTS REFUND OR REPLACEMENT OF VEHICLE.
***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICE FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.***

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1810 - LETTER PASSED TO REGION
DOCUMENT: ANALYST: TUSHI TRACY BUSH
ACTION DATA/COMMENTS:

08.45.01

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: D40012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: BLED ED LEO
ACTION DATA/COMMENTS:

8/18/2002
18.18.41 VEHICLE WAS AT DEALER TODAY. SERVICE DEPT WORKED WITH F&T
O REPAIR VEHICLE. DEALER IS CONFIDENT VEHICLE IS REPAIRED.

CONSUMER AFFAIRS 09/18/2002 MMFAJPRG

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.28

ENC2-827 22915

REGION ISSUE CASE NBR: 143018128
REGION: 31 ATLANTA ZONE: C1 OPENED: 05/09/2002
VIN: 1FMYU02N82801074 ENGINE: 1 VEH TYPE: T CLOSED: 05/09/2002

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: ATLANTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402
MILEAGE: 8081
DEALER NAME: WORLD FORD SANDY SP SALES CODE: F81008 P & A: 00460
REASON CODE: 2512 CI - GEORGIA DEMAND LETTER
SYMPTOMS: 857583 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: ANDERSON ANNE ROBERTS
ACTION DATA/COMMENTS:

5/9/2002
11:55:55 ***FINAL REPAIR FORM DATED 05/09/02 **CI RECEIVED 05/09/02
***CUSTOMER STATED: VEHICLE STALLS WHILE DRIVING AT 40-50
MPH
***CUSTOMER SEeks: FINAL RESOLUTION UNDER GEORGIA LIMON LAW.
***CI MAILED FLEM LETTER TO CUSTOMER 05/09/02
***ATTEN DEALER SERVICE MANAGER: PLEASE SCHEDULE CUSTOMER FO
R FINAL REPAIR ATTEMPT WITHIN 14 DAYS.
***CI E-MAILED COPY OF CUSTOMER FORM TO REGION.**

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: D4035 - CANCEL ISSUE
DOCUMENT: ANALYST: OROSGAO ROBINSON, OSCAR (O.)
ACTION DATA/COMMENTS:

5/10/2002
16:48:45 CRM AGREED TO REPLACE VEHICLE UNDER RAV PROVISIONS.

CONSUMER AFFAIRS 05/16/2002 MMFA/PRG

BEGINNING OF CONTACT
05/16/2002 MASTER OWNER RELATIONS SYSTEM III 13:27:30

REGION ISSUE CASE NBR: 1484771102
REGION: 46 KANSAS CITY ZONE: B1 OPENED: 04/25/2002
VIN: 1FMYU04188KA88886 ENGINE: 1 VEH TYPE: T CLOSED: 04/25/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: OMAHA STATE: NE ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 404
MILEAGE: 4000
DEALER NAME: ATCHLEY FORD INC SALES CODE: F88822 P & A: 07130
REASON CODE: 2501 CI - DEMAND LETTER
SYMPTOMS: 857583 STALL/QUITS AT CRUISE ALL ENGINE TEMP

EP82-827 22815

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: EMAIL
ACTION: C101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TRUSHI TRACY BUSH
ACTION DATA/COMMENTS:

4/22/2002
13.27.57 ***DEMAND LETTER DATED 4/18/02 *** CI RECEIVED 4/2
5/02*** **CUSTOMER STATES: VEHICLE STALL WHILE DRIVING.
REPAIR HAS BEEN ADDRESSED. **CUSTOMER SEEKS: **CI SCANNS
D COPY OF THE LETTER TO THE REGIONAL OFFICES FOR REVIEW. SE
NT THE CUSTOMER AN ACKNOWLEDGEMENT**

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: EMAIL
ACTION: C110 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TRUSHI TRACY BUSH
ACTION DATA/COMMENTS:

13.28.55

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: EMAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: STILLER STUART TILLEN
ACTION DATA/COMMENTS:

4/30/2002
00.21.32 PER SERVICE MANAGER, DEALERSHIP REPROGRAMMED THE PCM. HE CO
NTACTED CUSTOMER. SHE STATED THAT EVERYTHING IS CURRENTLY F
INE WITH THE VEHICLE. IF ANOTHER PROBLEM OCCURS SHE WILL CO
NTACT THE DEALERSHIP

CONSUMER AFFAIRS 05/16/2002 MMFAKPRG

BEGINNING OF CONTACT

05/16/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.38

PRIORITY ISSUE CASE NBR: 0374480322
REGION: 27 WASHINGTON ZONE: B1 OPENED: 03/01/2002
VIN: 1FMCU04182KJ73391 ENGINE: 1 VEH TYPE: T CLOSED: 02/01/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: ROCKVILLE STATE: MD ZIP: 20855
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4x4
MILEAGE: 1
DEALER NAME: CRYSTAL FORD LTD SALES CODE: F27002 P & A: 03877
REASON CODE: 2501 CI - ATTORNEY GENERAL
SYMPTOMS: 907588 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: C100 - OPEN PRIORITY CONTACT
DOCUMENT: ANALYST: ESMITHED ERIKA SMITH
ACTION DATA/COMMENTS:

07/1/2002
10.24.08 8RD PARTY NAME AG-MD
AG LETTER DATED 01/14/02 **CI RECEIVED 01/22/02**
**CUSTOMER STATES:
**STALL, LOSS OF POWER, OIL INDICATOR, ETC.
**CUSTOMER SEEKS:
**FINAL RESOLUTION
**CI REQUESTS CRM 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 FOR CLOSING. CI SENT

ER02-027 22817

REFERRING PARTY POSTCARD ACKNOWLEDGMENT 01/01/02 *****

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAD007 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: B-DAY13 CRYSTAL FORD
ACTION DATA/COMMENTS:

07/09/02
10.12.06 DEALER HAS DONE 1 REPAIR ATTEMPT ON 01/14/02 FOR STALLING CO
HOBBS. CHECKED EEC SYSTEM AND ALL GROUND WIRES FOR GOOD CONN
ACTION THEN REPLACED EEC POWER RELAY AS PER S.S.M.

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CH05 - CLOSE PRIORITY CONTACT
DOCUMENT: ANALYST: BSMITH08 ERIKA SMITH
ACTION DATA/COMMENTS:

07/10/02
10.00.07 PER CSM (SMITH), VEH WAS REPAIRED AT CRYSTAL FORD.

CONSUMER AFFAIRS 07/10/02 10:00:07

BEGINNING OF CONTACT
07/10/02 MASTER OWNER RELATIONS SYSTEM ID 10.27.20

LEGAL ISSUE CASE NRP: 100001002
REGION: 07 CINCINNATI ZONE: A1 OPENED: 05/08/02
VIN: 1FMYU0312KGA00006 ENGINE: 1 VEH TYPE: T CLOSED: 05/08/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M:
ADDRESS: [REDACTED]
CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 8001
DEALER NAME: WOODY SANDER FORD I SALES CODE: F47008 P & A: 01072
REASON CODE: 0700 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 00700 STALLGUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MKELBY02 MOLLY KELBY
ACTION DATA/COMMENTS:

05/08/02
10.30.10 ***ATTORNEY DEMAND LETTER
REC'D 05/08/02
ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES HIS CLIENT'S VEHICLE HAS MULTIPLE DEFECTS.
"ATTORNEY DEMANDS A FORD REPRESENTATIVE CONTACT HIM TO
DISCUSS THIS MATTER."

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP800 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: LTURNER02 LAKESHA TURNER
ACTION DATA/COMMENTS:

07/08/02
08.48.03 ***LPA CALLED AND ADVISED ATTORNEY THAT I WILL INVESTIGATE M
ATTER AND REPORT MY FINDINGS ASAP.

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP400 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: LTURNER02 LAKESHA TURNER
ACTION DATA/COMMENTS:

08/28/02
08.28.07 ***CUSTOMER HAS ELECTED TO CONTACT DMB, DMB CASE IS CURRENTLY
PENDING AND ACCORDING TO THE DMB WILL APPEAR IN FRONT OF T
HE BOARD JUNE 11, 2008. LPA WILL SEND ATTORNEY CLOSING LETT
ER DATED 08/28/02.

EP02-027 22818

CONSUMER AFFAIRS 08/18/2002 MMFAXPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 15:27:20

RAY ISSUE CASE REF: 080441088
REGION: 18 PHILADELPHIA ZONE: B1 OPENED: 08/18/2002
VIN: 1PMCUH4180028002 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHADDS FORD STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1997 MODEL: ESCAPE XLT 4x4
MILEAGE: 9251
DEALER NAME: GARNET FORD INC. SALES CODE: F19927 P & A: 41978
REASON CODE: 0008 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 007901 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY106 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: T-DAVIDS DAVIS, TIFFANY
ACTION DATA/COMMENTS:

08/18/2002
11:27:21 05-05-2002
2205110
18489
2570
21071998
NO COMMENTS ADDED

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: SHANBER SYVETTE HANSHERRY
ACTION DATA/COMMENTS:

08/18/2002
08:39:15 05-12-2002
08/18/2002
22,189
0808000
GARNET FORD INC

CONSUMER AFFAIRS 08/18/2002 MMFAXPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13:27:38

RAY ISSUE CASE REF: 0425181022
REGION: 22 SOUTHWEST ZONE: B1 OPENED: 08/02/2002
VIN: 1PMYU011120005788 ENGINE: 1 VEH TYPE: T CLOSED: 08/02/2002

ERR2-027 22018

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: DUNCANVILLE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLS 400
MILEAGE: 8935
DEALER NAME: WESTWAY FORD SALES CODE: F82013 P & A: 08200
REASON CODE: 0826 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 807603 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: J-CALL1 CALL, JAMES
ACTION DATA/COMMENTS:

05/20/08
15.14.14 05-08-2008
2915846
10388
3047
1047
2KD12884
NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY108 - OPEN CASE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: J-CALL1 CALL, JAMES
ACTION DATA/COMMENTS:

05/20/08
15.37.02

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: J-CALL1 CALL, JAMES
ACTION DATA/COMMENTS:

15.41.28 05-08-2008
2915846
10388
3047
1047
2KD12884
NO COMMENTS ADDED

CONSUMER AFFAIRS 08/18/2008 MMFA30PR3

08/18/2008 MASTER OWNER RELATIONS SYSTEM IN 12.17.38

RAY ISSUE CASE NUM: 0428181082
REGION: SE SOUTHWEST ZONE: B1 OPENED: 06/06/2008
VIN: 1PMYU811292885789 ENGINE: 1 VEH TYPE: T CLOSED: 08/10/2008

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY112 - RECORD CHECK BALANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: HANSSER EYVETTE HANSSER
ACTION DATA/COMMENTS:

07/02/08
08.44.27 06-07-2008
07/02/08
15.435
0888084
WESTWAY FORD

CONSUMER AFFAIRS 00100002 MMFAXP90

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM IN 10.27.02

RAY 10018 CASE NR: 0061200012
REGION: 44 PITTSBURGH ZONE: A2 OPENED: 04/01/2002
VIN: 1FMYU04180KAH1207 ENGINE: 1 VEH TYPE: T CLOSED: 04/01/2002

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: BRIDGEVILLE STATE: PA ZIP:

HOME PHONE:

MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4

MILEAGE: 11300

DEALER NAME: WASHINGTON FORD INC SALES CODE: F44443 P & A: 07310

REASON CODE: 0066 RAY - NUMBER OF REPAIR ATTEMPTS

SYMPTOMS: 807000 STALL/QUIT AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: K-BENITE BENITEZ, KIMBERLY

ACTION DATA/COMMENTS:

4/1/2002

10.35.30 NO COMMENTS ADDED

ORIGIN: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAY112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: SHANBER RYVETTE HANBERRY

ACTION DATA/COMMENTS:

4/5/2002

10.01.00

END-827 22921

CONSUMER AFFAIRS 08/18/2008 MMFAJPRG

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM II 13.27.08

RAV ISSUE CASE NBR: 1500881832
REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 08/15/2008
VIN: 1PMYU0418K000070 ENGINE: 1 VEH TYPE: T CLOSED: 08/15/2008

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: WYNDOTE STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2002 MODEL: ESCAPE XLT 4M

MILEAGE: 2200

DEALER NAME: MORRISTOWN AUTOMOBILE SALES CODE: F1804 P.A.: 01850

REASON CODE: 0088 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER

SYMPTOMS: 407605 STALL/OUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAV108 - OPEN CASE FOR GOODWILL REFUND - LEASED

DOCUMENT: ANALYST: SHANBERG EYVETTE HANBERG

ACTION DATA COMMENTS:

08/18/2008

13.54.57

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND

DOCUMENT: ANALYST: SHANBERG EYVETTE HANBERG

ACTION DATA COMMENTS:

08/20/2008

08.51.00

CONSUMER AFFAIRS 08/18/2008 MMFAJPRG

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM II 13.27.08

RAV ISSUE CASE NBR: 1514271352
REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 08/18/2008
VIN: 1PMYU0418K00013520 ENGINE: 1 VEH TYPE: T CLOSED: 08/15/2008

LAST NAME: [REDACTED] STATUS: CLOSED

ER02-027 22022

TITLE [REDACTED] FIRST NAME [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: WYNCOTE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2995
DEALER NAME: NORRISTOWN AUTOMOBILES SALES CODE: F18048 P & A: 01800
REASON CODE: 8888 RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOM: 807565 STALL/CLUTS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY108 - OPEN CASE FOR GOODWILL REFUND - LEASED
DOCUMENT: ANALYST: SHANBER SYVETTE HANDBERRY
ACTION DATA COMMENTS:

07/15/2002
14.17.07

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY111 - RECORD CHECK INSURANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: SHANBER SYVETTE HANDBERRY
ACTION DATA COMMENTS:

08/26/2002
08.48.20

CONSUMER AFFAIRS 08/16/2002 MMFA3PRG

BEGINNING OF CONTACT

08/16/2002 MASTER OWNER RELATIONS SYSTEM IS 13.27.30

INFORMATION ISSUE CASE NR: 1548971422
REGION: 10 SDR ZONE: LB OPENED: 06/25/2002
VIN: 1FMCU0G412K4A51402 ENGINE: 1 VEH TYPE: T CLOSED: 05/22/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE [REDACTED] FIRST NAME [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: ALBURN STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 8200
DEALER NAME: ALBURN MOTOR SALES, SALES CODE: F18428 P & A: D4809
REASON CODE: 8884 D88 - APPLICATION REQUEST
SYMPTOM: 807791 STALL/CLUTS DECELERATION COLD ENGINE

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 57 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND D88 APP IS BEING SENT
DOCUMENT: ANALYST: PVASSAL PERIS VASSAL
ACTION DATA COMMENTS:

05/22/2002

ENR2-827 22023

12.11.44 CUSTOMER SAYS: EXPERIENCING ELECTRICAL CONCERNS WITH THE VEH
EN ALSO HAVING ENGINE CONCERN; STATES THAT THE ENGINE STALL
ED; NEW ENGINE WILL BE INSTALLED IN THE VEH; DUE TO THIS CU
ST NO LONGER WANTS THE VEH; SEEKING A DGB APPLICATION PER C
USTOMER, DEALER SAYS: NONE CAD ADVISED: - WE HAVE DOCUMENTED
NTED YOUR CONCERN AND WILL FORWARD YOU A DGB (DISPUTE SETTLE
MENT BOARD) APPLICATION INFERENCE CASE ID: 4795

CONSUMER AFFAIRS 05/18/2002 MMFA3PRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.30

INFORMATION ISSUE CASE NBR: 0056503041
REGION: 47 OHIO/MIAMI ZONE: 52 OPENED: 11/05/2001
VIN: 1FMYU04188KAB0411 ENGINE: 1 VEH TYPE: T CLOSED: 11/05/2001

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: ME:

ADDRESS:

CITY: WILMINGTON STATE: OH ZIP:

HOME PHONE:

MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4

MILEAGE: 1800

DEALER NAME: INTERSTATE FORD INC SALES CODE: F47311 P & A: 02100

REASON CODE: 0446 DEALERSHIP - REPAIR PROCEDURE

SYMPTOMS: 007768 STALL/QUIT/DECELERATION HOT ENGINE

ORIGIN: CAC188 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 854 - SUPPORT DEALER'S POSITION

DOCUMENT: ANALYST: DEANPIER DAVIDE BAMPPIERI

ACTION DATA/COMMENTS:

11/5/2001

14.12.51 CUSTOMER SAYS: - CUST CALLING BACK ABOUT PREV ISSUE AND CL
AIMS THAT THE PREV CSR WAS TO GIVE HER A CALL BACK YESTERDAY
BUT THE CUST DID NOT RECEIVE CALL BACK/ENGINE. PER CUSTOMER
R, DEALER SAYS: INTERSTATE FORD INC - CUST SPOKE WITH THE
DEALER AND THEY TOLD HER THAT THEY WILL LOOK INTO TO BUYING
HER OUT OF THE VEH. CAD ADVISED: - APOLOGIZE - DEALER
IF IS THE BEST TECHNICAL RESOURCE - SUPPORT DEALER'S DIAGNO
SIS - DOCUMENTED CONCERN

- ADVISED CUST THAT THE PREV CSR IS STILL RESE
ARCHING THE ISSUE AND THAT THEY WILL CONTACT THE CUST WHEN
RESEARCH IS COMPLETE. INFERENCE CASE ID: 1802

CONSUMER AFFAIRS 05/18/2002 MMFA3PRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.30

INFORMATION ISSUE CASE NBR: 1801879002
REGION: 21 ATLANTA ZONE: 51 OPENED: 04/05/2002
VIN: 1FMCU03112K00619 ENGINE: 1 VEH TYPE: T CLOSED: 04/05/2002

EP02-527 22024

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORWELL STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402
MILEAGE: 800
DEALER NAME: TEAM FORD AT NORTHFORD SALES CODE: F21021 P & A: 03808
REASON CODE: 3085 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOMS: 80778 STALL/QUIT'S DECELERATION HOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 988 - ADVISE INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: SPERRY BHERYL FERTYMAN
ACTION DATA COMMENTS:

4/5/2002

13:23:31 CUSTOMER SAYS: -VEH STALLED OUT THIS WEEK WHEN DRIVING, IN THE PROCESS OF DECELERATION -BROUGHT VEH TO OLRS TUESDAY -CLR HAD VEH FOR 4 DAYS, AND STILL HAS IT -THERE WAS A BULL ETIN ABOUT VEH, AND CURT HAS THE CODE -CLR IS ORDERING A PART, WHICH WON'T BE IN UNTIL MONDAY -CURT FEELS THAT THIS IS UNACCEPTABLE -CLR HAS NOT WORKED WITH CURT ABOUT TRYING TO TRADE VEH FOR ANOTHER ONE PER CUSTOMER, DEALER SAYS: #NAME?

QAO ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO CLR, CUSTOMER SHOULD CONTACT CRMSERV MGR -ADVS CURT TO SPEAK W/ H CRM GEORGIA SHUMPERT: 770-844-8152 -OBC TO CLR -CRM GEORGIA NOT AVAILABLE -SRV MGR RUSSELL IS WITH A CURT -SRV ADVIS PROVIDED CURT'S CORRECT VMS -NOTE- VMS PROVIDED BY CURT WAS FOR A 1998 BRONCO -CR tried to call back CURT, BUT LINE WAS BUSY INFERENCE CASE ID: 4891

CONSUMER AFFAIRS 05/18/2002 MMFAUPH6

1
BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM ID 13.57.55

CONCERN ISSUE CASE NBR: 1438903519
REGION: 24 ORLANDO ZONE: A2 OPENED: 05/23/2002
VOR: 1PMYU01102KAG8488 ENGINE: 1 VEH TYPE: T CLOSED: 05/23/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MIAMI BEACH STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 402
MILEAGE: 8000
DEALER NAME: BEACH FORD SALES CODE: F24051 P & A: 04029
REASON CODE: 3085 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOMS: 80778 STALL/QUIT'S DECELERATION HOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CURT INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: PMARTINE PAULA VOORINCIO-MARTINEZ
ACTION DATA COMMENTS:

ER02-027 22825

2/25/2002

13.48.14 CUSTOMER SAYS: FEELS UNSAFE BY DRIVING THIS VEHICLE --WANTS TO REPLACE THE VEHICLE --HAS A RENTAL VEHICLE AND IS A HICKEYMENT TO HAVE ALL THIS CONCERN WITH A NEW VEHICLE --DOES NOT WANT TO KEEP IT EVEN THOUGH IS REPAIRED PER CUSTOMER, DEALER SAYS: --JULIAN OF SERVICE DEPARTMENT HE CONFIRMED HIM THAT PROBLEMS WITH FPM WHILE DISOBLIGATION HAPPENED IN THOSE VEHICLES CAC ADVISED: - ADVISE PER DEALER SHIP CONVERSATION - DECISION IS STILL UNDER REVIEW - WILL FORWARD INFORMATION TO CRM OR SERV MGR - REQUESTED CRM OR SERV MGR CONTACT CUSTOMER WITHIN 5 BUSINESS DAYS - PROVIDE NAME, NUMBER OF CRM OR SERV MGR --CSC TO CLIPPS SPOKE TO SERV MGR WILLY HE STATED THAT SPOKE TO CUSTOMER TODAY HE STATED THAT VEHICLE IS CUTTING OFF, IS AT SERVICE DEPARTMENT RIGHT NOW HE STATED THAT REPAIR IS ON HOLD BY THE FACT CUSTOMER DOES NOT WANT TO KEEP VEHICLE EVEN THOUGH VEHICLE IS REPAIRED --HE ADVISED ME THAT SPOKE TO CRM MANAGER ABOUT THIS ISSUE AND WOULD LIKE TO ASSIST THIS CUSTOMER HE ADVISED ME THAT CUSTOMER WILL SPEAK TO THEM ON MONDAY ADVISED CUSTOMER THAT OUR GOAL IS REPAIR VEHICLE TO HIS SATISFACTION THATS WHY WE PROVIDED HIM WITH STS (REFERENCE CASE ID: 1488)

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACC08 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: C-PRM18 GARY PEREZ
ACTION DATA/COMMENTS:

2/25/2002

14.48.37 CUSTOMER WANTS TO TRADE VEHICLE IN HE WILL BE HERE TOMORROW AT 1030 AM TO TRY TO WORK A DEAL MAY NEED CAC ASSISTANCE CARRY P.

CONSUMER AFFAIRS 02/25/2002 MMFAUPP02

02/18/2002 MASTER OWNER RELATIONS SYSTEM H 18.07.28

CONCERN ISSUE CASE NBR: 148800812
REGION: 04 ORLANDO ZONE: A2 OPENED: 02/25/2002
VIN: 1FMYU011X2K408455 ENGINE: 1 VEH TYPE: T CLOSED: 02/25/2002

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACC08 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: C-PRM18 GARY PEREZ
ACTION DATA/COMMENTS:

2/26/2002

15.00.47 CUSTOMER CALLED AND COULD NOT MAKE IT BUT, WILL COME IN ON SATURDAY 02/26/02 TO TRY TO TRADE VEHICLE CARRY P.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACC12 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-PRM18 GARY PEREZ
ACTION DATA/COMMENTS:

3/1/2002

16.48.41 CUSTOMER CONTACTED ME TODAY AND SAYS THAT IS HAPPY WITH THE REPAIR AND WOULD LIKE THE COMPLIMENTARY SHIP I OFFERED TO HIM SINCE WE COULD NOT TRADE HIM OUT OF VEHICLE DUE TO PAYMENTS HE WANTED. CARRY P.

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.28

INFORMATION ISSUE CASE NRP: 0301801802
REGION: 10 SOR ZONE: K1 OPENED: 08018008
VIN: 1FMYJ041801801808 ENGINE: 1 VEH TYPE: T CLOSED: 08018002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: FLOREN STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4x4
MILEAGE: 7800
DEALER NAME: MOORE FORD LINCOLN SALES CODE: F47891 P & A: 08101
REASON CODE: 2002 WARRANTY - COVERAGE INQUIRY
SYMPTOM: 807793 STALL/QUIT DISCELERATION ALL ENGINE TEMP

ORIGIN: OACBS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - PROVIDE INFORMATION ACCORDING TO PHRASOLOGY
DOCUMENT: ANALYST: ZOHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

8/18/2002

11:28:21 CUSTOMER SAYS: VEH DIED ON ME TWICE WHEN I WAS GOING DOWN
THE HILL EVERY TIME AND THIS HAPPENED 4 TIMES -JUST SAID TH
E SEAL ON THE BACK DOOR CAME LOOSE AND ALOT OF AIR COMING IN
SIDE PER CUSTOMER, DEALER SAYS: -HOME CAC ADVISED: -
POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN. - PLEASE T
AKE YOUR VEHICLE TO THE FLIN DEALERSHIP OF YOUR CHOICE TO H
AVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/ESP W
ILL BE APPLICABLE REFERENCE CASE ID: 8408

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.28

INFORMATION ISSUE CASE NRP: 0307800382
REGION: 05 DENVER ZONE: D1 OPENED: 08/18/2002
VIN: 1FACJ080300000054 ENGINE: 5 VEH TYPE: T CLOSED: 08/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: NEVADA STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4x4
MILEAGE: 8700
DEALER NAME: JOHN ELWAY FORD WBS SALES CODE: P80007 P & A: 01108
REASON CODE: 2384 DBS - APPLICATION REQUEST
SYMPTOM: 807793 STALL/QUIT DISCELERATION ALL ENGINE TEMP

ORIGIN: OACBS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 87 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND DBS APP IS BEING SENT
DOCUMENT: ANALYST: PSLYERS PEARL SILVERBERG
ACTION DATA/COMMENTS:

8/18/2002

10:48:40 VLOMSTCUSTOMER SAYS: - HAD VEH IN SHOP 4 TIMES FOR THE SA

ENC2-827 22827

ME PROBLEM - IS REFUSING TO COMPLY TO STATES STATE TO REPLA
 CED - DON ELWAY STEVENSON DID REPAIRS 3 DIFFERENT TIMES A
 NO FORD ENGINEER WENT OUT 3 DIFFERENT TIMES AND SAID THATS T
 HE WAY IT IS SUPPOSED TO RUN - ITS AT JOHN ELWAY FORD - 7
 OLD HER TO COME AND PICK UP THE VEHICLE - INITIAL CONCERN IS
 RRATIO IDLE AND DOES NOT DECELERATE AND ONE OCCASION IT DID
 STALL PER CUSTOMER, DEALER SAYS - FORD FANAME SERVICE
 ADVISOR SAID ITS A MPG DEFECT BUT YOU NEED TO COME AND PICK
 UP YOUR VEHICLE CAO ADVISED: - WE HAVE DOCUMENTED YOUR CON
 CERN AND WILL FORWARD YOU A DSB (DISPUTE SETTLEMENT BOARD) A
 PPLICATION -ORG TO DLPHSP - SPOKE TO FORD CUSTOMER SERV
 CE ADVISOR - CANT DUPLICATE EITHER ITEM IT IS INTERMITTANT
 INAMEY
 REGARDING ASSISTANCE IN REPURCHASING THE VEHICLE AND IT HAS
 BEEN DECLINED. INFERENCE CASE ID: 4735

CONSUMER AFFAIRS 05/18/2002 15:54:12

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM N 13.27.20

INFORMATION ISSUE CASE REF: 0307051382
 REGION: 88 DENVER ZONE: D1 OPENED: 05/08/2001
 VIN: 1FACU82K2K304864 ENGINE: B VEH TYPE: T CLOSED: 05/08/2002

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: ME
 ADDRESS:
 CITY: NEVADA STATE: CO ZIP:
 HOME PHONE:
 MODEL YEAR: 2002 MODEL: ESCAPE XLS 4x4
 MILEAGE: 8000
 DEALER NAME: JOHN ELWAY FORD WBS SALES CODE: F8007 P A: 01908
 REASON CODE: 3025 PRODCOMP DUMPENF - VEHICLE QUALITY
 SYMPTOMS: 607768 STALL/OUTS DECELERATION ALL ENGINE TEMP

OFFICE: CADES - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 000 - ADVISE INFO WILL BE SENT TO DLPH CONTACT CRM
 DOCUMENT: ANALYST: ANFORSES ANESHA FORSES
 ACTION DATA/COMMENTS:

6/5/2002

10:00:44 VL0068/CUSTOMER SAYS: - HAS A COMPLAINT ABOUT THE VEH -
 HAS BROUGHT THE VEH IN FOR A NUMBER OF TIMES FOR THE CONCERN
 - THE VEH DOES NO DECELERATE, ROUGH IDLE/FIREFE ITSELF
 THE VEH STALLS, - THE VEH HAS BROUGHT THE VEH IN TWICE
 AND HAD THE ENGINEER LOOK AT THE VEH TWICE - SPOKE TO OTHER
 ESCAPE OWNERS AND THEY ARE HAVING THE SAME CONCERN - DOES
 NOT WANT THE VEH, WANT THE LOANER CANCELLED, WANTS HER MON
 EY BACK - THIS IS THE FOURTH FORD VEH THAT HAS MESSED UP
 INAMEY

INB - WILL GO TO THE MEDIA DECIDED TO CALL FORD FIRST -
 DOES NOT WANT THE VEH IN THE SHOP, DOES NOT WANT THE VEH RE
 PAIRED, DOES NOT WANT A LOANER VEH - WANT A NUMBER, WHO D
 EALS WITH THE CARS PER CUSTOMER, DEALER SAYS: CAO ADVIS
 ED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEA
 LERSHIP - INFORMATION WILL BE SENT TO DLPH, CUSTOMER SHOULD
 CONTACT CRM/SERV FOR INFERENCE CASE ID: 4801

EPB2-627 22825

CONSUMER AFFAIRS

05/18/2002 MMFAJPRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 13:57:39

INFORMATION ISSUE CASE MFR: D430061302
REGION: 21 ATLANTA ZONE: B1 OPENED: 05/10/2002
VIN: 1FMYU08108N345019 ENGINE: 1 VEH TYPE: T CLOSED: 05/10/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WOODSTOCK STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402
MILEAGE: 1
DEALER NAME: TEAM FORD OF MARKET SALES CODE: F21005 P & A: 05648
REASON CODE: 3017 PRODCOMP DURPERF - KNOWING NO FIX AT PRESENT
SYMPTOMS: 607788 STALL/QUIT/DECELERATION ALL ENGINE TEMP

ORIGIN: CAC008 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: DPANDOO DESK: DPANDOO
ACTION DATA/COMMENTS:

5/10/2002

11:57:28 CUSTOMER SAYS: -CUTS OFF @ ANY TIME @ 40/50 MPH - @ R1
GHT TURN VEH STALLS -CAN RESTART AFTER COMPLETE STOP -TE
AM FORD CHECKED VEH AND SAID THEY CANT FIX TILL CHECK ENGINE
LIGHT COMES ON -WANTS TO BE PUT IN COMPARABLE VEH TILL PR
OBLEM SOLVED -I WANT SOMETHING COMPARABLE TO MY VEH IS EXP
LOSER SPORT -CUST HAS VEH NOW -WANTS PROBLEM RESOLVED PE
R CUSTOMER, DEALER SAYS: -TEAM FORD SAID WE HAVE BEEN INF
ORMED BY FORD THAT WE ARE AWARE OF IT BUT TILL THE CHECK ENG
INE LIGHT COMES ON WE ARE NOT ALLOWED TO DO ANYTHING -WE T
AKE YOU NAME AND PUT YOU ON A LIST -BKA SCOTT CHERCKY BA
ID HERE IS # TO CALL FORD -FORD SAID THERE WILL BE A RECA
LL ON THIS CAC ADVISED: -CRC UNABLE TO REACH DEALER -
CRC WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO ENSURE YOUR
SITUATION -FOLLOW UP WITH CUSTOMER ***** -CRC TO ST
M FRED -LEFT VOICE MAIL TO CONTACT CRC ON ISSUE INTER
ENCE CASE ID: 5405

ORIGIN: CAC002 - MANUAL - PHONE CSM COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DPANDOO DESK: DPANDOO
ACTION DATA/COMMENTS:

CUSTOMER SAYS: -MY WIFE WILL NOT DRIVE THIS VEH -WILL C
ONTACT GEN MGR RONNIE WHITLOCK FOR A COMPARABLE VEH PER CU
STOMER, DEALER SAYS: CAC ADVISED: -CRC TO CUST AND ADV
ISED CJA HAS ESCALATED FILE TO ENGINEER AND WAITING FOR REPA
IR PROCEDURE -FORD'S GOAL IS TO WORK WITH CUST AND CJA TO
RESOLVE ISSUE *****FOR CRO USE ONLY**
***** -CRC TO SM FRED & RETURNING HIS CALL

DID -ITS A MULTIPLE REPAIR AND THE TSS IS NOT WORKING -
I HAVE 6 ESCAPES AND 2 EXPLORERS WITH THIS -I AM WAITING

EN02-027 22029

06/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.57.01

INFORMATION ISSUE CASE NBR: 043881302
REGION: 21 ATLANTA ZONE: B1 OPENED: 06/10/2002
VIN: 1FMYU03102MB0210 ENGINE: 1 VEH TYPE: T CLOSED: 06/10/2002

06/10/2002
11.57.28 CN ENGINEERS ON WHAT TO DO NEXT - I DONT KNOW WHEN I WILL H
EAR FROM THEM

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 857 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE
DOCUMENT: ANALYST: COECKER CHELSEY L. COCKER
ACTION DATA/COMMENTS:

10.58.01 CUSTOMER SAYS: WANTS TO SPEAK PREVIOUS REP - DLR IS WAITIN
G FOR ENGINEER TO COME OUT AND GIVE THEM A FIX FOR THIS ENGI
NE CONCERN -REASON: LOANER THAT IS COMPARABLE TO THIS 200
2 ESCAPE, UNTIL THIS IS RESOLVED - DLR HAS OFFERED TO PAY RE
NTAL 125 A DAY -SENDING A BETTER LOANER PER CUSTOMER, DEAL
ER SAYS: YOU HAVE TO CALL CRC AND TELL THEM THAT WE WILL P
AY UP TO 185 A DAY FOR RENTAL -ENGINEER WILL COME AND RRE
THE VEH IN 2 WEEKS DLR ADVISED: DLR HAS OFFERED TO PAY 185
A DAY FOR RENTAL, UNFORTUNATELY NO FURTHER - I APOLOGIZ
E FOR THE SITUATION YOU ARE EXPERENCING. I HAVE LOOKED INTO
THIS MATTER FOR YOU AND UNFORTUNATELY I DO NOT SEE ANY WARRANTS,
FBI OR CPB THAT WOULD PROVIDE YOU WITH A RENTAL CAR
OWNER VEHICLE - THEREFORE WE MUST DIRECT YOU TO YOUR INSUR
ANCE COMPANY FOR ADDITIONAL RENTAL ASSISTANCE (REFERENCE CASE
ID: 8577

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.57.30

INFORMATION ISSUE CASE NBR: 087341182
REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 04/29/2002
VIN: 1FMYU041182B07871 ENGINE: 1 VEH TYPE: T CLOSED: 04/29/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: HILD STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4x4
MILEAGE: 1800
DEALER NAME: OAKHILL AUTO OE SALES CODE: F72614 P & A: 07781
REASON CODE: 8085 PRODCOMP DURPEP - VEHICLE QUALITY
SYMPTOMS: 807783 STALL/CURTS DECELERATION ALL ENGINE TEMP

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR CONTACT CRM
DOCUMENT: ANALYST: MURKIN KERRY-ANN MURKIN
ACTION DATA/COMMENTS:

4/28/2002
18.53.00 CUSTOMER SAYS: ^- VEH DIES WHEN GOING DOWN HILL AT 40 MILE
S A HOUR ^- THIS STARTED ONLY TODAY VEH HAS NOT BEING DIAGNO
NOSED BY THE FORD DURSHIP ^- DUST HAD A 2001 ESCAPE AND SHE
GOT ANOTHER ESCAPE THE 2002 FOR THE SAME CONCERN WITH THE V
EH DYING ON A HILL ^- DUST IS CALLING TO GET ANOTHER VEH

E082-627 22838

* CUST WANTS THE VEH TO BE REPAIRED PER CUSTOMER, DEALER
SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PER-
FORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CROWDERY MGR. OUR GOAL IS
TO HAVE THE VEH REPAIR WITHIN FORD SPECIFICATION AND IF CUST
WANTS TO TRADE OUT VEH THIS NEEDS TO BE ADDRESSED AT THE
FORD DEALERSHIP INFERENCE CASE ID: 4481

CONSUMER AFFAIRS 06/18/2002 15:27:28

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15:27:28

INFORMATION ISSUE CASE NR: 078681078
REGION: 16 PHILADELPHIA ZONE: B1 OPENED: 06/17/2002
VIN: 1FMYU2310RKA4177 ENGINE: 1 VEH TYPE: T CLOSED: 06/17/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402
RELEASE: 0751
DEALER NAME: ROBIN FORD SALES CODE: F16088 P & A: 01384
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 887793 STALL/OUTS DECELERATION ALL ENGINE TEMP

ORIGIN: CAC328 - US CONCERN CASE NAME COMMUNICATION: PHONE
ACTION: 825 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MYTHAM MANDIA YINAM
ACTION DATA/COMMENTS:

4/17/2002
20.05.35 VLOOMBU/CUSTOMER SAYS: -CUST STATED VEH IS STALLING, HAS BE-
EN TO DLR FOR THIS ISSUE ONCE ALREADY, REPROGRAMMED POWER CON-
TROL MODULE, BACK 06/11/2001 -TOOK VEH TO DLR AGAIN FOR THE
SAME ISSUE AND THEY COULD NOT DUPLICATE ISSUE BUT ATTACHED
A FLIGHT RECORDER AND INFORMED TO TOUCH THE BUTTON WHEN VEH
IS STALLING SO IT COULD BE RECORDED -CUST IS CONCERNED IN R-
EGARDS TO SAFETY PER CUSTOMER, DEALER SAYS: -ROBIN FORD
CAC ADVISED: -FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP
IF 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 -
CUST WAS ADVISED BASED ON THE ABOVE DOCUMENTATION INFERENCE
CASE ID: 4482

ER82-627 22831

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 15.27.38

INFORMATION ISSUE CASE NR: 075881002
 REGION: 44 PITTSBURGH ZONE: C8 OPENED: 04/18/2001
 VIN: 1FMYU41X2K0C80883 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: TALLMADGE STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
 MILEAGE: 880
 DEALER NAME: PARK FORD SALES CODE: F44218 P & A: 03883
 REASON CODE: 3085 PRODCOMP DURPERF - VEHICLE QUALITY
 SYMPTOM: 807768 STALL/QUIT DECELERATION ALL ENGINE TEMP

ORIGIN: CAC338 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM
 DOCUMENT: ANALYST: VANENOR VICTORIA.ABERNORTH
 ACTION DATACOMMENTS:

4/18/2002

01.05.14 CUSTOMER SAYS: "PHONE NUMBERS LOST DURING ERROR IN SMART T SYSTEM" - A WEEK AGO, HIT THE BRAKES, NEAR STOPPING, EVERYTHING WENT OUT, VEH STOPPED, AND SHE RESTARTED IT - IT APPEARED AGAIN - APPEARS WITH BRAKING, ALL THE LIGHTS GO ON, THE BRAKES GO OUT, THE VEH STOPS (SOMETIMES) - HAPPENED ON E ON THE WAY TO WORK, GOING DOWN A HILL - AS GOING TO A STOP - ALWAYS ON A GRADE - 2 ON DOWNHILL, ONE ON UPHILL PER CUSTOMER, DEALER SAYS: PARK FORD CAC ADVISED: - VEH RECD MEND THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFO RMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT ORIGIN V MGR - INFORMATION FOUND IN OUR ECH WEBSITE: SYMPTOM 8001-2002 ESCAPE 3.0L'S MAY EXPERIENCE AN INTERMITTENT STALL MOSTLY ON DECEL BUT POSSIBLY AT ONUSE WITH AN IMMEDIATE RESTART. TYPICALLY, THIS CONCERN MAY BE CHARACTERIZED AS A 1 TIME STALL, NO CODES, NO MIL, USUALLY DURING COAST DOWNHILL, AND ALWAYS WITH IMMEDIATE RESTART. SYMPTOM DETAILS 3.0L ENGINE VEH / 3.0L ISSUED OTHER INFO FOR DEALER ONLY W HAVE NORMAL DIAGNOSTIC FAIL TO PIN POINT ROOT CAUSE, CHECK THE EEC POWER RELAY-HAVE TECHNICIAN TAP ON RELAY (FOR LOCATI ON USE 2001 ESCAPE WIRING DIAGRAM SECTIONS 303-075-00-1 CONN ECTOR #C104L 700-08-00-37 BATTERY JUNCTION BCD) IF THE ENGE NE STALLS OR STUMBLES REPLACE THE RELAY WITH PART# P04Z-1491 088-A. CHECK CONNECTIONS AT PDB FOR PIN PUSHOUT. CHECK PCM G ROUNDS - G104 & G105 UNDERNEATH BATTERY TRAY FOR BEING LOOSE IF (WILL HAVE TO REMOVE TRAY TO GET ACCESS TO GROUNDS). CHECK BEO DASH GROUND - G106 ON BULKHEAD AND G101 ON TRANSMISSION , UNDERNEATH BATTERY TRAY (DO THIS AT THE SAME TIME AS G104 & G105) FOR BEING LOOSE. CHECK IAC VALVE - IF PART NUMBER 1 & OTHER THAN YF1E-97715A8, IT MUST BE REPLACED. CHECK CONNEC TORS C8708, C8709, C8760 & C8706 FOR LOOSE CONNECTION, SIGNS OF CORROSION OR WATER INTRUSION, OR TERMINAL/PIN DAMAGE.

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 15.27.38

INFORMATION ISSUE CASE NR: 075881002
 REGION: 44 PITTSBURGH ZONE: C8 OPENED: 04/18/2002
 VIN: 1FMYU41X2K0C80883 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

4/18/2002

21.05.14 VEHICLES AFFECTED 2001-2002 ESCAPES WITH 3.0L ENGINE (IN FRENCH CASE ID: 4891

CONSUMER AFFAIRS

08/18/2002 MMFAJCPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM #1 13.27.26

INFORMATION ISSUE CASE NR: 0778148801
REGION: ZONE: OPENED: 10/16/2001
VIN: 1FMYU08106KA7472 ENGINE: 1 VEH TYPE: T CLOSED: 10/16/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR.
ADDRESS:
CITY: LOCKPORT STATE: IL ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 2100
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607798 STALL/OUTS DECELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION SURVEY
ACTION: 100001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: MLEWY899 MICHELLE LEWIS
ACTION DATA COMMENTS:

10/16/2001
21.33.20 CUSTOMER SAYS: ENGINE HAS DIED 3 TIMES SINCE PURCHASE
DEALER SAYS: NONE
CAD ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND
O THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL CLAIMS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS

08/18/2002 MMFAJCPRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM #1 13.27.26

INFORMATION ISSUE CASE NR: 1342223481
REGION: 10 BDR ZONE: C1 OPENED: 02/25/2002
VIN: 1FMCU04102NA27980 ENGINE: 1 VEH TYPE: T CLOSED: 02/25/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR.
ADDRESS:
CITY: KILBUCK STATE: PA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 404
MILEAGE: 2000
DEALER NAME: INDEPENDENCE FORD SALES CODE: F16888 P & A: 01814
REASON CODE: 0404 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607798 STALL/OUTS DECELERATION ALL ENGINE TEMP

ER02-827 22833

ORIGIN: OACB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 622 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: PDMTHO PEPP DIMITROPOULOS
ACTION DATA COMMENTS:

08/15/2002

15:14:38 CUSTOMER SAYS: -CUST PICKED UP VEH ON OCT 15/01 -INTERMITTENT CONCERN WITH STALLING WHEN GOING DOWNHILL - ENGINE STALLS -CHECK ENGINE LIGHT, CHECK OIL LIGHT AND BRAKE LIGHT ON ME WHEN THIS HAPPENS -VEH BROUGHT TO DLRSHP 3 TIMES FOR THE 3 CONCERN PER CUSTOMER, DEALER SAYS: -INDEPENDANCE FORD 8101 NEW BERRYCK HIGHWAY BLOOMSBURG, PA 17815 TEL: (717) 784-1414 CAC ADVISED: -FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. IMAGE?

IE. - 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: 4482

CONSUMER AFFAIRS 08/15/2002 MMFAKPRG

BEGINNING OF CONTACT

08/16/2002 MASTER OWNER RELATIONS SYSTEM II 13:27:20

INFORMATION ISSUE CASE NR: 1374571082
REGION: 02 SOUTHWEST ZONE: 02 OPENED: 04/16/2002
VIN: 1PM0U041724027712 ENGINE: 1 VEH TYPE: T CLOSED: 04/16/2002

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MR:

ADDRESS:

CITY: AUSTIN STATE: TX ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

RELEASE:

DEALER NAME: COVERT FORD, INC. SALES CODE: P82302 P & A: 04497

REASON CODE: 8017 PRODCOMP DURYPER - KNOWING FOX AT PRESENT

SYMPTOM: 827706 STALL/CUST'S DESCRIPTION ALL ENGINE STOP

ORIGIN: OACB - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 728 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

DOCUMENT: ANALYST: CPARRIS CHURCH FARRIS

ACTION DATA COMMENTS:

4/16/2002

10:22:34 CUSTOMER SAYS: -VEH IS HAVING STALLING CONCERNS. -CLAIMS THE VEH STALLED TWICE IN MARCH/02; ABOUT 8:30 @ 80 MPH ON A SLIGHT DOWN GRADE PUT VEH IN NEUTRAL AND RESTART WHICH IN AS HAPPENED IMMEDIATELY. -03/30/2002 ABOUT 2PM DRIVING 50-55 MPH JUST GOT OFF A SLIGHT UPGRADE AND THERE WAS HALF TANK GAS MILES 844 AND IT START UP RIGHT AWAY. IT WAS TAKEN TO THE DLR (COVERT FORD) AND THEY HAD CONTACTED THE ENGINEERING WHO RECOMMENDED SEVERAL TEST, WHICH WAS DONE AND THE DLR WAS UNABLE TO DUPLICATE THE CONCERN. -THE VEH WAS RETURNED TO O HIA AND WAS ADVISED IT WAS SAFE TO DRIVE. -THINKS THERE I

ERR2-027 22834

IS A SAFETY CONCERN IN THE VEH BECAUSE THE VEH WAS NOT REPAIRED FOR THE STALLING CONCERN. - CUSTOMER SERVICE MARKET MGR
#NAME?

FOR A 2001 WHICH HAD THE SAME CONCERN WAS PAID BY FORD -CUSTOMER IS DEMANDING FORD RETURN A FULL REFUND FOR THE VEH BECAUSE OF THE SAFETY CONCERN. PER CUSTOMER, DEALER SAYS: "THERE IS A KNOWN PROBLEM BUT FORD IS WORKING ON A FIX. CAC ADVISED: -CSC TO OUR SPOKE WITH BEN GENE WHO STATED HIS REGIONAL REP IS WORKING ON THIS ISSUE AND WILL BE IN TOUCH WITH THE CUSTOMER ONCE HIS REP MAKES A DECISION. - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN #NAME?

OPENING 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 CSEP: IF CUSTOMER ASKS FOR TIMELINES, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) REFERENCE CASE ID: 8401

CONSUMER AFFAIRS 08/18/2008 16:57:05

08/18/2008 MASTER OWNER RELATIONS SYSTEM III 16:57:05

INFORMATION ISSUE CASE REF: 1874871682
REGION: 08 SOUTHWEST ZONE: 02 OPENED: 04/18/2008
VIN: 1FACU8M178K027718 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2008

ORIGIN: CACMOE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CPARRIS CHUMBE PARRIS
ACTION DATACOMMENTS:

4/18/2008

18:08:44 VLOOBUCUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
ONE CAC ADVISED: CSC TO OUR SPOKE WITH MARGY CFM WHO STATED THAT THE REP HAS MADE A FINAL DECISION IN REGARDS TO THIS VEH AND HE WAS INFORMED OF THIS ,HE HAD ALSO SENT HIM AN EMAIL ON THURSDAY ADVISING THAT IF HE IS STILL NOT SATISFIED WITH THE DECISION HE CAN PURSUE THE DSB SINCE ALL OF THEIR RESOURCES HAVE BEEN EXHAUSTED. -THE DECISION BEING UNTIL THE CONCERN IS DUPLICATED THERE WILL NO REPAIR ATTEMPTS. -CFM ADVISED THAT THE REPAIR WHICH WAS DONE CAME DIRECTLY FROM THE ENGINEERS BUT IT DID NOT SOLVE THE CONCERN.

ORIGIN: CACMOE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - OUTBOUND CALL TO FORDMERCURY CUSTOMER
DOCUMENT: ANALYST: CPARRIS CHUMBE PARRIS
ACTION DATACOMMENTS:

CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: CSC TO CUSTOMER LEFT MESSAGE FOR CUSTOMER. -IF CUSTOMER CALLS IN PLEASE ADVISE AS FOLLOWS *****
***** CSC

TO OUR SPOKE WITH MARGY CFM WHO STATED THAT THE REP HAS MADE A FINAL DECISION IN REGARDS TO THIS VEH AND HE WAS INFORMED OF THIS ,HE HAD ALSO SENT HIM AN EMAIL ON THURSDAY ADVISING THAT IF HE IS STILL NOT SATISFIED WITH THE DECISION HE CAN PURSUE THE DSB SINCE ALL OF THEIR RESOURCES HAVE BEEN EXHAUSTED. -THE DECISION BEING UNTIL THE CONCERN IS DUPLICATED THERE WILL NO REPAIR ATTEMPTS. -CFM ADVISED THAT THE REPAIR WHICH WAS DONE CAME DIRECTLY FROM THE ENGINEERS BUT IT DID NOT SOLVE THE CONCERN.

2062-827 22835

CONSUMER AFFAIRS 05/18/2002 MMFA03PTG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM III 15.27.25

INFORMATION ISSUE CASE NBR: 149548331
REGION: 21 ATLANTA ZONE: 01 OPENED: 05/01/2002
VIN: 1FMYU04168KA00004 ENGINE: 1 VEH TYPE: T CLOSED: 05/01/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: MONROE STATE: GA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2002 MODEL: ESCAPE XLT 4M

MILEAGE: 19000

DEALER NAME: UNIVERSITY LINCOLN SALES CODE: 185045 P & A: 10004

REASON CODE: 8225 PRODCOMP DUMPER - VEHICLE QUALITY

SYMPTOMS: 807733 STALL/OUTS DECELERATION ALL ENGINE TEMP

ORIGIN: CAC89 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 000 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: AKURYSKO ALLISON KURYSKO

ACTION DATA/COMMENTS:

5/18/02

12.11.11 CUSTOMER SAYS: -SHE WENT TO DLR LAST WEEK -WHILE DRIVING
THE VEH JUST STOPPED -SHE PULLED TO THE SIDE OF THE ROAD

#NAME?

AD TO REPROGRAM THE WHOLE COMPUTER -THE DLR HAD TO PUT A NG
W THROTTLE BODY ON THE GAS PEDAL -SHE RECEIVED HER VEH BAC
K AND IT SEEMS TO BE DRIVING FINE -SHE WANTS APPLY FOR THE
LEMON LAW PER CUSTOMER, DEALER SAYS: UNIVERSITY FORD--(1
708) 545 - 7164 CAC ADVISED: -WE RECOMMEND THE REPAIR BE
PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SEN
T TO DLR, CUSTOMER SHOULD CONTACT CRAWFORD HIGH INFERENCE CAS
ID: 4981

CONSUMER AFFAIRS 05/18/2002 MMFA03PTG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM III 15.27.25

INFORMATION ISSUE CASE NBR: 1688911072
REGION: 27 WASHINGTON ZONE: 01 OPENED: 04/17/2002
VIN: 1FMCU034182K00007 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/2002

5922-827 22836

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: POTOMAC STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 800
DEALER NAME: BERRY FORD OF GAIT SALES CODE: F27089 P & A: 00864
REASON CODE: 3036 PRODCOMP DUMPERF - VEHICLE QUALITY
SYMPTOM: 807788 STALL/QUIT/ DECELERATION ALL ENGINE TEMP

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: PERMITRO PEPPI PERMITROPOULOS
ACTION DATA/COMMENTS:

4/17/2002
13.20.13 CUSTOMER SAYS: -CUST HAS OWNED VEH FOR 3 WEEKS -WHILE CUS
T WAS GOING DOWN A HILL THE VEH HAD STALLED ON DECELERATION
#NAME?
TACOMETRE WAS IN THE ZERO READING -CHECK ENGINE LIGHT CAME
ON -VEH RESTARTED AND DROVE TO THE DLRSHP -VEH IS CURRENT
Y AT THE DLRSHP BUT NOT FULLY DIAGNOSED YET PER CUSTOMER, D
EALER SAYS: BERRY FORD 881 NORTH FREDERICK AVE. GAITHER
SBURG, MD 20878 TEL: (301) 358-1015 FAX: (301) 548-8087
OAG ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A F
ORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOM
ER SHOULD CONTACT CRM/SERV MGR -ADV CUST NO FSA OR CBP ON T
HE VEH INFERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/2002 MSFAXP76

1

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.27.20

CONCERN ISSUE CASE NR: 128090882
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/08/2001
VIN: 1FMCU0412KAM0785 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MURRYVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2800
DEALER NAME: KENNY ROSS FORD SALES CODE: F44417 P & A: 07880
REASON CODE: 1103 AWA - VEH CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 807788 STALL/QUIT/ DECELERATION ALL ENGINE TEMP

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: R888888 R888888888
ACTION DATA/COMMENTS:

2062-627 22837

3/22/02

10.06.00 CUSTOMER SAYS: VEH HAS STALLED 6 TIMES. STALLED OCT 30TH, NOV 21ST, 14TH DEC, 24TH JAN, 4TH FEB SEEKING TO GET THE VEH REPAIRED. SEEKING LOANER ASSIST WHILE THE VEH WIL BE AT THE DFL FOR REPAIR. CUST WAS AT THE DFL TODAY PER CUSTOMER, DE ALER SAYS: DFL SAYS 2-3 OTHER VEHs DOES THE SAME THING, BUT NO REPAIR PROCEDURE AVAILABLE. SOME REPAIRS WORK AND SOME DOES NOT. CAC ADVISED: -I WOULD LIKE TO BE YOUR ADVOCATE I N 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? -CSR SPOKE WITH PHIL(SRV WRITER), WHO ADVISED CSR THAT T HE CUST HAS AN APPOINTMENT SCHEDULED FOR THE 27TH MARCH. -

#NAME?

IS TO LOOK INTO LOANER ASSIST, IF SHE DOES NOT HAVE A ERP IN FERENCE CASE ID: 9388

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-YOUNG KENNY ROSS FORD
ACTION DATA/COMMENTS:

4/9/2002

09.11.00

CONSUMER AFFAIRS 05/16/2002 MWPAK/PNG

BEGINNING OF CONTACT

05/16/2002 MASTER OWNER RELATIONS SYSTEM II 13.27.00

REGION 0800 CASE REF: 005708001
REGION: 44 PITTSBURGH ZONE: C2 OPENED: 05/16/2002
VIN: 1FMYU0418KAM333 ENGINE: 1 VEH TYPE: T CLOSED:
LAST NAME: STATUS: OPEN
TITLE: FIRST NAME: MR:
ADDRESS:
CITY: LAKEWOOD STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2000 MODEL: ESCAPE XLT 4X4
MILEAGE: 18000
DEALER NAME: LIBERTY FORD SOUTH-WY SALES CODE: F44124 P & A: 03273
REASON CODE: 30RA PRODCOMP CURPIEP - REGIONAL ASSISTANCE
SYMPTOMS: 807768 STALL/OUTS DISCILLERATION ALL ENGINE TEMP

ORIGIN: DAC035 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 779 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: CGRAHAM CHURCHLEY GRAHAM
ACTION DATA/COMMENTS:

6/13/2002

09.00.00 CUSTOMER SAYS: -VEH HAS BEEN TO DLR 3 TIMES FOR INTERMITTE NT STALLING CONCERNS -VEH EVEN STALLED IN THE 1ST WEEK CUS T HAD IT -PROBLEM STILL EXISTS AND VEH HAS STALLED AGAIN

#NAME?

#NAME?

ES NOT WANT A REFUND OR TO HAVE VEH REPAIRED -CUST JUST WA NTS TO GET RID OF VEH AND STOP PAYING FOR IT PER CUSTO MER, DEALER SAYS: NONE CAC ADVISED: -WE SPOKE TO THE SERVICE DEPARTMENT AND HAVE CONFIRMED THAT YOUR VEHICLE HAS NOW BEEN TO THE DEALERSHIP MULTIPLE TIMES - WE HAVE DOCUME NTED YOUR CONCERN AND WILL SEND A COPY TO YOUR DEALERSHIP RII CUSITING FURTHER TECHNICAL ASSISTANCE - YOUR CRIMSRV MGR W ILL CONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION +++ -CONFIRMED CAC ADDRESS FOR CUST +++ -OBC TO LIBERTY FORD-

ER02-027 22838

SPOKE TO CLIFF WARNER P&S DIRECTOR ...WE UNDERSTAND CUST'S
SITUATION ...TSS HAS BEEN PERFORMED ON VEH ...HAVE CUST C
ALL MYSELF TO DISCUSS MATTER FURTHER ...WE WILL HAVE TO LO
OK AT VEH AGAIN ++ -ADVISED CUST AS PER CLR CONVERSATION

CONSUMER AFFAIRS 09/18/2002 MWPAJ0PR0

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM III 15:27:38

PLV ISSUE CASE REF: 082448088
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 04/18/2002
VIN: 1FMCU08122KAB9943 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR:
ADDRESS:
CITY: VAN NUYS STATE: CA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402
RELEASE: 1940
DEALER NAME: GULPIN FORD SALES CODE: F71040 P & A: 0808
REASON CODE: 0824 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 907793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: GOUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

4/18/2002
15:52:28

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: CHANBER EYVETTE HANSEN/RY
ACTION DATA/COMMENTS:

4/18/2002
08:25:12

1902-027 22839

 *ATTN: CONSUMER AFFAIRS MANAGER

*SALES AND SERVICE CONTACTS COUNTRY: USA
 *OPENED BETWEEN 01/01/2000 AND 08/14/2002
 *ISSUE TYPES : ALL
 *MODEL YEARS : 2001 OR 2002
 *MODEL NAMES : ESCAPE
 *BODY CODES : ALL
 *REASON CODES: ALL
 *SYMPTOMS : 007451 OR 007452 OR 007453 OR 007501 OR 007502
 OR 007503
 *ENGINE CODES: ALL
 *ACTION CODES: ALL
 *OPENING : ALL
 *ORIGIN CODES:
 *VEH. LINE : ALL
 *STATE/PROV. : ALL
 *PERSON CODES: ALL
 *DEALER CODES: ALL
 *OPENING : ALL
 *ANALYST ID:
 * ODOMETER: FROM: 000000 TO: 999999

 CONSUMER AFFAIRS

CONTACT COUNTS BY TYPE

CONCERN	DIS	INFORMATION	INQUIRY	LEGAL	PRIORITY	RAV	REGION	TOTAL
100	51	202	8	15	3	27	21	206

SORT SEQUENCE: (DEFAULT AND FINAL IS ISSUE TYPE)

1. BY AGENCY_CD	2. BY AGENCY_CD
3. BY ATTSYMP_CD	4.
5.	6.
7.	8.
9.	10.

11

OWNER RELATIONS 08/14/2002 15:02:00

 *ATTN: CONSUMER AFFAIRS MANAGER

*SALES AND SERVICE CONTACTS COUNTRY: USA
 *OPENED BETWEEN 01/01/2000 AND 08/14/2002
 *ISSUE TYPES : ALL
 *MODEL YEARS : 2001 OR 2002
 *MODEL NAMES : ESCAPE

EP02-027 22841

AOMDLINE# A80VEH_08 A178YMP_CD

	TOTAL	RPM
1980	67	10
1981	67	10
1982	67	10
1983	67	10
1984	67	10
1985	67	10
1986	67	10
1987	67	10
1988	67	10
1989	67	10
1990	67	10
1991	67	10
1992	67	10
1993	67	10
1994	67	10
1995	67	10
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2101	67	10
2102	67	10
2103	67	10
2104	67	10
2105	67	10
2106	67	10
2107	67	10
2108	67	10
2109	67	10
2110	67	10
2111	67	10
2112	67	10
2113	67	10
2114	67	10
2115	67	10
2116	67	10
2117	67	10
2118	67	10
2119	67	10

11

09/18/2002 MASTER OWNER RELATIONS SYSTEM M 1843.18

DEALER NAME: BOYD BROTHERS FORD SALES CODE: 781010 P & A: 00000

Page 2 of 577
dictm02.txt

REASON CODE: 8085 PROXIMITY DRIVER - VEHICLE QUALITY
SYMPTOM: 807461 STALL/QUITS AT WARM COLD ENGINE

ORDER: CACSB - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR CONTACT CRM
DOCUMENT: ANALYST: BRANDFORD GERRARD BRANDFORD
ACTION DATA COMMENTS:

07/18/2002

06.30.01 CUSTOMER SAYS: - INTERMITTENT STALLING CONCERN: AT 45 MPH
H GOING DOWN HILL. VEH HAS BEEN TO DLR 3 X. VEH WILL BE AT
DLR THIS MORNING. WILL BE CONTACTING THE ATTORNEY GENERAL
BEHIND THE VEH TO BE REPAIRED. PER CUSTOMER, DEALER SAY
S: - N/A. CAC ADVISED: - WE RECOMMEND THE REPAIR BE PER-
FORMED BY A FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CPM/STORY FOR INTERFERENCE CASE
ID: 4981

CONSUMER AFFAIRS 06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM IN 10.41.18

INFORMATION ISSUE CASE NBR: 808501251
REGION: 16 PHILADELPHIA ZONE: G1 OPENED: 11/09/2001
VIN: 1FMYU04101K088885 ENGINE: 1 VEH TYPE: T CLOSED: 11/09/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR

ADDRESS: [REDACTED]

CITY: SEYDLERS STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 2800

DEALER NAME: DICK MILHAM FORD SALES CODE: F16488 P.S.A: 00707

REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 807461 STALL/QUITS AT WARM COLD ENGINE

ORDER: CACSB - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 888 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: NALI MURUS SABA ALI
ACTION DATA COMMENTS:

11/09/2001

10.08.02 CUSTOMER SAYS: THE VEH STALLED THREE ON THE QUART -
WITHIN THE FIRST WEEK / THEN A MONTH LATER / THEN THIS PA-
ST FRIDAY THE VEH STALLS ON A COLD ENGINE THE VEH I-
S CURRENTLY AT DICK MILHAM FORD THE SELLING DLR - WHO HAS
NOT BEEN ABLE TO DUPLICATE THE CONCERN - THE CUST HAS
REQUESTED THE DLR TO KEEP THE VEH FOR A WEEK SO THAT THE DLR
MAY BE ABLE TO VERIFY THE CONCERN DURING THE TIME FRAME -
IF N/A?

D - PER CUSTOMER, DEALER SAYS: CAC ADVISED: - INFORM
WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CAN
NOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE C-
USTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONC-
ERN IS NOTICED INTERFERENCE CASE ID: 4402

CONSUMER AFFAIRS 06/18/2002 MMFAKPRG

0002-027 22043

1
BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM II 1841.16

INFORMATION ISSUE CASE NBR: 07848091
REGION: 11 BOSTON ZONE: E1 OPENED: 07/84/001
VIN: 1FMYU0445YK080721 ENGINE: 1 VEH TYPE: T CLOSED: 07/84/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BARNSTABLE STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 18000
DEALER NAME: BILL DUNE FORD SALES CODE: F11844 P & A: 08889
REASON CODE: 808 PRODDCOMP DURPERF - VEHICLE QUALITY
SYMPTOMS: 807481 STALL/CUTS AT IDLE COLD ENGINE

ORIGIN: CACI31 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NIMATZANK MARLITT MATZANK
ACTION DATA/COMMENTS:

7/24/2001

17.51.00 CUSTOMER SAYS: THE VEHICLE IS STALLING THE CUST HAS HAD
THE VEHICLE BACK TO THE DEALER 2 TIMES NOW THE VEHICLE HAS
CUT OUT 3 TIMES NOW CUST HAS LOST CONFIDENCE IN THIS VEHICLE
PER CUSTOMER, DEALER SAYS: CACI ADVISED: - WE WROO
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/ALM DEALERSHIP - INF
ORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CROWSE
RY HIGH INFERENCE CASE ID: 4804

CONSUMER AFFAIRS

08/18/002 MAFANP02

1
BEGINNING OF CONTACT

08/18/002 MASTER OWNER RELATIONS SYSTEM II 1841.16

INFORMATION ISSUE CASE NBR: 08778083
REGION: 71 CALIFORNIA ZONE: C1 OPENED: 08/11/002
VIN: 1FMYU0445YK080721 ENGINE: 1 VEH TYPE: T CLOSED: 08/11/002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RIVERSIDE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
RELEASE: 20000
DEALER NAME: KEN GRIDDY FORD SALES CODE: F71089 P & A: 07848
REASON CODE: 808 PRODDCOMP DURPERF - VEHICLE QUALITY
SYMPTOMS: 807481 STALL/CUTS AT IDLE COLD ENGINE

ORIGIN: CACI31 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: IPRESTAN NEFAN PRESTAN
ACTION DATA/COMMENTS:

8/11/2002

18.08.00 CUSTOMER SAYS: CUST CALLING AND SAID THAT HE IS DRIVING AN
D SAID THAT HE DROVE 48 MINS AND WHEN HE DRIVES HIS VEH IT W
ILL NOT IDLE AND TURNING -CUST SAID THAT THIS IS THE FIRST TI
ME CUST BEING A TOW PER CUSTOMER, DEALER SAYS: NONE O
AD ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FOR
D/ALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT CROWSERY HIGH INFERENCE CASE ID: 4801

ER02-027 22844

BEGINNING OF CONTACT

05/15/008 MASTER OWNER RELATIONS SYSTEM IN 12.41.10

INFORMATION ISSUE CASE NR: 05051012
 REGION: 41 CHICAGO ZONE: J2 OPENED: 04/11/008
 VIN: 1FMCJL0410H039700 ENGINE: 1 VEH TYPE: T CLOSED: 04/11/008

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
 ADDRESS: [REDACTED]
 CITY: CHICAGO ILL 60617 STATE: IL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
 MILEAGE: 4853
 DEALER NAME: BUTTON FORD, INC. SALES CODE: F41048 P & A: D1827
 REASON CODE: 3035 PRODCOMP DURPERF - VEHICLE QUALITY
 SYMPTOM: 807481 STALL/OUTS AT IDLE COLD ENGINE

ORIGIN: OACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 088 - ADVISE INFO WILL BE SENT TO DLR; CONTACT OPEN
 DOCUMENT: ANALYST: TMSHORE TSH-MEDSHORE
 ACTION DATA/COMMENTS:

4/11/008

10.07.02 CUSTOMER SAYS: - VEH WILL NOT START - DROVE VEH EARLIER
 AND WAS FINE BUT WHEN TRYING TO START A LIT TIME VEH STALL
 ED - REQUESTING ROADSIDE ASSISTANCE PER CUSTOMER, DEALER SAY
 S: NONE CMO ADVISED: - WE RECOMMEND THE REPAIR BE PERFORM
 ED BY A FORD/LE DEALERSHIP - INFORMATION WILL BE SENT TO D
 LR, CUSTOMER SHOULD CONTACT OWNER SERV MGR INFERENCE CASE ID:
 4851

BEGINNING OF CONTACT

05/15/008 MASTER OWNER RELATIONS SYSTEM IN 10.41.10

INFORMATION ISSUE CASE NR: 05051000
 REGION: 18 NEW YORK ZONE: E1 OPENED: 05/07/001
 VIN: 1FMYLH151K03982 ENGINE: 1 VEH TYPE: T CLOSED: 05/07/001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
 ADDRESS: [REDACTED]
 CITY: MARTINEVILLE STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
 MILEAGE: 19940
 DEALER NAME: FULLERTON FORD SALES CODE: F13476 P & A: 20451
 REASON CODE: 3035 PRODCOMP DURPERF - MULTIPLE REPAIR
 SYMPTOM: 807481 STALL/OUTS AT IDLE COLD ENGINE

ORIGIN: OACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 712 - ADVISE CUSTOMER CMO WILL FOLLOW-UP
 DOCUMENT: ANALYST: TREEVER TROMA REEVES
 ACTION DATA/COMMENTS:

5/7/001

17.10.07 CUSTOMER SAYS: -CUST SAYS ENGINE STALLS AND EVERYTHING SH
 UTS DOWN. -CUST SAYS WHEN ENGINE STALLS THE CHECK ENGINE L
 IGH T WILL BE ON, AND IF CUST TAKES VEH INTO DLRSHIP THE LIG
 HTS COME OFF. -DLRSHIP WILL NOT BE ABLE TO DUPLICATE THE PR
 OBLEM. -CUST SAYS VEH HAS BEEN TO DLRSHIP FOR THE SAME ISS
 UE AND DLRSHIP COULD NOT FIND THE PROBLEM. -CUST SAYS VEH WAS
 AT DLRSHIP LAST THEN A MONTH. -CUST SAYS LIGHT WILL COME
 ON AND VEH STALLS QUITE FREQUENTLY. - PER CUSTOMER, DEALE
 R SAYS: -NONE CMO ADVISED: - CMO UNABLE TO REACH DEALER
 NAME?
 BLUE - FOLLOW UP WITH CUSTOMER INFERENCE CASE ID: 4809

E952-027 22845

BEGINNING OF CONTACT

05/16/2002 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

INFORMATION ISSUE CASE NR: 084600000
 REGION: 44 PITTSBURGH ZONE: 04 OPENED: 10/26/2001
 VIN: 1FMYU04180P18001 ENGINE: 1 VEH TYPE: T CLOSED: 10/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] ME: [REDACTED]

ADDRESS: [REDACTED]

CITY: HENDON STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 404

MILEAGE: 18000

DEALER NAME: MULLINAX EAST INC SALES CODE: F44000 P & A: 08157

REASON CODE: 0025 PRODCOMP DUMPREP - VEHICLE QUALITY

SYMPTOM: 087401 STALL/CUTS AT IDLE COLD ENGINE

ORIGIN: GACRS - US CONCERN CASE BASE COMMUNICATION PHONE

ACTION: 894 - CS-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT OPEN

DOCUMENT: ANALYST: TITANUM TOURS/TITANUM

ACTION DATA/COMMENTS:

10/26/2001

18.21.14 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: NONE GAO AD
 VIDEO: - CRIMERY MGR UNAVAILABLE - FORWARDED INFORMATION
 TO CRIMERY MGR - REQUESTED CRIMERY MGR CONTACT CUSTOMER W
 WITHIN 3 BUSINESS DAYS - CBO TO DLR - BYE MGR WASNT AVAIL
 ABL INFERENCE CASE ID: 1848

BEGINNING OF CONTACT

05/16/2002 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

INFORMATION ISSUE CASE NR: 084600001
 REGION: 24 ORLANDO ZONE: 01 OPENED: 10/16/2001
 VIN: 1FMYU04180P18001 ENGINE: 1 VEH TYPE: T CLOSED: 10/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] ME: [REDACTED]

ADDRESS: [REDACTED]

CITY: LAKE WORTH STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 404

MILEAGE: 17000

DEALER NAME: AL PACKER FORD SALES CODE: F44010 P & A: 04370

REASON CODE: 0025 PRODCOMP DUMPREP - VEHICLE QUALITY

SYMPTOM: 087401 STALL/CUTS AT IDLE COLD ENGINE

ORIGIN: GACRS - US CONCERN CASE BASE COMMUNICATION PHONE

ACTION: 896 - ADVISE INFO WILL BE SENT TO DLR; CONTACT OPEN

DOCUMENT: ANALYST: VIKESHAR VAISHN NEMENARD

ACTION DATA/COMMENTS:

10/16/2001

18.34.51 CUSTOMER SAYS: -SO MANY PROBLEMS SINCE PURCHASE -7TH TIME
 AT DLRREP -VEH IS NOT STARTING, CUST HAS TO JERK KEY TO
 START VEH - , BACK RIGHT SHOCK IS LEAKING FLUID DLRREP IS
 CURRENTLY ORDERING PRT -DLRREP IS ALSO CURRENTLY ORDERING
 IGNITION CYLINDER PER CUSTOMER, DEALER SAYS: -NONE GAO A
 DYSED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM
 DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHO
 ULD CONTACT CRIMERY MGR INFERENCE CASE ID: 4904

EP02-027 22048

CONSUMER AFFAIRS 08/18/2008 18:41:19

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM IS 18:41:19

INFORMATION ISSUE CASE NR: D8348211
REGION: 18 PHILADELPHIA ZONE: F1 OPENED: 04/23/2008
VIN: 1FMYU04181K078888 ENGINE: 1 VEH TYPE: T CLOSED: 04/24/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: LEBANON STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11000
DEALER NAME: PHILLIPS FORD SALES SALES CODE: P18510 P & A: 01224
REASON CODE: 3085 PRODCOMP DUNPERF - VEHICLE QUALITY
SYMPTOM: 807491 STALL/CLUTS AT IDLE COLD ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 000 - ADVISE INFO WILL BE SENT TO OUR CONTACT CRM
DOCUMENT: ANALYST: HMCIPHERS HERMAN MCPHERSON
ACTION DATA/COMMENTS:

4/28/2008

14:51:18 CUSTOMER SAYS: - CUST SAYS VEH IS NOT YET FIXED - WANTS T
O KNOW WHY PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED
: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/MA DEALER
REPAIR - INFORMATION WILL BE SENT TO OUR, CUSTOMER SHOULD GO
NTACT CREDITRY MGR - CAC TO OUR SPOKE TO CHRIS GIB - ADV
ISED THAT VEH CHECKED OUT OK AT THE DLRSHIP, THEY COULDN'T GET
IT TO EXHIBIT THE CONCERN - EVERYTHING WAS WITHIN SPEC
- CHRIS WAS IN CONTACT WITH LEE WILLIAMS (TECH FROM DEARBORN
) AND HE SAID HE WAS SATISFIED THAT THEY DID ALL THEY COULD
DO FOR THE CUST - IF THE VEH IS NOT DOING NOTHING WRONG, TH
ERE IS NO CONCERN - CUST ADVISED SAME INFERENCE CASE ID: 4
END

CONSUMER AFFAIRS 08/18/2008 18:41:19

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM IS 18:41:19

INFORMATION ISSUE CASE NR: 0770403390
REGION: [REDACTED] ZONE: [REDACTED] OPENED: 11/27/2008
VIN: 1FMYU04181K081439 ENGINE: 1 VEH TYPE: T CLOSED: 11/27/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WABOLGA STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2000
DEALER NAME: [REDACTED] SALES CODE: [REDACTED] P & A:
REASON CODE: 419 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 807491 STALL/CLUTS AT IDLE COLD ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: HMCIPHERS HERMAN MCPHERSON
ACTION DATA/COMMENTS:

11/27/2008

21:28:56 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE VEHICLE
STALLING. THE CUSTOMER STATED THAT THE VEHICLE WAS PURCHASED

END-827 22847

ON OCTOBER 18, 2000 AND THE VEHICLE HAS EXHIBITED THE CONCERN TWICE ALREADY. THE PROBLEM OCCURRED WITHIN THE FIRST WEEK OF PURCHASE. THE FUEL LINE IS THE MIDDLE ON THE UPPER BRACE UNLATCHED, SHE DOES NOT KNOW THE OCTANE LEVEL BEING USED. THE CONCERN IS NOTICED WHEN SHE IS DRIVING ON A LEVELLED ROAD SURFACE. THERE ARE NO NOISES ASSOCIATED WITH THE CONCERN. THE KEY WILL TURN IN THE IGNITION WHEN TRYING TO START THE VEHICLE WITH NO PROBLEMS. THERE ARE THREE LIGHTS WHICH COME ON, OIL, BATTERY AND THE ENGINE LIGHTS. THE CONCERN IS INTERMITTENT. THE TEMPERATURE DOES NOT AFFECT THE PROBLEM. THE VEHICLE ONLY SITS OVERNIGHT AND DURING THE DAY TIME APPROXIMATELY 1 HOUR BEFORE IT IS DRIVEN AGAIN.

-THE CUSTOMER PLANS TO GO BACK TO THE DEALERSHIP TO HAVE THE MATTER RESOLVED. PER CUSTOMER, DEALER SAYS: -THE DEALERSHIP HAS ALREADY DONE A CHECK AND WAS NOT ABLE TO DIAGNOSE THE PROBLEM. CAC ADVISED: THE CUSTOMER WILL BE GOING BACK TO THE DEALERSHIP TO SEE IF THE PROBLEM CAN BE RESOLVED.

CONSUMER AFFAIRS 09/18/00 DMFA07P93

BEGINNING OF CONTACT

09/18/00 MASTER OWNER RELATIONS SYSTEM II 13.41.19

INFORMATION ISSUE CASE REF: 0814411571
REGION: 24 ORLANDO ZONE: AS OPENED: 07/08/00
VIN: 1FMYU04111K074908 ENGINE: 1 VEH TYPE: T CLOSED: 07/08/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: MIAMI STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

RELEASE:

DEALER NAME: WORLD FORD/RENDALL SALES CODE: F94005 P & A: 04820

REASON CODE: 0900 RENTAL/OWNER - RENTAL/OWNER REQUEST

SYMPTOM: 007491 STALL/CRUISE AT IDLE COLD ENGINE

ORIGIN: CACRE - US CONCERN CASE BASE COMMUNICATIONS PHONE

ACTION: 887 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE

DOCUMENT: ANALYST: 09/18/01 GALINA WATOS

ACTION DATA/COMMENTS:

7/8/00

09/18/01 CUSTOMER SAYS: JUST BEING RENTAL - VEH WAS NOT DIAGNOSED - WOULD LIKE A RENTAL VEH PER CUSTOMER, DEALER SAYS: NO. CAC ADVISED: - ADVISE CUSTOMER THAT VEHICLE HAS NOT LOANER PROVISION. FORD WILL NOT PROVIDE ASSISTANCE FOR A LOANER VEHICLE. REFERENCE CASE ID: 0820

CONSUMER AFFAIRS 09/18/00 DMFA07P93

BEGINNING OF CONTACT

09/18/00 MASTER OWNER RELATIONS SYSTEM II 13.41.19

INFORMATION ISSUE CASE REF: 104721401
REGION: 16 PHILADELPHIA ZONE: P1 OPENED: 08/08/00
VIN: 1FMYU04111K074908 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: COOKSVILLE STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

ENC-027 22046

RELEASE: 7800
DEALER NAME: FALLISHER FORD, INC. SALES CODE: FPK028 P & A: 01414
REASON CODE: 04M DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807401 STALL/OUTS AT COLD ENGINE

OFFICE: CAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 881 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: DOREO DONNA GERO
ACTION DATA/COMMENTS:

08/08/00
08/08/00 CUSTOMER SAYS: -CUST SAID THAT ON 11/08/00 WITH 888 MILES ON THE VEHICLE THE ENGINE CUT OFF ON THE FREEWAY. ALL THE RED LIGHTS CAME ON AND SHE ALSO LOST POWER STEERING WHILE DRIVING AT 35 TO 40 MPH. CUST SAID THAT THIS HAPPENED ON A COLD ENGINE. -CUST SAID THAT AFTER SHE TURN THE VEHICLE OFF AND START AGAIN IT TOOK OFF. -SECOND TIME IT HAPPENED ON 08/07/00 WITH 7830 MILES AT 30-40 MPH ON A COLD ENGINE THE VEHICLE STOPPED AND ALL THE LIGHT CAME ON AND THE VEHICLE CAME TO A STOP. CUST ALMOST GOT HIT BY ON COMING TRAFFIC. -CUST SAID THAT SHE NEEDS A REPLACEMENT VEHICLE IF THEY CANNOT DETERMINE WHAT IS WRONG WITH THE VEHICLE BEFORE THE NEXT TIME THIS HAPPEN SHE MAY NOT BE SO LUCKY PER CUSTOMER, DEALER SAYS: -GAD 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. CBO TO BE MARK DEFENDER WHO SAID THAT THE CUST SHOULD MAKE AN APPOINTMENT TO BRING THE VEHICLE IN, HE WILL CHECK FOR UPDATED BULLETINS AND TEST DRIVE THE VEHICLE AGAIN. REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/00 MEFAC090

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM IN 18.41.78

INFORMATION BULK CASE MFR 187000190
REGION: ZONE: OPENED: 07/17/001
VIN: 1FMYU0815YK084745 ENGINE 1 VIN TYPE: F CLOSED: 07/17/001

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI:

ADDRESS:

CITY: DALLAS STATE: TX ZIP:

HOME PHONE:

MODEL YEAR: 8001 MODEL: ESCAPE XLT 402

RELEASE: 1880

DEALER NAME: SALES CODE: P & A:

REASON CODE: 04M DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 807401 STALL/OUTS AT COLD ENGINE

OFFICE: CAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 881 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JEPISSEL JODY SPISSEL
ACTION DATA/COMMENTS:

7/17/001
21.08.00 CUSTOMER SAYS: CUST HAS EXPERIENCED VEH STALLING FROM 15.0 TO 20.0 MILES; CLR UNABLE TO DUPLICATE CONCERN; IS GOING TO CLR T HIS WEEK PER CUSTOMER, DEALER SAYS: -GAD 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. NO RECALLS ON VEH IN REFERENCE CASE ID: 4482

OFFICE: CAC08 - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: SNOVAK GLENN NOVAK
ACTION DATA/COMMENTS:

7/18/001
18.46.11 CUSTOMER SAYS: -AS PER PREVIOUS CONTACTS, CUST HAS EXPERIENCED

END-827 22048

OLD INTERMITTENT STALLING CONCERN W/ VEH - OCCURS MOST OFTEN WHEN GOING FROM DRIVE TO REVERSE, BUT HAS ALSO OCCURRED WHEN COASTING TO STOP AND GOING OVER SMALL BUMPS - TAKEN VEH TO DLJ TWICE FOR THIS CONCERN - DLJ RESET IDLE, BUT THIS HAS NOT SOLVED PROBLEM - CUST IS STARTING TO WORRY ABOUT SAFETY OF VEH (FALL IN INTERSECTION WILL BE DANGEROUS) AND WOULD LIKE POND'S ASSISTANCE IN ADDRESSING PROBLEM PER CUSTOMER, DEALER SAYS: -NONE GAO ADVISED: -SPOKE TO WAYNE DENSON (B/M) -HE ADVISED THAT VEH HAD AIR BYPASS VALVE REPLACED -ADVISED THAT THEY DID NOT RE-SET IDLE, AS IDLE IS CONTROLLED BY PCM (CANT BE MANUALLY RESET) -ADVISED HE IS PREPARED TO DO WHATEVER IS NECESSARY TO CORRECT CONCERN -CRM SUGGESTED FLIGHT RECORDER OR PROVIDE CUST W/ LOANER SO THAT DLJ CAN DRVE VEH FOR A FEW DAYS TO ATTEMPT IDENTIFICATION OF CONCERN -WAYNE ADVISED HE WOULD PREFER TO START W/ SEND OPTION AND WILL B

CONSUMER AFFAIRS 09/18/2002 MMFAKPRG

OPENED MASTER OWNER RELATIONS SYSTEM IN 18.41.18

INFORMATION ISSUE CASE NR: 187180001
REGION: ZONE: OPENED: 07/17/2001
VIN: 1FMYU81W0204746 ENGINE: 1 VEH TYPE: T CLOSED: 07/18/2001

07/18/2001
18.41.18 I AM HAPPY TO ARRANGE LOANER FOR THIS CUST **GO TO CUST -L/T
T MEO ADVISING CUST TO CALL WAYNE TO MAKE ARRANGEMENTS, ADVISE OF LOANER, INTENDED PROCEDURE ETC. -PROVIDED PHONE # FOR DLJ AND CRD, IN CASE CUST NEEDS FURTHER CLARIFICATION **
NOT CSR -IF CUST CALLS IN, PLEASE CLARIFY THIS INFO FOR THM
BM -ARRANGEMENTS HAVE ALREADY BEEN MADE W/ BM TO INITIATE THE PROCEDURE

CONSUMER AFFAIRS 09/18/2002 MMFAKPRG

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18.41.18

INFORMATION ISSUE CASE NR: 1871800001
REGION: ZONE: OPENED: 01/08/2002
VIN: 1FMCU041010K79878 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHICAGO STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 18000

DEALER NAME: [REDACTED] SALES CODE: [REDACTED] F & A:
REASON CODE: 0484 (DEALERSHIP - UNABLE TO DUPLICATE CONCERN)
SYMPTOM: 807481 STALL/CLUTS AT IDLE COLD ENGINE

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: ADRIEN ALICIA SPERIN
ACTION DATACOMMENTS:

18/02/02
18.07.02 CUSTOMER SAYS: ~. FROM OCTOBER THERE WAS A CONCERN WITH THE VEH NOT STARTING IN COLDER WEATHER ~ VEH WAS IN FOR THE FREE TIME FOR THE SAME CONCERN ~ CUST WANTS VEH TO BE REPAIRED ~ PREVIOUS CSR INFORMED HER THAT THE DEALERSHIP WAS UNABLE TO DUP CONCERN ~ WAS TOLD THAT THE PROCESSOR WAS REPLACED AND A WHOLE NEW KEY SYSTEM WAS REPLACED AND NOW PREVIOUS CSR TOLD HER NO WORK DONE BECAUSE THEY WERE UNABLE TO DUP CONCERN ~ WANTS TO KNOW WHO IS TELLING THE TRUTH PER CUSTOMER, DEALER SAYS: -NONE GAO 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

END-827 22000

OT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED
 ---OBD TO DLT--- -BPOKE TO MIKE ALLAN DM -MIKE INFORMED
 ED CRC THAT A PROXIMATOR WAS REPLACED LAST WEEK -MIKE SAID T
 HERE NO PROBLEMS WITH VEH SO VEH WAS RELEASED ON SATURDAY
 -ON MONDAY CUST SAID VEH WOYFT START AND HAD IT TOWED TO THE
 DLRSHP -THE VEH IS CURRENTLY AT THE DLRSHP AND THE DLRSHP
 IS UNABLE TO DUP CONCERN,SO THAT IS WHY PREVIOUS OBR TOLD
 HER NO WORK HAS BEEN DONE -UNTIL DLRSHP CAN DUP CONCERN T
 HIS TIME NOTHING CAN BE DONE -WILL HAVE TO FOLLOW UP WITH O
 UST BECAUSE SHE HAD TO GO TO A MEETING -CUST ADVISED IF OR
 C DOESNT GET HER THEN LEAVE MESSAGE IN REFERENCE CASE ID: 448

ORIGIN: OACN02 - MANUAL - PHONE OR COMMUNICATION: PHONE
 ACTION: 381 - OUTBOUND CALL TO FORMER/CURY CUSTOMER
 DOCUMENT: ANALYST: ADRIEN ALONIA GREEN
 ACTION DATA/COMMENTS:

1/14/2008
 15.25.57 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

CONSUMER AFFAIRS 02/18/2002 MWF/AFPR

02/18/2002 MASTER OWNER RELATIONS SYSTEM II 15.41.19
 INFORMATION ISSUE CASE NR: 14788801
 REGION: ZONE: OPENED: 01/08/2008
 VIN: 1FMDU04181K078573 ENGINE: 1 VEH TYPE: T CLOSED: 01/14/2008

1/14/2008
 15.25.57 CAC ADVISED: *****OBD TO CUST***** -LEFT A MESSAGE, WILL
 TRY TO REACH HER AGAIN -IF CUST CALLS BACK BEFORE OBD IS AS
 LB TO CONTACT HER, NEXT OBR PLZ INFORM HER OF ANSWER

CONSUMER AFFAIRS 02/18/2002 MWF/AFPR

BEGINNING OF CONTACT
 02/18/2002 MASTER OWNER RELATIONS SYSTEM II 15.41.19
 INFORMATION ISSUE CASE NR: 148788171
 REGION: 44 PITTSBURGH ZONE: OH OPENED: 01/24/2008
 VIN: 1FMDU04181K084477 ENGINE: 1 VEH TYPE: T CLOSED: 01/24/2008

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] ME [REDACTED]
 ADDRESS: [REDACTED]
 CITY: STACHESVILLE STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
 MILEAGE: 11500
 DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F64186 P.A.: 02178
 REASON CODE: 8055 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 087481 STALL/QUIT AT IDLE COLD ENGINE

ORIGIN: OACN02 - US CONCERN CASE BASE COMMUNICATION: MAIL
 ACTION: 394 - OB-ADVISE CUST INFO WILL BE SENT TO CLER CONTACT OBM

ENR2-027 22851

DOCUMENT: ANALYST: JOSEPH JOSEPH JOSEPH
ACTION DATA/COMMENTS:

1848002

184738 CUSTOMER SAYS: VEH STALLING - H
I WANT TO BE TRANSFERRED TO 8000 - NEED TO KNOW WHAT HAPPENED
D TO HIS REQUEST TO ESCALATE THE PROBLEM PER CUSTOMER, DEALER
SAYS: - NONE CAD ADVISED: - CPM/SERV MGR UNAVAILABLE
#NAME?
RY MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS
- ADVISED CUST WHAT WAS DOCUMENTED ON THE SYSTEM
HISTORICAL - CAD ADVISED: - CPO TO SM GARY SMITH
WHO SAID HE HAS DONE EVERYTHING FORD TOLD THEM TO DO BUT
THE PROBLEM STILL EXISTS. MFL SMITH WILL SPEAK WITH THE
FIELD ENGINEER AND CPM AND CONTACT THE CUST WHEN HE HAS AN
ANSWER. INFERENCE CASE ID: 1848

CONSUMER AFFAIRS 08183002 MANUFACTURING

BEGINNING OF CONTACT

08183002 MASTER OWNER RELATIONS SYSTEM 18-41-18

INFORMATION ISSUE CASE NR: 1807091851
REASON: 10.80M ZONE: 01 OPENED: 07/08/2001
VIN: 1FMCJ0H121KAM000 ENGINE: 1 VEH TYPE: T CLOSED: 07/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: MARKED TREE STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1000
DEALER NAME: BUDN'S VAUGHN FORD SALES CODE: P8804 P & A: 0887
REASON CODE: 80MR PRODCOMP CURPSRF - MULTIPLE REPAIR
SYMPTOMS: 08F01 STALL/QUIT AT IDLE COOLD ENGINE

ORIGIN: CACIS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CPO WILL FOLLOW-UP
DOCUMENT: ANALYST: RPRATER PRATER PRATER
ACTION DATA/COMMENTS:

7/8/2001

181838 CUSTOMER SAYS: CUST CALLED REPAIRING HER VEH - CUST SAYS
THAT THE VEH HAS BEEN IN THE SHOP 4 TIMES 4 TIMES FOR THE SAME
CONCERN - CUST SAYS THAT THE VEH IS A LEMON - CUST FEE
LS THAT EVEN IF THE VEH IS NOW FIXED SHE WILL NOT BE CONFIDENT
IN IT - CUST SAYS HER DLR ADVISED HER TO CALL FOR ABBAS
TANCE FROM FORD IN REGARDS TO THE LEMON LAW OR STEPS TO REPL
ACE THE VEH - CUST SAYS THAT THE VEH HAS A NO START CONCERN
WHERE THE KEY WILL NOT START IN THE IGNITION AND THE STEERING
WHEEL WILL NOT TURN - CUST'S DLR HAS NOW ORDERED A NEW IG
NITION SWITCH ASSEMBLY FOR THE VEH TO FIX THE CONCERN - CUST
SAYS THAT SHE JUST WANTS OUT OF THE VEH PER CUSTOMER,
DEALER SAYS: - NONE CAD ADVISED: - CPO UNABLE TO REACH
DEALER - CPO WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCUSS
ISSUE - FOLLOW UP WITH CUSTOMER INFERENCE CASE ID: 4
808

CONSUMER AFFAIRS 08183002 MANUFACTURING

BEGINNING OF CONTACT

1848-827 22082

INFORMATION ISSUE CASE NR: 188083401
 REGION: 44 PITTSBURGH ZONE: A2 OPENED: 18808001
 VIN: 1FMCU0D1E1K444829 ENGINE: 1 VEH TYPE: T CLOSED: 18808001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: FREEDOM STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 8800

DEALER NAME: MOON TOWNSHIP FORD SALES CODE: F44022 P & A: 07408

REASON CODE: SMR PRODCOMP DURPERF - MULTIPLE REPAIR

SYMPTOM: 807491 STALL/QUIT AT IDLE COLD ENGINE

ORIGIN: CAC128 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 884 - SUPPORT DEALER'S POSITION

DOCUMENT: ANALYST: KCH18071 KEVIN CHRISTIE

ACTION DATA/COMMENTS:

18808001

12.47.22 CUSTOMER SAYS: -CUSTOMER IS CALLING ABOUT HIS VEH. AND HIS
 VEH. SHUT OFF WITH NO STEERING OR BRAKING PER CUSTOMER,
 DEALER SAYS: -NONE CAO ADVISED: -SUPPORT REPAIR PROCEDURE
 RE COMPLETED BY DEALER -ADVISED CUSTOMER TO TAKE HIS VEH. I
 N FOR REPAIR AND SPEAK WITH THE SERVICE MANAGER DAVE WHITE

CONSUMER AFFAIRS 09/18/2002 188FA3PR8

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM II 12.41.10

INFORMATION ISSUE CASE NR: 1878082821
 REGION: [REDACTED] ZONE: [REDACTED] OPENED: 18808001
 VIN: 1FMCU0D1E1K284778 ENGINE: B VEH TYPE: T CLOSED: 18808001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: WINTHROP HARBOR STATE: IL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4

MILEAGE:

DEALER NAME: SALES CODE: P & A:

REASON CODE: SMR PRODCOMP DURPERF - MULTIPLE REPAIR

SYMPTOM: 807491 STALL/QUIT AT IDLE COLD ENGINE

ORIGIN: CAC128 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 884 - SUPPORT DEALER'S POSITION

DOCUMENT: ANALYST: NICHOLAS NICHOLAS

ACTION DATA/COMMENTS:

18808001

11.48.25 CUSTOMER SAYS: -THE VEH STALL AGAIN -THE VEH AT THE DLRSH
 UP ON THE OCT7188001 AND THE CUST TOOK VEH BACK ON THE OCT/
 188001 AND VEH STALL. -CUST IS FED UP AND WANTS THIS TO
 BE TAKEN CARE OFF AND WANTS INFO ON THE LEMON LAW... -CUST
 WANTS TO SPEAK WITH SOMEONE HIGHER UP -CUST DOESN'T WANT TO
 SPEAK TO KNOW CBR AT THE CRO -CUST WANTS A RETURN CALL FR
 OM A SUPERVISOR OR TL FOR CLARIFICATION... PER CUSTOMER, D
 EALER SAYS: NONE CAO ADVISED: -SUPPORT REPAIR PROCEDURE
 RE COMPLETED BY DEALER -CBO TO DLRSHIP
 -SPOKE TO THE SERVICE MANAGER (JASON) HE STATED THE
 CUST VEH WAS IN AT THE DLRSHIP FOR A REPAIR ON THE FAN SYSTEM
 HE IT NEEDED TO BE RESET BECAUSE IT WAS IN THEFT MODE... AN
 D THAT CAUSE VEH TO STALL...OR MAY THE CUST MIGHT HAVE A BAD
 KEY... -ADVISED CUST THAT THIS INFO IS DOCUMENTED -ADVISE
 CUST THE CBR WOULD CALL HER BACK ON MONDAY TO HAVE THIS
 RESOLVED... (10888001) AT 12.35PM INFORMATION CASE ID: 4808

ER02-027 22853

ORIGIN: QACMR - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: NICKINX NICKINX
ACTION DATA/COMMENTS:

10/23/2001
18.09.30 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
OAC ADVISED: -TRANSFER CALL TO THE SUPERVISOR (JONATHAN) -
JONATHAN STATED HEE GOING TO CONTACT THE CUST TO EXPLAIN THE
CUST CONCERN THATS BEEN DOCUMENTED ON LAST CONTACT WITH CUS
T...

CONSUMER AFFAIRS 08/18/2002 MAFACPRO

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 18.41.19
INFORMATION ISSUE CASE NBR: 187808821
REGION: ZONE: OPENED: 10/20/2001
VIN: 1F6UJ018610B4778 ENGINE: B VEH TYPE: T CLOSED: 10/23/2001

ORIGIN: QACMR - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JORRAN JONATHAN GRIMM
ACTION DATA/COMMENTS:

12/23/2001
18.08.30 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAC ADVISE
D: *****SUPERVISOR: JORRAN: 8905

CONSUMER AFFAIRS 08/18/2002 MAFACPRO

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM III 18.41.19
INFORMATION ISSUE CASE NBR: 188811012
REGION: IN ORLANDO ZONE: DE OPENED: 04/18/2002
VIN: 1PHYU081810C8108 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002
LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR:
ADDRESS:
CITY: LOS ANGELES STATE: CA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 18000
DEALER NAME: GARY YEDANS FORD SALES CODE: F04451 P & A: 04730
REASON CODE: 3025 PRODCOMP CLRP/PIFF - VEHICLE QUALITY
SYMPTOM: 807451 STALL/OUTS AT IDLE COLD ENGINE

ORIGIN: QACMR - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLN; CONTACT ORN
DOCUMENT: ANALYST: LKIN31 USA KIN3
ACTION DATA/COMMENTS:

4/18/2002
20.08.40 CUSTOMER SAYS: -STALLS WHEN VEH IS PUT IN REVERSE - CUST

ER02-027 22954

WANTS VEH REPAIRED - CUST ALSO WANTS TO KNOW ABOUT THE LE
MON LAW IN CALIFORNIA WHERE THE VEH WAS BOUGHT PER CUSTOMER
DEALER SAYS: CAC ADVISED: *****CUST TO CUST - WE RE
COMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - I
INFORMATION WILL BE SENT TO DUL, CUSTOMER SHOULD CONTACT CWS
SERV MGR REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 05/18/02 MBFAKPRG

BEGINNING OF CONTACT

05/18/02 MASTER OWNER RELATIONS SYSTEM IN 18:41:15

INFORMATION ISSUE CASE NBR: 1816433201
PERSON: IN OWNER ZONE: A1 OPENED: 01/07/02
VIN: 1FALU6181K2B1154 ENGINE: 5 VIN TYPE: T CLOSED: 01/07/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: GOLD SPRING STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M4
RELEASE: 7389

DEALER NAME: PHIL LONG FORD, LLO SALES CODE: P8200 P & A: 05140
REASON CODE: 8017 PRODUCTION PURCH - KNOWING FX AT PRESENT
SYMPTOM: 807481 STALLS/CLUTS AT IDLE COLD ENGINE

ORIGIN: CACUS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 488 - ADVISE CUSTOMER CRO WILL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: STAVANES ENLE TAVANES
ACTION DATA/COMMENTS:

1/7/2002

11:30:08 CUSTOMER SAYS: CUST HAS A ESCAPE AND IS PROBLEM WITH IDLE
CUST HAS BEEN IN 4 TIMES CUST SAYS THAT DLNHP SAYS THAT
THEY ARE NOT SURE IF THEY CAN FIX THE PROBLEM CUST SAYS T
HAT VEH STALLS ON INTERSTATE EXIT AND ON THE FREE HOME FROM
DLNHP CUST WANTS THIS REPAIRED HE IS GOING ON VACATION
CUST SAYS THAT THIS IS THE 4 TIME GOING IN FOR REPAIRS CUS
T WANTS VEH FIXED ON TRADE VEH IN 148885 IS CUST PRN FOR
PAGER CUST IS GOING ON VACATION ON THE 15 PER CUSTOMER, D
ALER SAYS: CUST SAYS THAT THE LAST TIME VEH HAD BEEN IN F
OR 31 BUSINESS DAYS AND WHEN CUST PICKED VEH IN THE VEH WAS
NOT FIXED DLNHP SAYS THAT THEY ARE WAITING ON A DOWNLOAD
FROM COMPUTER CRO TO DLNHP SPOKE TO MARGIE AND THEY ARE W
AITING FOR FORD TECH INFO AND EVEN 887 MEN AND SHOP TECH ARE
WAITING FOR FORD TECH DLNHP SAYS THAT THIS IS A MATION VI
DE ISSUE AND PROBLEM IS OCCURRING WITH ONE OF THEIR EMPLOYEES
CAC ADVISED: - INFORM CUSTOMER WE WILL RESEARCH ISSUE -
CRC WILL RE-CONTACT CUSTOMER WITH UPDATE CAC ADVISED CUST TH
AT DLNHP WILL KEEP IN CONTACT WITH CUST AS SOON AS INFO IS
SENT TO THEM REFERENCE CASE ID: 4800

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: D4088 - CUST. SAT. FIRST TOOL UTILIZED - CAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: LHESTER1 HESTER, LEBLE (L.A.)
ACTION DATA/COMMENTS:

8/8/2002

16:38:08 CUSTOMER HAD NUMEROUS PROBLEMS WITH ENGINE/CLUTCH DAVE CUS
TOMER A 8200 CAC TO HELP INTO ANOTHER FORD VEHICLE

CONSUMER AFFAIRS 05/18/02 MBFAKPRG

BEGINNING OF CONTACT

05/18/02 MASTER OWNER RELATIONS SYSTEM IN 18:41:15

INFORMATION ISSUE CASE NBR: 1780470188
PERSON: 10 SON ZONE: F1 OPENED: 01/16/02
VIN: 1FALU6181K2B1154 ENGINE: 5 VIN TYPE: T CLOSED:

ERR2-827 22868

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLYTHE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
RELEASE: 7000
DEALER NAME: BLYTHE FORD CENTER SALES CODE: F71477 P & A: 00405
REASON CODE: 80FA PRODDCMP CLRPSPFP - REGIONAL ASSISTANCE
SYMPTOM: 80781 STALLS OUT AT 1000 COLD ENGINE

ORIGIN: CACR6 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 729 - ADVISE CUST CRO WILL FOLLOW UP
DOCUMENT: ANALYST: PHANAL POMPA MANDAL
ACTION DATA/COMMENTS:

1/18/2002

SUBJECT CUSTOMER SAYS: - HAVING PROBLEM WITH THE VEH FROM THE BEGINNING - THE VEH DIED IN THE FREEWAY WHILE DRIVING IN THE CHRISTMAS EVE - TOOK THE VEH TO THE DLRHP VEH WAS REPAIRED - A WEEK AGO IT DIED AGAIN - TOOK THE VEH TO THE DLRHP AGAIN THEY STATED CALL WHEN IT DOES HAVE RETURNED THE VEH - CUST IS SCARED TO DRIVE THE VEH WITH HER THREE CHILDREN - CUST SENDING ANOTHER VEH TILL DLRHP FINDS THE PROBLEM - CUST SENDING REPAIR PER CUSTOMER, DEALER SAYS: - FOUND NOTHING WRONG CAC ADVISED - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION, TO ENSURE YOU REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? - CRO TO THE DLRHP COULD NOT REACH ANYONE DLRHP WAS CLOSED, ADVISED CUST WILL RECALL THE ISSUE AND FOLLOW UP WITH HER WITHIN TWO BUSINESS DAYS - INFERENCE CASE ID: 8405

ORIGIN: CACR6 - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: PHANAL POMPA MANDAL
ACTION DATA/COMMENTS:

1/22/2002

18.45.00 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
E CAC ADVISED: - TO THE NEXT CRO, IF THE CUST CALLS PLEASE INFORM THAT THE DLRHP IS LOOKING INTO THE ISSUE STAY IN CONTACT WITH THE DLRHP - THANKS - CRO TO THE DLRHP SPOKE WITH GARRY THE GM HE STATED IN WRITER ALSO EXPERIENCED THE SAME PROBLEM WITH THE VEH WHEN THE VEH DIED SO PICKED UP THE CUST AND PROVIDED A LOANER TO THE CUST AND TOWED THE VEH TO THE DLRHP, TEST DROVE THE VEH OK

CONSUMER AFFAIRS 08/18/2001 NMFACPR6

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18.41.18

INFORMATION ISSUE CASE NAME: 1700479102
PERFORM: 10 BDR ZONE: P1 OPENED: 01/18/2002
VIN: 1FNUJ21B2K000474 ENGINE: 8 VEH TYPE: T CLOSED:

1/22/2002

18.45.00 UPLE OF TIMES COULD NOT DUPLICATE THE CONCERN, SO GARRY CO NTACTED THE REG REP TO SEE IF THE CUST CAN BE PROVIDED WITH A VEH TILL THE PROBLEM CAN BE DUPLICATED, IT IS AN INTERMITTENT PROBLEM - HE WILL CONTACT THE CUST ONCE HE GETS SOME INFO - CRO TO THE CUST TO FOLLOW UP DAYTIME - IS INCONVENIENT NO ONE BY THAT NAME WORKS THERE, SO CALLED HOME PH # AND LEFT A MESSAGE THAT THE DLRHP IS LOOKING INTO THE ISSUE STAY IN CONTACT WITH THE DLRHP AND IF NEEDED CALL CRO -

0802-827 22008

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM IN 18:41:18

CONCERN ISSUE: CASE INFO: 081182751
 REGION: 11 BOSTON ZONE: 01 OPENED: 10/08/2001
 VIN: 1FMYU0171JA04480 ENGINE: 1 VEH TYPE: T CLOSED: 10/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: DANVERS STATE: MA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4

MILEAGE: 8600

DEALER NAME: THOMAS FORD SALES I SALES CODE: F11045 P & A: 0000

REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 807481 STALL/OUTS AT IDLE COLD ENGINE

ORIGIN: CAC000 - US CONCERN CASE BASE COMMUNICATION: SURVEY

ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: MINDY MELISSA NICOL

ACTION DATA COMMENTS:

10/08/2001

DEALER CUSTOMER SAYS: - MY VEH STALLED WHILE I WAS COMING OFF THE
 HIGHWAY CAN YOU TELL ME IF THERE IS ANY OPEN RECALL TO MY V
 EH - MY VEH IS GETTING TOWED TO MY DEALER RIGHT NOW PER
 CUSTOMER, DEALER SAYS: NONE AND ADVISED: - WE RECOMMEND
 THE REPAIR BE PERFORMED BY A FORD/AL DEALERSHIP - INFORMAT
 ION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDITORY MD
 R - ADVISE CUST THAT THERE ISNT ANY OPEN RBA ON HER VEH)
 REFERENCE CASE NO: 4805

ORIGIN: DEALER - DEALER COMMUNICATION: SURVEY

ACTION: DAC010 - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT: ANALYST: S-TROMB1 THOMAS FORD

ACTION DATA COMMENTS:

11/1/2001

14:44:57

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM IN 18:41:18

CONCERN ISSUE: CASE INFO: 081110001
 REGION: ZONE: OPENED: 10/18/2001
 VIN: 1FMYU0171JA04480 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: ORISTON STATE: NJ ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4

MILEAGE: 18000

DEALER NAME: SALES CODE: P & A:

REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 807481 STALL/OUTS AT IDLE COLD ENGINE

ORIGIN: DAC000 - US CONCERN CASE BASE COMMUNICATION: MAIL

ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: AFANCLO ANDREINE FARCLOUGH

ACTION DATA COMMENTS:

10/18/2001

10/18/01 CUSTOMER SAYS: CUST VEH STALLS WHEN SHE IS DRIVING LEFT &
 8 AND OUT 10 ARE THE 2 TIMES THE VEH HAS STALL SINCE CUST HA

1002-027 22857

8 BOUGHT VEH WHILE DRIVING. CUST TOOK VEH TO DEALERSHIP THE FIRST TIME IT STALL, THE DEALERSHIP COULD NOT REPAIR THE PROBLEM. CUST WANTS WHAT IS GOING TO BE DONE TO FIX THE VEH. CUST DOESN'T FEEL SAFE. PER CUSTOMER, DEALER SAYS: NONE. CUST GOT MARRIED SHE WANTS TO CHANGE HER MARIAN NAME TO MARRIED NAME ON OUR FILE. NEW NAME DITMAR OLD NAME HOR SAN. CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CU STONER SHOULD CONTACT OPM/BBV MFR INFERENCE CASE ID: 4906

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DACT76 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: K-DAM11 KEITH DAVIS
ACTION DATA COMMENTS:

10/26/2001
14.02.02 UNABLE TO DUPLICATE CONCERN ON TEST DRIVE. CUSTOMER TOLD TO RETURN IF CONCERN OCCURS AGAIN

ORIGIN: OACR03 - MANUAL - CORRESPONDENCE OR COMMUNICATION: MAIL
ACTION: 306 - P7 - US - SUPPORT PREVIOUS DECISION MADE BY YOUR DEALER
DOCUMENT: 2847418 ANALYST: MFLUTHER MATT RUTHERFORD
ACTION DATA COMMENTS:

1/28/2002
14.02.05 CUSTOMER SAYS: SURVIVY SENT - VEH STALLS WHEN CUST IS DRIVING AT A FAIRLY HIGH RATE OF SPEED - BREN TO DLR TWICE. A NO IS SCHEDULED FOR ANOTHER VISIT 12/28 - STALLING HAS HAPPENED 3 TIMES SINCE SEPTEMBER; CUST DISAPPOINTED THIS HAS

CONSUMER AFFAIRS 08/18/2002 MMFAFPR0

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18-41-18

CONCERN ISSUE CASE NR: 08-1100081
REGION: ZONE: OPENED: 10/18/2001
VIN: 1FMYUD4111K17889 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/2002

1/8/2002
14.02.09 YET TO BE CORRECTED; FRIGHTENING TO DRIVE A VEH THAT MAY STALL AT ANY MOMENT. PER CUSTOMER, DEALER SAYS: MAPLECRIST PD RD. CAC ADVISED: FORM LITTER - SUPPORT PREVIOUS DECISION MADE BY DLR. DLR HISTORICALS 10/25/01 UNABLE TO DUPLICATE CONCERN ON TEST DRIVE. CUSTOMER TOLD TO RETURN IF CONCERN OCCURS AGAIN

CONSUMER AFFAIRS 08/18/2002 MMFAFPR0

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18-41-18

CONCERN ISSUE CASE NR: 040148871
REGION: 10 SDR ZONE: 81 OPENED: 10/14/2001
VIN: 1FMYUD4111K1877 ENGINE: 1 VEH TYPE: T CLOSED: 10/04/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: ROANOKE STATE: VA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M4
RELEASE: 14090
DEALER NAME: TRIANGLE FORD-MERCU SALES CODE: F27587 P & A: 05774
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807481 STALLS/SHUTS AT COLD ENGINE

ORIGIN: OACR03 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 128 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT OPM
DOCUMENT: ANALYST: TONAHUM TAJEBEF KHANUM

0802-027 22958

ACTION DATA/COMMENTS:

10/04/2001

11.08.01 CUSTOMER SAYS: FIELD A COMPLAINT FALLIN VEH - OUTS OFF -
 VEH ENGINE DIES AND STALLS REPAIR DONE 6-8 MTHS AGO -CU
 ST WANTS FORD TO REPAIR THIS. PER CUSTOMER, DEALER SAYS:

#NAME?

ARE ANY REPAIRS TRIANGLE FORD-MERCURY/HOUGH FOURK OAO ADV
 SED: AS NO TBS FOUND IN THE BSH SITE ON TECH MESSAGES -
 WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDUM DEALERSHIP

#NAME?

CPM/SERV MGR INFERENCE CASE ID: 4908

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT

ACTION: SAC012 - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT: ANALYST: O-DOUGLAS CARSON DOUGLAS

ACTION DATA/COMMENTS:

05/18/2002

15.00.01 CAME REPAIRED VEC SEND TO BE HAPPY WITH REPAIR

CONSUMER AFFAIRS

05/18/2002 NEWFAXPRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM III 15.41.19

CONCERN ISSUE

CASE NBR: 080700241

REGION: 01 ATLANTA

ZONE: E3

OPENED: 08/07/2001

VIN: 1FMYJ041818P02110 ENGINE: 1 VEH TYPE: T CLOSED: 08/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] HE [REDACTED]

ADDRESS: [REDACTED]

CITY: CARY STATE: NC ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 12000

DEALER NAME: CROSBROADS FORD, IN SALES CODE: F21026 P & A: 00800

REASON CODE: 0810 WARRANTY - BUMPER-TO-BUMPER

SYMPTOMS: 007401 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC000 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLP; CONTACT CPM

DOCUMENT: ANALYST: JGONZALEZ JESSICA GONZALEZ

ACTION DATA/COMMENTS:

07/20/01

12.36.10 CUSTOMER SAYS: CUST HAS A PROBLEM WITH THE VEH IT QUIT ON
 THE ROAD WHILE SHE WAS TURNING; CUST HAS BEEN TO THE DEALERSHIP;
 CUST IS UP SET BECAUSE SHE HAS HAD MANY PROBLEMS FOR THE VEH
 H; THE BRAKE FLUID LEAKED OUT HOURS AFTER SHE BOUGHT THE VEH
 ; THEN ENGINE NOISE IN THE WINDOWS; THE BATTERY WAS NOT GROUND
 ED; THE LIGHT CAME ON FOR THE EMISSION SYSTEM; CUST WANTS T
 O CALL AN PLACE A COMPLAINT PER CUSTOMER, DEALER SAYS:
 NONE OAO ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED B
 Y A FORDUM DEALERSHIP - INFORMATION WILL BE SENT TO DLP, O
 CUSTOMER SHOULD CONTACT CPM/SERV MGR INFERENCE CASE ID: 4908

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE

ACTION: DAC070 - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED

DOCUMENT: ANALYST: M-MARINA MIKE REVERAITY

ACTION DATA/COMMENTS:

07/19/2001

10.27.01 VEHICLE HAS BEEN ROAD-TESTED 115 MILES AND CANNOT DUPLICATE
 COMPLAINT. TESTS PERFORMED HAVE FOUND NO FAILURE CODES.

ERS2-827 22050

CONSUMER AFFAIRS

08/18/002 MMFAUXPRE

BEGINNING OF CONTACT

08/18/002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NRP: 957782211
REGION: 47 OHIO/PA/MI ZONE: 02 OPENED: 08/18/001
VIN: 1PMCU02151K141043 ENGINE: 1 VEH TYPE: T CLOSED: 08/29/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CARMEL STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 401
MILEAGE: 23000
DEALER NAME: TOM WOOD FORD SALES CODE: P47018 P & A: 04998
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807491 STALL/OUTS AT COLD COLD ENGINE

ORIGIN: CAC000 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT ORN
DOCUMENT: ANALYST: KPEREZ KARM PEREZ
ACTION DATA/COMMENTS:

8/18/001
14.08.08 CUSTOMER SAYS: - REOCCURRING PROBLEM 2001 ESCAPE - VEH IS
HAVING CONCERN STALLING, CUST BROUGHT THE VEH TO ALDERMAN
FORD WHO WERE UNABLE TO DUPLICATE THE CONCERN - CUST WOULD
LIKE TO BRING THE VEH TO ANOTHER DLR FOR SECOND PER CUST
ORDER, DEALER SAYS: - NONE - TOM WOODS DLR ADVISED: - W
IF RECOMMEND THE REPAIR BE PERFORMED BY A FORD/ALM DEALERSHIP
#NAME#
OPERATION MGR INFERENCE CASE ID: 4005

ORIGIN: DEALER-DEALER COMMUNICATION: VISIT
ACTION: 040018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-ROACH DAVE ROACH
ACTION DATA/COMMENTS:

8/18/001
08.10.38

CONSUMER AFFAIRS

08/18/002 MMFAUXPRE

BEGINNING OF CONTACT

08/18/002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NRP: 008881081
REGION: 10 NEW YORK ZONE: 01 OPENED: 04/18/001
VIN: 1PMYU04141KPM180 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEWARK STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 2708
DEALER NAME: OZZIE'S FORD STORE SALES CODE: F18048 P & A: 00418
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807491 STALL/OUTS AT COLD COLD ENGINE

ORIGIN: CAC000 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT ORN
DOCUMENT: ANALYST: ALVARO ARACELI LINAES
ACTION DATA/COMMENTS:

4/18/001
16.08.38 CUSTOMER SAYS: CUST SAYS THAT HER BOYFRIEND VEH START AND

EP82-827 22000

THEN DIB DOWN. CUST SAYS THAT SHE PUT THE VEH INTO DRIVE &
ND IT WOULD GO BACKWARDS. WANTS TO TOW VEH INTO THE DEALER'S
HP. PER CUSTOMER, DEALER SAYS: NONE GAO ADVISED: - W
E RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP

CPM88877 NCR REFERENCE CASE ID: 4808

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: D40018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F18048 CEEER FORD STONG
ACTION DATA/COMMENTS:

02/28/01
15.46.11 TESTED FOUND PFE SENSOR OUT OF RANGE REPLACE PFE SENSOR
ROAD TEST CUST SATISFIED

CONSUMER AFFAIRS 00182002 NMFAC0703

BEGINNING OF CONTACT

05/18/00 MASTER OWNER RELATIONS SYSTEM 15 15.47.00

CONCERN ISSUE CASE NCR: CPM88877
REGION: 10 809 ZONE: DE OPENED: 05/08/00
VIN: 1FMYU041010F58088 ENGINE: 1 VEH TYPE: T CLOSED: 05/08/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: WOODSTOCK STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 8001 MODEL: ESCAPE XLT 4X4
MILEAGE: 350
DEALER NAME: MULLENBERG MOTORS I SALES CODE: P57470 F & A: 00118
REASON CODE: 1012 PARTS - BACKORDER DELAY
SYMPTOM: 007481 STALLS/UTS AT IDLE COLD ENGINE

ORIGIN: C4000 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 884 - ADVISE CUSTOMER GAO WILL FOLLOW-UP
DOCUMENT: ANALYST: MARSHALL MARGARET ARSENAULT
ACTION DATA/COMMENTS:

05/20/01
17.51.51 CUSTOMER SAYS: CHECK ENGINE LIGHT CAME ON - VEH BEEN AT DL
RHP SINCE LAST MONDAY. DEFECTIVE SER VALVE AND PART IS ON &
ACK ORDER. PER CUSTOMER, DEALER SAYS: GAO ADVISED: -
ORD UNABLE TO REACH DEALER - ORD WILL RECONTACT DEALER NEXT
BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER IN
REFERENCE CASE ID: 4808

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: D40018 - PARTS ORDER STATUS - NATIONAL BACKORDER
DOCUMENT: ANALYST: P57470 MULLENBERG MOTORS
ACTION DATA/COMMENTS:

07/18/00
15.18.57 PART STATUS AS OF 07/18/01 SHIPPER AND CARRIER HAVE BEEN ASKED
WHO SHOULD BE IN ROUTE TO DEALERSHIP PER CASE ID

ORIGIN: C4000 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 888 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: MARSHALL MARGARET ARSENAULT
ACTION DATA/COMMENTS:

07/18/00
15.08.21 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAO ADVISED
ID:

0002-027 22001

05/16/02 MASTER OWNER RELATIONS SYSTEM III 1541.19

CONCERN ISSUE CASE NBR: 055800401
 REGION: 10 SDR ZONE: D8 OPENED: 05/05/01
 VIN: 1FMYUD4181KPS008 ENGINE: 1 VEH TYPE: T CLOSED: 05/27/01

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAD018 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: R27470 MILLENNIUM MOTORING
 ACTION DATA/COMMENTS:

05/27/01
 10.35.11

BEGINNING OF CONTACT
 05/16/02 MASTER OWNER RELATIONS SYSTEM III 1541.19

CONCERN ISSUE CASE NBR: 05776001
 REGION: 10 SDR ZONE: R1 OPENED: 07/10/00
 VIN: 1FMDU09H1KPS1884 ENGINE: 1 VEH TYPE: T CLOSED: 07/14/01

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: A
 ADDRESS: [REDACTED]
 CITY: ATLANTA STATE: GA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR
 MILEAGE: 7000
 DEALER NAME: PAGE FORD, INC. SALES CODE: P71489 P.A.A: 05776
 REASON CODE: 1180 AWA - VIN CRITERIA, REQUEST AWA PRIOR REPAIR
 SYMPTOMS: 007461 STALLOUTS AT IDLE COLD ENGINE

ORIGIN: CAC088 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: Y15 - PROVIDE ASSISTANCE
 DOCUMENT: ANALYST: A0086 ALICIA KING
 ACTION DATA/COMMENTS:

07/10/01
 15.09.15 CUSTOMER SAYS: - CUST WAS BEING PROVIDED WITH LOANER STA I
 N PREVIOUS CONTACT - SAM BILLIE HAS THE BILL FOR THE LOANER
 AND NEEDS HER OOM CODE - THE CAO ADMITTED IN 5 DAYS OF LOA
 NER ASSISTANCE PER CUSTOMER, DEALER SAYS: NONE CAO ADVIS
 ED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER
 R CONTACT CUSTOMER TO PROCESS LOANER REQUEST - THE CAO HAS
 ASSISTED WITH A TOTAL OF \$218.08 LOANER ASSISTANCE IN FERENCE
 CASE NO: 0584

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
 ACTION: DAD018 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: SMATTHEE STEVE MATTHEWS
 ACTION DATA/COMMENTS:

07/16/01
 15.44.57 BILLIE IS WORKING WITH ALICIA KING AT CAO TO GET REIMBURSED
 FOR MISCELLANEOUS EXPENSES WHILE CUSTOMER WAS BROKEN DOWN IN
 AZ. CUSTOMER RESIDES IN GEORGIA NOW.

CONSUMER AFFAIRS

02/18/2001 09:40:00

BEGINNING OF CONTACT

02/18/2001 MASTER OWNER RELATIONS SYSTEM 30 18:41:18

CONCERN ISSUE CASE NR: 070000001

REGION: 10 SDR ZONE: A1 OPENED: 18/10/2001

VIN: 1FMYU04181K000078 ENGINE: 1 VEH TYPE: T CLOSED: 18/10/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: QUINCY STATE: MA ZIP: [REDACTED]

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 1

DEALER NAME: PAUL CLARK INC SALES CODE: P11404 P.S.A: 00000

REASON CODE: 0014 001000 - RENTAL ASSISTANCE

SYMPTOM: 807401 STALL/OUT AT IDLE COLD ENGINE

ORIGIN: 00000 - US CONSUMER CASE BASE COMMUNICATIONS PHONE

ACTION: 710 - ADVISE CUSTOMER CRO WILL FOLLOW-UP

DOCUMENT: ANALYST: PHILLIP TROY PHILLIPS

ACTION DATA/COMMENTS:

18/10/2001

ED:10:09 CUSTOMER SAYS: - VEH STALLED WHILE DRIVING - CUST MANAGED TO GET VEH STARTED - CUST HAD STOPPED AT A STORE - WHEN CUST TRIED TO START VEH, IT WOULD NOT START - CUST CALLED ROADSIDE - VEH WAS TOWED TO PAUL CLARK FORD, IN BROOKLYN, MA - DOES NOT KNOW HOW LONG VEH WILL BE AT DLR - CUST CONSIDERING GETTING A RENTAL VEH - WONDERING IF FORD COULD ASSIST WITH RENTAL PER CUSTOMER, DEALER SAYS: - CANNOT FIND \$ CURE OF PROBLEM CRO ADVISED: - CUST ADVISED THAT THEY WILL BE CONTACTING DLR TOMORROW, BEFORE LOOKING INTO A RENTAL VEH, TO SEE HOW LONG VEH WILL BE AT DLR - ADVISED CUST RENTAL PROVISIONS ARE NOT INCLUDED IN ITS WARRANTY - ADVISED CUST CRO CAN REVIEW FOR ASST FOR RENTAL COST IF CUST DECIDES TO GET A RENTAL - CUST WILL CALL BACK ONCE DECISION HAS BEEN MADE - CRO UNABLE TO REACH DEALER - CRO WILL RECONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER INFORMANCE CASE ID: 827

CONSUMER AFFAIRS

02/18/2001 09:40:00

BEGINNING OF CONTACT

02/18/2001 MASTER OWNER RELATIONS SYSTEM 30 18:41:18

CONCERN ISSUE CASE NR: 1347001401

REGION: 16 PHILADELPHIA ZONE: P1 OPENED: 05/05/2001

VIN: 1FMYU04181K000078 ENGINE: 1 VEH TYPE: T CLOSED: 05/05/2001

LAST NAME: [REDACTED] STATUS: CLOSED

E002-827 22063

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: COCHAVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 424
MILEAGE: 7000
DEALER NAME: FAULKNER FORD, INC. SALES CODE: F16488 P & A: 01414
REASON CODE: 304R PRODCOMP DUMPING - MULTIPLE REPAIR
SYMPTOM: 607481 STALL/QUIT AT IDLE COLD ENGINE

ORIGIN: OACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 682 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: DOERO DONNA GERO
ACTION DATA/COMMENTS:

05/05/01
09:05:08 CUSTOMER SAYS: -CUST SAID THAT ON 1/16/00 WITH 600
MILES ON THE VEHICLE THE ENGINE CUT OFF ON THE FREEWAY. A
LL THE PBD LIGHTS CAME ON AND SHE ALSO LOST POWER STEERING
WHILE DRIVING AT 35 TO 40 MPH. CUST SAID THAT THIS HAPPEN
ED ON A COLD ENGINE. -CUST SAID THAT AFTER SHE TURN THE V
EHICLE OFF AND START AGAIN IT TOOK OFF. -SECOND TIME IT HAP
PENED ON 05/05/01 WITH 7880 MILES AT 30-40 MPH ON A CO
LD ENGINE THE VEHICLE STOPPED AND ALL THE LIGHT CAME ON AND
THE VEHICLE CAME TO A STOP. CUST ALMOST GOT HIT BY ON COME
NG TRAFFIC. -CUST SAID THAT SHE NEEDS A REPLACEMENT VEHICL
E IF THEY CANNOT DETERMINE HAT IS WRONG WITH THE VEHICLE BEC
AUSE THE NEXT TIME THIS HAPPEN SHE MAY NOT BE SO LUCKY. PER
CUSTOMER, DEALER SAYS: CANNOT DUPLICATE CONCERN. CAD ADVI
SED. - INFORM CUSTOMER OF UPDATED INFORMATION - REQUEST DE
ALER TO CONTACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHED
ULED/COMPLETED. REFERENCE CASE ID: 4807

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: D4070 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: P16488 FAULKNER FORD, INC
ACTION DATA/COMMENTS:

05/05/01
10:08:29 VEH TO BE IN AS OF 5/5/01 CUST GOING AWAY 1 WEEK BRYO WGR 5
PORK WITH CUST AGREED OK TO DRIVE HOME DURING WEEK TO SEE IF
WE CAN DUPLICATE CONCERN. UNTIL WE CAN REPRODUCE HOPFULL
Y BRYO WGR WILL NO REPAIR PROCEDURE AT THIS TIME HAPPENS YET
Y INT LAST TIME WAS APPROX 5-4000 I BELIEVE PER CUST STATEMEN
T

CONSUMER AFFAIRS 05/16/02 MANUFACTURING

BEGINNING OF CONTACT
05/16/02 MASTER OWNER RELATIONS SYSTEM IS 13.41.19

CONCERN ISSUE CASE NBR: 167812611
REGION: 24 ORLANDO ZONE: A2 OPENED: 05/16/2001
VIN: 1FMYU0277K057748 ENGINE: 1 VEH TYPE: T CLOSED: 05/16/2001

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 424
MILEAGE: 5000
DEALER NAME: BEACH FORD SALES CODE: T24001 P & A: 04059
REASON CODE: 304R PRODCOMP DUMPING - MULTIPLE REPAIR
SYMPTOM: 607481 STALL/QUIT AT IDLE COLD ENGINE

ORIGIN: OACRS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 682 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: ECAMPBELL EVERTON CAMPBELL
ACTION DATA/COMMENTS:

05/16/01
10:34:08 CUSTOMER SAYS: -I HAVE A 2001 ESCAPE -BEEN TO THE DUMPING
ON A FEW OCCASIONS -VEH INTERMITTENTLY SEEMS TO EXHAUST A
LOSS OF POWER EVEN WITH ACCELERATOR APPLIED -ON SOME ATTEM
PS THE VEH WOULD SIMPLY DIE -IF LEFT IN IDLE FOR A FEW MIN
UTES IT STARTS -ONCE INITIALLY PUT IN DRIVE THE VEH WOULD

ER82-627 22864

JERK - SPEEDOMETER FLUCTUATED ONCE WHEN ENGAGING PARK - IN
FORMED BY A FORD SERVICE ADVISOR THERE WAS A SERVICE MESSAGE
FOR THIS PROBLEM - DLRHP HAS BEEN DRIVING THE VEH FOR THE
PAST WEEK - I AM NOW VERY NERVOUS DRIVING THIS VEH - THIS
HAS BROUGHT ME TO THE BRINK OF TEARS - I TALK MY GRAND CHIL
DREN FOR DRIVE IN THE VEH - I AM SEEKING HELP FROM FORD
FOR THE PROBLEM PER CUSTOMER, DEALER SAYS: - DLRHP IS N
OT ABLE TO DUPLICATE THE CONCERN - CAC ADVISED: - INFORM CU
STOMER OF UPDATED INFORMATION *****OBC TO DLRHP*****
***** - VEH FINALLY EXHIBITED THE CONCERN - TECH HOTLINE
WAS CONTACTED - RECOMMENDED TO REPLACE THE FUEL PUMP AND MA
S AIR FLOW SENSOR - VEH WILL BE KEPT FOR A FEW DAYS TO MAKE
SURE EVERYTHING IS FINE - CUST CAN KEEP THE RENTAL TELL TH
EN INFERIOR CASE ID: 4807

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: D4G012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: O-PER18 CARY PEREZ
ACTION DATA/COMMENTS:

8/18/2001
20.22.22

CONSUMER AFFAIRS 08/18/2001 18:41:19

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM (M 18:41:19

CONCERN ISSUE CASE NUM: 187888001
REGION: 41 CHICAGO ZONE: 01 OPENED: 12/10/2001
VIN: 1FMDU0419WZ78873 ENGINE: 1 VEN TYPE: T CLOSED: 12/10/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M:

ADDRESS: [REDACTED]
CITY: CHICAGO STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 18000

DEALER NAME: BERT WEINMAN FORD / SALES CODE: F41025 P & A: D1810
REASON CODE: BORA PRODOCOMP DURPERF - REGIONAL ASSISTANCE
SYMPTOM: 887401 STALL/OUTS AT IDLE COLD ENGINE

ORIGIN: CADRE - US CONCERN CASE BASE COMMUNICATION VISIT
ACTION: 482 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM
DOCUMENT: ANALYST: MACCALLA SIMONE MACCALLA
ACTION DATA/COMMENTS:

12/10/2001
18:18:28 CUSTOMER SAYS: I HAVE BEEN EXPERIENCING PROBLEMS WITH MY 2
001 FORD ESCAPE AND HAVE BEEN UNABLE TO DETERMINE WHAT IS CA
USING THESE PROBLEMS. THE FOLLOWING IS A LOG OF THESE PROBLE
MS. I HAVE CONTACTED THE DEALER FROM WHOM I PURCHASED THE CA
R TODAY AND AM WAITING ON A RESPONSE FROM THEM. 1- SATUR
DAY, OCTOBER 27TH IN IOWA. COLD NIGHT, CAR OUTSIDE IN MORN
ING, CAR WOULD NOT START. CAR MADE BRIGHT WHIRRING NOISE, BU
T NOTHING ELSE. NOT A BATTERY PROBLEM- LIGHTS WENT ON, RADIO
... CALLED FORD. HAD TRUCK COME OUT. TRIED TO JUMP, BUT NOTH
ING HAPPENED. TWO OTHER INDIVIDUALS TRIED TO START THE CAR.
TOWED CAR TO SERVICE PLACE (NOT A FORD DEALER AS THEY WERE U
NABLE TO SERVICE). AS SOON AS THE CAR WAS TAKEN OFF OF THE T
OW TRUCK IT STARTED (APPROXIMATELY 1 HOUR AFTER INITIAL PRO
BLEM). 2- FRIDAY, NOVEMBER 5TH- ON CLARK. COLD NIGHT, CA
R OUTSIDE. IN MORNING, CAR WOULD NOT START. CAR MADE SAME NO
ISES, BATTERY NOT A PROBLEM. TOWING SERVICE CAME AND TRIED T
O JUMP. TOOK TO BURT WEINMAN- THEY COULD NOT SERVICE AT THE
TIME, BUT SAID THAT IF I LEFT THE CAR, THEY WOULD LOOK AT IT.
TOW TRUCK DRIVER TRIED TO START BEFORE TAKING IT OFF THE TRUC
K. CAR STARTED (APPROXIMATELY 1 HOUR AFTER INITIAL PROBLEM).
TOOK CAR AND MADE APPT. FOR SERVICE THE FOLLOWING WEEK. 3
- THURSDAY, NOVEMBER 15TH TOOK CAR FOR SERVICE. EXPLAINED
PROBLEMS THAT HAVE BEEN MAYBE LOOKED AT DURING DAY AND TOL
D NO PROBLEMS. 4- FRIDAY, NOVEMBER 16TH- ON STOCKTON. COL
D MORNING, CAR OUTSIDE. CAR WOULD NOT START, SAME PROBLEM.
CALLED TOWING SERVICE. ASKED DRIVER TO SEE IF HE COULD START

0802-827 22885

CAR STARTED (APPROX 25 MINUTES FROM INITIAL TIME OF PROBL
ES). DID NOT TAKE CAR TO DEALER. IS MONDAY, DECEMBER 10TH
ON LINCOLN PARK WEST. COLD MORNING. CAR WOULD NOT START, &
AIME PROBLEMS. ONE OTHER INDIVIDUAL TRIED TO START. LEFT CAR
AS HAD TO GO TO WORK. PER CUSTOMER, DEALER SAYS: NONE G

CONSUMER AFFAIRS 05/18/2002 18:41:19

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 18:41:19

CONCERN ISSUE CASE NBR: 187088001
REGION: 41 CHICAGO ZONE: C1 OPENED: 18/10/2001
VIN: 1FMOU04101KED0978 ENGINE: 1 VEH TYPE: T CLOSED: 12/10/2001

12/10/2001
18.18.02 AD ADVISED: - FORWARDED INFORMATION TO CRMSERV MGR WITH CO
PY TO REGIONAL OFFICE - REQUESTED CRMSERV MGR CONTACT WITH
IN 2 BUSINESS DAYS (REFERENCE CASE ID: 1886)

ORIGIN: DEALER - DEALER COMMUNICATION: VBIT
ACTION: CAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: P-MARSHI BERT WEINMAN FORD
ACTION DATA/COMMENTS:

12/18/2001
18.18.02 GUST BROUGHT VEHICLE IN ON 12/10/01 VEHICLE DIAGNOSED & FAULT
TY PAYS TRANSFERRED REPLACED WARRANTY FOR 12/11 TECHNICAL BILL
ELLENBOCKER THANK YOU FRED

CONSUMER AFFAIRS 05/18/2002 18:41:19

BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM II 18:41:19

CONCERN ISSUE CASE NBR: 187088017
REGION: ZONE: OPENED: 11/18/2001
VIN: 1FMYU04181KAM477 ENGINE: 1 VEH TYPE: T CLOSED: 11/18/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: NE:
ADDRESS:
CITY: STRONGSVILLE STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 9500
DEALER NAME: SALES CODE: P & A:
REASON CODE: 1188 ANA - W/V CRITERIA, REQUEST ANA PRIOR REPAIR
SYMPTOM: 807481 STALL/QUIT'S AT IDLE COLD ENGINE

ORIGIN: CAC018 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: BRUCALLA BRUCE MODALLA
ACTION DATA/COMMENTS:

11/18/2001
18.48.02 CUSTOMER SAYS: MY FORD ESCAPE HAS A VERY SERIOUS PROBLEM O
F STALLING FOR NO REASON IN THE MIDDLE OF TRAFFIC, THE POW
ER ASSIST ON THE BRAKES AND STEERING GO OUT AT THIS TIME AL
O AND IT ALWAYS SEEMS TO HAPPEN IN AN SLOWLINE (THIS IS A COM
MON PROBLEM THAT HAS NOT BEEN ADDRESSED BY FORD). I WOULD LI
KE TO TAKE THE VEHICLE IN TO MY DEALERSHIP TO HAVE IT LOOKED
AT, BUT THAT HAS TO WAIT BECAUSE THEY DO NOT GIVE OUT LOANE
R CARE TO ANYONE (EXCEPT THOSE WITH EXTENDED WARRANTIES, WHY
SHOULD IT BE THIS WAY? IF MY CAR IS UNDER WARRANTY AND IT NE
ED SOMETHING LOOKED AT, ESPECIALLY SOMETHING THAT COULD CAUS
E AN ACCIDENT OR EVEN DEATH, I THINK YOUR DEALERSHIP SHOULD
PROVIDE LOANER CARS FOR PEOPLE THAT MAY NEED THEM. I WOULD
THINK THE COST OF HAVING AN ESCORT AVAILABLE IS MUCH LESS TH
AN WHAT YOU MAY HAVE TO PAY IF I GET INTO AN ACCIDENT BECAUS
E OF A PROBLEM WITH A CAR THAT YOU PRODUCED. IF I WAS TO REA
R-IND SOMEONE BECAUSE OF MY ESCAPE STALLING I KNOW THAT FOR

1802-027 22805

IS THE FIRST PLACE I WOULD LOOK FOR COMPENSATION AND THERE IS ALREADY A RECORD OF MY COMPLAINT ON FILE NOT ONLY WITH YOU, BUT WITH THE NHTSA. I WOULD LIKE TO BE ABLE TO TAKE MY ESCAPE INTO WILLIAMS FORD, 799 FRONT STREET, BIRMINGHAM, OHIO 44107 AND GET A LOANER CAR TO USE AT NO CHARGE TO ME WHILE THEY TRY TO DETERMINE WHAT MAY BE CAUSING THIS TERRIBLE PROBLEM. PLEASE GET BACK TO ME ASAP SO I CAN GET THIS FIXED. THANK YOU FOR YOUR TIME. PER CUSTOMER, DEALER SAYS: NONE GAO ADVISED: I CONTACTED THE CUSTOMER AND LEFT MESSAGE TO CONTACT THE CRO ***** - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST ***** I SPOKE TO ED ONE OF THE SERVICE ADVISOR WHO SAID THAT SINCE THE CUSTOMER PURCHASED THE VEHICLE FROM THE DEALER, HE AS TO DO IS CALL AND MAKE AN APPOINTMENT AND INFORMED THE AT APPOINTMENT PERSON THAT HE WOULD LIKE AN APPOINTMENT WHEN

CONSUMER AFFAIRS 05/15/2002 MMFA02P03

05/15/2002 MASTER OWNER RELATIONS SYSTEM II 15.41.19

CONCERN ISSUE CASE NUM: 1457035171
REGION: ZONE: OPENED: 11/15/2001
VIN: 1FMYU01181KA24477 ENGINE: 1 VEH TYPE: T CLOSED: 11/15/2001

11/15/2001
15.41.19 A LOANER IS AVAILABLE. REFERENCE CASE ID: 0332

ORIGIN: CACMOO - MANUAL - NO CUSTOMER COMMUNICATION: PHONE
ACTION: 804 - DEALER INFORMATION
DOCUMENT: ANALYST: DONORIE DAVEN DAVIE
ACTION DATA/COMMENTS:

14.25.55 CUSTOMER SAYS: -VEH HAS STALLED TWICE SINCE PURCHASED VEH. MY FORD ESCAPE HAS A VERY SERIOUS PROBLEM OF STALLING FOR NO REASON IN THE MIDDLE OF TRAFFIC, THE POWER ASSIST ON THE BRAKES AND STEERING GO OUT AT THIS TIME - IT ALWAYS SEEMS TO HAPPEN IN AN INCLINE (THIS IS A COMMON PROBLEM THAT HAS NOT BEEN ADDRESSED BY FORD). I WOULD LIKE TO TAKE THE VEHICLE IN TO MY DEALERSHIP TO HAVE IT LOOKED AT, BUT THAT HAS TO WAIT BECAUSE THEY DO NOT GIVE OUT LOANER CARS TO ANYONE EXCEPT THOSE WITH EXTENDED WARRANTIES - IF MY CAR IS UNDER WARRANTY AND IT NEEDS SOMETHING LOOKED AT, ESPECIALLY SOMETHING THAT COULD CAUSE AN ACCIDENT OR EVEN DEATH, I THINK YOUR DEALERSHIPS SHOULD PROVIDE LOANER CARS FOR PEOPLE THAT MAY HAVE THEM A CAR THAT YOU PRODUCED. IF I WERE TO RE-ENTER BOMBED BECAUSE OF MY ESCAPE STALLING I KNOW THAT FORD IS THE FIRST PLACE I WOULD LOOK FOR COMPENSATION AND THERE IS ALREADY A RECORD OF MY COMPLAINT ON FILE NOT ONLY WITH YOU, BUT WITH THE NHTSA. PER CUSTOMER, DEALER SAYS: -NONE GAO ADVISED: ***** FORD TO CLP ***** -SPOKE TO BARRY SER DER -VEH MUST FIRST BE LOOKED AT TO DETERMINE HOW LONG IT WILL TAKE TO SER VEH. -SHUTTLE SER IS PROVIDED AT WILLIAMS MOTOR #NAME?
BUT KNOWS THAT THE VEH. WILL TAKE MORE THAN A DAY -

CONSUMER AFFAIRS 05/15/2002 MMFA02P03

BEGINNING OF CONTACT
05/15/2002 MASTER OWNER RELATIONS SYSTEM II 15.41.19

CONCERN ISSUE CASE NUM: 1457035171
REGION: 41 ATLANTA ZONE: EE OPENED: 05/05/2001
VIN: 1FMYU01181KA24477 ENGINE: 1 VEH TYPE: T CLOSED: 05/05/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: ME:
ADDRESS:

0502-027 22967

CITY: TITUSVILLE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL3 4X2
MILEAGE: 1880
DEALER NAME: GREEN FORD INC SALES CODE: F51621 P & A: 51131
REASON CODE: 0914 SERVICE - RENTAL ASSISTANCE
SYMPTOMS: 807481 STALLS/OUTS AT IDLE COLD ENGINE

ORIGIN: OAC98 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 988 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: MARCEL MAURICE NOEL
ACTION DATA/COMMENTS:

2/5/2001

14.25.48 CUSTOMER SAYS: -CUST IS SEEKING A LOANER VEH BECAUSE HER CAR
WAS BROKE DOWN 10 HRS AWAY FROM HOME PER CUSTOMER, DEALER SAYS:
-NONE CAR ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST
CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER CONTACT CUSTOMER WITHIN 3 BUSINESS DAYS REGARDING
REQUEST -CBO MADE TO GREEN FORD INC AND SPOKE TO KENNETH
H THE SERVICE ADVISOR WHO INDICATED THAT HE WILL TRY TO WORK THE VEH IN AND
IF HE CAN NOT THEN WE WILL SEE ABOUT A LOANER VEH -KENNETH WILL ADVISE THE CUST OF ANY NEW OUTCOME
-ADVISE CUST TO DURNISH VERIFICATION INFORMATION CASE ID: 5281

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: OAC015 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: PETER GREEN FORD INC
ACTION DATA/COMMENTS:

2/7/2001

12.25.15 NOTE THE CUSTOMER BROUGHT THE CAR IN ON 02/05/01 AND ALL
HIS CONCERNS REPAIR.
THANK YOU
JERRY BLAKLEY
SERVICE MANAGER

CONSUMER AFFAIRS 05/18/2002 MMFAJPHD

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM IN 16.41.19

CONCERN ISSUE CASE NO: 199905781
REGION: 10 ECR ZONE: D1 OPENED: 10/08/2001
VEH: 1F6CJ04181K1888 ENGINE: 1 VEH TYPE: T CLOSED: 10/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: POTTSMILLE STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XL3 4X4

MILEAGE: 18000

DEALER NAME: HERITAGE FORD INC SALES CODE: F18841 P & A: 01889

REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOMS: 807481 STALLS/OUTS AT IDLE COLD ENGINE

ORIGIN: OAC036 - US CONCERN CASE BASE COMMUNICATION: INTERNET
ACTION: 136 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RODRIGO MAYLAN CORRAJON
ACTION DATA/COMMENTS:

10/29/2001

17.30.08 CUSTOMER SAYS: CUST VEHICLE STALLS IN COLD START LP WANT Y
TO KNOW WHAT TO DO PER CUSTOMER, DEALER SAYS: -NONE CAR AD
VISED: - VEH RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM
DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOU
LD CONTACT CREDITRY MGR INFORM CUST THAT THERE IS A PROCEDUR
E TO REPAIR IN THE WORKS AS PER DLR INFORMATION CASE ID: 490

1992-027 22968

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DACTIS - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - TECH HOTLINE
DOCUMENT: ANALYST: JEWETT LEE DAVIS
ACTION DATA/COMMENTS:

10/7/2001
18.17.06 CALLED TECH LINE PRODUCT PROBLEM FORD WORKING ON REPAIR

CONSUMER AFFAIRS 09/18/2002 146740000

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM II 18/11.18

CONCERN NUMBER CASE NUMBER 1985-08801
REGION: 71 CALIFORNIA ZONE: C4 OPENED: 09/09/2001
VIN: 1FMCU0H171KA18888 ENGINE: 1 VEH TYPE: T CLOSED: 09/09/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: LOS ANGELES STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
RELEASE: 10483
DEALER NAME: MIDWAY FORD SALES SALES CODE: F71D11 P & A: 08488
REASON CODE: 1108 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOM: 007491 STALL/OUTS AT IDLE COLD ENGINE

ORIGIN: DACTIS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 718 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: GROSSING GEORGETTE SHARON ROBINSON
ACTION DATA/COMMENTS:

8/7/2001
18.17.30 CUSTOMER SAYS: OUT SEEKING LOANER - THE VEH HAS AN BLUE
CTRAL CONCERN - THE VEH STALLED ON ME PER CUSTOMER, DEAL
ER SAYS: NONE - WE HAVE NO MORE TAP DAYS - WE WOULD ASK
BY. - THIS IS A SOUND BUSS. DISIGN. CAC ADVISED: - INF
CRM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CONTACT
CUSTOMER TO PROVIDE LOANER REQUEST - BRADLEY THE PURST MAN.
WILL CALL BACK ONCE VEH IS REPAIRED. - CBR WILL FOLLOW-UP

ORIGIN: CACMR - MANUAL - PHONE CBR COMMUNICATION: VISIT
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GROSSING GEORGETTE SHARON ROBINSON
ACTION DATA/COMMENTS:

9/10/2001
18.18.06 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: CBO TO SA - BRADLEY - SA ADVISED CBR EVERYTHING IS
GOING OK - HE IS JUST AWAITING A COMB CODE

ORIGIN: CACMR - MANUAL - PHONE CBR COMMUNICATION: VISIT
ACTION: 811 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: HFORAN HEATHER FORAN
ACTION DATA/COMMENTS:

18.17.07 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: ***AS PER EMAIL DATED SEPTEMBER 7, 2001 ***CODE ISSUED
FOR \$140.00 ***PREFERRED CONTACT METHOD: EMAIL

ERR2-827 22000

CONSUMER AFFAIRS 08/18/2001 MMFAKPRB

08/18/2001 MASTER OWNER RELATIONS SYSTEM IN 18.41.18

CONCERN ISSUE CASE NBR: 180448601
REGION: 71 CALIFORNIA ZONE: G4 OPENED: 08/07/2001
VIN: 1FMCU0E771KA18283 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/2001

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACT12 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-RUNYON BRETT RUNYON
ACTION DATACOMMENTS:

10/18/2001
18.54.48

CONSUMER AFFAIRS 08/18/2001 MMFAKPRB

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM IN 18.41.18

CONCERN ISSUE CASE NBR: 180611571
REGION: 72 SAN FRANCISCO ZONE: A8 OPENED: 08/08/2001
VIN: 1FMYU0E151K078827 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ATLANTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402

ENR2-627 22878

RELEASE: 10000
DEALER NAME: SALINAS VALLEY FORD SALES CODE: P75412 P & A: 67725
REASON CODE: 1108 AWA - VIN CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOM: 607481 STALL/CUTS AT IDLE COLD ENGINE

ORIGIN: QAC086 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: VYENHAR VAUGHN NEMSHARD
ACTION DATA COMMENTS:

08/08/01
15:47:00 CUSTOMER SAYS: -VEH STALLED, CUST IS AT FORD DUNSHIP AND W
ANTS A LOANER PER CUSTOMER, DEALER SAYS: GAC ADVISED:
*****OBC TO DLR***** SPOKE WITH DAVID (BRY ADV)
, HE STATED THAT THE VEH HAS NOT BEEN DIAGNOSED YET. *****
*****CER ADVISED CUST***** ONCE THE VEH
IS OFFICIALLY DIAGNOSED, THEN HE CAN CALL BACK FORD CPO, TO
SEE IF RENTAL ASSISTANCE CAN BE PROVIDED - INFORM CUSTOMER
OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT W/
TH DEALER - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUE
ST REFERENCE CASE ID: 0032

CONSUMER AFFAIRS 08/18/008 MBFAKPRG

BEGINNING OF CONTACT
08/18/008 MASTER OWNER RELATIONS SYSTEM 18 13.41.10

CONCERN ISSUE CASE NO: 1801001001
REGION: 27 WASHINGTON ZONE: F1 OPENED: 08/18/2001
VIN: 1FMYU0419R001102 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MARTINEVILLE STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 8000

DEALER NAME: NELSON FORD INC SALES CODE: P75775 P & A: 08685
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 607481 STALL/CUTS AT IDLE COLD ENGINE

ORIGIN: QAC086 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: 0811284 ANALYST: MITCHEL LYNTHIA MITCHEL
ACTION DATA COMMENTS:

08/18/001
17:00:00 CUSTOMER SAYS: LETTER DATED JULY 28/01 -CUST STATES THAT
HE PURCHASED THE 2001 FORD ESCAPE ON JUNE 15TH -THIS VEH H
AS BEEN IN THE SHOP TWICE BECAUSE IT CUT OFF ON CUST AS HE
WAS DRIVING DOWN THE ROAD -CUST IS SAYING WHAT HE CONSIDER
TO BE A FORTUNE FOR THIS VEHICLE-YET CUST HAVE NOT HAD THE
PLEASURE OF ENJOYING VEH THE WAY HE SHOULD BECAUSE HE KEEP
HEARING THAT THE PROBLEM WILL OCCUR AGAIN -CUST SAYS THAT
THE DUNSHIP CONSIDERS IT FIXED BUT CUST DOES NOT THINK SO AS
IT IS STILL SOUNDS LIKE IT IS NOT IDLING PROPERLY -CUST
WANTS TO FIND OUT IF THERE IS ANYTHING THAT FORD COULD DO TO

EP02-827 22571

MAKE CUST FEEL BETTER - MAKE CONTACT - CUST SAYS THAT THE
Y WORKED ON THE VEH AND IT HAS NOT DONE SINCE, THE CUTTING
OFF STOPPED, BUT THE IDLING IS STILL THERE, THE CLUMP BELIE
VES THAT THE IDLING WAS TAKEN CARE OF DURING THE REPAIR FOR
THE CUTTING OFF PROBLEM - PER CUSTOMER, DEALER SAYS:
OAO ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A F
ORD/LIN DEALERSHIP - INFORMATION WILL BE SENT TO CLP, CUSTOM
ER SHOULD CONTACT ORANSEY FOR INFORMATION CASE ID: 4808

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: OAO013 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-PAGE/R TERRY PAGE
ACTION DATA COMMENTS:

10/10/2001

13.43.03 HAVE REPAIRED VEHICLE UNDER WARRANTY AND HAVE NOT SEEN IN TO
UCH WITH CUSTOMER SINCE

CONSUMER AFFAIRS 06/18/2008 MAFAPING

BEGINNING OF CONTACT

06/18/2008 MASTER OWNER RELATIONS SYSTEM IS 15.41.19

CONCERN ISSUE CASE NO: 170874921
PERSON: 74 BAKTLE ZONE: AL OPENED: 10/10/2001
VIN: 1FMYUD141K243888 ENGINE: 1 VIN TYPE: T CLOSED: 12/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: FAIRMONT STATE: AK ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 18000
DEALER NAME: ORANSE FORD/LINCOL SALES CODE: F74542 P & A: 08821
REASON CODE: 8210 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 827401 STALL/QUIT AT IDLE COLD ENGINE

ORIGIN: CACBS - LIE CONCERN CASE NAME COMMUNICATION: VISIT
ACTION: 180 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CPM
DOCUMENT: ANALYST: LKINR1 LISA KING
ACTION DATA COMMENTS:

12/18/2001

13.44.10 CUSTOMER SAYS: - CUST IS WAITING TO HAVE VEH TOWED FROM AL
ASKA - ROADSIDE ASSISTANCE SAYS THEY CANNOT TOW VEH UNTIL
AFTER CHRISTMAS - CUST WOULD LIKE TO SPEAK TO CHRISTOPH C
LIE CASE REPRESENTATIVE FOR ALASKA - CUST WANTS TO SPEAK
TO A SUPERVISOR - THEY WOULD NOT GET TO IT UNTIL JAN 10 TO
WORK ON VEH - THEY HAVE NO RENTAL VEH - WILL REPAIR \$28 A
DAY IF CUST CAN FIND RENTAL VEH - FEELING VERY ANGRY PE
R CUSTOMER, DEALER SAYS: - NONE OAO ADVISED: *****TRA
NFERRED CUST TO SUPERVISOR MARK INFERENCE CASE ID: 4808

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: OAO012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: T-EDWELL BEEBONE FORD LINCOLN MERCURY
ACTION DATA COMMENTS:

12/18/2001

13.45.03 VEHICLE WAS REPAIRED THE DAY AFTER IT ARRIVED.

5502-827 22872

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM 31 15:41:19

CONCERN ISSUE CASE NR: 178872301
 REGION: 10 NEW YORK ZONE: A1 OPENED: 11/06/2001
 VIN: 1FACU04101K44118 ENGINE: 1 VEH TYPE: T CLOSED: 11/06/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: ROBERT ME

ADDRESS: [REDACTED]

CITY: FLUSHING STATE: NY ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 8908

DEALER NAME: PHILBOR MOTORS, INC SALES CODE: F13075 P & A: 08884

REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 607491 STALL/CUTS AT IDLE COLD ENGINE

ORIGIN: 04006 - US CONCERN CASE BASE COMBINATION: VISIT

ACTION: 138 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: JTHUYAN JACQUELINE THUYANTH

ACTION DATA/COMMENTS:

11/26/2001

21:57:08 CUSTOMER SAYS: -CUST IS RETURNING A CALL FROM AN EMAIL HE
 RECEIVED -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
 NAMEY

SPREAD APART IN TIMES -CUST WANTS FORD TO BE NOTIFIED ALSO
 UT THIS STALLING PROBLEM PER CUSTOMER, DEALER SAYS: -MON
 E WAS ADVISED - WE RECOMMEND THE REPAIR BE PERFORMED BY A
 FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUST
 OWNER SHOULD CONTACT OWNERSV MGR 1-800-4-A-FORD REFERENCE CASE I
 D: 4906

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT

ACTION: 04001E - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT: ANALYST: P-WHITCO PETER WHITCOMB

ACTION DATA/COMMENTS:

11/27/2001

14:23:06 PLEASE NOTE WILL SET UP APPT WITH CUSTOMER FOR DIAG AS PER
 TECH HOT LINE REPAIR NOT MADE YET

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM 31 15:41:19

REGION ISSUE CASE NR: 051301402
 REGION: 10 SCOT ZONE: F1 OPENED: 08/11/2002
 VIN: 1FMYU08181K0R1808 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN

TITLE: [REDACTED] FIRST NAME: [REDACTED] ME: [REDACTED]

ADDRESS: [REDACTED]

CITY: WAKE FOREST STATE: NC ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 14000

DEALER NAME: BOYD BROTHERS FORD, SALES CODE: F21618 P & A: 08885

REASON CODE: 3354 DSS - APPLICATION REQUEST

EM02-827 22873

SYMPTOM: 807491 STALL/CLUTCH AT IDLE COLD ENGINE

ORIGIN: CACIB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 880 - CR-ADVISE CUST CBO TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: GERARDINO GERARDINO BRANEFORD
ACTION DATA/COMMENTS:

8/11/2008
08:55:51 CUSTOMER SAYS: - INTERMITTENT STALLING CONCERN; AT 45 MPH
H GOING DOWN HILL. VEH HAS BEEN TO DLR 2 X. VEH WILL BE AT
DLR THIS MORNING. WILL BE CONTACTING THE ATTORNEY GENERAL.
REGIONS THE VEH TO BE REPAIRED. PER CUSTOMER, DEALER SAYS:
- N/A. 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 INFERENCE CASE ID: 1886

CONSUMER AFFAIRS 09/18/2008 18:49:19

BEGINNING OF CONTACT

09/18/2008 MASTER OWNER RELATIONS SYSTEM IN 18:49:19

INFORMATION ISSUE CASE NBR: 048080471
REGION: 88 DENVER ZONE: A1 OPENED: 12/09/2001
VIN: 1FMYU22X1K19730 ENGINE: B VEH TYPE: T CLOSED: 12/29/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STRALLINGHIGHT STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
RELEASE: 19000
DEALER NAME: PHIL LONG FORD OF O SALES CODE: F08801 P & A 53134
REASON CODE: 2384 DSB - APPLICATION REQUEST
SYMPTOM: 807491 STALL/CLUTCH AT IDLE HOT ENGINE

ORIGIN: CACIB - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 880 - CR-ADVISE DSB APP IS BEING SENT; ADDRESS CONCERN AS NEXT ISSUE
DOCUMENT: ANALYST: AHMEDSH AMAN HADEBENESH
ACTION DATA/COMMENTS:

12/29/2001
18:46:51 CUSTOMER SAYS: - CUST STATES THE DLRSHIP CANNOT REPAIR
THE CONCERN - WHEN DRIVING ON THE HIGHWAY VEH SOMETHING DOES
NOT GO OVER 55 MPH - WOULD LIKE TO GET OUT OF VEH PER CU
STOMER, DEALER SAYS: CAC ADVISED: - DOCUMENTED INFORMAT
ION - INITIATED MAILING OF DSB APPLICATION INFERENCE CASE I
D: 1887

EA02-027 22874

CONSUMER AFFAIRS 08/18/02 MMFAXPR3

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NR: 081782001
REGION: 44 PITTSBURGH ZONE: A2 OPENED: 10/28/01
VIN: 1PMYU04121K22483 ENGINE: 1 VEH TYPE: T CLOSED: 10/22/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: ALBUQUERQUE STATE: NM ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 404

RELEASE: 10/28

DEALER NAME: MOON TOWNSHIP FORD SALES CODE: F4028 P & A: 57485

REASON CODE: 044 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 80748 STALL/CUTS AT IDLE HOT ENGINE

OFFER: 04088 - MANUAL - PHONE OR COMMUNICATION: EMAIL

ACTION: 814 - OUTBOUND CALL TO DEALER

DOCUMENT: ANALYST: SOBBOURN SUSAN SOBBOURN

ACTION DATA/COMMENTS:

10/28/01

18.32.55 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
O ADVISED: *****OBC TO DLR -SPOKE TO BERTHARDY DAVID
-AS PER DAVID DLR WAS UNABLE TO DUPLICATE CONCERNS -DLR O
CONTACTED TECH HOTLINE (NO INFO) AND TEST DROVE THE VEHICLE
NO PROBLEM FOUND -OBC WILL ADVISE APPROPRIATELY

OFFER: 04088 - MANUAL - PHONE OR COMMUNICATION: EMAIL

ACTION: 831 - OUTBOUND CALL TO FORD/DEALER CUSTOMER

DOCUMENT: ANALYST: SOBBOURN SUSAN SOBBOURN

ACTION DATA/COMMENTS:

CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA

O ADVISED: *****OBC TO OUS -LM FOR OUS TO CONTACT THE ORO

-NEXT OBC PLS ADVISE OUS AS PER NOTES *****OBC TO D

LR -SPOKE TO BERTHARDY DAVID -AS PER DAVID DLR WAS UNABLE
TO DUPLICATE CONCERNS -DLR CONTACTED TECH HOTLINE (NO INF
O) AND TEST DROVE THE VEHICLE NO PROBLEM FOUND -ADVISE CU
S TO STAY IN CONTACT WITH DLR AS SOON AS CONCERN PRESENTS IT
SELF

CONSUMER AFFAIRS 08/18/02 MMFAXPR3

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NR: 081782001
REGION: 21 ATLANTA ZONE: A2 OPENED: 10/18/01
VIN: 1PMYU04111K22483 ENGINE: 1 VEH TYPE: T CLOSED: 10/21/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: TRUSSVILLE STATE: AL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EA82-027 22875

MODEL YEAR: 2004 MODEL: ESCAPE XLT 402
MILEAGE: 30000
DEALER NAME: JIM SKINNER FORD SALES CODE: F21012 P & A: 00224
REASON CODE: 8434 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 807482 STALLQUITS AT IDLE HOT ENGINE

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 828 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: PYABSAI PERMS VASSAL
ACTION DATA/COMMENTS:

10/21/2001
12:22PM CUSTOMER SAYS: WHILE DRIVING THE VEH STALLED INTERMITTENT
) THE VEH WAS BROUGHT TO THE DEALERSHIP AND SHE WAS INFORMED NO
PROBLEM WAS FOUND; WOULD LIKE TO KNOW IF THERE IS A PSAOSP
PERTAINING TO THE VEH PER CUSTOMER, DEALER SAYS: INFORMED
CUST THAT NO PROBLEM WAS FOUND. CAC ADVISED: - INFORM WHY
THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT D
UPDUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOM
ER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN I
S NOTICED CUST WAS INFORMED THAT THERE IS NO OPEN PSAOSP
PERTAINING TO THE VEH REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/2002 15:41:19

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15:41:19

INFORMATION ISSUE CASE NBR: 0516880792
FURNISH: 21 ATLANTA ZONE: IN OPENED: 08/18/2002
VIN: 1FALJ0C1B01K6M475 ENGINE: B VEH TYPE: T CLOSED: UNKNOWN

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: MADISON STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]

MODEL YEAR: 2004 MODEL: ESCAPE XLT 402
MILEAGE: 31000
DEALER NAME: GREEN FORD INC SALES CODE: F21021 P & A: 01131
REASON CODE: 806 PRODCOMP CURRPERF - VEHICLE QUALITY
SYMPTOMS: 807482 STALLQUITS AT IDLE HOT ENGINE

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 806 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SBROWN48 STACY BROWN
ACTION DATA/COMMENTS:

08/18/2002
15:15:49 CUSTOMER SAYS: -THE ALTERNATOR SEEMS TO BE GIVING TOO LITTLE
E PROBLEM NOW -THE RPM GOES FROM HIGH TO LOW WHEN IDLING OR
WHEN STARTING OFF...THE VEH ALSO ACTS LIKE IT WANTS TO SHUT
OFF -WHEN TRYING TO START THE VEH, THERE IS A BULGE/BOUNCE
SOUND(POSTON) -POWER LOOKS INTERMITTENTLY WON'T WORK -SHE
BRO SERVICE FROM A DIFFERENT DLR SINCE HER ORIGINAL DLR HRS
HAVE CHANGED PER CUSTOMER, DEALER SAYS: CAC ADVISED: -
WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/ILM DEALERSHIP
P - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT

ER82-027 22878

CONSUMER AFFAIRS 05/15/2008 MEXFAX790

BEGINNING OF CONTACT

05/15/2008 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

INFORMATION ISSUE CASE NUM: 088500001
 REGION: 88 KANSAS CITY ZONE: A3 OPENED: 05/07/2008
 VIN: 1PMCU081X1K09880 ENGINE: 1 VEH TYPE: T CLOSED: 05/07/2008

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: LIBERTY STATE: MO ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4

MESSAGE: 8840

DEALER NAME: GARY CROSSLEY FORD, SALES CODE: F83014 P & A: 05128

REASON CODE: 888 OAC - OTHER CONCERN/INQUIRY

SYMPTOMS: 88748 STALL/QUIT AT IDLE HOT ENGINE

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: PHONE

ACTION: CAC092 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

DOCUMENT: ANALYST: DREITH CHRISTEN KATH

ACTION DATA/COMMENTS:

8/7/2008

14.35.50 JANNETTE MC CALL, CMA, KANSAS CITY

ATTN: RORY JOYCE

SUBSEQUENT OWNER DEVIATION APPROVED BY JANICE MAC RITCHIE,

DOM

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE

ACTION: DA0084 - ESP ISSUE RESOLVED - CONTRACT REREGISTERED

DOCUMENT: ANALYST: T-CROSSLEY TODD CROSSLEY

ACTION DATA/COMMENTS:

2/28/2008

05.22.38

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: PHONE

ACTION: CAC102 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED

DOCUMENT: ANALYST: DREITH CHRISTEN KATH

ACTION DATA/COMMENTS:

5/10/2008

10.35.07

ER02-027 22877

CONSUMER AFFAIRS

08/18/00 MEMPHIS

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM II 18:41:18

INFORMATION BUREAU CASE NR: 080888411

REGION: 71 CALIFORNIA ZONE: 02 OPENED: 0808001

VIN: 1FMYU02174002079 ENGINE: 1 VIN TYPE: T CLOSED: 0808001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR. [REDACTED]

ADDRESS: [REDACTED]

CITY: BAKERSFIELD STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 402

RELEASE: 0800

DEALER NAME: JIM BURKE FORD SALES CODE: FT1480 P & A: 08471

REASON CODE: 1104 AWA - OUT CRITERIA, RECURRING AWA PRIOR REPAIR

SYMPTOM: 807408 STALLS/STUTTS AT IDLE NOT ENGINE

ORIGIN: 04088 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 857 - VEHICLE DOES NOT HAVE ANY LOANER PROVISIONS NO ASSISTANCE

DOCUMENT: ANALYST: NLA/MSNO NAT/LEE LAWRENCE

ACTION DATA/COMMENTS:

08/29/01

14:08:04 CUSTOMER SAYS: -SHE SAID THAT THE VIN KEEPS STALLING -WANTS TO
 KNOW IF SHE CAN GET A LOANER WHEN SHE TAKES THE VIN INTO
 THE DLR -SHE SAID THAT THE VIN HAS NOT YET BEEN DIAGNOSED PER
 CUSTOMER, DEALER SAYS: NONE GAO ADVISED: -ADVISE CUSTOMER
 THAT THERE IS NO LOANER VEHICLE PROVISIONS OFFERED FOR THE
 REPAIR. - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR
 THE LOANER VEHICLE -ADVISE CUSTOMER THAT ONCE THE DLR HAS DI
 AGNOSED THE VIN, AND THE VIN WILL BE OUT OF THE DLR OVERNIGHT, O
 UST ON CONTACT THE GAO TO SEE WHAT IF WE ARE ABLE TO ASSIST
 HER WITH A LOANER IMPROVING CASE ID: 0800

CONSUMER AFFAIRS

08/18/00 MEMPHIS

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM II 18:41:18

INFORMATION BUREAU CASE NR: 070848271

REGION: 02 SOUTHWEST ZONE: 02 OPENED: 0804001

VIN: 1FMYU02174002079 ENGINE: 1 VIN TYPE: T CLOSED: 0804001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR. [REDACTED]

ADDRESS: [REDACTED]

CITY: PLATONIA STATE: TX ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 402

RELEASE: 0800

DEALER NAME: MAXWELL FORD SALES CODE: F02000 P & A: 08000

ER02-027 22078

REASON CODE: 1104.ANA - OUT CRITERIA, REQUEST AREA PRIOR REPAIR
SYMPTOMS: 80FMS STALL/QUIT AT IDLE HOT ENGINE

OFFER: QACMS - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 837 - VEHICLE DOES NOT HAVE ANY LOANER PROVISIONS NO ASSISTANCE
DOCUMENT: ANALYST: NOCHALE NADYAH GONZALEZ
ACTION DATA/COMMENTS:

884/8001
20.12.14 CUSTOMER SAYS: -CUST IS REQUESTING A RENTAL VEH -THE VEH
IS BEING TOWED TO THE DLRHP AT THIS TIME -THE VEH HAS BE
VEH BEEN TO THE DLRHP -THE DLRHP HAS ADVISED CUST THE CR
O IS THE ONLY ONE THAT CAN AUTHORIZE A LOANER/RENTAL PER CU
STOMER, DEALER SAYS: -NONE CAC ADVISED -ADVISE CUSTOME
R THAT THERE IS NO LOANER VEHICLE PROVISIONS OFFERED FOR TH
S REPAIR. - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR
THE LOANER VEHICLE -ADVISED CUST THERE IS NO RENTAL PROV
ISIONS WITH THIS WARRANTY/STIS AND THERE IS NO ESP PERMITS
D TO THE VEH SO THE DLRHP NOR FORD IS OBLIGATED TO PROVIDE
A LOANER/RENTAL -ADVISED CUST THAT ONCE THE VEH HAS BEEN CR
ASHED, CONTACT THE CAC AND WE WILL SEE WHAT WE CAN DO AT T
HAT TIME REFERENCE CASE ID: 8880

CONSUMER AFFAIRS 08/12/2008 15:42:07:0

BEGINNING OF CONTACT
08/12/2008 MASTER OWNER RELATIONS SYSTEM IN 18.41.18

INFORMATION ISSUE CASE NBR: 078018800
REGION: 24 ORLANDO ZONE: D1 OPENED: 07/11/2001
VIN: 1FMYU012181K28718 ENGINE: 1 VEH TYPE: T CLOSED: 07/11/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: MR FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: PO BOX 108
CITY: TOWNSEND STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
RELEASE: 18008
DEALER NAME: KINGS COLLEGE FORD SALES CODE: FMSSE P & A: DMSAT
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 80FMS STALL/QUIT AT IDLE HOT ENGINE

OFFER: QACMS - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 882 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: COCHERI GILBERT L DECHER
ACTION DATA/COMMENTS:

7/11/2001
08.12.14 CUSTOMER SAYS: ENGINE STALLS, THEN WILL JUMP FORWARD -WANT
TO THE FORD PER CUSTOMER, DEALER SAYS: RAN ON COMPUTER,
NO CODES CAME UP -NOTHING WRONG WITH IT- -FORD KNOWS THERE
IS A PROBLEM, THEY ARE WORKING ON IT CAC ADVISED: -IN
FORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY
CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE -ADV
ISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT)
CONCERN IS NOTICED REFERENCE CASE ID: 4488

0802-627 22878

CONSUMER AFFAIRS

08188002 IMPACT798

BEGINNING OF CONTACT

08188002 MASTER OWNER RELATIONS SYSTEM R 18.41.18

INFORMATION ISSUE CASE NBR: 074788159
REGION: MI CLEVELAND ZONE: D1 OPENED: 11/08/00
VIN: 1FMYU08147GB7088 ENGINE: 1 VEH TYPE: T CLOSED: 11/08/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAINT MARVE STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X3
RELEASE: 47080

DEALER NAME: KINGSLAND FORD-MERCO SALES CODE: F84374 P & A: 04085
REASON CODE: 0448 DEALERSHIP - REPAIR PROCEDURES
SYMPTOM: 807488 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: 04085 - US CONCERN CASE SAME COMMUNICATION PHONE
ACTION: 834 - SUPPORT DEALERS POSITION
DOCUMENT: ANALYST: FREDDY PUSHPA REDDY
ACTION DATA/COMMENTS:

11/08/01

807488 CUSTOMER SAYS: -ENGINE IS CUTTING OFF -VEH HAS BEEN TO TH
E DEALERSHIP 3 TIMES FOR THE SAME PROBLEM -LAST FRIDAY VEH WAS
OUT OF THE DEALERSHIP AND AGAIN THE SAME CONCERN -TIRED OF TAKI
NG VEH TO DEALERSHIP -ITS RIDICULOUS. -FORD SHOULD TAKE CARE O
F THIS VEH I MIGHT GET INVOLVED IN AN ACCIDENT. -NOT GOING
TO PAY TO FIX -FORD DEALERSHIP IS NOT GIVING JUST SATISFACTION
- I WILL CALL A LAWYER IF THIS TIME MY CONCERN IS NOT TA
KEN CARE OF. PER CUSTOMER, DEALER SAYS: GAO ADVISED: -
APOLOGIZE - DEALERSHIP IS THE BEST TECHNICAL RESOURCE -
SUPPORT DEALERS DIAGNOSIS - DOCUMENTED CONCERN

INFORMATION CASE ID: 1802

ER62-027 22908

BEGINNING OF CONTACT

09/18/2001 MASTER OWNER RELATIONS SYSTEM 18.41.19

INFORMATION ISSUE CASE NBR: 074788110
 REGION: ZONE: OPENED: 10/17/2001
 VIN: 1FMYU03141K287903 ENGINE: 1 VEH TYPE: T CLOSED: 10/17/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MC: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SAINT MARYS STATE: GA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: BRDAPL XLT 402
 MILEAGE: 44400
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 30MR PRODCOMP DUNPERF - MULTIPLE REPAIR
 SYMPTOM: 807488 STALL/QUIT AT IDLE HOT ENGINE

ORIGIN: CACMR - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
 DOCUMENT: ANALYST: OTTTI OHMSJ TTTI
 ACTION DATA/COMMENTS:

10/17/2001
 18.31.15 CUSTOMER SAYS: -THIS PROB STARTED IN JULY -VEH CUTS OFF
 WHEN SHE DRIVES IT TOOK IT TO DLR TWICE BUT IT STILL HAPPEN
 IS -CORG NOT WANT THE TRUCK ANYMORE AS IT DOES NOT WORK -D
 CORG NOT WANT TO TAKE VEH TO DLR TO FIX IT -THIS PROBLEM IS
 GETTING WORSE AS TIME GOES ON PER CUSTOMER, DEALER SAYS:
 -DLR TOOK BATTERY OUT AND CLEARED BND TIME FIRST TIME FOUN
 D NO PROB -TOLD HER THEY SAW NO PROBLEM CAC ADVISED: -CR
 C UNABLE TO REACH DEALER -CRC WILL RE-CONTACT DEALER NEXT
 BUSINESS DAY TO DISCUSS ISSUE -FOLLOW UP WITH CUSTOMER -
 CRO TO DLR SPOKE TO ANDREWS THE DLR PRINCIPAL WHO SAID CAL
 L BACK TOMORROW AND SPEAK TO RANDY THE P&A DIRECTOR INFER
 ENCE CASE ID: 4809

ORIGIN: CACMR - MANUAL - PHONE CBN COMMUNICATION: PHONE
 ACTION: 814 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: JETANTO JOSHUA STANTON
 ACTION DATA/COMMENTS:

10/18/2001
 14.33.43 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
 CAC ADVISED: OUTBOUND CALL TO DEALER SPOKE WITH BECKY JAMES
 ADVISED THAT VEH WAS IN SEPT 18, 2001 AND WHAT TECH HOTLINE
 CLEAN GROUND POINTS ON VEH AND REPLACE POWER RELAY -SHE HA
 S ONLY HAD VEH IN ONCE AT DEALER FOR THIS CONCERN -ADVISED
 THAT CUST SHOULD BRING VEH IN FOR FURTHER DYNOMOSIS

ORIGIN: CACMR - MANUAL - PHONE CBN COMMUNICATION: PHONE
 ACTION: 831 - OUTBOUND CALL TO FORDMERCURY CUSTOMER
 DOCUMENT: ANALYST: JETANTO JOSHUA STANTON
 ACTION DATA/COMMENTS:
 CAC ADVISED: OUTBOUND CALL TO FORDMERCURY CUSTOMER -UNAIL

09/18/2001 MASTER OWNER RELATIONS SYSTEM 18.41.19

INFORMATION ISSUE CASE NBR: 074788110
 REGION: ZONE: OPENED: 10/17/2001
 VIN: 1FMYU03141K287903 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/2001

10/18/2001
 14.33.43 E TO REACH AT HOME OR AT WORK WAS ADVISED THAT CUST WOULD AN
 FIVE HOME AT 7PM WILL CALL BACK CUST THEN TO ADVISE

ORIGIN: CACMR - MANUAL - PHONE CBN COMMUNICATION: PHONE
 ACTION: 831 - OUTBOUND CALL TO FORDMERCURY CUSTOMER
 DOCUMENT: ANALYST: JETANTO JOSHUA STANTON
 ACTION DATA/COMMENTS:

18.30.12 CAC ADVISED: OUTBOUND CALL TO FORDMERCURY CUSTOMER -ADVIS
 ED CUST AS PER HISTORICALS -ADVISED CUST TO TAKE TO DEALER

ERR2-827 22861

ASAP FOR CONCERN
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

CONSUMER AFFAIRS 08/18/00 MINNAPPRO

BEGINNING OF CONTACT
08/18/00 MASTER OWNER RELATIONS SYSTEM IN 18.41.18

INFORMATION ISSUE CASE NR: 1308573481
REGION: 87 WASHINGTON ZONE: C1 OPENED: 18/11/2001
VIN: 1FMYU0E181K283478 ENGINE: 1 VEH TYPE: T CLOSED: 18/11/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: WESTMINSTER STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 27000
DEALER NAME: CROWN FORD SALES & SERVICE CODE: F27410 P & A: 0000
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 80748 STALLS OUT AT IDLE NOT ENGINE

ORIGIN: GACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MATZANK MARJIT MATZANK
ACTION DATA/COMMENTS:

18/11/2001
08.25.57 CUSTOMER SAYS: THE VEHICLE JUST CUTS OUT IN WHEN IN CRUISE
THE ENGINE IS WARM AN INTERMITTANT CONCERN. CUST CLAIMS
THAT THIS HAS HAPPENED TWICE NOW CUST WANTS TO KNOW IF TH
IS KNOWN CONCERN OR FSA PER CUSTOMER, DEALER SAYS: CA
C ADVISED: - ADVISED CUST TO TAKE VEHICLE TO DEALER - TH
ERE ARE NO FSA AT THIS TIME - THE VEHICLE IS UNDER WARRANTY
Y TO 30000 MILES OR 3 YRS - 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: 4482

ERR2-827 22582

CONSUMER AFFAIRS

08/18/2002 MMFA/PPG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

INFORMATION ISSUE CASE NR: 141381328

REGION: ZONE: OPENED: 08/14/2001

VIN: 1FMYL0311M1K2E181 ENGINE 1 VEN TYPE: T CLOSED: 08/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: WINTHROP STATE: MA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 400

MILEAGE: 18000

DEALER NAME: SALES CODE: P & A:

REASON CODE: 8085 PRODUCTION DEFECTS - VEHICLE QUALITY

SYMPTOMS: 607482 STALL/OUTS AT IDLE HOT ENGINE

ORIGIN: CAC186 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 808 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED; THANK/APOLOGIZE

DOCUMENT: ANALYST: 06000000 DENISE GOODRIDGE

ACTION DATA/COMMENTS:

8/14/2001

18/08/07 CUSTOMER SAYS: VEHICLE STALLING TODAY ON THE FREEWAY HAS BEEN HAVING NUMEROUS CONCERNS WITH THE VEHICLE DASH BOARD LIGHT SOMETIMES COME ON ALSO NUMEROUS RECALLS THAT WAS ISSUED ON THE VEHICLE IS NOT HAPPY WITH THIS VEHICLE AND IS CONCERNED FOR THE SAFETY OF HIS FAMILY PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: INFORMATION HAS BEEN FORWARDED TO APPROPRIATE DEPARTMENTS - THANK YOU CUSTOMER FOR PROVIDING US THEIR FEEDBACK REFERENCE CASE ID:

4888

CONSUMER AFFAIRS

08/18/2002 MMFA/PPG

ER02-827 22843

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NBR: 146273321
 REGION: 44 PITTSBURGH ZONE: C2 OPENED: 11/29/00
 VIN: 1FMCU081K1K08786 ENGINE: 1 VEH TYPE: T CLOSED: 11/29/00

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] M
 ADDRESS: [REDACTED]
 CITY: PARMA STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
 MILEAGE: 8823
 DEALER NAME: LIBERTY FORD SOLOH, SALES CODE: F44118 P & A: 92319
 REASON CODE: 8805 QAD - OTHER CONCERN/INQUIRY
 SYMPTOM: 807482 STALL/QUIT AT IDLE HOT ENGINE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
 ACTION: QAD102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
 DOCUMENT: ANALYST: DKETHS CHRISTIN KETH
 ACTION DATA/COMMENTS:

11/29/00
 12.51.17 TOM QZBOLT, CMA, PITTSBURGH
 ATTN: DAVE CATTERALL

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: 804018 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: D-CATTER LIBERTY FORD SOLOH
 ACTION DATA/COMMENTS:

12/7/00
 09.10.38 THIS VEHICLE WAS ROADTESTED FOR 800 MILES COULD NOT VERIFY A
 NY STALL. CONTACTED TECH LINE ADJUSTED IDLE AND REPLACED IAD
 PER FORD'S INSTRUCTIONS, PER TOM QZBOLT RELEASE CAR BACK TO C
 USTOMER...12/7/00

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
 ACTION: QAD108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
 DOCUMENT: ANALYST: DKETHS CHRISTIN KETH
 ACTION DATA/COMMENTS:

12/15/00
 17.00.04

CONSUMER AFFAIRS 08/18/00 MHPXFR3

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NBR: 146752171
 REGION: 44 PITTSBURGH ZONE: C2 OPENED: 12/04/00
 VIN: 1FMYU041K1K084477 ENGINE: 1 VEH TYPE: T CLOSED: 12/04/00

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
 ADDRESS: [REDACTED]
 CITY: STRONGSVILLE STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
 MILEAGE: 10180
 DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 08776
 REASON CODE: 9454 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOM: 807482 STALL/QUIT AT IDLE HOT ENGINE

ORIGIN: CAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 823 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: MYOANA MARVYN YOANA

0902-027 22864

ACTION DATA COMMENTS:

12/15/2001

10:47:45 CUSTOMER SAYS: - CUST STATES THAT THEY NEED TO SPEAK TO THE REGIONAL OFFICE. THEY ARE UNABLE TO VERIFY ANY CONCERN. THEY HAVE JUST INSTALLED A PART. - VEH STALLING PROBLEM HAS OCCURRED THREE TIMES. WHILE DRIVING WHEN GOING DOWN HILL. THEY HAVE RESEARCHED THIS FURTHER AND FOUND OUT THAT THIS IS A COMMON PROBLEM WITH OTHER DEALERSHIP. - CUST STATES THAT THEY ARE VERY VERY CONCERNED. PER CUSTOMER, DEALER SAYS: - CBO TO THE DEALERSHIP SPOKE TO [REDACTED] MR. SMITH, VEH HAS SEVERAL TIMES, HE WILL SPEAK TO THE CSM AND REVIEW THE SITUATION FURTHER TODAY AND CALL THE CUST BACK. CAG 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 - ADVISED CUST THAT THE SERVICE MANAGER WILL CONTACT THE REGIONAL DEPT AND GET BACK TO HIM. - ADVISED CUST THAT WE APOLOGIZE FOR THE INCONVENIENCE AND WE THANK HIM FOR HIS PATIENCE. INFERENCE CASE ID: 4482

CONSUMER AFFAIRS 05/18/2002 18:41:19

BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM 18:41:19

INFORMATION ISSUE CASE NO: 1883711981
REGION: ZONE OPENED: 04/15/2001
VIN: 1FMYU041H1KD1700 ENGINE: 1 VEH TYPE: T CLOSED: 04/15/2001

LAST NAME: MOBER STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: DENVER STATE: CO ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 8800
DEALER NAME: SALES CODE: P & A:
REASON CODE: DEN DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80748 STALLOUTS AT IDLE NOT ENOUGH

ORIGIN: OACMS - US CONCERN CASE NAME COMMUNICATION: PHONE
ACTION: 622 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: BRIGHTS BARBARA BRIGHTS
ACTION DATA COMMENTS:

4/15/2001

14:34:37 CUSTOMER SAYS: CUST HAS BEEN HAVING A PROBLEM WITH HER ESCAPE. - CUST HAD A PROBLEM WITH THE SERVICE SHE RECEIVED AT THE DEALERSHIP FROM THE START - VEH HAS STALLED ABOUT TWICE WITHIN THE LAST 2 WEEKS - THE VEH HAS BEEN TO THE DEALERSHIP TWICE - CUST IS VERY UNHAPPY WITH FORD - CUST IS NOT SURE WHAT SHE WANTS FORD TO DO - CUST THINKS THAT SHE MAY HAVE A LEMON - CUST NOT HAPPY WITH OUTCOME - REQ TO SPEAK TO SUPERVISOR. PER CUSTOMER, DEALER SAYS: - STATED THE DEALERSHIP IS UNABLE TO DUPLICATE THE PROBLEM. CAG 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 - CBO TO DLN - SPOKE TO SERVICE MGR WAS INFORMED AT THIS IS NOT A KNOWN PROBLEM - FILLED OUT SUPERVISOR REG. FORM FOR CUST - INFORMED CUST THAT SUPERVISOR WILL CONTACT HER WITHIN 48 HRS

ORIGIN: OACMS - MANUAL - PHONE CBR COMMUNICATION: PHONE

ER02-027 22865

ACTION: 224 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: MALVO FRANTZ MALVOISM
ACTION DATA COMMENTS:

4/18/2001
10:45:29 CUSTOMER SAYS: -THE VEH HAS STALLED MORE THAN ONCE -DLR
SEEM UNABLE TO DUPLICATE CUST CONCERN -NOT HAPPY AND SEEM
NG FORD TO DO SOMETHING IN HAWKING THE DLR REPAIR CUST'S VEH
PER CUSTOMER, DEALER SAYS: -NONE OAC ADVISED: *****
*SUPERVISOR CMO (FRANTZ, EXT 8840)***** -CMT TO CUST
ON -1ST ATTEMPT; -EDUCATED CUST THAT THE VEH WOULD HAVE
TO BE DIAGNOSED AND THE PROBLEM DUPLICATED -FORD WILL NOT
REPLACE PARTS IF THEY(DLR) DOES NOT KNOW WHAT THE PROBLEM IS

CONSUMER AFFAIRS 08/18/2002 MMFAKPRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.41.19
INFORMATION ISSUE CASE NBR: 1088711001
REGION: ZONE: OPENED: 04/18/2001
VIN: 1FMYU04121K097700 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2001

4/18/2001
10:45:29 -ISSUE HAS BE HANDLED CORRECTLY *****
ISSUE IS CLOSED***

CONSUMER AFFAIRS 08/18/2002 MMFAKPRG

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.41.19
INFORMATION ISSUE CASE NBR: 1088711001
REGION: ZONE: OPENED: 10/25/2001
VIN: 1FMYU04121K097700 ENGINE: 1 VEH TYPE: T CLOSED: 12/28/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LAFAYETTE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11400
DEALER NAME: [REDACTED] SALES CODE: P & A:
REASON CODE: 0184 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 807408 STALL/CUTS AT IDLE HOT ENGINE

OFFER: 04086 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 083 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: VANHOOR VICTORIA.ANSWORTH
ACTION DATA COMMENTS:

12/28/2001
15:02:09 CUSTOMER SAYS: -STALLING PROB WITH IT, STALLS AT LOW SPEE
DS OR STOPS -TAKEN INTO DLR 5 TIMES -LAST SET OF REPAIRS
MADE IT BETTER, BUT WHEN THE IDLE KICKS DOWN, THE VEH STALL
S, DROPS FROM 400 TO 300 RPM -THAT'S WHEN IT STALLS -WANT
A CERTIFICATION THAT THIS IS FORD -FIRST CHOICE -IS TO G
ET THE REPAIR VERIFIED AND COMPLETE -OCCURS WHEN VEH IS HO
T PER CUSTOMER, DEALER SAYS: WALNUT CREEK FORD -REP
LACED FUEL PUMP, ROAD TEST, FUEL FILTER, CLEANED FUEL LINES

ENR2-027 22000

ISSUES
 1. MODULE - TWO DIFFERENT TECHS - UNABLE TO REPRODUCE PROBLEM
 H. GAO ADVISED: - CEO TO DLR, TALKED TO TIM LOTTEY - SERV DI
 DIRECTOR - HE IS GOING TO LOOK IT THE ISSUE FOR ME AND GET BA
 CK TO ME - WILL CALL BACK THE CUSTOMER WHEN INFO IS FOUND

ISSUES
 THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE
 - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMIT
 TENT) CONCERN IS NOTED (REFERENCE CASE ID: 4488)

ORIGIN: GAOISS - MANUAL - PHONE CRI COMMUNICATION: PHONE
 ACTION: 814 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: VAINSWOR VICTORIA.AINSWORTH
 ACTION DATA/COMMENTS:

15.01.11 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
 O ADVISED: HQ BACK FROM TIM @ DLR EXT 37; - BEEN IN TOUCH
 WITH TECH HOTLINE, PERFORMED SERV MGR THROUGH GAOSS - (DO I
 NTRMITTENT, NOT ABLE TO CONFIRM PROBLEM - REPLACED FUEL PU
 MP, SPEED CONTROL, REPAIR ON CONNECTOR TO THE BYPASS VALVE
 - ROADTEST FOR 10 A 12 MILES BOTH ON FREEWAY AND ON STREETS

CONSUMER AFFAIRS 06/15/2008 18:14:00PG

06/15/2008 MASTER OWNER RELATIONS SYSTEM IN 15.41.15

INFORMATION ISSUE CASE NBR: 1898018001
 REGION: ZONE: OPENED: 18980001
 YR: 1700001410P0000 INQNR: 1 YEH TYPE: T CLOSED: 18980001

ORIGIN: GAOISS - MANUAL - PHONE CRI COMMUNICATION: PHONE
 ACTION: 831 - OUTBOUND CALL TO FORD/MERCUARY CUSTOMER
 DOCUMENT: ANALYST: VAINSWOR VICTORIA.AINSWORTH
 ACTION DATA/COMMENTS:

15.01.11 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: WALNUT G
 REEK - DLR HAS NO OTHER OPTIONS FOR HIM GAO ADVISED: THE
 BEST THING WOULD BE TO TAKE YOUR VEH BACK TO THE DLR AND LET
 THEM KNOW THAT THERE IS STILL AN ISSUE WITH THE STALLING.
 THEY ARE OUR BEST RESOURCE, AND THE SW CAN ALSO ISOLATE TH
 IS ISSUE UP THROUGH HIS CHANNELS AT THE DLR/HP. HOWEVER, I
 HAVE DOCUMENTED THE ISSUE HERE, AND IT WILL BE SENT UP TO O
 UR ENGINEERS - THEY WILL BE ABLE TO RESEARCH THIS SPECIFIC I
 SSUE WITH THE ESCAPE. IF THERE IS A RECALL THAT COMES O
 F THIS IN THE FUTURE, YOU WILL BE CONTACTED BY MAIL.

ER02-027 22007

CONSUMER AFFAIRS

08/18/00 18:41:19

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM # 18.41.19

INFORMATION ISSUE CASE NBR: 188188171
REGION: 72 SAN FRANCISCO ZONE: A1 OPENED: 11/18/00
VIN: 1FMYU81801K04880 ENGINE: 5 VEH TYPE: T CLOSED: 11/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M: [REDACTED]
ADDRESS: [REDACTED]
CITY: OAKLAND STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 02
MILEAGE: 8000
DEALER NAME: MICHAEL STEAD'S HIL SALES CODE: F72019 P & A: 08800
REASON CODE: 0448 DEALERSHIP - REPAIR PROCEDURE
SYMPTOMS: 087402 STALL/CUTS AT IDLE HOT ENGINE

ORIGIN: 04008 - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 084 - SUPPORT DEALERS POSITION
DOCUMENT: ANALYST: FRANK ROBERT
ACTION DATA/COMMENTS:

11/18/00

14.52.46 CUSTOMER SAYS: - VEH STALLS ON THE FREEWAY - FORD ENGINE
ER HAS LOOKED AT VEH THE LAST TIME AND VEH WAS REPAIRED -
VEH HAS BEEN TO THE DLR THREE TIMES - CUST MENTIONED THE L
EMON LAW - FORD ENGINEER IS COMING TOMORROW TO LOOK AT VEH
PER CUSTOMER, DEALER SAYS: -NONE CMO ADVISED: -DEA
LERSHIP HAS DETERMINED THAT THE REPAIR IS COMPLETE - NO CUR
RENT CONCERNS FOUND WITH THE VEHICLE ***CBO TO HILLTOP FOR
D*** -SPOKE TO HOLLY SM WHO ADV THAT THE CUST HAS NOT HAD
THREE REPAIRS SO LEMON LAW DOES NOT APPLY -ENGINEER WAS OUT
AND LOOKED AT VEH TODAY - MRS ADV THAT THE VEH HAS NO PRESE
NT CONCERNS - ADV THAT CUST SHOULD COME AND PICK UP THE VEH
BECAUSE NO REPAIRS WOULD BE MADE AT THIS TIME
-- ADV CUST OF SAN RESOLUTION REFERENCE CASE ID: 4478

CONSUMER AFFAIRS

08/18/00 18:41:19

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM # 18.41.19

INFORMATION ISSUE CASE NBR: 188011881
REGION: 08 KANSAS CITY ZONE: B1 OPENED: 08/18/00
VIN: 1FMYU81801K04880 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M: [REDACTED]
ADDRESS: [REDACTED]
CITY: LINCOLN STATE: NE ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 40000

ER02-027 22866

DEALER NAME: ANDERSON FORD LINCOLN SALES CODE: F8007 P & A: 57118
REASON CODE: 1105 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 807402 STALL/QUIT AT IDLE NOT ENGINE

ORIGIN: CADSR - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: Y25 - ADVISE CUST TO SUBMIT RECEIPTS TO ELR FOR REVIEW
DOCUMENT: ANALYST: TCHNAPP THOMAS CHNAPPAN
ACTION DATA/COMMENTS:

07/15/00

18.46.48 CUSTOMER SAYS: - CUST HAS HAD A LOT OF PROBS WITH THE VEH.
NAME?

AT THE TIME THE COMP. REPROGRAMMED, BECAUSE THE VEH SHUT OFF
ON HER. SHE SAYS THAT HER BATTERY LIGHT KEPT BLINKING. - C
CUST SAYS HAS NOT SPOKE TO A DLRSHP ABOUT THE REIMBURSEMENT
PER CUSTOMER, DEALER SAYS: - NONE. CAO ADVISED: - PLEASE
SUBMIT YOUR ORIGINAL RECEIPTS TO THE CPMRM OF YOUR LOCAL F
/LA DEALER FOR REIMBURSEMENT REVIEW. - THE DEALER WILL DET
ERMIN IF REIMBURSEMENT IS POSSIBLE OR NOT INFERENCE CASE NO
: 8858

CONSUMER AFFAIRS 08/18/002 MMFAUPR2

BEGINNING OF CONTACT

08/18/002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

INFORMATION ISSUE CASE NO: 101883001
REGION: 08 SOUTHWEST ZONE: H1 OPENED: 11/05/001
VIN: 1FVYU02191K7804 ENGINE: 1 VEH TYPE: T CLOSED: 11/08/004

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] ME

ADDRESS: [REDACTED]

CITY: LA PORTE STATE: TX ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 402

RELEASE: 10850

DEALER NAME: LA PORTE FORD SALES CODE: F8048 P & A: 60885

REASON CODE: 0426 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 807402 STALL/QUIT AT IDLE NOT ENGINE

ORIGIN: CADSR - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 003 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: ANALYST: VFRASER VIRGINIA FRASER

ACTION DATA/COMMENTS:

11/05/001

18.47.44 CUSTOMER SAYS: CUST IS EXHIBITING CONCERNS WITH THE VEH DV
ING ON THE CUST AT 70 MILES -CUST WIFE NAME IS TAM -CUST
BROUGHT VEH TO THE DLRSHP AND WAS ADVISED THAT THERE WAS N
O CONCERN WITH THE VEH -CUST WIFE ALMOST GOT INTO AN ACCIDE
NT ON THE FREEWAY -CUST VEH DIES ONLY AT HOT ENGINE -CUST
WANTS A NEW VEH PER CUSTOMER, DEALER SAYS: AS PER LA POR
TE FORD IN TEXAS, THERE IS NO CONCERN WITH THE VEH. CAO ADVI
SED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCER
N IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVI
CE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTE
RMITTING) CONCERN IS NOTICED -FURTHER ADVISED CUST THAT FOR

ER82-027 23000

D DOES NOT BUY BACK VEH WE LOOK AT REPAIRING THE CONCERN INF
ENGINE CASE ID: 4482

CONSUMER AFFAIRS 08/16/2002 MMFA07P08

BEGINNING OF CONTACT
08/16/2002 MASTER OWNER RELATIONS SYSTEM M 19.41.19

INFORMATION ISSUE CASE NR: 188878301
REGION: 82 SOUTHWEST ZONE: D1 OPENED: 188878301
VIN: 1FMYU08T7KC41908 ENGINE: 1 VEH TYPE: T CLOSED: 188878301

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 XLT 4X2
MILEAGE: 3000

DEALER NAME: JOE MYERS FORD SALES CODE: F80025 P & A: 04402
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 807402 STALL/QUIT AT IDLE HOT ENGINE

ORIGIN: CAC188 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 823 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: DMYERS CHRIS MYERS
ACTION DATA/COMMENTS:

188878301
17.37.41 CUSTOMER SAYS: -PROBLEMS WITH THE VEH -IDLED YESTERDAY -
HAS IDLED TODAY AGAIN -THE DEALERSHIP CAN NOT DUPLICATE THE CO
NCEPN -CALLS TO UPDATE FILE - TO KEEP FORD INFORMED -CUST
CLAIMING THIS HAPPENS INTERMITTENTLY. PER CUSTOMER, DEALER S
AYS: -NONE OAC ADVISED: -INFORM WHY THE DEALERSHIP CAN
NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONC
RN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEAL
ERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED @PENDING
IF CASE ID: 4482

EP82-827 22888

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM IN 13.41.19

INFORMATION ISSUE CASE NR: 178740001
 REGION: 71 CALIFORNIA ZONE: 08 OPENED: 08/08/08
 VIN: 1FMCU041X1K000177 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/08

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
 ADDRESS: [REDACTED]
 CITY: REDWOOD BEACH STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2007 MODEL: ESCAPE XLT 4x4
 MILEAGE: 2800
 DEALER NAME: PEYTON CRAWFORD SALES CODE: F71025 P & A: 08084
 REASON CODE: 4108 ICCD - CUSTOMER INFORMATION ONLY
 SYMPTOMS: 80748E STALLQUITS AT IDLE NOT ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION; PHONE
 ACTION: ICCD01 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
 DOCUMENT: ANALYST: ADULTON ANGELA ADULTON
 ACTION DATA/COMMENTS:

255001

08/18/08 CUSTOMER SAYS: ONE WEEK AFTER PURCHASE, THE VEHICLE STALLED
 SEVERAL TIMES WITHIN THE SPAN OF 2 DAYS. SHE NOTICED THIS
 HAPPENED WHEN SHE WAS STOPPING AT A RED LIGHT AND THE ENGINE
 WAS WARM. SHE DID NOT HAVE A PROBLEM RESTARTING THE ENGINE.
 THE CUSTOMER SAYS THE BATTERY SEEMED TO BE OKAY AND THERE WAS
 NO INDICATION THAT THE VEHICLE WAS GOING TO STALL. THE CHECK
 ENGINE LIGHT AND THE YELLOW INDICATOR TO THE LEFT OF IT
 CAME ON AFTER THE VEHICLE STALLED. THE CHECK ENGINE LIGHT WAS
 AS STEADY. WEATHER CONDITIONS WERE NOT A FACTOR WITH THIS
 CONCERN. THERE WERE NO CHANGES IN THE VEHICLE'S PERFORMANCE AND
 NO NOISES ASSOCIATED WITH THIS CONCERN. SHE USED 87 OCTANE
 FUEL. THE DEALERSHIP COULD NOT LOCATE A PROBLEM WHEN SHE TOOK THE
 VEHICLE TO THEM THE NEXT DAY. PER CUSTOMER, DEALER SAYS:
 NONE. CAR ADVISOR: 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 CONCERN 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 ESCAPE'S ENGINEERING
 TEAM. - PLEASE DETAIL CASE WITH SPECIFIC REPAIR INFORMATION
 AT YOUR EARLIEST CONVENIENCE - QUESTIONS/COMMENTS PLEASE
 CONTACT ME AT 888-638-4828 ANGELA.X2501

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM IN 13.41.19

CONCERN ISSUE CASE NR: 038580572
 REGION: 27 WASHINGTON ZONE: 01 OPENED: 08/05/08
 VIN: 1FMYU04141K048378 ENGINE: 1 VEH TYPE: T CLOSED: 08/05/08

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
 ADDRESS: [REDACTED]
 CITY: STEPHENS CITY STATE: VA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2007 MODEL: ESCAPE XLT 4x4
 MILEAGE: 87000
 DEALER NAME: WINCHESTER FORD, IN SALES CODE: P27484 P & A: 08088
 REASON CODE: 1140 ANVA - WITHIN OPTIMUM, FREQUENTLY ANVA
 SYMPTOMS: 80748E STALLQUITS AT IDLE NOT ENGINE

E862-827 22891

OFFER: CADISE - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: DWALTON DENISE WALTON
ACTION DATA COMMENTS:

09/18/00
10:04:48 CUSTOMER SAYS: -LAST 6MTHS HAVING CONCERNS VEH STALLS AND
LOOKS FOR VEH IS AT THE DLR FOR 5TH-6TH TIME -DLR NOT ABLE
TO REPAIR OR EXPLAIN WHY THIS IS HAPPENING -CUST IN SEEK
ING REIMBURSEMENT ON A NEW VEH CUST WIFE WHO THE VEH BELONGS
DOES FEEL SAFE PER CUSTOMER, DEALER SAYS: -TODAY WE HOP
E WE CAN FIX CALL THE NUMBER IN YOUR BOOK. -CONTACTED TECH A
ND LOOKED AT ANOTHER VEH WITH THE SAME CONCERN AND THERE IS
NO REPAIR. DLR ADVISED: -I WOULD LIKE TO BE YOUR ADVOCATE
IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CO
NSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. -IS
THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU
#NAME?
WORKING ON VEH AND CUST CAN SPEAK TO HIM ABOUT CONCERN INFER
ENCE CASE ID: 6417

CONSUMER AFFAIRS 09/18/00 MEMPHIS

BEGINNING OF CONTACT

09/18/00 MASTER OWNER RELATIONS SYSTEM # 18.41.18

CONCERN ISSUE CASE NO: 080141801
REASON: 47 CRONNATI ZONE: A1 OPENED: 08/18/00
VIN: 1FMYUD477WAG2988 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: INDIAN STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 8000

DEALER NAME: KINGS FORD INC SALES CODE: F47018 P & A: 01870

REASON CODE: 8018 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 60748 STALL/CUTE AT IDLE NOT ENGINE

OFFER: CADISE - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 138 - ADVISE CUST INFO WILL BE SENT TO DLR CONTACT CRM
DOCUMENT: ANALYST: EDWARDS CHARMAINE EDWARDS
ACTION DATA COMMENTS:

09/18/00
10:08:34 CUSTOMER SAYS: -TOOK IT IN YESTERDAY TO HAVE IT LOOKED AT
-THE DLR IS KINGS FORD -I REQUESTED A REGIONAL REP TO L
OOK AT THE DLR -I AM VERY ANNOYED -I WANT YOU TO GIVE ME A
NUMBER THAT I COULD CALL TO GET THIS RESOLVED -I DO NOT F
EEL THAT FORD IS DOING ANYTHING TO ASSIST ME PER CUSTOMER
, DEALER SAYS: -REGIONAL INSPECTOR COMES WHEN HE COMES C
AO ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FOR
DLR DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT CRIMERY MGR -JONES P
ORD -REPLACED THE LINK INTAKE MANIFOLD GASKET -WARRANTY TR
STED MFL 0708001 -ROAD TRIP VEH CUTTING OUT OVER BUMPS O
J08001 -REPLACED LEFT REAR DOOR WEATHER STRIP 08/18/00
#NAME?
EN THAT THE REGIONAL REP IS NOT DONE THROUGH THE CAO -IT I

11982-827 22882

IS DONE THROUGH THE SERVICE DEPT VIA OF THE SM -CUSTOMER IS NOT HAPPY WITH THIS SHE WANTS ANOTHER 6 THAT SHE CAN CALL TO GET TO THE VEH RESOLVED -TRIED TO ADVISE CUSTOMER THAT THE CLUE-IF IS OUR TECHNICAL SOURCE AND THEY HAVE THE APPROPRIATE RESOURCES FOR REPAIR PROCEDURES REFERENCE CASE ID: 4 908

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DADO12 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: M-HUBER, MATT HUBER
ACTION DATA COMMENTS:

08/28/01
22:06:42 VEHICLE REPAIRED

CONSUMER AFFAIRS 08/18/008 NMFAC0790

BACKGROUND OF CONTACT

08/18/008 MASTER OWNER RELATIONS SYSTEM II 18:41:18

CONCEPT NUMBER CASE REF: 0843402641
PERSON: 18 NEW YORK ZONE: NY OPENED: 08082001
VEH: 1F6A00H41F064408 ENGINE: 1 VEH TYPE: T CLOSED: 08082001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MIDDLETOWN STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 8400

DEALER NAME: HEALEY FORD, LLC SALES CODE: P12807 P & A: 54082
REASON CODE: 1108 AWA - WFN CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOM: 607888 STALLCUTS AT IDLE HOT ENGINE

ORIGIN: DADO12 - US CONCEPT CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: LOPHALD, LEAN OPHALDO
ACTION DATA COMMENTS:

08/08/01
10:40:00 CUSTOMER SAYS: JIM LATIMER - ESCAPE WAS TOWED TO FORD DLR
SUNDAY MORNING - PULLY FELL OFF THE FRONT - FM 300 MI.
80 AWAY FROM HOME; WAS ON VACATION - NEEDED LOANER VEH - HA
VE TO GO BACK TO WORK TOMORROW MORNING - MY NUMBER WHERE I
AM STAYING NOW IS [REDACTED] - THERE'S A ENTERPRISE IN POT
SDAM - BUT THERE'S NO ENTERPRISE IN MIDDLETOWN - CALLED BE
LLING DLR (HEALEY FORD) TO SEE IF THEY CAN HELP OUT, BUT THE
Y HAVEN'T GOT BACK TO ME PER CUSTOMER, DEALER SAYS: SCOTT
FORD, POTSDAM: - CAN'T GET PART IN UNTIL TOMORROW - GAC A
DAVED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST O
CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER CONTACT
T CUSTOMER REGARDING REQUEST. CSC TO STEVE, BRYANER (HEALY
FORD): - WE'RE GOING TO HELP OUT; HERE'S BEEN OUR BEST FO
R A LONG TIME - WILL PUT CUST IN AN ENTERPRISE CAR - PVE
RESERVED - HAVE CUST GET IN TOUCH W/ ENTERPRISE - CONTACT
: 800-888-0700 - CUST WOULD HAVE TO ROUNDTrip THE VEH W/IN
EN CUST PICKS UP HIS VEH (BRING LOANER BACK AND PICK UP OWN
VEH, HONKUP) REFERENCE CASE ID: 0838

CONSUMER AFFAIRS 08/18/008 NMFAC0790

BEGINNING OF CONTACT
09/18/00 MASTER OWNER RELATIONS SYSTEM IS 13.41.10

CONCERN ISSUE CASE NO: 08714881
REGION: 08 KANSAS CITY ZONE: CR OPENED: 09/18/00
VIN: 1FMCU04181K02818 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: EUREKA STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
RELEASE: 8800
DEALER NAME: LONG FORD SALES, IN SALES CODE: P5339 P & A: 0870
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 807408 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR CONTACT OPM
DOCUMENT: ANALYST: CAROL SHANT
ACTION DATA/COMMENTS:

09/18/00
13.44.23 CUSTOMER SAYS: "AS PER CUST'S E-MAIL" - I HAVE HAD MY ESCAPE FOR SEVERAL MONTHS AND IT HAS BASICALLY BEEN PROBLEM FREE UNTIL THE PAST WEEKEND. THE ENGINE STALLED WHILE I WAS DRIVING AND FORTUNATELY WAS ABLE TO PULL OVER. ALTHOUGH IT STARTED AGAIN, IT CONCERNS ME. IN REVIEWING SOME OF THE COMMENTS AT THE EDMUND'S AUTO SITE, IT APPEARS I AM NOT ALONE WITH THIS PROBLEM BUT I CANNOT SEEM TO FIND WHERE FORD INDICATES WHAT THE "FIX" IS. I AM TAKING IT IN TO LONG FORD IN THE MORNING BUT WOULD LIKE TO HEAR WHAT FORD HAS TO SAY ABOUT THIS SINCE IT DOES NOT APPEAR TO BE AN ISOLATED INCIDENT. THIS IS A VERY DANGEROUS SITUATION ESPECIALLY FOR THOSE OF US WHO DO A LOT OF DRIVING. PLEASE ASSIST - THANK YOU. -CUST CAN BE REACHED AT 800-848-8008 X4141 -CUST WANTED FORD TO HAVE HIS CONCERN ON RECORD. PER CUSTOMER, DEALER SAYS: LONG FORD - THE DEALER CONTACTED FORD HOTLINE AND SPOKE TO ENR NEERS, THEY SAID NOT TO TOUCH ANYTHING UNLESS THE CONCERN CAN BE DIAGNOSED. -DEALER AGREES CUST TO BRING THE VEH BACK WHEN ITS EXPERIENCING THE CONCERN. CAO ADVISED: -WE PROMISE THE REPAIRS BE PERFORMED BY A FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT ORINERY MGR -ORO TO CUST AND SPOKE WITH MRS GALLER -SHE STATES THAT SHE TOOK THE VEH TO LONG FORD AND YESTERDAY. REFERENCE CASE ID: 4908

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: 040613 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-BOWMAN BRIAN BOWMAN
ACTION DATA/COMMENTS:

10/11/00
13.50.19 VERIFIED AND REPAIRED VEHICLE

CONSUMER AFFAIRS 09/18/00 1847AUPRO

BEGINNING OF CONTACT
09/18/00 MASTER OWNER RELATIONS SYSTEM IS 13.41.19

CONCERN ISSUE CASE NO: 0837721801
REGION: 10 SDN ZONE: R1 OPENED: 09/30/00
VIN: 1FMCU04181K071284 ENGINE: 1 VEH TYPE: T CLOSED: 09/30/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ATLANTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
RELEASE: 7000
DEALER NAME: PAGE FORD, INC. SALES CODE: F71400 P & A: 0870
REASON CODE: 1108 AWA - VIN CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 807408 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - PROVIDE ASSISTANCE

END-827 22004

DOCUMENT: ANALYST: HRAHED HARUN RASHID
ACTION DATA/COMMENTS:

05/06/01

17.06.07 CUSTOMER SAYS: - CUST IS IN GRAND CANYON, NORTH RM - VEH BROKE DOWN AND BEING TOWED TO PAGE FORD, ARIZONA WHICH IS ABOUT 180 MILES FROM GRAND CANYON - CUST IS REQUESTING A LOANER PER CUSTOMER, DEALER SAYS: - NONE. DAO ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CONT ACT CUSTOMER TO PROCESS LOANER REQUEST - CMO TO DLR AND SPOKE TO SMI BILLIE BROOKS; DLR DOES NOT PROVIDE LOANER BUT WILLING TO PROCESS PRG; SHE ALSO SAID WE ARE AT A REMOTE AREA; AND THERE IS HARDLY ANY RENTAL AGENCY; SHE CALLED THE ONLY RENTAL AGENCY AND FOUND THERE IS ONLY ONE VEH AVAILABLE AND WILL COST \$40 A DAY; DLR WILL RESERVE VEH FOR 2 DAY FOR CUST AND WHICH IS \$80; PROVIDED RENTAL ASSISTANCE FOR 2 DAY AND CUST IS \$80; ADVISE SMI TO EMAIL FOR THE COMMITMENT CODE - A DIME CUST OF ABOVE (REFERENCE CASE ID: 0604

ORIGIN: CAOMD2 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 227 - INQUIRY FROM DEALER
DOCUMENT: ANALYST: HRAHED HARUN RASHID
ACTION DATA/COMMENTS:

06/18/01

14.47.78 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
DAO ADVISED: - RECEIVED A CALL FROM SMI MR. BILLIE BROOKS THAT DLR WILL NOT GET THE PART UNTIL MONDAY, JUNE 4, 2001 AND WANTS US TO EXTEND LOANER FOR ADDITIONAL 3 DAYS FOR \$40 A DAY; THEREFORE TOTAL RENTAL ASSISTANCE IS (\$180+\$80)= \$260 NOW

CONSUMER AFFAIRS 06/18/02 MMFAKPR2

06/18/02 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

CONCERN ISSUE CASE NR: 0857781801
REGION: 10 BCR ZONE: R1 OPENED: 05/30/2001
VIN: 1FACU8T81H061234 ENGINE: 1 VEH TYPE: T CLOSED: 06/18/2001

ORIGIN: CAOMD2 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: HRAHED HARUN RASHID
ACTION DATA/COMMENTS:

06/18/01

14.23.11 CUSTOMER SAYS: - PER CUSTOMER, DEALER SAYS: DAO ADVISED:

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACH28 - UNABLE TO CONTACT CUSTOMER - INCOMPLETE CUSTOMER INFORMATION
DOCUMENT: ANALYST: FT1489 PAGE FORD
ACTION DATA/COMMENTS:

06/25/01

19.08.27 THIS CUSTOMER WAS A VISITING OWNER PREVIOUSLY. CUSTOMER CANNOT BRING VEHICLE TO PAGE FORD SINCE SHE HAS MOVED TO THE STATE OF GEORGIA

CONSUMER AFFAIRS 08/18/2002 MMFA2PFG

1
BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.41.19

CONCERN ISSUE CASE NO: 0775428823
PERSON: 10 BOR ZONE: K2 OPENED: 08/08/2001
VIN: 1FMYU04141K082740 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] ME
ADDRESS: [REDACTED]
CITY: ELACORTE STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 13000
DEALER NAME: COUGHLIN FORD SALES CODE: F47881 P & A: 0806
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 007482 STALL/CUTS AT IDLE NOT ENGINE

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLN CONTACT CRM
DOCUMENT: ANALYST: FARMOLA FLORENCE AROMOLARAH
ACTION DATA/COMMENTS:

08/18/01
08.15.07 CUSTOMER SAYS: - I HAVE A QUESTION ABOUT MY ESP - I WANT
TO MAKE SURE I'LL HAVE A CAR WHEN MY VEH IS SERVICED - VEH
JUST CUT RUNNING IN THE MIDDLE OF THE ROAD PER CUSTOMER, O
KALER SAYS: - BRING VEH IN TOMORROW MORNING GAO ADVISED:
THANKET
HIF - INFORMATION WILL BE SENT TO DLN, OUS - CBO TO THESE
FARMOLA - FICH - SPOKE TO CUST THIS MORNING - ESP DOES NOT
PROVIDE LOANER VEH REFERENCE CASE ID: 4605

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: 0A0612 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 0810FT PERDINIAN TALAN
ACTION DATA/COMMENTS:

08/20/01
14.21.40 CRM COMMENTS: VEHICLE NEVER TOWED INTO COUGHLIN FORD,
CLOSING OUT CONTACT.

CONSUMER AFFAIRS 08/18/2002 MMFA2PFG

1
BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.41.19

ER82-827 22008

CONCERN ISSUE CASE NBR: 088400061
REGION: 74 SEATTLE ZONE: C1 OPENED: 0888001
VIN: 1FMYU02801K46000 ENGINE: B VEH TYPE: T CLOSED: 0888001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: VANCOUVER STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 13800
DEALER NAME: COURTESY FORD SALES CODE: F74018 P & A: 0888
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807400 STALL/QUIT AT IDLE HOT ENGINE

ORIGIN: CAC088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 120 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: CLARRETT DONNA JARRETT
ACTION DATA COMMENTS:

0888001
11.24.18 CUSTOMER SAYS: THIS IS A FOLLOW-UP TO THE PREVIOUS INVESTIGATION INTO A FORD ESCAPE VIN: 1FMYU02801K46000 FORD HATED IN NOVEMBER, 2008. WE HAVE GOTTEN NO SATISFACTION AT THE DEALER LEVEL. MY WIFE AND I HAVE BEEN TOLD REPEATEDLY THAT THERE IS NOTHING THAT CAN BE DONE. IF I WENT INTO THE COURT, NOT BELIEVING THAT, I WOULD NOT HAVE COMMITTED \$20,000 OF MY INCOME TO MY FAITH IN FORD. AS CONSUMERS, WE ARE ENTITLED, BY VIRTUE OF THE BUMPER TO BUMPER WARRANTY, TO EXPECT A CAR TO USE DURING THE TIME IT TAKES TO ASSESS WHAT'S WRONG WITH OURS. UNFORTUNATELY, WE DIDN'T EVEN GET THAT, AND IT CAN BE DOCUMENTED. WE THEREFORE NEEDED A CAR WE CAN DEPEND UPON, IF A CAR CAN'T BE ASSESSED, IT CAN'T BE FIXED. NEITHER FORD MOTOR COMPANY NOR THE DEALER, COURTESY FORD IS DOING ANYTHING YET TO HELP US OR TO HONOR THEIR PRODUCT AND THERE HAS BEEN NO APPARENT ATTEMPT BY ANYONE BUT ME TO ADDRESS THIS. THE GENERAL MANAGER AT COURTESY SUGGESTED I CONTACT FORD ABOUT IT, AND I HAVE. SO FAR, I AM TOLD NOTHING CAN BE PROMISED, BUT AN INVESTIGATION WILL OCCUR. THE FACT STILL REMAINS THAT IF WE COULD GO WITHOUT A CAR FOR DAYS OR WEEKS, WE WOULD NOT NEED ONE AT ALL. SO FAR, OUR PREDICAMENT HAS FALLEN UPON OUR EARS AT THE DEALER LEVEL. PER CUSTOMER, DEALER SAYS: - NONE WAS ADVISED - WE PROMISED THE REPAIR BE PERFORMED BY A FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR. CUSTOMER SHOULD CONTACT CHASSIS/MSR ***** - DLR WERE OUT TO DLR/MSR, SVO MSR WAS UNAVAILABLE, IN MEETING, SPOKE WITH ALAN MALLORY, SVO ADAMSON. ALAN SAID CUST BROUGHT VEH IN DURING THE STALLING CONCERN. DLR/MSR WAS UNABLE TO DUPLICATE CONCERN AND REQUESTED CUST BRING VEH BACK WHEN CONVENIENT AND LEAVE FOR FURTHER TESTING. DLR/MSR STILL WAITING TO HEAR FROM CUST. REFERENCE CASE ID: 4600

CONSUMER AFFAIRS 08/18/2008 15:04:00

08/18/2008 MASTER OWNER RELATIONS SYSTEM IN 11.24.18

CONCERN ISSUE CASE NBR: 088400061
REGION: 74 SEATTLE ZONE: C1 OPENED: 0888001
VIN: 1FMYU02801K46000 ENGINE: B VEH TYPE: T CLOSED: 0888001

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: 080004 - UNABLE TO CONTACT CUSTOMER 6 TIMES
DOCUMENT: ANALYST: A-88818 MARK HARPER
ACTION DATA COMMENTS:

0888001
17.08.17 DEALERSHIP HAS BEEN WAITING FOR CUSTOMER TO MAKE AN APPT AT A CONVENIENT TIME FOR HIM. DEALERSHIP HAS NOT BEEN ABLE TO VERIFY CUSTOMER'S ENGINE DYING CONCERN. DEALERSHIP'S PARTS AND SERVICE DIRECTOR HAS NOW LEFT A MESSAGE FOR CUSTOMER, F AND S DR MARK HARPER.

EN62-827 22007

CONSUMER AFFAIRS 04/18/00 M5FAX770

BEGINNING OF CONTACT

04/18/00 MASTER OWNER RELATIONS SYSTEM II 15:41:10

CONCERN AREA: CASE NO: 188001741
REGION: ZONE: OPENED: 04/18/00
VIN: 1FADU641E0F00000 ENGINE: 1 VIN TYPE: T CLOSED: 04/18/00

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MI

ADDRESS:

CITY: PARSIPPANY STATE: NJ ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 4000

DEALER NAME: SALES CODE: P & A:

REASON CODE: 8008 SPECIAL LIAISON - EXECUTIVE REFERRAL

SYMPTOM: 80402 STALL/QUIT AT IDLE HOT ENGINE

ORIGIN: CASE - CONSUMER AFFAIRS - SPECIAL LIAISON COMMUNICATION: PHONE

ACTION: 31357 - DECON - OFFER PERSONAL APPROACH MAINTENANCE PROGRAM

DOCUMENT: ANALYST: PEREWING FAY BRIDGEMAN

ACTION DATA/COMMENTS:

4/18/00

18:40:00 CUSTOMER E-MAIL LETTERS ADDRESSED TO J. HARNER MULTIPLE DA
THE 1ST RECD 808 CORRESPONDENCE STATES: " SHE IS WRITING
TO EXPRESS HER LESS THAN SATISFYING EXPERIENCE WITH NEW ESC
APE " WITH APPROXIMATELY 4K MILES ON IT, THE ENGINE DEVELOP
ED MAJOR PROBLEMS THAT REQUIRED IT TO BE REPLACED. " SHE
IS VERY UNHAPPY WITH THE WAY OUR "BLUE OVAL" DEALER DEALER H
AS TREATED HER DURING THE ENTIRE ORCA. " FEELS LIKE PMA IS
BUILDING CARS FROM THE EARLY 80'S AGAIN CUSTOMER SERVICE: "
SUGGESTIONS OF HOW TO RECTIFY HER LESS THAN SATISFACTORY SIT
UATION CBO TO CLR: " UPPER ENGINE NOISE - TECH HOTLINE ADVI
SED TO REPLACE THE ENGINE. ETA 3 DAYS (-77%) CBO TO ORCA: "
TO ADVISE OF THE SITUATION AND TO ASSIST THE DEALER IN ANY
WAY TO GET THE ENGINE IN ASAP. CBO TO CUSTOMER: " PER CUSTO
MER - VEHICLE STALLED ON A SUNDAY - PMA WAS THE CLOSEST
DEALER FOR THE TOW TRUCK. IT TOOK -8 DAYS BEFORE THEY WOULD
LOOK AT THE VEHICLE. SHE FEELS SHE WAS TREATED NICELY AND
SHE DID NOT PURCHASE THE VEHICLE FROM THEM. SHE HAD VACAT
ION SCHEDULED WITH DEPOSITS MADE AND NOW ALL OF THAT WOULD B
E LOST BECAUSE OF THIS. CUSTOMER PAID FOR RENTAL 5 DAYS BEF
ORE THE DEALER PUT HER INTO A LOANER VEHICLE. PER NJ LIMON

ERR2-827 22008

LAW IF THE VEHICLE IS DOWN 30 DAYS SHE IS ENTITLED TO A REPAIR OR REPLACEMENT. " THE WAY SHE FEELS RIGHT NOW SINCE THE VEHICLE IS REPAIRED SHE WILL GET A TOYOTA. OCE ADVISED CUSTOMER: " WILL WORK IN CLOSE CONTACT WITH DEALER AND REGION TO ENSURE THAT THE VEHICLE IS REPAIRED AS QUICKLY/EFFICIENTLY AS POSSIBLE. WILL REVIEW AFTER VEHICLE IS REPAIRED TO RETAIN FORD QUALITY. RECD CALL FROM CUSTOMER 7/8: " NO ENGINE AT THE DEALER YET AND 30 DAYS (LEMON LAW) IS ON FRIDAY (7/13) OBO TO DEALER. " PER JOHN, EM, THE ENGINE IS NOT IN YET - PROVIDED REFERENCE # (ENGINE EXCHANGE PLANT) 1FYS6018 OBO ANN MARIE VERNON, PVT, FORD FOR ASSISTANCE TRACING THE ENGINE. RECD

CONSUMER AFFAIRS 06/18/2002 MMFAJ/PNG

06/18/2002 MASTER OWNER RELATIONS SYSTEM II 16.41.10

CONCERN ISSUE CASE REF: 1288091741
 REGION: ZONE: OPENED: 07/13/2001
 VIN: 9FACD41E1K73888 ENGINE: 1 VEH TYPE: T CLOSED: 07/13/2001

7/13/2001

16:45:22 E-MAIL FROM MARTI PRICE, CLEVELAND ENG SPECIALIST - THE ENGINE WAS SHIPPED ON 6/29 AND ARRIVED AT THE DEALER ON 7/8. IT WAS IN THE PARTS DEPARTMENT - NO ONE NOTIFIED HIM THAT IT HAD ARRIVED. VEHICLE WILL BE REPAIRED BY THURSDAY, 7/19. AD VISED MR. & MRS. STEINFELD OF THE STATUS (LESS THE ARRIVAL DATE OF THE ENGINE) RECD CALL FROM MR. STEINFELD (7/18), THE VEHICLE HAS BEEN REPAIRED THERE WAS SOME DAMAGE TO THE FRONT NO EFFECTS BUT THE DEALER IS TAKING CARE OF IT. " THEY LOVE THE VEHICLE AND WANT TO KEEP IT BUT DO NOT HAVE THE SAME CONFIDENCE THEY ONCE HAD. OCE OFFERED (WITH CONCUERRENCE OF OBO) A \$75 MAINTENANCE ESP (TO BE UPLOADED BY CS) AND FROM OCE \$400 MAINTENANCE CARE ESP. CUSTOMER HAS ACCEPTED THE OFFER AND IS SATISFIED AND ONCE AGAIN ENJOYING THEIR VEHICLE.

ORIGIN: OACM18 - ORO - PRIORITY GROUP COMMUNICATION: PHONE
 ACTION: 14 - EXO REF DOCUMENT ADDITIONAL INFORMATION
 DOCUMENT: ANALYST: OTANGS CHOUNG TANG
 ACTION DATA/COMMENTS:

7/16/2001

16:41:27 CUSTOMER SAYS: "EXECUTIVE OFFICE" AS PER CONTACT ON 7/16/01 AT 8:48 AM EST. VEH. IS WORKING FINE, EVERYTHING IS OK - THANKS FOR CALLING (HUNG UP) PER CUSTOMER, DEALER SAYS: AS PER CONTACT WITH FAY BREDENFORD OF OEO'S OFFICE ON 7/16/01 - CX HAS BEEN COACHED BY SOMEONE, IT APPEARS THEY ARE FROM THE SHARONVILLE TRANSMISSION ASSEMBLY PLANT OHIO - 518 782 7335 - MAIN PLANT MGR MR. VIO KANE : MR. MARIE JOHNSON, ASSISTANT PLANT MGR 518 781 7910. FMO DID HOLD A MEETING EARLIER WITH ITS EMPLOYEES STATING THAT ORO WAS BEING MOVED TO CANADA, PERHAPS THAT'S HOW THEY RECEIVED NAME AND/OR EMAIL - I AM NOT AWARE OF ANY LETTERS BEING SENT TO NEW ESCAPE OWNERS WITH MR. BRICKSON'S NAME ON IT - CAC ADVISED: AFTER PROBING DETAILS ON HOW CX CONTACTED EXEC. OFFICE NAME?

RE CONTACT THROUGH FORD WEBSITE - GLAD TO HEAR VEH. IS PERFORMING WELL AND THAT CX IS CONTENT - COMPLETED

CONSUMER AFFAIRS 06/18/2002 MMFAJ/PNG

RESERVED FOR CONTACT
 06/18/2002 MASTER OWNER RELATIONS SYSTEM II 16.41.10

CONCERN ISSUE CASE REF: 1327570131
 REGION: 10 SOR ZONE: C1 OPENED: 07/13/2001

ER62-027 22888