

EA02-027

FORD 8/5/03

LETTER TO ODI

APPENDIX A

5 BOXES

BOX 2 OF 5

PART 1 OF 4

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: W
ADDRESS: [REDACTED]
CITY: SEWELL STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 8001 MODEL: ESCAPE XLT 4x4
RELEASE: 800
DEALER NAME: LEIGHTON FORD, INC SALES CODE: F18478 P & A: 0848
REASON CODE: 0201 RENTAL/LOANER - RENTAL/LOANER REQUEST
SYMPTOM: 807488 STALL/OUTS AT IDLE NOT ENGINE

ORIGIN: OACOR - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; DEALER POLICY
DOCUMENT: ANALYST: DEBGLUE DURANE ENGLISH
ACTION DATA COMMENTS:

1/13/01
10.08.17 CUSTOMER SAYS: VEHICLE TOWED TO A DEALERSHIP LAST NIGHT NO
MATTER THE DEALERSHIP IS NOT OPEN AND SO WORK CANNOT BE DONE,
I AM 8 AND A HALF HOURS AWAY FROM HOME AND I NEED TO GET Y
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, NJ
I VEHICLE AT BENNETT FORD IN LEIGHTON, NJ TEL 909 877 47
TO PICK UP CUSTOMER, DEALER SAYS: NONE CAC ADVISED - VEHIC
LE DOES NOT HAVE ANY LOANER PROVISIONS - DEALERSHIP MAY PRO
VIDE THIS SERVICE - DOCUMENTED, FORWARDED INFO TO DRIVERSV
MGR - REQUESTED DRIVERSV MGR CONTACT CUSTOMER WITHIN 8 BUS
INESS DAYS...CIC TO DEALERSHIP TO GET PREBOOK: SPOKE TO DE
ALEA 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...OUR WILL FOLLOW UP ON MONDAY WITH DEALERSHIP WHERE
THE VEHICLE IS FOR REPAIRS. REFERENCE CASE ID: 4040

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: 840018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F18478 BENNETT LEIGHTON FORD
ACTION DATA COMMENTS:

1/18/01
10.08.08 CONTACTED CUSTOMER AND CUSTOMER WAS AUTHORIZED BY CUST ASSIS
TANCE CENTER TO RENT A VEHICLE AND APPLY THEIR BILLING

CONSUMER AFFAIRS 08/18/008 18MFAUPRS

08/18/008 MASTER OWNER RELATIONS SYSTEM R 18.41.18

CONCERN ISSUE CASE NBR: 18079181
REGION: 10 0DR ZONE: 01 OPENED: 01/18/01
VIN: 1FMYU04141KPM4205 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/01

1/18/01
10.08.08 DEALER FOR A REFLND FOR RENTAL

ORIGIN: OACOR - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 814 - OUTSOURC CALL TO DEALER
DOCUMENT: ANALYST: ATHOMP2 ANTHONY THOMPSON
ACTION DATA COMMENTS:

1/17/01
10.01.14 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 UNT
L FRIDAY, CUST SAYS DLRSHP IS CLOSED ON MONDAY, VEH PROBABLY
WILL NOT BE READY UNTIL NEXT WEEK, CUST IS UPSET THAT THE V
EH 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: - CIC TO DLRSHP; S
POKE WITH S.M. JOHN KRIBB; WAS ADVISED THAT VEH WOULD MORE T

ENC2-827 23888

HAN LIKELY BE READY NEXT MONDAY OR TUESDAY; DISCUSSED WITH B
JL ON HAVING THE VEH DELIVERED TO CUST; ADVISED THAT CRO WA
S WILLING TO ASSIST ON THIS (RENTAL FOR 1 EMPLOYEE, AND EMPL
OYER DRIVER CUST'S VEH - EMPLOYEE TIME); DLWHP WILL CALL ON
C WHEN THEY CAN DETERMINE EMPLOYEE AVAILABILITY - WILL FOLL
OW UP WITH DLWHP CUST ON 01/18/01 AT 1:30 P.M.

ORIGIN: CACMOB - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 208 - FOUND IN OUTSIDE SOURCE
DOCUMENT: ANALYST: DINGLIS, DURANE @NOLIM
ACTION DATA COMMENTS:

1188001

12.19.00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CRO ADVISE
D: EACH CBR DURANE NEED TO GET UPDATED WITH CONCEPT BY CBR.A
THOMPSON.

ORIGIN: CACMOB - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 888 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: ATHOMPSON ANTHONY THOMPSON
ACTION DATA COMMENTS:

1288001

12.29.00 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: - CRO TO DLWHP; SPOKE WITH S.M. JOHN KRESS WHO
SAID THEY ARE STILL WAITING FOR THE TRANSMISSION FROM ASSEMB
LY PLANT; WILL HAVE MORE INFO AVAILABLE TOMORROW AFTERNOON
- WILL FOLLOW UP ON 01/18/01 AT 2:00 P.M.

CONSUMER AFFAIRS 00188008 00F00PFB

00188008 MASTER OWNER RELATIONS SYSTEM IN 12.41.00

CONCEPT ISSUE CASE REF: 188787D121
REGION: 10 SDP ZONE: 01 OPENED: 01/18/001
VIN: 1FMTL0D414K064888 ENGINE: 1 VEH TYPE: T CLOSED: 01/23/001

ORIGIN: CACMOB - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 888 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: ATHOMPSON ANTHONY THOMPSON
ACTION DATA COMMENTS:

1488001

14.01.01 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: - CRO TO DLWHP; SPOKE WITH S.M. JOHN KRESS WHO
SAID THE TRANSMISSION ARRIVED THIS AFTERNOON; S.M. WILL CALL
CRO WITH INFO ON EMPLOYEE TIME AND RENTAL - CRO TO CUST; L
EFT MESSAGE WITH UPDATED INFO - WILL FOLLOW UP TOMORROW AT
4:00 P.M.

ORIGIN: CACMOB - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 888 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: SPENCER, TRICIA SPENCER
ACTION DATA COMMENTS:

14.16.01 CUSTOMER SAYS: - CUST WANTS ANTHONY, THE CBR THAT IS WORKI
NG ON HIS ISSUE TO TELL THE SERV MGR THE FOLLOWING IF THE CU
ST'S VEH IS READY: - WHEN SERV MGR SAYS VEH IS READY CUST W
OULD LIKE SERV MGR TO DELIVER THE VEH TO THE CUST'S HOUSE AN
D LOCK THE KEYS IN THE VEH BECAUSE CUST HAS A SPARE KEY -
CRO, ANTHONY DOES NOT NEED TO CALL CUST AT 4:00 TO TELL HIM
THAT HIS VEH IS READY. CUST WOULD LIKE CBR TO GIVE SERV MGR
THE ABOVE INSTRUCTIONS AS CUST STATES HE WILL NOT BE HOME AT
4:30PM PER CUSTOMER, DEALER SAYS: - NONE CRO ADVISED:
*** AS PER CBR'S NOTES, CUST WAS TOLD: - CRO TO DLWHP; S
POKE WITH S.M. JOHN KRESS WHO SAID THE TRANSMISSION ARRIVED
THIS AFTERNOON; S.M. WILL CALL CRO WITH INFO ON EMPLOYEE TIM
E AND RENTAL - CRO TO CUST; LEFT MESSAGE WITH UPDATED INFO
- WILL FOLLOW UP TOMORROW AT 4:00 P.M. *** NOTES ARE LEFT
THAT THE CBR WHO IS WORKING ON THE ISSUE CAN RELAY MSG TO SE
RV MGR

ORIGIN: CACMOB - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 888 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: ATHOMPSON ANTHONY THOMPSON
ACTION DATA COMMENTS:

882-827 23001

1549001

06/08/01 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
O ADVISED: - DRG TO DLRSHP; SPOKE WITH S.M. JOHN KREBS WHO
SAID THE VEH IS IN TRANSIT; ADVISED FOR DRG TO CALL BACK AT
4:00 P.M. TO GET THE R.O., LINE, ETC. AND TO THEN GIVE A COD
K - WILL FOLLOW UP AT 4:00 P.M.

CONSUMER AFFAIRS 06/16/02 MAFACPR3

06/16/02 MASTER OWNER RELATIONS SYSTEM III 1841.18

CONCERN ISSUE CASE NBR: 187879181
REGION: 10 SDP ZONE: C1 OPENED: 01/13/01
VIN: 1FMYUD444KPS4803 ENGINE: 1 VEH TYPE: T CLOSED: 01/24/01

ORIGIN: DEALER - DEALER COMMUNICATION; PHONE
ACTION: DAQ015 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F18478 BURNETT LIEBOWTON FORD
ACTION DATA/COMMENTS:

1549001

15.23.01 CUSTOMER REQUESTED VEHICLE BE DELIVERED TO THEIR HOME
IN NEW JERSEY. DEALER COMPLETED REPAIR AND DELIVERED BACK
TO THE 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: CADMGR - MANUAL - PHONE OR COMMUNICATION; PHONE
ACTION: 819 - AWARD CONSEQUENTIAL FINANCIAL ASSISTANCE
DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
ACTION DATA/COMMENTS:

16.46.49 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
O ADVISED: - DRG TO DLRSHP; SPOKE WITH S.M. JOHN KREBS WHO
SAID THE VEH HAS BEEN DELIVERED P.A. 80514 R.O. 8841 LINE
OF \$188.00 - NO FURTHER FOLLOW UP

CONSUMER AFFAIRS 06/16/02 MAFACPR3

BEGINNING OF CONTACT
06/16/02 MASTER OWNER RELATIONS SYSTEM III 1841.18

CONCERN ISSUE CASE NBR: 187880001
REGION: 41 CHICAGO ZONE: C1 OPENED: 10/27/01
VIN: 1FACLD41810E79278 ENGINE: 1 VEH TYPE: T CLOSED: 10/27/01

LAST NAME: [REDACTED] STATUS: CLOSED

ER62-627 23952

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CHICAGO STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 14800
DEALER NAME: BERT WEINMAN FORD | SALES CODE: F41026 P & A: 01810
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: ESCAPE STALL/CUTS AT IDLE HOT ENGINE

ORIGIN: DAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NOONZALE NADYAH GONZALE
ACTION DATA COMMENTS:

10/27/01
10:51:05 CUSTOMER SAYS: -CUST IS OUT OF TOWN -ROADSIDE ASSISTANCE
IS TOWING THE VEH -THE DLRS 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 WILL
L BE COVERED PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISE
D: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/UM DEAL
ERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD C
CONTACT CUMMERY MOR -ADVISED CUST THAT FORD WILL ONLY RE
IMBURSE FOR EMERGENCY REMEDIATION-RELATED REPAIR IF A FORD DEAL
ERSHIP IS NOT AVAILABLE -IN THE CASE THE DLRSHP IS AVAILA
B AND THE CUST HAS TO HAVE THE REPAIRS COMPLETED BY THAT DLR
BHP INFERENCE CASE ID: 4805

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC06 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: F-MARSH BERT WEINMAN FORD
ACTION DATA COMMENTS:

10/30/01
15:00:55 SPOKE TO CUST ON 10/30/01 CUST HAD VEHICLE REPAIRED IN IOWA
VEHICLE IS NOW RUNNING PROPERLY THANK YOU FRED

CONSUMER AFFAIRS 06/18/02 66FAUFRD

BEGINNING OF CONTACT
06/18/02 MASTER OWNER RELATIONS SYSTEM IS 18:41:19

CONCERN ISSUE CASE NR: 1418913911
REGION: 18 NEW YORK ZONE: 11 OPENED: 11/27/00
VIN: 1FACU4D7400000000 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NAUGATUCK STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 8000
DEALER NAME: MILLER FORD INC SALES CODE: F13805 P & A: 03845
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 60748 STALL/CUTS AT IDLE HOT ENGINE

ORIGIN: DAC06 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: DPENDER DEBORAH PENDER
ACTION DATA COMMENTS:

11/27/01
11:25:00 CUSTOMER SAYS: -VEH IS STALLING -LOSES POWER BRAKES AND
STEERING -HAS STALLED FOUR TIMES SINCE PUR. -VEH. IS AT DL
RSHP NOW -HAS NOT BEEN DIAGNOSED YET -HAS BEEN INFO. ON TH
E INTERNET REGARDING OTHER PEOPLE HAVING THE PROBLEM (WITH
THIS VEH.) -SECOND TIME DLRSHP HAS HAD VEH. -HAS ALL THE F

8882-627 23553

ATH IN THE WORLD IN DLRHP PER CUSTOMER, DEALER SAYS:
MILLER FORD INC. (808) 885 - 3181 -DLRHP DOESNT SEEM TO K
NOW WHAT IS WRONG WITH CAR (SER. MOR.)-FIRST REPAIR CA
G ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD
/M DEALER/HP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT CHRYSLER MOR -CSR. CSR DLRHP -UNABLE TO
CONTACT CRM ON SER. MOR -CUST. IS IN FOLLOW-UP FOR THURS.
AT 2:05 P.M. -WILL RECONTACT DLRHP IN REGARDS TO CUST. CON
CERN AFTER VEH. HAS BEEN DIAGNOSED EXPERIENCE CASE ID: 48

ORDER: CACMS - MANUAL - PHONE CSR CONSUMPTION: VISIT
ACTION: 831 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: DRUDHOO DORIS DRUDHOO
ACTION DATACOMMENTS:

11882001
08:51:59 CUSTOMER SAYS: CUST EMAIL AGAIN IN REGARDS TO PREVIOUS MES
SAGE PER CUSTOMER, DEALER SAYS: NAUGHTY, OF 08770 DAY
TIME - 880-841-8884 EVENING - 308-728-4228 CAG ADVISE
88: CAG ADVISE CUST THERE HAS BEEN A SCHEDULE FOLLOW-UP FOR
THURS @2:00

CONSUMER AFFAIRS CS782022 MHPAX790

08184002 MASTER OWNER RELATIONS SYSTEM III 18.11.19

CONCERN ISSUE CASE NBR: 1418013011
REGION: 10 NEW YORK ZONE: 11 OPENED: 11/27/2001
VIN: 1FMCU0417H088880 ENGINE: 1 VEH TYPE: T CLOSED:

ORDER: CACMS - MANUAL - PHONE CSR CONSUMPTION: VISIT
ACTION: 831 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: OPINDER DINDRAM PINDER
ACTION DATACOMMENTS:

14982001
14:08:00 CUSTOMER SAYS: -SECOND TIME THERE-AT DLRHP -SPOKE TO DLR
SHP. YESTERDAY -HAS BEEN HUNDREDS OF OTHER PEOPLE ON WEBSITE
E STATING THE SAME PROBLEM (SPECIFICALLY WITH A WEBSITE-HAS O
VER ONE HUNDRED COMPLAINTS) -DOES NOT WANT TO DRIVE THE CAR
AGAIN UNTIL IT GETS FIXED -CUST. WANTED TO KNOW WHERE TO G
O FROM HERE IF VEH. DOES NOT GET FIXED PER CUSTOMER, DEALER
SAYS: MILLER FORD. (808) 885 - 3181 -CANT DUPLICATE THE
PROBLEM -EXPECTING A CALL FROM CSR. MHP -WILL KEEP LOCKIN
G AT IT CAG ADVISED: CSR CUST. -ADVISED CUST. TO GIVE THE
DLRHP MORE TIME TO WORK ON VEH. -OFFERED TO CALL DLRHP O
N HER BEHALF -ADVISED CUST. SHE MAY REQUEST A PERSONAL REP.
FROM DLRHP IF PROBLEM IS NOT RESOLVED -ADVISED CUST. THAT
IT IS UP TO THE DLRHP TO GET CSR INVOLVED

ORDER: DEALER - DEALER CONSUMPTION: VISIT
ACTION: 83087 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: R-VREBLA ROBERT VREBLAND
ACTION DATACOMMENTS:

15882001
14:18:41 REPLACED A RELAY FOR POWER DISTRIBUTION, PER TRS, AND DURING
ALL THE TIME DEALER HAD VEHICLE WE COULD NOT DUPLICATE CONC
ERN CUSTOMER PICKING UP 158801

8082-827 23804

CONSUMER AFFAIRS 08/18/02 BNFAXPR8

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM R 12:41:10

CONCERN ISSUE CASE NBR: 148281881
REGION: ZONE: OPENER: 08/18/01
VIN: 1FMYU0121K088078 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/01

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: ME
ADDRESS:
CITY: WOODBRIDGE STATE: VA ZIP:
HOME PHONE:
MODEL YEAR: 8901 MODEL: ESCAPE XLS GXE
RELEASE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 087402 STALL/OUTS AT IDLE HOT ENGINE

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR, CONTACT DFM
DOCUMENT: ANALYST: WNEOC MARLETTA REED
ACTION DATA/COMMENTS:

08/28/01
12:46:14 CUSTOMER SAYS: -CUST SAID STALLS IN THE MIDDLE OF THE HIGH
WAY -CUST SAID VEH IS STALLING SHAKING PER CUSTOMER, DEALER
SAYS: - CAC ADVISE: - WE RECOMMEND THE REPAIR BE PERFORMED
BY A FORD/DM DEALERSHIP - INFORMATION WILL BE SENT TO DLR,
CUSTOMER SHOULD CONTACT OEM/SERV MGR REFERENCE CASE ID
: 4005

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACMS - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: RAY WILSON RAY WILSON
ACTION DATA/COMMENTS:

08/28/01
10:42:09 VEH IN SHOP NOW WILL TRY TO VERIFY CUSTOMER CONCERN AND COME
TO A RESOLUTION TO RESOLVE ISSUE THANKS RAY WILSON, SERV
CE MGR.

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 230 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: ANGELAH HAUGHTON ANGELAH HAUGHTON
ACTION DATA/COMMENTS:

10:46:09 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
C: SUPERVISOR CSR (ANGELAH EXT.204) - O
BC TO CUST ON - (08/28/01 @ 3:48 PM EST) - 1ST ATTEMPT; L
EFT MSG; WILL TRY AGAIN.

CONSUMER AFFAIRS 08/18/02 BNFAXPR8

08/18/02 MASTER OWNER RELATIONS SYSTEM R 10:41:10

CONCERN ISSUE CASE NBR: 148281881
REGION: ZONE: OPENER: 08/18/01
VIN: 1FMYU0121K088078 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/01

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 230 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: ANGELAH HAUGHTON ANGELAH HAUGHTON

ENC2-027 23806

ACTION DATA COMMENTS:

0518001
18.02.01 D: ***** SUPERVISOR CDR (ANGELAH EXT.2041) ***** - C
BC TO CUST ON -05/1/01 @ 1:45 PM EST) - END ATTEMPT; L
EFT MSG; WILL TRY AGAIN.

ORIGIN: CACR02 - MANUAL - PHONE CDR COMMUNICATION; PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: ANAUGHTS ANGELAH HAUGHTON
ACTION DATA COMMENTS:

18.02.02 D: ***** SUPERVISOR CDR (ANGELAH EXT.2041) ***** - C
C TO CUST ON -05/1/01 @ 2:45 PM EST) - UNABLE TO CONTACT C
UNT - FINAL ATTEMPT TO CONTACT CUNT - NEXT CSR PLEASE ADVISE
CUNT THAT THE ISSUE HAS BEEN REVIEWED BY A SUPERVISOR - RE
SOLUTION IS: FORD WILL NOT BE ABLE TO PROVIDE A LOANER VEH W
HILE WAITING TO MEET WITH THE CSR, SINCE THE LOANER IS NOT P
ART OF THE BUMPER-TO-BUMPER WARRANTY. *****
*****ISSUE CLOSED*****
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAG ADVISE

CONSUMER AFFAIRS 06182002 MWFAPRG

BEGINNING OF CONTACT
06182002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NBR: 18182001
REGION: 21 ATLANTA ZONE: 02 OPENED: 07282001
VIN: 1FMYU011K878078 ENGINE: 1 VEH TYPE: T CLOSED: 07282001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: COLUMBIA STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1
DEALER NAME: BOB BENNETT FORD IN SALES CODE: PR1877 P & A: 0048
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 20748 STALLS/SHUTS AT (DLE HOT ENGINE

ORIGIN: CACR02 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: TAMM TIANA TAMM
ACTION DATA COMMENTS:

7/28/01
17.02.18 CUSTOMER SAYS: - CLAIM THE VEH SHUT OFF ON HER. - CLAIM
THAT VEH WAS CRANKING.. - CLAIM CALLED DEALERSHIP REQUEST
NG .. - CLAIM WILL LIKE THE WORK DONE ON THE VEH.. - CLAI
M SHE IS A NURSE, DOES NOT KNOW A SOLE IN THE CITY.. - SHE
NEEDS A LOANER. PER CUSTOMER, DEALER SAYS: -NONE -
CBC TO BOB BENNETT FORD. - SPOKE TO SARA IN RESERVATION
.. - APPOINTMENT FOR 07/27/01 @ 7:30AM. - A LOANER WIL
L BE PROVIDED..... - SARA WIL GET BACK TO CSR, IN PENDING

ER02-027 23000

OUT HOW LONG THE VEH IS NEEDED FOR. OAO ADVISED: - WE RECO
GNIZED THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INF
ORMATION WILL BE SENT TO DLA, CUSTOMER SHOULD CONTACT OAO
BY MAIL REFERENCE CASE ID: 4808

ORIGIN: OAO/DE - MANUAL - PHONE OBR COMMUNICATION: PHONE
ACTION: 201 - OUTBOUND CALL TO FORD/MERCUURY CUSTOMER
DOCUMENT: ANALYST: TASHA TIANA MASH
ACTION DATA COMMENTS:

7/26/01
17:26:55 CUSTOMER SAYS: --OAO TO CUST.. - NO ANSWER ON THE PHONE
PER CUSTOMER, DEALER SAYS: OAO ADVISED: --OBR WAS JUST
FOLLOWING UP ON THE PREVIOUS ISSUE. - LOANER VEH, RYLA
E VEH IS IN THE SHOP...

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACT08 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-TINDAL JOHN TINDALL
ACTION DATA COMMENTS:

7/27/01
18:07:59 WARRANTY REPAIR MADE ON 7/27/01 LOANER PROVIDED.

CONSUMER AFFAIRS 06/18/02 15/FAX/PPQ

06/18/02 MASTER OWNER RELATIONS SYSTEM IN 18:41:19

CONDORN 08/02 CASE REF: 161022001
REGION: 21 ATLANTA ZONE: DE OPENED: 07/26/01
VIN: 1FMYL03191K073078 ENGINE: 1 VEH TYPE: T CLOSED: 07/26/01

ORIGIN: OAO/DE - MANUAL - PHONE OBR COMMUNICATION: PHONE
ACTION: 208 - FOUND IN OUTSIDE SOURCE
DOCUMENT: ANALYST: TASHA TIANA MASH
ACTION DATA COMMENTS:

7/31/01
18:40:40 CUSTOMER SAYS: -NON PER CUSTOMER, DEALER SAYS: OAO AD
VICED: --PLEASE BE INFORM DEALER WAS SUPPOSED TO GET BACK T
O OAO, FOR HOW LONG THEY NEEDED THE LOANER FOR... - THEY NE
VER DID SO UNTIL 07/27/01 JOHN TINDALL CONTACTED... - IT
IS NOTATED ON 07/26/01, CONVERSATION BETWEEN DEALER AND CB
FL

ENR2-827 23067

CONSUMER AFFAIRS 08/18/02 MMFA0PRG

REVIEWING OFF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NBR: 18080008
REGION: 47 ONONHATI ZONE: C3 OPENED: 08/18/02
VIN: 1FMYJ0B81KDB7377 ENGINE: B VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS-044
MESSAGE: 1
DEALER NAME: TERUMI HALTE FORD IN SALES CODE: F4780 P & A: 08917
REASON CODE: 1105 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: B7492 STALLOUTS AT IDLE HOT ENGINE

ORIGIN: OACR02 - US CONCERN CASE BASE COMBINATION: VISIT
ACTION: 781 - PROVIDE CLERK WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: TMENTOR TSH MENTOR
ACTION DATA/COMMENTS:

07/28/02
18.08.44 CUSTOMER SAYS: - HAS 2001 ESCAPE IS CURRENTLY EXP A CONCERN WITH - LOWER REQUEST - INTERMITTANT CONCERN - WHEN BLOWING DOWN THE VEH STARTS TO KICK REALLY LOW TO THE POINT WHERE ALMOST PER CUSTOMER, DEALER SAYS: NONE CAD ADVISE: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU WILL BE CONTACTING YOU IN 24 HRS WAS ADVISED BY SPOUSE ANYTIME BETWEEN 08 AM AND 4 PM INFORMATION CASE ID: 5888

ORIGIN: OACR02 - MANUAL - PHONE CSR COMBINATION: VISIT
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TMENTOR TSH MENTOR
ACTION DATA/COMMENTS:

07/28/02
18.08.18 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAD ADVISED; OBG TO DEALER SPOKE WITH RECEPTIONIST - SM OR CRM ARE NOT AVAILABLE - LEFT MESSAGE FOR EITHER TO CALL BACK OBG TO CUST - ADVISED CUST STILL RESEARCHING ASSISTANCE WILL TRY AGAIN IN A COUPLE OF HOURS - CUST ADVISED TH AT DEALER WAS SUPPOSE TO CALLBACK CUST WITH INFO ON ANOTHER ISSUE

ORIGIN: OACR02 - MANUAL - PHONE CSR COMBINATION: VISIT
ACTION: 891 - OUTBOUND CALL TO FORD/MERCUURY CUSTOMER
DOCUMENT: ANALYST: TMENTOR TSH MENTOR
ACTION DATA/COMMENTS:

18.08.22 G ADVISED: OBG TO CUST -LEFT MESSAGE STATING THAT CONCERN

CONSUMER AFFAIRS 08/18/02 MMFA0PRG

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NBR: 18080008
REGION: 47 ONONHATI ZONE: C3 OPENED: 08/18/02
VIN: 1FMYJ0B81KDB7377 ENGINE: B VEH TYPE: T CLOSED: 08/20/02

08/20/02
18.08.22 IS STILL BEING LOOKED AT AND WILL BE IN TOUCH IN 24 HRS

ORIGIN: OACR02 - MANUAL - PHONE CSR COMBINATION: VISIT
ACTION: 891 - OUTBOUND CALL TO FORD/MERCUURY CUSTOMER
DOCUMENT: ANALYST: TMENTOR TSH MENTOR
ACTION DATA/COMMENTS:

ERR2-821 23888

18.08.17 G ADVISED: ***** NOTE TO CRM ***** -BORRY FOR THE DOCUMENTATION.. CUST IS SEEING A LOANER DUE THE RUB PAIR OF VIB LOCKDOWN VEH CURRENTLY WHEN APPROACHING A STOP LIGHT OR SIGN, THE VEH WILL IDLE REALLY LOW TO THE POINT WHERE RE IT ALMOST CUTS. CUST IS ALSO EXPECTING A CALL BACK FROM THE CLERK ABOUT A PART FOR THE AIRBAG (JUST MENTIONED IN CO NVERSATION) AGAIN BORRY FOR THE DOCUMENTATION
CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA

ORDER: DEALER - DEALER COMMUNICATION: VISIT
ACTION: 180012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-REEMAN TERRE HAUTE FORD
ACTION DATA COMMENTS:

08/18/02
08.08.08 CUSTOMER REQUESTED LOANER, NONE SUPPLIED UNDER FORD WARRANTY
CUST HAD NO RESP

CONSUMER AFFAIRS 08/18/02 MMFA3PR2

BEGINNING OF CONTACT
08/18/02 MASTER CHASSIS RELATIONS SYSTEM III 13.41.18

CONCERN ISSUE CASE NBR: 180030001
REGION: 47 CINCINNATI ZONE: CR OPENED: 08/08/02
VIN: 1FMYK8B21K04977 ENGINE: B VEH TYPE: T CLOSED: 08/28/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: INDIANAPOLIS STATE: IN ZIP: 46204
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 8000

DEALER NAME: TERRE HAUTE FORD IN SALES CODE: F47400 P & A: 08347
REASON CODE: 3026 PROG/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOM: 807408 STALL/CUTS AT IDLE HOT ENGINE

ORDER: 1200 - US CONCERN CASE SARE COMMUNICATION: VISIT
ACTION: 120 - ADVISE CUST INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: TSONI TWO SONI
ACTION DATA COMMENTS:

18.02.10
18.02.10 CUSTOMER SAYS: -CALLED A WEEK AGO TO REPORT A CONCERN REBA RONG STALLING/IDLE PROBLEMS -PREVIOUS REP SAID THEY WOULD FOLLOW UP TO TRY TO GET A LOANER FROM THE DLR -HAS NOT HEAR D ANYTHING YET -THE SELLING DLR WENT OUT OF BUSINESS AND SO CUST HAS NO ALTERNATIVE TO GO TO ANOTHER DLR (TERRE HAUTE F ORD INC) -VEH IS SCHEDULED TO GO IN TOMORROW REGARDING THIS AND A REPAIR TO THE AIR BAG PER CUSTOMER, DEALER SAYS: T ERRE HAUTE FORD INC GAD ADVISED: -ADVISE PER DEALERSHIP C ONVERSATION - DECISION IS STILL UNDER REVIEW - WILL FORWAR D INFORMATION TO CRM OR SERV MGR - REQUESTED CRM OR SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - PROVIDE NAME ,

1502-627 23000

NUMBER OF CRM OR SERV MGR -080 TO CLR BY ORD- -INFORM NO
T AVAILABLE -SPOKE TO ASSISTANT SA NICK WEBER WHO STATED TH
E VEH HAS YET TO BE INSPECTED AND THEREFORE NO DECISION REBA
RING LOANER VEH CAN BE MADE UNTIL IT IS DIAGNOSED -WILLING
TO LSE A TAP DAY IF NEEDED REFERENCE CASE ID: 1000

OFFICE: DEALER - DEALER COMMUNICATION: WRIT
ACTION: DACC18 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-FRISAN TERRI HAUTE FORD
ACTION DATA/COMMENTS:

8/1/2008
08287 ORDERED PART CAME IN WAS INSTALLED CAR REPAIRED

CONSUMER AFFAIRS 08/18/2008 MMFA0000

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM II 1841.19

CONCERN NUMBER CASE NUM: 180289161
REGION: 24 ORLANDO ZONE: D1 OPENED: 11/14/2004
VIN: 1FMYL1H10P000077 ENGINE: 1 VEH TYPE: T CLOSED: 11/14/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: JACKSONVILLE STATE: FL ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 014
MILEAGE: 16400
DEALER NAME: MIKE DAVIDSON FORD SALES CODE: F14888 F & A: 04894
REASON CODE: 8018 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 60788 STALL/CLUTS AT IDLE HOT ENGINE

OFFICE: DACC08 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: M8 - ADVISE CUST INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: KIMURSEA KERRY-ANN WILFHEAD
ACTION DATA/COMMENTS:

11/14/2001
180748 CUSTOMER SAYS: - VEH IS STALLING WHEN IT IS IN REVERSE -
AT STALL TWICE WHEN CUST WAS AT THE STOP SIGN - CUST WANTS
VEH TO BE REPAIRED PER CUSTOMER, DEALER SAYS: NONE OAO
ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD
M DEALERSHIP - INFORMATION WILL BE SENT TO CLR, CUSTOMER SH
OULD CONTACT ORANERY MGR REFERENCE CASE ID: 4008

OFFICE: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACC18 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-PSOKI MIKE DAVIDSON FORD
ACTION DATA/COMMENTS:

11/18/2001
08287

1802-827 23818

CONSUMER AFFAIRS

09/18/2002 1841.19

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 1841.19

CONCERN ISSUE CASE NR: 180785180
REGION: 47 ORIGIN: D1 ZONE: D1 OPENED: 11/07/2002
VIN: 1FMYU04181K021280 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FRENCH LICK STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 434
RELEASED: 2002
DEALER NAME: FLEET FORD-LINCOLN SALES CODE: F4707 P & A: 08708
REASON CODE: 418E ICCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 827482 STALL/CLUTS AT IDLE HOT ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION PHONE
ACTION: ICCD01 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LAQUON LORNE GOUGE
ACTION DATA COMMENTS:

11/07/2002

18.08.49 CUSTOMER SAYS: - WITH ALMOST 1000 MILES ON THE VEHICLE THE CUSTOMER HAD A ONE TIME INSTANCE WHERE THE ENGINE STALLED D N HILL. - SHE WAS DRIVING AT ROUGHLY 30 MILES PER HOUR WHEN THE ENGINE CUT. - THIS HAS NOT HAPPENED SINCE. - THE CUSTOMER USES 87 OCTANE FUEL. - SHE BELIEVES THE FUEL SHE HAD I N THE VEHICLE AT THE TIME WAS FROM MARATHON. - THE CUSTOMER HAS NOT BOUGHT GAS FROM THAT MARATHON STATION AGAIN. - THE CUSTOMER WAS ON A VERY SLIGHT UPHILL GRADE AT THE TIME. - SHE HAS SUBSEQUENTLY DRIVEN UP THE SAME HILL WITH NO PROBLEM S. - THE CUSTOMER DID NOT NOTICE WHAT THE RPM'S WERE AT THE TIME OF THE CONCERN. - THE ENGINE WAS WARM WHEN THIS HAPPENED. - THE WEATHER WAS DRY AND WARM AS WELL. - THE ENGINE STILL HAS THE ORIGINAL FACTORY INSTALLED PLEDS. - THERE WERE NO WARNING LIGHTS THAT CAME ON AT THE TIME. - THE AIR CO NDITIONING WAS NOT ON WHEN THIS HAPPENED. - THE VEHICLE FEEL TARTED RIGHT AWAY AFTER SHE STOPPED THE VEHICLE. PER CUSTOM ER, DEALER SAYS: NO RECENT CONTACT GAD ADVISED. - THE C USTOMER 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 THE ISSUE ON BEHALF O F THE ESCAPE ENGINEERING TEAM. - PER DISCUSSION WITH TO CU STOMER: - THE CUSTOMER FEELS IT MAY HAVE BEEN A ONE TIME OC CURRANCE - SHE WILL BRING THE CONCERN TO THE DEALERSHIP IF I T HAPPENS AGAIN - I HAVE GIVEN THE CUSTOMER MY PHONE NUMBER IN CASE THE CONCERN RECURS SO THAT I CAN LET THE ESCAPE ENG NEERS KNOW - OTHERWISE, WE WILL FOLLOW UP ON THE 30 DAY FO LLOW UP SURVEY. - TO THE DEALERSHIP: - THIS CONTACT IS TO BRING THE CUSTOMER'S CONCERN TO YOUR ATTENTION - SHOULD TH E CUSTOMER HAVE THIS CONCERN ADDRESSED PLEASE DETAIL CASES W ITH SPECIFIC REPAIR INFORMATION AT YOUR EARLIEST CONVENIENCE - QUESTION/COMMENTS PLEASE CONTACT ME AT 1-888-423-4232 E

CONSUMER AFFAIRS

09/18/2002 1841.19

09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 1841.19

CONCERN ISSUE CASE NR: 180733180
REGION: 47 ORIGIN: D1 ZONE: D1 OPENED: 11/07/2002
VIN: 1FMYU04181K021280 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/2002

11/07/2002

18.08.49 AT 2912 - THANK YOU IN ADVANCE FOR YOUR ASSISTANCE - SINCE RELY, LORNE

ORIGIN: ICCD - ICCD COMMUNICATION PHONE
ACTION: ICCD02 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: LAQUON LORNE GOUGE
ACTION DATA COMMENTS:

12/08/2002

1802-027 23011

05.17.00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAC ADVISE
D: CBO TO CUSTOMER: - COMPLETED FOLLOW UP SURVEY - HAS BE
EN VERY BUSY AND NOT REPORTED ISSUE TO DEALERSHIP YET - WILL
DO SO JANUARY 05/00; WHEN SHE HAS OIL CHANGED - WILL WILL
FOLLOW UP AT THAT TIME

CONSUMER AFFAIRS 05/18/00 NMF00793

BEGINNING OF CONTACT
05/18/00 MASTER OWNER RELATIONS SYSTEM II 13:41:10

REGION ISSUE CASE NBR: 1477482121
REGION: 47 CINCINNATI ZONE: A1 OPENED: 05/07/00
VIN: 1F1YU04181K48887 ENGINE: 1 VEH TYPE: T CLOSED: 05/07/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SPRINGDALE STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL7 4X4
RELEASE: 2000
DEALER NAME: MONTGOMERY FORD SALES CODE: F47008 P & A: 08004
REASON CODE: 2854 DSB - APPLICATION REQUEST
SYMPTOMS: 607462 STALL/QUIT AT IDLE HOT ENGINE

OFFER: CACSB - US CONCERN CASE BASE COMMUNICATION VISIT
ACTION: 806 - ADVISE CUSTOMER CBO TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST; ALFRED ALX; ALFRED
ACTION DATA/COMMENTS:

07/20/01

10.28.01 CUSTOMER SAYS: -THE VEH HAS BEEN AT THE DEALER OVER A WEEK
BUT THEY ARE UNABLE TO VERIFY THE CONCERN -THE CUSTOMER D
DSB NOT FEEL SAFE DRIVING THE VEH -SHE WOULD LIKE A DSB A
PLICATION, AS WELL AS TRAVEL ASSISTANCE BECAUSE SHE WILL NO
T DRIVE THE VEH -CUSTOMER BELIEVES THE PROBLEM TO BE ELIMIN
ED. PER CUSTOMER, DEALER SAYS: -DID NOT CONTACT OAC ADV
ISE: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2
BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - CBO
TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB
ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH
A COPY TO THE REGIONAL OFFICE -CBO TO KATHY AT THE DEALER -
SHE SAID THAT THERE HAS BEEN NO PROBLEM FOUND WITH THE VEH
AT ALL, THEY HAVE DONE NUMEROUS TESTS AND THE VEH SHOULD BE
SAFE TO DRIVE, IT HAS NEVER STALLED ON THE DEALER. INFEREND

ERR2-827 23812

8 CASE ID: 108

ORIGIN: FIELD - FIELD ORGANIZATION COMPLETION: VST
ACTION: SAC007 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MURPHY, WALT (W.R.)
ACTION DATA COMMENTS:

08/18/01
17.31.25 INFORMED JUDY MC LAUGHLIN OF THE CONCERN AND REPAIR HISTORY.

ORIGIN: FIELD - FIELD ORGANIZATION COMPLETION: VST
ACTION: SAC007 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: MC LAUGHLIN, JUDY (J.S.)
ACTION DATA COMMENTS:

08/18/01
18.01.27 CUSTOMER STATES VEHICLE STALLED WHILE DRIVING AS WELL AS SET

CONSUMER AFFAIRS 08/18/00 MFA0070

08/18/00 MASTER OWNER RELATIONS SYSTEM IN 18.41.10

REGION 0808 CASE NR: 1477402101
REGION 47 OFFICE: A1 ZONE: A1 OPENED: 08/18/00
VIN 1FMYU091K40007 ENGINE 1 VEH TYPE T CLOSED: 08/18/01

08/18/01
18.01.27 THIS STILL. FORD DEALER OFFERED CUSTOMER A \$6,000 CASH TO TRADE OUT OF VEHICLE. CUSTOMER PURCHASED A NEW TAURUS.

CONSUMER AFFAIRS 08/18/00 MFA0070

ERE2-027 23813

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.12

RAY ISSUE CASE NR: 077780081
REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 08/14/02
VIN: 1F80UD0170K288918 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: HONOLULU STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 7400
DEALER NAME: CUTTER FORD, INC. SALES CODE: F78804 P & A: 07808
REASON CODE: 0286 RAY - UNABLE TO REPAIR (SCRAP, DONATE ONLY)
SYMPTOM: 807482 STALL/CLUTS AT IDLE HOT ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: A-WEAGLA ANTHONY WEAGLAND
ACTION DATA/COMMENTS:

8/14/02
11.48.51 VEHICLE TO BE SCRAPPED ALL WARRANTIES CANCELLED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: SHANBER EYVETTE HANDBERRY
ACTION DATA/COMMENTS:

8/16/02
08.37.14

CONSUMER AFFAIRS 08/18/02 13:40:12

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.12

INQUIRY ISSUE CASE NR: 188408072
REGION: 10 ICR ZONE: D8 OPENED: 08/11/02
VIN: 1F8YUD181K28844 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: MOOREFIELD STATE: WV ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE:
DEALER NAME: ROTH FORD, INC. SALES CODE: F87474 P & A: 0008
REASON CODE: 8017 PRODCOMP CURRPERF - UNKNOWN FIX AT PRESENT
SYMPTOM: 807486 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACRM - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 789 - ADVISE CUST CRC WILL INVESTIGATE-REFER TO RESEARCH

0802-027 23014

DOCUMENT: ANALYST: KATHLEEN KURL WILLIAMS-SHEPARD
ACTION DATA COMMENTS:

4/11/2008

17.81.08 CUSTOMER SAYS: -JUST GOT HTS VEH BACK YESTERDAY -VEH H
AD BEEN TO DLRSHP 8 TIMES FOR SAME PROBLEM - VEH JUST JUST
STALL WHILE DRIVING - DLRSHP HAS CALLED THE HOTLINE FOR 8
WIGNS, CHANGED THE COMPUTER AND FUEL LINE SENSOR -VEH STI
LL SHUTTING OFF, DLRSHP REPROGRAMMED THE COMPUTER AND WE
BHTED CUST KEYCHAIN AND CHECKED SOME GROUND WIRES - SINCE
PICKING UP VEH YESTERDAY VEH HAS STALLED 2 ALREADY WITHIN 4
HR - CONCERNED THAT HIS 4 YR OLD DAUGHTER IS A PASSENGER I
N THE VEH PER CUSTOMER, DEALER SAYS: CAD ADVISED: - A
DYSC CUSTOMER ORG WILL RESEARCH THE SITUATION FURTHER - A
RESEARCH ANALYST WILL CONTACT YOU WITHIN THREE BUSINESS DAY
S TO PROVIDE YOU WITH AN UPDATE - CSC TO DLRSHP - SPOKE
WITH JERRY SM - HAS ALREADY CONTACTED TECH HOTLINE - DID E
VERYTHG AS DIRECTED - THE FOL LINE HAS ALREADY BEEN TIGHTEN
#NAME?

REP - ADVISED CUST DLRSHP WILL FOLLOWUP TOMORROW IN
PERVENCE CASE ID: 5402

ORIGIN: CACMB2 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 448 - RESEARCH REQUEST RECEIVED
DOCUMENT: ANALYST: MBLITIN MIROSLAV MILITNOVIC
ACTION DATA COMMENTS:

4/15/2008

11.08.11 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISE
D:

CONSUMER AFFAIRS 08/15/2008 08:54:00

08/15/2008 MASTER OWNER RELATIONS SYSTEM IN 18.41.14

INQUIRY ISSUE CASE NBR: 158880672
REGION: 15 808 ZONE: 08 OPENED: 04/11/2008
VIN: 1FMYU04181KE08844 ENGINE: 1 VEH TYPE: T CLOSED:

ORIGIN: CACMB2 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 447 - NO REPAIR PROCEDURE: REGION
DOCUMENT: ANALYST: JQUEJADA, JENNIFER QUEJADA
ACTION DATA COMMENTS:

4/15/2008

18.08.13 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISED
D: - ISSUE HAS BEEN ESCALATED TO THE REGION - THIS IS NOW
AN ISSUE BETWEEN THE CUSTOMER, DEALERSHIP, AND REGION - NO
FURTHER ACTION FROM RESEARCH - CSC TO CUST - LEFT MESSAGE
ON CUST'S MACHINE - FCBR ADVISED THAT CUST'S ISSUE HAS BEEN
ESCALATED TO REGION - PURPOSE IS TO MAKE THEM AWARE OF CUS
T'S CONCERN & TO HOPEFULLY EXPEDITE A REPAIR PROCEDURE - ON
CE REGION RECEIVES ROADS CONTACT, THEY'LL BE CONTACTING CUS
T'S DLRSHP - FROM THERE, DLRSHP WILL BE CONTACTING CUST -
IF CUST DOES NOT HEAR FROM THEM WITHIN 48-72 HRS, PLEASE GIV
E THEM A CALL FOR AN UPDATE - PROVIDED ORG'S 1-800 NUMBER &
CUST'S FILE NUMBER

ERR2-027 23818

CONSUMER AFFAIRS 08/18/02 MUFAP076

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:18

INFORMATION ISSUE CASE NR: 080821008
REGION: 21 ATLANTA ZONE: C1 OPENED: 08/11/02
VIN: 1FACR0B1D1K304880 ENGINE: 1 VEH TYPE: T CLOSED: 08/11/02

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 401

MILEAGE: 4500

DEALER NAME: WORLD FORD SANDY SP SALES CODE: F21002 P & A: 00480

REASON CODE: 3088 PRODCOMP DURPERF - VEHICLE QUALITY

SYMPTOM: 30788 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 689 -ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: WATSON NORMA WATSON

ACTION DATA COMMENTS:

08/18/02

10:21:40 CUSTOMER SAYS: -CUSTOMER SAYS HE BOUGHT A VEH FOR HIS DAUG
HTER AND THE VEH WAS BOUGHT IN MARCH. -CUSTOMER SAYS THAT O
N APRIL THE VEH STALL WHILE HIS DAUGHTER WAS DRIVING. -CUST
OMER SAYS HE TOOK THE VEH TO THE DLRHP AND THEY FOUND THE V
EH. -CUSTOMER SAYS 300 MILES LATER THE VEH STALLED WITH HIS
DAUGHTER AGAIN AND THEY DLRHP HAD ANOTHER ESCAPE WITH THE
SAME CONCERN. -CUSTOMER SAYS THE DLRHP WAS VERY GOOD AND H
E IS CONCERNED THE VEH IS STALLING EVEN THOUGH IT STARTS UP
AGAIN. -CUSTOMER SAYS THAT HE IS CALLING BEFORE THE STALLIN
G CONCERN. -CUSTOMER SAYS THAT THERE IS TIE ON THE VEH.
PER CUSTOMER, DEALER SAYS: -NONE. OAO ADVISED: - WE RECOM
MEND THE REPAIR BE PERFORMED BY A FORD/M DEALERSHIP - INFO
RNATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CHASER
V MGR REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/02 MUFAP076

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:18

1002-827 23016

INFORMATION ISSUE CASE NBR: 08880201
REGION: 10 SCF ZONE: AS OPENED: 10/28/01
VIN: 1PMYU04111R02871 ENGINE: 1 VEH TYPE: T CLOSED: 10/28/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SEYMOUR STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 2259
DEALER NAME: FORD OF BRANFORD SALES CODE: F12213 P & A: 07400
REASON CODE: 0284 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80788 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: OACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MRRONR11 MARK BROWN
ACTION DATA/COMMENTS:

10/28/01

06:45:08 CUSTOMER SAYS: THE TRUCK WILL STALL FOR NO REASON. IT WAS
AT THE DEALERSHIP 2 TIMES ALREADY IN 6 DAYS. THE VACUUM HOSE
WAS REPLACED BUT THE PROBLEM IS STILL THERE. SHE WANTS FORD
TO TAKE THE VEHICLE BACK. SHE WANTS THE NUMBER FOR FORDS AP
PEAL BOARD. PER CUSTOMER, DEALER SAYS: NONE -ORD TO DEAL
FRSH. SPOKE TO CLIFF THE SERVICE ADVISOR. THE PROBLEM CANT
BE DUPLICATED. NO CODES IN THE SYSTEM. OAC ADVISED: - INF
OBS 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) C
ONCERN IS NOTICED INPREFERENCE CASE ID: 4488

CONSUMER AFFAIRS 08/18/02 MBFAQPRG

REASON OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM IN 18-41-18

INFORMATION ISSUE CASE NBR: 08880201
REGION: 10 SCF ZONE: AS OPENED: 11/07/01
VIN: 1PMYU04111R02871 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SEYMOUR STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 8088 PRODUCTION DEFECT - MULTIPLE REPAIR
SYMPTOM: 80788 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: OACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 884 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: DRBROCKR DANIELLE BROCKER
ACTION DATA/COMMENTS:

882-827 23817

11/79001

DL17.26 CUSTOMER SAYS: ** CALL TRANSFERRED TO SUP ALLAN EXT 2707 **
** -CUST WANTS TO GO TO A NEW DLR - CLAIMS SHE CAN SHOW D
LR HOW TO DUPLICATE STALL CONCERN - ADV CUST TO TAKE VEH T
O FAMILY FORD - ADV CUST TO CALL CRO FROM DLR IF DLR STATES
THERE IS A DIAGNOSTIC FEE PRIOR TO REPAIR. - CUST WANTS DL
R TO HAVE FORD REP GET INVOLVE PER CUSTOMER, DEALER SAYS:
FORD OF BRYAN FORD CAO ADVISED: ** CALL TRANSFERRED TO SUP
ALLAN EXT 2707 ** - CUST WANTS TO GO TO A NEW DLR - CLAIM
S SHE CAN SHOW DLR HOW TO DUPLICATE STALL CONCERN - ADV CUS
T TO TAKE VEH TO FAMILY FORD - ADV CUST TO CALL CRO FROM D
LR IF DLR STATES THERE IS A DIAGNOSTIC FEE PRIOR TO REPAIR.

#NAME?
SS ID: 4696

ORIGIN: CACRIS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 225 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: AGOPALL, ALLAN GOPALL
ACTION DATA/COMMENTS:

18.41.26 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAO ADVISE
D: *** SUP CRO ALLAN EXT 2707 *** - CUST HAS SET UP APPT
AT NEW DLR - WILL CALL CRO IF THERE ARE ANY PROBLEMS

ORIGIN: CACRIS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 448 - AS PER SO#
DOCUMENT: ANALYST: ADREBIN, ALICIA GREEN
ACTION DATA/COMMENTS:

18.08.14 SO# NAME KEITH
CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CAO ADVISED: AS-AS

CONSUMER AFFAIRS 0919002 IBMFAKPG

0919002 MASTER OWNER RELATIONS SYSTEM IS 18.41.19

INFORMATION ISSUE CASE NR: 00300001
REGION: ZONE: OPENED: 11/07/2001
VIN: 1FMYU0411T0008871 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/2001

11/79001

18.08.14 *****SUP HISTORICAL***** **C
ALL TRANSFERRED TO SUP ALLAN EXT 2707 ** - CUST WANTS TO G
O TO A NEW DLR - CLAIMS SHE CAN SHOW DLR HOW TO DUPLICATE S
TALL CONCERN - ADV CUST TO TAKE VEH TO FAMILY FORD - ADV
CUST TO CALL CRO FROM DLR IF DLR STATES THERE IS A DIAGNOSTI
C FEE PRIOR TO REPAIR. - CUST WANTS DLR TO HAVE FORD REP GE
T INVOLVED - ESCALATED TO SUP - FOLLOW UP NO LONGER NEED FRO
M CRO

CONSUMER AFFAIRS

09/18/08 MMFAXPRG

BEGINNING OF CONTACT

09/18/08 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 084800872
REGION: 27 WASHINGTON ZONE: A1 OPENED: 08/28/08
VIN: 1PM0LD1181R01880 ENGINE 1 VEH TYPE: T CLOSED: 02/28/08

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORTH POTOMAC STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 04
MILEAGE: 21000
DEALER NAME: CURRIAN FORD COMPA SALES CODE: FET000 P & A: 09100
REASON CODE: 6036 PRODUCTION DEFECTS - VEHICLE QUALITY
SYMPTOM: 207488 STALL/OUTS AT IDLE ALL 24HRS TEMP

ORIGIN: DAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 088 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GREGG GARTH BEAM
ACTION DATA/COMMENTS:

09/22/08
08:42:28 CUSTOMER SAYS: -- ENGINE STALLS OUT WHILE THE VEH IS RUNNING -- SHORTLY AFTER THE DASH LIGHTS LIGHT UP & THE STEERING WHEEL GETS STIFF -- VEH HAS BEEN TO THE DLR 4X ONCE FOR THE CONCERN -- PROBLEM HAS RE-OCCURRED -- IF CUSTOMER IS INJURED WHILE DRIVING THE VEH, CUSTOMER WILL PURSUE LEGAL ACTION PER CUSTOMER, DEALER SAYS: -- NONE -- CAO ADVISED: #NAME?
1P - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRMSERV FOR ASSISTANCE CASE ID: 4891

CONSUMER AFFAIRS

09/18/08 MMFAXPRG

BEGINNING OF CONTACT

09/18/08 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 088402741
REGION: 18 NEW YORK ZONE: B1 OPENED: 09/07/08

0882-027 23818

VIN: 1FMYU041480A0088 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: BRONX STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 1800
DEALER NAME: QUALITY FORD OF MT SALES CODE: F18078 P & A: 0871
REASON CODE: 8088 PRODCOMP DURPFRP - VEHICLE QUALITY
SYMPTOM: 807483 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DACES - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 618 - CS-SUPPORT DEALERSHIP'S/REGION'S POSITION
DOCUMENT: ANALYST: JGONZALEZ JESSICA GONZALEZ
ACTION DATA COMMENTS:

07/28/00
10.47.05 CUSTOMER SAYS: CUST HAS GONE THROUGH THE PROCESS TO HAVE VEHICLE BROUGHT BACK CUST HAS BEEN GIVEN AN OFFER BY THE FORD REP; CUST DOES NOT LIKE THE OFFER AND WANTS TO SPEAK TO SOMEONE OTHER THAN THE FORD REGIONAL REP PER CUSTOMER, DEALER SAYS: TOLD CUST THAT THEY WILL TRY HIM 8000 OAC CAC ADVISED: - REP OPERATION DOCUMENTED - FORD SUPPORTS JURISDICTION GEORGIN INFERENCE CASE ID: 1888

CONSUMER AFFAIRS 08/18/00 MRFAPTRG

BEGINNING OF CONTACT
08/18/00 MASTER CYBER RELATIONS SYSTEM 10.41.18

INFORMATION ISSUE CASE NR: 886788420
REGION: ZONE: OPENED: 10/18/00
VIN: 1FMYU041Y1K877488 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: WASHINGTON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 1
DEALER NAME: SALES CODE: P & A:
REASON CODE: 8088 PRODCOMP DURPFRP - MULTIPLE REPAIR
SYMPTOM: 807483 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DACES - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CAC WILL FOLLOW-UP
DOCUMENT: ANALYST: KDOOTROY KRISTA DOOTROYE
ACTION DATA COMMENTS:

10/18/00
11.57.41 CUSTOMER SAYS: - THE VEHICLE HAS BEEN BROUGHT BACK TO THE DEALER TRUCK...CONTINUES TO STALL AT STOP LIGHT WHEN GOING

0802-021 23828

FROM REVERSE TO DRIVE...THE DEALER HAS ACTUALLY EXPERIENCED THE PROBLEM AT ONE TIME - THEY FIRST TIME THEY COULDN'T FIND ANYTHING WRONG - SECOND TIME THEY REPLACED THE AIR CONTROL VALVE...MONDAY 8 OCT. 2001 - AS OF YESTERDAY, THE PROBLEM RETURN...CALLED THE DEALER AND THEY INDICATED THAT THEY'D HAVE TO CONTACT HIS REPS - LOOKING TO SEE IF FORD IS AWARE OF ANY TIPS - LOOKING TO HAVE THIS ISSUE DOCUMENTED ON FILE AND SEE WHAT EXTRA CAN BE DONE PER CUSTOMER, DEALER SAYS: - GOING TO CONTACT THE ENGINEER TO SEE WHAT CAN BE DONE - NOTHING SHOWS UP ON THE COMPUTER...DIAGNOSTIC MACHINE GAO ADVISED: - GAO UNABLE TO REACH DEALER - CRC WILL RE-CONTACT CUSTOMER LATER TODAY - FOLLOW UP WITH CUSTOMER - REMINDS CUSTOMER OF THE SAFETY RECALL FOR THE WINDSHIELD WIPERS - ALSO ADVISED MR FREDON THAT A CONCERN CAN'T BE RESOLVED IF IT CAN'T BE DUPLICATED AT THE TIME OF SERVICE...STAYING IN TOUCH WITH THE DEALER IS IMPORTANT... - WILL FOLLOW UP WITH HIM AT WORK AT 2PM REFERENCE CASE ID: 4008

ORIGIN: GAO002 - MANUAL - PHONE OR COMMUNICATIONS PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: KDOOTROY KRISTA DOOTROVE
ACTION DATA COMMENTS:

10/20/01 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
GAO ADVISED: - GAO TO THE DEALER AND SPOKE TO NORM HONEY WHO WAS IN CONFERENCE WITH THE SERVICE MGR... - THEY'RE FAMILIAR WITH MR FREDON'S SITUATION AND LOOKING INTO IT FOR HIM - AS SOON AS INFORMATION IS FOUND OUT, HE'LL BE CONTACTED AND ASKED TO COME IN...NO APPOINTMENT WILL BE NECESSARY -

CONSUMER AFFAIRS 08/18/00 MANUFACTURER

08/18/00 MASTER OWNER RELATIONS SYSTEM II 10.41.10

INFORMATION ISSUE CASE NR: DISPOSED
PERSON: ZONR: OPENED: 10/12/01
VIN: 1FMYLM17W027438 ENGINE: 5 VEH TYPE: T CLOSED: 10/12/01

10/12/01
10/20/01 GAO TO THE CUSTOMER TO UPDATE HIM...WASNT AVAILABLE... LEFT A MESSAGE ON HIS MACHINE...SHOULD HE REQUIRE ANY FURTHER ASSISTANCE, HE'LL WELCOME CONTACT THE CRC

0802-027 23021

CONSUMER AFFAIRS

08/18/2008 MEMPHIS

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NR: 0808400181
REGION: 10 BCP ZONE: L2 OPENED: 8/18/2008
VIN: 1FMYU84171K090737 ENGINE: 1 VEH TYPE: T CLOSED: 8/18/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: HUNTINGTON STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 044
RELEASE: 1
DEALER NAME: TRIER FORD LINCOLN SALES CODE: F4887 F & A: 0484
REASON CODE: 3081 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 80748 STALLQUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACR - LB CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 818 - CS-SUPPORT DEALER/REP'S REGION'S POSITION
DOCUMENT: ANALYST: VOLARSKI VANESSA CLARK
ACTION DATA/COMMENTS:

18/2008
11.08.08 CUSTOMER SAYS: WHILE WAITING IN LINE AT MY BANK DRIVE-UP, MY ESCAPE STALLED AGAIN. AS I WAS SITTING WAITING, I NOTICED THAT THE TACH WAS GRADUALLY DROPPING FROM JUST PRIOR TO THE STALL. IMMEDIATELY AFTER IT STALLED I TRIED IN VAIN TO RESTART THE ENGINE BUT IT JUST CRANKED. I ALSO NOTICED THAT I HAD HAD THE HEADLIGHTS ON AT THE TIME. SHORTLY AFTER IT STALLED, THE LIGHTS TURNED OFF ON THEIR OWN. I DID NOT KNOW THAT THE VEHICLE HAD THIS FEATURE. AFTER WAITING ABOUT FIVE MINUTES I ATTEMPTED TO RESTART THE ENGINE AND IT BEGAN TO RUN. THIS WAS THE FIFTH TIME THAT THIS HAS HAPPENED TO ME PERSONALLY. I HAVE AN APPOINTMENT WITH TRIER FORD TO HAVE IT LOOKED AT ON MONDAY, JANUARY 28ND. I AM FEELING VERY FRUSTRATED AND I WAS QUITE EMBARRASSED AT THE BANK MAKING THE FOLLOWING CUSTOMERS WAIT WHILE I WAITED ON THE VEHICLE TO RUN AGAIN. PER CUSTOMER, DEALER SAYS: NONE OAG ADVISED: WE APPRECIATE THE TIME YOU HAVE TAKEN TO WRITE US CONCERNING THE STALLING CONCERN THAT YOU ARE STILL EXPERIENCING. WE ARE PLEASED TO HEAR THAT YOU HAVE AN APPOINTMENT TODAY WITH TRIER FORD. IN ONE, WE WOULD LIKE YOU TO UPDATE US ON THE OUTCOME OF YOUR VEHICLE REPAIR, ONCE EVERYTHING IS COMPLETED. WE KNOW THAT THIS MUST HAVE BEEN A VERY FRUSTRATING TIME FOR YOU, AND WOULD LIKE TO THANK YOU FOR ALLOWING OUR SERVICE DEPARTMENT TO TRY AND ASSIST YOU ONCE AGAIN. REFERENCE CASE ID: 1889

CONSUMER AFFAIRS

08/18/2008 MEMPHIS

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NR: 0807750091
REGION: 20 MEMPHIS ZONE: B1 OPENED: 10/18/2001
VIN: 1FMYU84131K090737 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED

0802-027 23022

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BROWNVILLE STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 18000
DEALER NAME: GREENWOOD FORD SALES CODE: F2002 P & A: 0873
REASON CODE: 0884 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 807483 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: 0A028 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SCASA SUEAN CARACUNGAN
ACTION DATA/COMMENTS:

10/16/2001
114816 CUSTOMER SAYS: - VEH KEPT ON QUITTING - VEH HAD BEEN TO 8
DIFF DURINGS FOR 4X IN THE PAST FOR THE SAME PROBLEM -
YESTERDAY, THE VEH QUIT ON HER AND SHE TWISTED HER WRIST I
N TAKING THE VEH OFF THE ROAD - QUIT IS SEVERE PROPER RE
PAIR PER CUSTOMER, DEALER SAYS - B F EVANS DEALER TOLD
QUST THAT THEY COULD NOT FIND THE PROBLEM QAD ADVISED -
RFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF TH
EY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - AD
VICE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT
) CONCERN IS NOTICED IN REFERENCE CASE ID: 4488

CONSUMER AFFAIRS 08/18/2002 NMFANP70

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM IS 18/11/02

INFORMATION ISSUE CASE NR: 0401828801
REGION: ZONE: OPENED: 18/08/2001
VIN: 1FMYU041X1K028488 ENGINE: 1 VEH TYPE: T CLOSED: 18/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: BROWNVILLE STATE: WV ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 8100
DEALER NAME: SALES CODE: P & A:
REASON CODE: 8288 PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 807488 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: 0A028 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 884 - SUPPORT DEALERS POSITION
DOCUMENT: ANALYST: JAMES1 JENNINE JAMES
ACTION DATA/COMMENTS:

18/08/2001
114816 CUSTOMER SAYS: EXT 144 -QUST STATES THAT THE VEH IS OVIN
G -QUST STATES THAT THE VEH HAS BEEN @ THE CLRHP BK FOR T
HE SAME CONCERN -QUST STATES THAT THE IAD VALVE AND POM RE
LAY HAVE BEEN REPLACED -QUST STATES THAT HE E-MAILED THE C
RO AND RECEIVED A RESPONSE INDICATING TO CONTACT THE CRO P

ER82-827 23823

BR CUSTOMER, DEALER SAYS: "TURNPIKE FORD" -DLRHP STATED THAT THEY CANNOT REPAIR THE VEH -DLRHP STATED THAT IT IS A NATIONAL CONCERN -DAG ADVISED: -MADE CSC TO DLRHP SPOKE WITH MIKE (ASS. SER MGR) -MIKE INFORMED ME THAT IN 1 D01 THE CUST BROUGHT THE VEH IN AND THE REPLACED THE IAD VALVE AND PCM RELAY -MIKE INFORMED ME THAT THERE HAVE BEEN OTHER ESCAPES THAT HAVE BEEN IN FOR THE SAME CONCERN BUT REPLACING THE IAD VALVE CORRECTED THE CONCERN WITH THEIR VEH -MIKE STATED THAT THE LAST TIME THE CUST VEH WAS IN (120401) THEY WERE UNABLE TO DUPLICATE THE CONCERN -MIKE INFORMED ME TO HAVE THE CUST COME IN AND THEY CAN ESCALATE IT TO SEE IF THEY CAN GET ASSISTANCE ON REPAIRING THE CONCERN - SLIPPO RT REPAIR PROCDURE COMPLETED BY DEALER: WIPRINCE CASE ID: 4908

OFFER: DAGES - MANUAL - PHONE CSR COMMUNICATION: OTHER
ACTION: 189 - VEHICLE INFORMATION
DOCUMENT: ANALYST: MARIANA MARSHALL
ACTION DATA COMMENTS:

1808001
18.18.00 CUSTOMER SAYS: - CUST IS CONCERNED FOR HIS FRIEND AND THE VEHICLE IS STILL DYING - CUST WANTS TO GET IN CONTACT FOR THE REGIONAL REP FOR HIS FRIEND - CUST IS A PURCHASING MGR OF THE FORD DLR IN DEARBORN MICH AND IS A FRIEND OF THE CUSTOMER - CUST WANTS TO HELP HIS FRIEND - PER CUSTOMER, DEAL

CONSUMER AFFAIRS 08/18/08 MAFASPRG

08/18/08 MASTER OWNER RELATIONS SYSTEM H 18.41.18

INFORMATION ISSUE CASE NBR: 040180801
REGION: ZONE: OFFER: 1808001
VIN: 1FMYU041X1G080428 INQNR: 1 VEH TYPE: T CLOSED: 1808001

1808001
18.18.00 BR SAYS: NONE -DAG ADVISED: ADVISED THE CUST FORD CPC WILL DOCUMENT INFO AND FORWARD THE INFO TO THE APPROPRIATE DEPT & WITHIN FORD BUT CPC CAN NOT CONTACT THE REGION AND MAKE AN APPOINTMENT FOR THE REGIONAL REP TO LOOK AT HIS FRIENDS VEHICLE.

CONSUMER AFFAIRS 08/18/02 MAFACPRG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 1341.19

INFORMATION ISSUE CASE NBR: 0404787982
REGION: 88 KANSAS CITY ZONE: AR OPENED: 08/20/02
VIN: 1FMCU0477W080010 ENGINE: 1 VEH TYPE: T CLOSED: 08/20/02

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 044

MILEAGE: 7400

DEALER NAME: BILL WOODS FORD SALES CODE: F8207 P & A: 05079

REASON CODE: 3089 PRODCOMP DURPERF - VEHICLE QUALITY

SYMPTOM: 607488 STALLOUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DACIES - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: CHARLIE GEORGETTE NAO CHARLIECOMB

ACTION DATA COMMENTS:

08/20/02
11.14.16 CUSTOMER SAYS: ---VEH DIED WHILE DRIVING LAST YEAR ---T
OOK VEH BACK TO DLR ---DLR REPLACED RELAY VALVE ---VEH
SHUT OFF AGAIN LAST WEEK ---DLR CALLED FORD AND REPROGRAMMED
ED THE IDLE CONTROL VALVE AND THE VEH IS READY FOR PICK UP
PER CUSTOMER, DEALER SAYS: BILL WOODS FORD CAC ADVISED:

#NAME?

HIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONT
ACT CRM/CRM MGR ---CRM ADVISED CUST TO CALL THE CRC IF V
EH DIES AGAIN ---NO FEAS ON VEH INFERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/02 MAFACPRG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 1341.19

INFORMATION ISSUE CASE NBR: 0412642181
REGION: 10 SDP ZONE: Q1 OPENED: 08/01/001
VIN: 1FMYL08121K888888 ENGINE: 1 VEH TYPE: T CLOSED: 08/01/001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: BUCKEYER STATE: AR ZIP: [REDACTED]

ERR2-827 23828

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 432
RELEASE: 18000
DEALER NAME: BRANCHVIEW MOTORS SALES CODE: P2888 P & A: 0888
REASON CODE: 8017 PRODCOMP DUTYPERF - KNOWING PRK AT PRESENT
SYMPTOM: 807485 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE CUSTOMER OF UPDATED INFORMATION
DOCUMENT: ANALYST: ADAMW8 ANDRAE DAW8
ACTION DATA/COMMENTS:

11/17/01
11.17.01 CUSTOMER SAYS: - 2001 ESCAPE HAVING STALLING CONCERN - VEH STALLS FOR SEVERAL SECONDS AND HAS ALMOST BEEN BROAD-SIDE BY TRUCK ON MORE THAN ONE OCCASION - CUST STATES THAT DURING HP HAS BEEN OVER BACKWARDS TO TRY AND HELP HER - 888ONG HE PAID FOR THE VEH - DANNY BROOKFIELD, BUTCH WILKINS JAMES LANGLEY OWNER PER CUSTOMER, DEALER SAYS: AS PER DANNY, 888V MGR- FORD ENGINEER STATED THIS IS A SAFETY ISSUE - RE-CALIBRATION FOR THE COMPUTER OAD ADVISED: *****
4 OBC TO DLR ***** - SPK TO DANNY, 888V MGR, WHO INFORMED OAD THAT VEH IS A HAZARD - THEY ARE STILL WAITING FOR A PK FROM FORD ENGINEERING - SEEMS AS THOUGH VEH NEEDS RE-CALIBRATION- FORD STILL WORKING ON IT *****
***** - INFORM CUSTOMER UPDATED INFORMATION FOUND - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER WIFE REMOVE CASE ID: 4888

CONSUMER AFFAIRS 08182808 11/17/01

REMARKS OF CONTACT
08182808 MASTER OWNER RELATIONS SYSTEM IS 1841.18

INFORMATION ISSUE CASE NR: 012828180
REASON: 4108 1000 - CUSTOMER INFORMATION ONLY
ZONE: 0717007
YR: 11/17/01 ENGINE: 1 VEH TYPE: T CLOSED: 11/17/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAN ANTONIO STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 432
RELEASE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4108 1000 - CUSTOMER INFORMATION ONLY
SYMPTOM: 807485 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: 1000 - 1000 COMMUNICATION: PHONE
ACTION: 10001 - 1000 INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: AMOALLA ADRIAN MOALLA
ACTION DATA/COMMENTS:

11/17/01
11.17.01 CUSTOMER SAYS: THE VEHICLE SHUT DOWN COMPLETELY WHILE DRIVING. THIS HAS ONLY OCCURRED ONCE AND IT WAS FIRST NOTICED 1 WEEK AGO. THE CUSTOMER HAS NOT LINED ANY OIL SINCE PURCHASING THE VEHICLE. THE CUSTOMER USES REGULAR UNLEADED FUEL. THIS ENGINE COULDED WHILE DRIVING ON A CITY STREET. THERE WERE NO NOISES ASSOCIATED WITH THE CONCERN. THE CUSTOMER WAS PRESSING ON THE GAS PEDAL WHEN THE VEHICLE JUST SHUT DOWN. ALL THE WARNING LIGHTS CAME ON. THE CUSTOMER TRIED TO START THE VE

0882-827 23828

WHEEL BUT THE VEHICLE WOULD NOT TURN OVER. THE CUSTOMER WAS ABLE TO START THE VEHICLE 25 MINUTES AFTER THE VEHICLE SHUT DOWN. THE CUSTOMER WAS DRIVING 80 MILES AN HOUR WHEN THE CONCERN OCCURRED. THE ENGINE WAS WARM WHEN THIS CONCERN OCCURRED. THIS CONCERN HAS ONLY OCCURRED ONCE. PER CUSTOMER, DEALER SAYS: NONE. GAO ADVISED: THIS CUSTOMER WAS CONTACTED ON BE HALF OF THE ESCAPE ASSEMBLY PLANT THROUGH THE ICOD 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 THE ISSUE AT YOUR DEALERSHIP IN THE NEAR FUTURE. -WE ARE TRACKING THIS ISSUE FOR THE ENGINEERING TEAM. -PLEASE DETAIL CASE WITH SPECIFIC REPAIR INFORMATION AT YOUR EARLIEST CONVENIENCE. -IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CONTACT ME AT 1-888-889-4289 EXT 2011. -THANK YOU IN ADVANCE FOR YOUR ASSISTANCE. ""ADRIAN""

ORIG# ICOD - ICOD COMMUNICATION PHONE
ACTION: ICOD# - ICOD CUSTOMER - UPDATE INFORMATION ONLY
DOCUMENT: ANALYST: ANDCALLA ADRIAN MOCALLA
ACTION DATA COMMENTS:

12/18/00
15.18.02 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAO ADVISE

CONSUMER AFFAIRS 08/18/02 MHPAOPRO

08/18/02 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

INFORMATION ISSUE CASE NO: 042808180
REGION ZONE OPENED: 11/11/00
VIN: 1FMYU03141K277827 ENGINE 1 VEH TYPE: T CLOSED: 12/18/00

12/18/00
15.18.02 D: CBO TO THE CUSTOMER -THE CUSTOMER WAS UNAVAILABLE, A MESSAGE WAS LEFT ON THE CUSTOMER'S ANSWERING MACHINE, REQUESTING THAT THE CUSTOMER CONTACT ME.

ORIG# ICOD - ICOD COMMUNICATION PHONE
ACTION: ICOD# - ICOD CUSTOMER - UPDATE INFORMATION ONLY
DOCUMENT: ANALYST: ANDCALLA ADRIAN MOCALLA
ACTION DATA COMMENTS:

1/18/01
15.44.07 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAO ADVISE
D: -CBO TO THE CUSTOMER IN REGARDS TO THE ENGINE STALL CONCERN THAT THEY MENTIONED. THE CUSTOMER WAS UNAVAILABLE, SO A MESSAGE WAS LEFT ON THE CUSTOMER'S ANSWERING MACHINE, REQUESTING THAT THEY CONTACT ME.

CONSUMER AFFAIRS

08182002 NMFAC0790

BEGINNING OF CONTACT

08182002 MASTER OWNER RELATIONS SYSTEM II 18.41.10

INFORMATION ISSUE CASE NBR: 0449108171
REGION: 01 ATLANTA ZONE: 01 OPENED: 11/18/01
VIN: 1FMCU04141K002748 ENGINE: 1 VEH TYPE: T CLOSED: 11/19/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: SANDRA MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALPHARETTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4988
DEALER NAME: BILLY HOWELL FORD SALES CODE: FE1440 P & A: 08345
REASON CODE: 8008 OAG - OTHER CONCERN/INQUIRY
SYMPTOM: 807488 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATIONS MAIL
ACTION: OAG102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CRISTINE CHRISTIN KEITH
ACTION DATA COMMENTS:

11/19/01
18.18.02 NICOLE COLVIN@FORD.COM ATLANTA
ATTN: RANDY MANDEVITCH

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATIONS MAIL
ACTION: OAG102 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
DOCUMENT: ANALYST: CRISTINE CHRISTIN KEITH
ACTION DATA COMMENTS:

11/22/01
18.00.21

CONSUMER AFFAIRS

08182002 NMFAC0790

BEGINNING OF CONTACT

08182002 MASTER OWNER RELATIONS SYSTEM II 18.41.10

INFORMATION ISSUE CASE NBR: 0447908801
REGION: 27 WASHINGTON ZONE: 01 OPENED: 10/28/00
VIN: 1FMYLD0410K079070 ENGINE: 1 VEH TYPE: T CLOSED: 10/28/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ARARAT STATE: NO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 17500

ENR2-027 23828

DEALER NAME: JOHNSON FAMILY FORD SALES CODE: F77518 P & A: 01864
REASON CODE: 0284 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807483 STALL/OLDS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 823 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SPOWELL SHUSHANA POWELL
ACTION DATA COMMENTS:

10/29/2001

1854.18 CUSTOMER SAYS: CUST STATES THAT HIS DAUGHTER HAS A FORD ES
CAPE THE VEH WAS BOUGHT IN JAN THE VEH LOST ALL POWER
STEERING THE MOTOR STOPS RUNNING. CUST STATES 18 DAY DAY
LATER THE VEH DID THE SAME THING. A WEEK AN GO THE VEH DID
THE SAME THING AGAIN CUST STATES THAT IF IT HAPPENS AGAI
N IT COULD BE A SAFETY HAZARD. - CUST STATES HE HAS CONTACT
THE GENERAL OFFICE. - CUST STATES HE HAS HAD THE VEH IN 4 T
WEEKS JOHNSON FAMILY FORD IS WHERE THE VEH IS AT -
PER CUSTOMER, DEALER SAYS: THE DRLSHIP STATES THERE ARE NO
BAD CODES SHOWING THERE IS A PROBLEM. GAO ADVISED: - IF
ORIN 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-- CSC TO DRLSHP SPOKE WITH THE ORIGIN BY THE
ENGINE SHUT OFF SINCE JUNE THEY DROVE THE VEH COULD NOT VE
RIFY THE CONCERN CALLED FORD AND THEY HAVE A CASE NUMBER H78
9008. -BORNEI STATES THAT THEY CAN NOT DUPLICATE THE CON
CERN AND ITS AN INTERMEDIATE CONCERN. INFERENCE CASE ID:
4482

CONSUMER AFFAIRS 08/15/2002 MMFAK7FD

BEGINNING OF CONTACT

08/15/2002 MASTER OWNER RELATIONS SYSTEM III 18.41.18

INFORMATION ISSUE CASE NUM: 0447203281
REGION: 27 WASHINGTON ZONE: 51 OPENED: 18/07/2001
VIN: 1FMYU04101RP78970 ENGINE: 1 VEH TYPE: T CLOSED: 18/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: ANARAT STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE:

DEALER NAME: JOHNSON FAMILY FORD SALES CODE: F77518 P & A: 01864
REASON CODE: 8029 PROD/COMP DUMP/PERF - VEHICLE QUALITY
SYMPTOM: 807483 STALL/OLDS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 818 - CS-SUPPORT DEALERSHIP/REGION'S POSITION
DOCUMENT: 818498 ANALYST: VCLARKE VIVIERNE CLARKE
ACTION DATA COMMENTS:

18/7/2001

18.18.18 CUSTOMER SAYS: --VP SURVEY-- -CUST DDLIKES VEH -VEH HAS
CUT OFF 4 TIMES, CUST FEELS UNSAFE -CUST STATED FORD DID N
OT DEAL WITH PROBLEM IN A TIMELY MANNER -TOOK 8 DAYS TO GET
RENTAL PER CUSTOMER, DEALER SAYS: JOHNSON FAMILY FORD-M
ERC, MD GAO ADVISED: - INFORMATION DOCUMENTED - FORD SUP
PORTS CLR/REGION DECISION INFERENCE CASE ID: 1858

ORIGIN: CAC88 - MANUAL - CORRESPONDENCE OR COMMUNICATION: SURVEY
ACTION: 835 - P7 - US - SUPPORT PREVIOUS DECISION MADE BY YOUR DEALER
DOCUMENT: 818498 ANALYST: VCLARKE VIVIERNE CLARKE
ACTION DATA COMMENTS:

ERR2-827 23828

CUSTOMER SAYS: CUSTOMER SAYS: -MP SURVEY- -CUST DBL
KES VEH -VEH HAS OUT OFF 4 TIMES, CUST FEELS UNSAFE -CUST
STATED FORD DID NOT DEAL WITH PROBLEM IN A TIMELY MANNER -
TOOK 8 DAYS TO GET RENTAL PER CUSTOMER, DEALER S
AYS: JOHNSON FAMILY FORD-MERC, INC OAG ADVISED: FT - US
#MMBT
ON DOCUMENTED - FORD SUPPORTS DLA/MSION DECISION REFERENC
E CASE ID: 1588

CONSUMER AFFAIRS 08/16/2008 MMFA02P8

BEGINNING OF CONTACT
08/16/2008 MASTER OWNER RELATIONS SYSTEM IN 18:41:10

INFORMATION ISSUE CASE NO: 0474000001
REGION: 16 PHILADELPHIA ZONE: D1 OPENED: 08/16/2001
VIN: 1FMCU04181K28884 ENGINE: 1 VEH TYPE: T CLOSED: 08/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS:
CITY: [REDACTED] STATE: DE ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 16000
DEALER NAME: CHAPMAN FORD SALES SALES CODE: F18818 P & A: 91408
REASON CODE: 3088 PROD/COMP DUMPERF - VEHICLE QUALITY
SYMPTOM: 80788 STALL/OUTS AT DLE ALL ENGINE TRIP

DRIVER: OAC288 - US CONCERN CASE SAME COMMUNICATION: PHONE
ACTION: 608 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: CGAYAD CLINTON GAYADEN
ACTION DATA/COMM/NOTE:

08/16/2001
12:00:45 CUSTOMER SAYS: -VEH HAS BEEN EXPERIENCING A STALLING PROBS
LEM - HAVE TAKEN VEH TO DLR TWICE AND THEY CANNOT FIND ANYT
HING WRONG - LOCKED ON INTERNET AND FOUND OUT THERE ARE OTH
ER USERS HAVING SAME CONCERN - SEEKING REPAIR ASSISTANCE P
ER CUSTOMER, DEALER SAYS: CHAPMAN FORD OAG ADVISED: - WE
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP
- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT O
RMSERV MGR REFERENCE CASE ID: 4804

8662-027 23000

BEGINNING OF CONTACT

05/16/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NUM: 048000801
 REGION: 71 CALIFORNIA ZONE: A1 OPENED: 05/02/01
 VIN: 1FMYX0871K00788 ENGINE: 1 VEH TYPE: T CLOSED: 07/02/01

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BURBANK STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 34100

DEALER NAME: STAR FORD SALES CODE: F71081 P & A: 0827
 REASON CODE: 0464 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOM: 007468 STALL/CLUTCH AT IDLE ALL ENGINE TEMP

ORIGIN: CACISS - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 033 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: HPALOM MARRANO ABRAGA-PALOM
 ACTION DATA COMMENTS:

7/2/01

11.23.00 CUSTOMER SAYS: -LAST WEEK CUST VEH STALLED CUST WAS ABLE
 TO PULL VEH OVER TO SIDE -VEH WAS BROUGHT TO CLOSEST DLR -
 DLR COULD NOT DUPLICATE CONCERN -DLR SAID THAT IF CONCERN IS
 HOLD HAPPEN AGAIN VEH COULD BE BROUGHT TO DLR AGAIN FOR DIA
 GNOSIS -WHEN CUST GOT HOME AND LOOKED AT HER PAPER WORK AND
 FOUND THAT THERE WERE A WHOLE BUNCH OF THINGS THAT NEEDED T
 O BE DONE -CUST WONDERED WHY DLR DIDNT NOTIFY HER OF THIS
 ISSUE

HERE WAS NOTHING WRONG -CUST DOESNT FEEL SAFE IN THE VEH
 PER CUSTOMER, DEALER SAYS: NONE CAG ADVISED: - INFORM WH
 Y THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT
 DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUST
 OVER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN
 IS NOTICED REFERENCE CASE ID: 4492

BEGINNING OF CONTACT

05/16/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NUM: 048102801
 REGION: ZONE: OPENED: 11/16/00
 VIN: 1FMYX08161K087404 ENGINE: 1 VEH TYPE: T CLOSED: 11/16/00

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:

DEALER NAME: SALES CODE: P & A:
 REASON CODE: 0464 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOM: 007468 STALL/CLUTCH AT IDLE ALL ENGINE TEMP

002-027 23631

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 688 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MBUTHER MICHELLE SUTHERLAND
ACTION DATACOMMENTS:

11/16/01

13.06.01 CUSTOMER SAYS: >> PURCHASE A 2000 ESCAPE >> CONCERNS W/ B
TALLING INTERMITTENTLY >> DEALING W/ THIS A YEAR - DLRSHP
HAS TRIED TO REPAIR >> W/O WARNING ENGINE JUST CUTS OFF
>> B/M NOT ADVISE PER CUSTOMER, DEALER SAYS: >>NOTHING C
AN BE DONE << CAC ADVISED: - INFORM WHY THE DEALERSHIP CANN
NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCER
RN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEAL
ERSHP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED >>> LEF
T MESSAGE FOR CRM TO CONTACT US BACK - REFERENCE CASE ID:
448

ORIGIN: CACSB - MANUAL - PHONE OR COMMUNICATION: MAIL
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: MBUTHER MICHELLE SUTHERLAND
ACTION DATACOMMENTS:

11/16/01

10.23.01 CUSTOMER SAYS: >> NONE PER CUSTOMER, DEALER SAYS: >> N
ONE CAC ADVISED: >>> MESSAGE LEFT BY CRM - ADVISE TO CALL
HER BACK MONDAY >>> CSD TO DLRSHP - CRM NOT AVAILABLE AS Y
ETI WILL TRY AGAIN LATER

ORIGIN: CACSB - MANUAL - PHONE OR COMMUNICATION: MAIL
ACTION: 811 - OUTBOUND CALL TO FORDMERCURY CUSTOMER
DOCUMENT: ANALYST: MBUTHER MICHELLE SUTHERLAND
ACTION DATACOMMENTS:

11/09/01

11.01.01 CUSTOMER SAYS: >> NONE PER CUSTOMER, DEALER SAYS: >> N
ONE CAC ADVISED: >> CUST WAS ALREADY PROVIDED INFO IN REG
ARDS TO CONCERN

CONSUMER AFFAIRS 09/16/2002 MMFA02PR3

BEGINNING OF CONTACT
09/16/2002 MASTER OWNER RELATIONS SYSTEM IN 10.11.02

INFORMATION ISSUE CASE NR: 0544840878
REGION: 21 ATLANTA ZONE: C3 OPENED: 09/16/2002
VIN: 1FMYU01E1KPS0000 ENGINE: 1 VEH TYPE: T CLOSED: 09/29/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: SUMMERVILLE STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR
MILEAGE: 19000

DEALER NAME: JONES FORD, INC. SALES CODE: F11801 P & A: 01085
REASON CODE: D184 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607482 STALLS/CHTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 688 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: ALAWRENC ANDREA LAWRENCE
ACTION DATACOMMENTS:

2/9/2002

18.07.02 CUSTOMER SAYS: -VEH AS BEEN AT THE DLRSHP TWICE FOR STALL
ING CONCERN WHILE ACCELERATING -STALLING HAPPENS MOSTLY WH
N VEH COMES TO A STOP AND IN THE MORNING -DOES NOT MATTER W
HAT WEATHER CONDITION -ALSO CUST WOULD LIKE DLRSHP TO CHGE
R LIGHT FOR THE GEAR SHFT WILL NOT LIGHT UP -CUST HAS 6SP
ON VEH AND WOULD LIKE RENTAL PER CUSTOMER, DEALER SAYS: -
LOWCOUNTRY FORD CANN NOT DUPLICATE CONCERN -VEH HAS BEEN AT
DLRSHP THREE FOR THE SAME CONCERN CAC ADVISED: - FOR THE
VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO D
UPLICATE THE SYMPTOM - THIS WOULD ASSIST THE DEALERSHIP IN
DIAGNOSING THE VEHICLE - IF THEY CANNOT DUPLICATE THE CON
CERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANN
OT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS
(INTERMITTENT) CONCERN IS NOTICED -CBC TO RECEPTIONIST INFO

6882-027 23832

FINED ME THAT MR BARY HOOKS HAD LEFT FOR THE DAY -GAVE CUST
NUMBER FOR DURSHP TO SETUP APPOINTMENT REFERENCE CASE ID:
4482

CONSUMER AFFAIRS 02/18/02 MMFA0710

REGISTRATION OF CONTACT

02/18/02 MASTER OWNER RELATIONS SYSTEM IN 1841.78

INFORMATION ISSUE, CASE NUM: 020241202
REGION: 44 FITTSBURGH ZONE: AS OPENED: 04/08/02
VIN: 1P40U041819D00001 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: NEW SALIM STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M

RELEASE: 02000

DEALER NAME: WASHINGTON FORD INC SALES CODE: P4446 P & A: 07818

REASON CODE: 8017 PRODDCMP DURSHP - KNOWING FIX AT PRESENT

SYMPTOM: 809488 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION PHONE

ACTION: 788 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

DOCUMENT: ANALYST: MMATZANK MARLITT MATZANK

ACTION DATA COMMENTS:

4/08/02

1846.48 CUSTOMER SAYS: THERE IS A STALLING PROBLEM WITH THE VEHICLE
THE VEHICLE HAS BEEN IN FOR SERVICE ONCE SINCE THEN THE VEHICLE
WAS STALLED OUT AGAIN DOES NOT FEEL SAFE IN THE VEHICLE
PER CUSTOMER, DEALER SAYS: ADVISED THEY ARE WAITING
FOR A BULLETIN FROM TECH HOTLINE CAO ADVISED: ADVISED CUST
THAT THERE IS A NO FIX ISSUE THAT THEY ARE WAITING ON A REPAIR
PROCEDURE - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND
IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEERING
IS CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE
STAY IN CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY
WILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AVAIL-
ABLE - (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELINE, 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

02/18/02 MMFA0710

EA02-027 23833

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 087408101
REGION: 10 GDR ZONE: K1 OPENED: 042800Z
VIN: 1FMYU02H1KBB2107 ENGINE: 1 VEH TYPE: T CLOSED: 042800Z

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLOOMFIELD STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 28000

DEALER NAME: SULLIVAN FORD INC SALES CODE: F4785 P & A: 0278
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 807483 STALLS/SHUTS AT IDLE ALL ENGINE TEMP

ORIGIN: 042800 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 825 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: KAREN MIGHTY
ACTION DATA COMMENTS:

428200Z

12.30.07 CUSTOMER SAYS: CUSTOMER HAS CONCERN WITH VEH STALLING HAS BEEN TO DLR FOUR TIMES IN LESS THAN A MONTH HAS BEEN HAVING CONCERN SINCE 08/01 IS NOT HAPPY WANTS TO HAVE VEH BOUGHT BACK BUT SAYS SHE WILL BE TAKING VEH TO DLR FOR THE LAST TIME AND PER CUSTOMER, DEALER SAYS: LINTON FORD @ (317) 847-3800
O CUSTOMER ALLEGES DLR ADVISED VEH SHOULD BE REPLACED (DLR HAD AN EMERGENCY ORDERED PARTS FOR VEH DAD 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 > OBO TO DLR SPOKE WITH ARLACORN ADVISED DLR WAS NEVER ABLE TO DUPLICATE THE CONCERN WHEN VEH COMES INTO DLR 8/28/02 WAS ATTEMPTED AND DLR T STILL HAS CONCERN THERE IS A NEW TEST OUT THAT SEEMS TO BE RELATING TO CUSTOMER CONCERN THEY HAVE ORDERED PARTS WHICH SHOULD BE ARRIVING TOMORROW 042800Z CUSTOMER CAN BRING VEH IN ON 08/29 SHOULD TAKE A DAY TO INSTALL PARTS CSR WILL COVER A LOAN OR VEH FOR CUSTOMER FOR TWO DAYS @ SUNDAY DLR WILL ATTEMPT TO CORRECT PROBS WITH VEH AS OPPOSED TO GOING THROUGH BUYBACK > OBO TO CUSTOMER ADVISED THAT PARTS FOR VEH SHOULD BE IN TOMORROW WHEN CAN BRING VEH IN TO DLR ON 08/29 WILL BE PROVIDED WITH A LOAN CAR FOR TWO DAYS WHILE VEH IS BEING REPLACED ADVISED CUSTOMER IF SHE DOES NOT WANT VEH ANYMORE SHE CAN CONTACT SERV MGR OR BUS MGR AT DLR TO DISCUSS HER OPTIONS AT FORD WE PREFER TO REPAIR OUR VEH AS OPPOSED TO REPLACING THEM *****
*CSR ASSIGNING DLR ON FILE AS DLR IS NOT LISTED INFERENCE
CASE ID: 4488

CONSUMER AFFAIRS 08/18/02 14FA14PR3

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 0874082101
REGION: 10 GDR ZONE: K1 OPENED: 042800Z
VIN: 1FMYU02H1KBB2107 ENGINE: 1 VEH TYPE: T CLOSED: 042800Z

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLOOMFIELD STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE:

DEALER NAME: SULLIVAN FORD INC SALES CODE: F4785 P & A: 0278
REASON CODE: 1105 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 807483 STALLS/SHUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE

882-827 23634

DOCUMENT: ANALYST: KIRSHTY KAREN KIRSHTY
ACTION DATA COMMENTS:

4/26/02
12.50.30 CUSTOMER SAYS: QUIT HAS CONCERN WITH VEH STALLING HAS BEEN TO DLR FOUR TIMES IN LESS THAN A MONTH HAS BEEN HAVING CONCERN SINCE DM01 IS NOT HAPPY WANTS TO HAVE VEH BOUGHT BACK QUST SAYS SHE WILL BE TAKING VEH TO DLR FOR THE LAST TIME AND PER CUSTOMER, DEALER SAYS: QAD 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 ENFORM FOR FURNISHMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY (800 PM, 800 L), NUMBER OF DAYS AS WELL AS TOTAL AMOUNT OF COMPENSATION. - PLEASE NOTE THAT FORD WILL NOT COVER FUEL, TAXES, INSURANCE OR RELEASE COSTS. IF THE CUSTOMER RENTS A VEHICLE WITH A DAILY COST GREATER THEN THE DAILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE. INFERENCE CASE ID: 0004

ORIGIN: CAC008 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: BOUTHER MICHELLE BOUTHERLAND
ACTION DATA COMMENTS:

8/18/02
14.00.41 E CAC ADVISED: >> INFO FROM DLR ARALA HELDERMAN - SENT INFO FOR COMMITMENT ON 10TH AND HAVE NOT HEARD ANYTHING BACK AS YET >> SEEKING FURTHER ASSIST >> ADVISE WILL LOOK INTO THE ISSUE AND CONTACT HER BACK

CONSUMER AFFAIRS 08/18/2002 08:40:00 PM

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.41.10

INFORMATION ISSUE CASE HIR: 0274825101
REGION: 10 E271 ZONE: K1 OPENED: 08/28/02
VIN: 1FMYU0916K022 K7 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2002

ORIGIN: CAC008 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: BOUTHER MICHELLE BOUTHERLAND
ACTION DATA COMMENTS:

8/18/02
13.00.44 E CAC ADVISED: >>NONE
CUSTOMER SAYS: >>NONE PER CUSTOMER, DEALER SAYS: >>NON

ORIGIN: CAC008 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: LITTEPHIN LEBICA STEPHEN
ACTION DATA COMMENTS:

8/17/02
12.52.16 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: ""BULLI VAN FORD INC."" CAC ADVISED: PACODE 0878
REPAIR_ORDER: 7188 LINE_NUMBER: 02 AMOUNT:
2# VIN: 1FMYU0916K022 K7 CUL
DOARSAY REPAIR_DATE: 03/29/02 CSR
_NAME: KIRSHTY DATE_OF_SUBMISSION: 08/18/02 TI
ME_OF_SUBMISSION: 1:28 PM EMAIL: EMAIL EMAIL
ADDRESS: LINTONFORD@CUSTOMLOAN PHONE: PH
ONE YOUR_NAME: ARALA HELDERMAN PHONE_NUMBER:
#13047000 EXTENSION: COMMENTS: >> WAIT
Q FOR A COMMITMENT CODE - SUBMITTED INFO ON THE 10TH OF THIS MONTH CODEALER_NOT_EXHAUSTED_BECAUSE: HAVE NOT HEARD BACK FROM ANY YET - SUBMITTED INFO ON THE 10TH OF MAY 2002

ORIGIN: CAC008 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: BOUTHER MICHELLE BOUTHERLAND
ACTION DATA COMMENTS:

0802-027 23836

0909008
17.26.84 CUSTOMER SAYS: >> NONE PER CUSTOMER, DEALER SAYS: >> N
ONE CAC ADVISED: >> OBO TO DURNHP SPOKE TO ALARA SHE DID
RECEIVE COMMITMENT CODE - HARRY PROCURED THE CLAIM YET

CONSUMER AFFAIRS 09/18/808 MRFA0P88

1
BEGINNING OF CONTACT
09/18/808 MASTER OWNER RELATIONS SYSTEM III 18.41.78

INFORMATION ISSUE CASE NUM: 027498101
REGION: 10 RCR ZONE: K1 OPENED: 04/18/808
VIN: 1F6YU081810882107 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/808

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ELDONFIELD STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 8001 MODEL: ESCAPE XLT 401
RELEASE: 29000
DEALER NAME: SULLIVAN FORD INC SALES CODE: F47808 P & A: 0778
REASON CODE: 008 PRODUCTION DEFECT - VEHICLE QUALITY
SYMPTOM: 00783 STALLCUTS AT HOLR ALL ENGINE TEMP

OWNER: CAC88 - US CONCERN CASE BASE COMPLETION: PHONE
ACTION: 008 - ADVISE INFO WILL BE SENT TO DLR; CONTACT OPM
DOCUMENT: ANALYST: TRUMPAY TERRELL MURRAY
ACTION DATA/COMMENTS:

4/18/808
11.28.02 CUSTOMER SAYS: CUST DOES NOT THINK THAT THE LAST CSR - DI
D LAST CALL CORRECT. - CUST HAS HAD THE VEH QUITE ON HER 8
TIMES - CUST WOULD LIKE TO HAVE THIS CONCERN RESOLVED PER
CUSTOMER, DEALER SAYS: - CAC ADVISED: - WE RECOMMEND THE
REPAIR BE PERFORMED BY A FORD/MI DEALERSHIP - INFORMATION
WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT OPERSV MGR -
OBO TO DEALER SPOKE WITH CHUCK HE IS THE NEW SERVICE MANAGER
- HE ADVISED ME THAT HE IS FAMILAR WITH THIS CUST, AND THE
LAST SMI DID NOT FOLLOW THE INFO CORRECTLY - THEREFORE C
HUCK WOULD LIKE THE CUSTOMER TO BRING THE VEH TO COMPLETE
THIS TRK. -AS PER RON LAST, THIS IS THE CASE BASE I AM TO
USE. - OBO TO CUST AT WORK, ADVISED HER OF THE ABOVE INFO
RENOV CASE ID: 4891

CONSUMER AFFAIRS 09/18/808 MRFA0P88

1
BEGINNING OF CONTACT
09/18/808 MASTER OWNER RELATIONS SYSTEM III 18.41.78

EN62-027 23838

INFORMATION ISSUE CASE NR: 02708811
REGION: 47 CINCINNATI ZONE: 02 OPENED: 02092001
VIN: 1FMCU0H181K0541848 ENGINE: 1 VEH TYPE: T CLOSED: 02092001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: CAMEL STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 21407
DEALER NAME: JEFFY ALDERMAN FORD SALES CODE: F1787 P & A: 94671
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 027488 STALLS/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE NAME COMMUNICATION: PHONE
ACTION: 828 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SVENTURE BRYLYN VENTURE
ACTION ATTACHMENTS:

ISS001
18 JUL 01 CUSTOMER SAYS: AT SPEEDS LESS THAN 10MPH THE VEH STALLS OUT AND QUITS --CUST HAS TAKEN VEH INTO ALDERMAN FORD VARIOUS TIMES IN REGARD TO RECEIVING ASSISTANCE BUT THE DLR WAS UNABLE TO DIAGNOSE AS THE COMPUTER SYSTEM DOES NOT PULL ANY CODES PER CUSTOMER, DEALER SAYS: NONE CAD 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 REFERENCE CASE ID: 448

CONSUMER AFFAIRS 02718202 MIFA0078

BEGINNING OF CONTACT
02718202 MASTER OWNER RELATIONS SYSTEM IN 18-41-18

INFORMATION ISSUE CASE NR: 02042001
REGION: 11 BOSTON ZONE: F1 OPENED: 02042001
VIN: 1FMYU0H11K051758 ENGINE: 1 VEH TYPE: T CLOSED: 02042001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: CANTON STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 3785
DEALER NAME: MILLBURY MOTOR COMP SALES CODE: F1125 P & A: 06651
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 027488 STALLS/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE NAME COMMUNICATION: MAIL
ACTION: 828 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: NREID NATISHA REID
ACTION ATTACHMENTS:

ERR2-027 23637

0462001
20.28.05 CUSTOMER SAYS: "CAR HAS JUST SHUT OFF AGAIN WHILE DRIVING
"CALLED DLPHNP AND THEY WERE CLOSED "WOULD LIKE TO KNOW WH
AT TO DO "FEELS THAT CAR IS A LEMON PER CUSTOMER, DEALER S
AYS: "HAS NO IDEA WHAT THE PROBLEM IS "CAG ADVISED: - IF
CRM 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 TO GO TO LOCAL LIBRARY REGA
RDING LEMON LAW "ADVISED CUST TO BRING VEH INTO DLPHNP AND
SEE IF THEY CAN NOW DUPLICATE THE CONCERN SO THEY CAN REPAIR
THE VEH REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/02 NEWARK

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM IN 13.41.18

INFORMATION ISSUE CASE NO: 0814140811
REGION: 13 NEW YORK ZONE: 01 OPENED: 02/07/2001
VIN: 1FMYU04161KFM4111 ENGINE: 1 VEH TYPE: 7 CLOSED: 08/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: NETCONG STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: FAMILY FORD INC SALES CODE: F1668 P & A: 20688
REASON CODE: 0404 DEALERSHIP - WORKMANSHIP
SYMPTOM: 807488 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 115 - ADVISE CUSTOMER WORKMANSHIP ISSUES MUST BE ADDRESSED BY DLR
DOCUMENT: ANALYST: LLEVANDE LECIA LLEVANDE
ACTION DATA COMMENTS:

3/7/2001
15.44.55 CUSTOMER SAYS: == TOOK VEH INTO DLPHNP FOR ENGINE CONCERN
DYING == CUST CLAIMS THAT THERE IS 800 MILES ON THE VEH ==
CUST CLAIMS THAT THE MILEAGE THAT THE VEH WAS IN AT 800 ==
CUST PICK UP THE VEH WITH 800 MILES == HOWEVER ON THE PAPER
WORK IT STATES CUM MILEAGE 711 == CUST CLAIMS THAT CUST J
UST LEFT THE DLPHNP 20 MINUTES AGO == THE DLPHNP WAS CLOSIN
G WHEN CUST WENT TO PICK UP THE VEH == ALSO ROAD TEST THE V
EH 17 MILES == CUST CLAIMS THAT CUST DOES NOT WANT TO BE R
ESPONSIBLE FOR ADDITIONAL MILEAGE ON LEASE : PER CUSTOME
R, DEALER SAYS: == NONE CAG ADVISED: - APOLOGIZE - WORK
MANSHIP ISSUES ARE NOT COVERED UNDER MANUFACTURERS WARRANTY
#NAMEY
IS IN THE BEST POSITION TO ASSIST YOU REFERENCE CASE ID: 18

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 115 - ADVISE CUSTOMER WORKMANSHIP ISSUES MUST BE ADDRESSED BY DLR
DOCUMENT: ANALYST: LLEVANDE LECIA LLEVANDE
ACTION DATA COMMENTS:

0862-827 23838

08/20/01
11:55:08 CUSTOMER SAYS: --- TOOK VEH INTO DLRSH-F FOR ENGINE CONC
PROVING --- CUST CLAIMS THAT THERE IS 800 MILES ON THE VEH
--- CUST CLAIMS THAT THE MILEAGE THAT THE VEH WAS IN AT 800
--- CUST PICK UP THE VEH WITH 800 MILES --- HOWEVER ON THE P
APER WORK IT STATES OUT MILEAGE 711 --- CUST CLAIMS THAT CUS
T JUST LEFT THE DLRSH-F 20 MINUTES AGO --- THE DLRSH-F WAS CLO
SING WHEN CUST WENT TO PICK UP THE VEH --- ALSO ROAD TEST TH
E VEH 17 MILES --- CUST CLAIMS THAT CUST DOES NOT WANT TO B
E RESPONSIBLE FOR ADDITIONAL MILEAGE ON LEASE PER CU
STOMER, DEALER SAYS: --- CMO ADVISED: -APOLOGIZE -YCR

CONSUMER AFFAIRS 08/16/2002 NMFAXPRG

08/16/2002 MASTER OWNER RELATIONS SYSTEM III 15.41.10

INFORMATION ISSUE CASE NBR: 0814140811
REGION: 18 NEW YORK ZONE: 01 OPENED: 08/07/2001
VIN: 1FMYU64181KPM4111 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/2001

08/20/01
11:55:08 OWNERSHIP ISSUES ARE NOT COVERED UNDER MANUFACTURERS WARRANTY
Y - THIS ISSUE MUST BE RESOLVED WITH DEALER - CMMBRY MGR
IS IN THE BEST POSITION TO ASSIST YOU REFERENCE CASE ID: 1
000

CONSUMER AFFAIRS 08/16/2002 NMFAXPRG

BEGINNING OF CONTACT
08/16/2002 MASTER OWNER RELATIONS SYSTEM III 15.41.10

INFORMATION ISSUE CASE NBR: 0814140811
REGION: 18 NEW YORK ZONE: 01 OPENED: 08/07/2001

800-827-2338

VIN: 1FMYU04181K064111 ENGINE: 1 VEH TYPE: T CLOSED: 08/27/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: RETOONG STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 1
DEALER NAME: FAMILY FORD INC SALES CODE: F16482 P & A 8088
REASON CODE: 0448 DEALERSHIP - REPAIR PROCEDURE
SYMPTOM: STALLS STALLS OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC88 - US CONCERN CASE BASE COMBINATION: PHONE
ACTION: 854 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: LLEVANDR LECIA LLEVANDR
ACTION DATA COMMENTS:

07/20/01

11.44.08 CUSTOMER SAYS: -- TOOK VEH INTO DLRSHP FOR ENGINE CONCERN
DYING -- CUST CLAIMS THAT THERE IS 800 MILES ON TRK VEH --
CUST CLAIMS THAT THE MILEAGE THAT THE VEH WAS IN AT 800 --
CUST PICK UP THE VEH WITH 800 MILES -- HOWEVER ON THE PA
PER WORK IT STATES OUT MILEAGE 711 -- CUST CLAIMS THAT CUST J
UST LEFT THE DLRSHP 20 MINUTES AGO -- THE DLRSHP WAS CLOSIN
G WHEN CUST WENT TO PICK UP THE VEH -- ALSO ROAD TEST THE V
EH 17 MILES -- CUST CLAIMS THAT CUST DOES NOT WANT TO BE R
ESPONSIBLE FOR ADDITIONAL MILEAGE ON LEASE PER CUSTOMER, D
EALER SAYS: -- FOUND NOTHING WRONG WITH THE VEH. CAC ADV
ISED: - APOLOGIZE - DEALERSHIP IS THE BEST TECHNICAL RESOU
RCE - SUPPORT DEALERS DIAGNOSIS - DOCUMENTED CONCERN INFE
RENCE CASE ID: 1602

ORIGIN: CAC88 - US CONCERN CASE BASE COMBINATION: PHONE
ACTION: 854 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: LLEVANDR LECIA LLEVANDR
ACTION DATA COMMENTS:

08/20/01

11.26.08 CUSTOMER SAYS: -- TOOK VEH INTO DLRSHP FOR ENGINE CONCERN
DYING -- CUST CLAIMS THAT THERE IS 800 MILES ON TRK VEH --
CUST CLAIMS THAT THE MILEAGE THAT THE VEH WAS IN AT 800 --
CUST PICK UP THE VEH WITH 800 MILES -- HOWEVER ON THE PA
PER WORK IT STATES OUT MILEAGE 711 -- CUST CLAIMS THAT CUST
JUST LEFT THE DLRSHP 20 MINUTES AGO -- THE DLRSHP WAS CLOS
ING WHEN CUST WENT TO PICK UP THE VEH -- ALSO ROAD TEST THE
VEH 17 MILES -- CUST CLAIMS THAT CUST DOES NOT WANT TO BE
RESPONSIBLE FOR ADDITIONAL MILEAGE ON LEASE PER CUSTO
MER, DEALER SAYS: -- NONE CAC ADVISED: - APOLOGIZE - D
EALERSHIP IS THE BEST TECHNICAL RESOURCE - SUPPORT DEALERS

CONSUMER AFFAIRS 08/18/2002 08:54:00

08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18.41.10

INFORMATION ISSUE CASE NBR: 0514140811
REGION: 13 NEW YORK ZONE: 01 OPENED: 05/07/2001
VIN: 1FMYU04181K064111 ENGINE: 1 VEH TYPE: T CLOSED: 05/08/2001

08/20/01

11.26.08 DIAGNOSIS - DOCUMENTED CONCERN INFERENCE CASE ID: 1602

ERR2-827 23048

CONSUMER AFFAIRS 02/18/2002 1816A2PFG

BEGINNING OF CONTACT
02/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18.11.18

INFORMATION ISSUE CASE REF: 0814140811
REASON: 13 NEW YORK ZONE: E1 OPENED: 08022001
VIN: 1FMYU041W1KPM111 ENGINE: 1 VEH TYPE: T CLOSED: 08022001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] LG:

ADDRESS: [REDACTED]
CITY: NETCONG STATE: NJ ZIP: [REDACTED]

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE:
DEALER NAME: FULLERTON FORD SALES CODE: F1M78 P & A: 80051
REASON CODE: 3028 PROCCOMP DUMPERF - VEHICLE QUALITY
SYMPTOMS: 30488 STALL/QUIT'S AT IDLE ALL ENGINE TEMP

ORIGIN: CACX8 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 408 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED; THANK/APOLOGIZE
DOCUMENT: ANALYST: YSPILLAN YEBINA SPILLANE
ACTION DATA/COMMENTS:

302201
18.18.05 CUSTOMER SAYS: - IS A LOYAL CUST OF FORD HAS HAD AT LEAST
6 FORD VEH - CONTACTED THE DLRSHP - HAD A FUEL
CONCERN, HAD A CONCERN WITH THE DOOR ALMOST FALLING OFF - T
ODAY WAS THE FIRST SNOWSTORM - THE ENGINE SHUT OFF WHEN SHE
WAS GOING DOWN HILL THE HILL WAS IOY WENT DOWN
IN NOISE FIRST .. - WAS ON THE BRAKE AND HAD NEVER PUT HER FO
OT ON THE GAS ... THE VEH WAS GOING INTO 4 WHEEL DRIVE -
CUST COULD NOT BRAKE THE BOX THAT SHOWS YOU WHICH GEAR YOU
WERE IN DISAP PEARED - THE EMERGENCY BRAKE WOULD NOT GO ON
- THERE WAS A BUSY STREET AT THE END OF THE HILL
- THE GEAR SELECTOR WAS MUSHY ... REALIZED THAT THE VEH HA
S STALLED - THERE WAS AN OOD BURNING SMELL WHEN SHE WAS DRIV
ING THE VEH AFTER THAT - CALL THE DLRSHP - THIS HAPPENED
THIS MORNING - CUST IS NOT SURE IF SHE COULD SHOULD FILE U
NDER THE LEMON LAW - HAS CHILDREN IN THE VEH - CUST STATE
S THAT SHE UNDERSTANDS THAT THIS IS A FIRST YEAR MODEL AND T
HERE WILL BE CONCERNS - CUST ASKING SOMEONE TO LOOK INTO
THIS AND THAT THIS IS SOMETHING THAT HAS NEVER HAPPENED BEF
ORE AND THAT IT SHOULD NOT HAPPEN AGAIN PER CUSTOMER, DEALE
R SAYS: - UNLESS WE CAN DUPLICATE THE CONCERN WE CAN NOT RE
PAIR IT - WE CAN NOT TELL YOU WHAT HAPPEN UNLESS WE CAN RE
CREATE THE SITUATION IT IS HARD TO SAY WHAT HAPPENED CAC A
DIVIDED: - INFORMATION HAS BEEN FORWARDED TO APPROPRIATE DEP

ER02-927 21841

ATTENTIONS - THANK YOU CUSTOMER FOR PROVIDING US THEIR FEEDBACK
OK REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/02 MMFA0PFB

08/18/02 MASTER OWNER RELATIONS SYSTEM II 15.41.19

INFORMATION ISSUE CASE NO: 081410011
REGION: 13 NEW YORK ZONE: B1 OPENED: 08/28/01
VIN: 1PMYU41510P4111 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/01

ORIGIN: CACMS - MANUAL - TEAM LEADERS COMMUNICATION: MAIL
ACTION: 507 - ISSUE TRANSFERRED TO ANOTHER DEALER
DOCUMENT: ANALYST: CHOLECOO GATHY MOLECOO
ACTION DATA/COMMENTS:

08/28/01
10/17/11 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAC ADVISE
D:

CONSUMER AFFAIRS 08/18/02 MMFA0PFB

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 15.41.19

INFORMATION ISSUE CASE NO: 08280082
REGION: 47 GENESENY ZONE: A1 OPENED: 08/28/02
VIN: 1PMYU41510P4111 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/02

LAST NAME: [REDACTED] STATUS: CLOSED

8862-827 23842

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 2000
DEALER NAME: FULLER FORD INC SALES CODE: F47008 P & A: 08087
REASON CODE: 8825 PRODCOMP DUMP/PERF - VEHICLE QUALITY
SYMPTOMS: 807489 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: QAC08 - US CONCERN CASE BASE COMBINATION: EMAIL
ACTION: 088 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: BMOGALLA SIMONE MOGALLA
ACTION DATA/COMMENTS:

4888008
17.11.22 CUSTOMER SAYS: I'M AN EMPLOYEE OF FULLER FORD AND WE'VE BEEN WORKING WITH THE FORD HOTLINE ON SEVERAL OCCASIONS TRYING TO SOLVE THIS PROBLEM. THE TRUCK STALLS WHEN DESCENDING HILLS ON OCCASIONS. WE'VE HAD FOUR IN OUR DEALERSHIP FOR THE SAME PROBLEM. EACH TIME OUR SERVICE MANAGER CALLS THE HOTLINE & THEY TELL US DIFFERENT THINGS TO TRY WHICH HAVEN'T SOLVED THE PROBLEM. ANY HELP WOULD BE APPRECIATED. PER CUSTOMER, DEALER SAYS: NONE QAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/MI DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDITRY MGR REFERENCE CASE ID: 4291

CONSUMER AFFAIRS 08/18/2002 14:54:30

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM II 16.41.10

INFORMATION ISSUE CASE NR: 082300171
REGION: MI ATLANTA ZONE: 08 OPENED: 01/17/2001
VIN: 1FMYU01181K28828 ENGINE: 1 VEH TYPE: T CLOSED: 01/17/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MOUNT PLEASANT STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 02
RELEASE: 2000
DEALER NAME: JONES FORD, INC. SALES CODE: F21291 P & A: D122
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 807489 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: QAC08 - US CONCERN CASE BASE COMBINATION: PHONE
ACTION: 882 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: AYUBIN AJUREY YEH
ACTION DATA/COMMENTS:

1/17/2001
18.10.01 CUSTOMER SAYS: -STATES THAT SHE NO LONGER WANTS THE VEH #NAME? THE DEALER HAS NOT BEEN ABLE TO FIND -VEH HAS BEEN THERE FOR 3 DAYS -STATES THAT THE DEALER HAS BEEN GREAT BUT HER VEH IS JUST NOT RELIABLE -ALSO THAT THERE HAS BEEN 2 RECALL

DN02-027 23043

8 ON THE VEH AND IT IS BRAND NEW -STATES THAT THERE WERE R
BOALLS ON THE VEH THAT THE DLRSHP DID NOT ADVISE THE CUST OF
PER CUSTOMER, DEALER SAYS: *****OB
C TO DLRSHP***** -SPOKE TO BIL WALLACE IN THE SERVICE DEPT
AND SHE STATED THAT THE VEH WILL NOT CRANK AND THAT THEY AR
E NOT ABLE TO DUPLICATE THE CONCERN -UNTIL THE VEH DUPLICA
TES THE CONCERN THEY CANNOT REPAIR IT CAC ADVISED: - INFO
RM WHY THE DEALERSHIP CANN NOT RESOLVE THE CONCERN IF THEY C
ANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE
CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CO
NCERN IS NOTICED INFERENCE CASE ID: 4402

CONSUMER AFFAIRS 05/18/02 MIFA0773

BEGINNING OF CONTACT

05/18/02 MASTER OWNER RELATIONS SYSTEM B 11.41.10

INFORMATION ISSUE CASE NR: 05282390
REGION: 18 NEW YORK ZONE: B1 OPENED: 05/08/01
VIN: 1FMYU0181K000000 ENGINE: 1 VEH TYPE: T CLOSED: 05/18/02

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 MLT 4x4
RELEASE
DEALER NAME: SOUND BROOK FORD, I SALES CODE: F1009 P A A: 01770
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 007403 STALL/QUITS AT IDLE ALL ENGINE TEMP

OFFICE: CACEN - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 006 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: PRICHARD PIERRE RICHARD
ACTION DATA/COMMENTS:

05/18/02
17.02.06 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CBO TO DLRSHP
LST HAS FILE FOR LIDON LAW NOTHING FURTHER CAN BE SAID OR DO
NE CAC ADVISED: - ADVISE CUSTOMER NO FINANCIAL ASSISTANCE
#RAB17
VEH DLRSHP INFERENCE CASE ID: 5321

ER02-027 23844

CONSUMER AFFAIRS 08/18/02 08FAP078

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.10

INFORMATION ISSUE CASE NUM: 00284330
REGION: 14 NEW YORK ZONE: E1 OPENED: 08/18/01
VIN: 1FMYU04181K08889 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/01

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 4X4
MILEAGE: 18890
DEALER NAME: FULLERTON FORD SALES CODE: P18475 P & A: 00871
REASON CODE: 30M1 PRODDCMP DURPBRP - MULTIPLE REPAIR
SYMPTOM: 80466 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CAC088 - US CONSUMER CASE BASE. COMMUNICATION: MAIL
ACTION: 884 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: TREVES TRUCA REVER
ACTION DATA COMMENTS:

08/28/01
12:56:47 CUSTOMER SAYS: CUSTOMER SAYS: -CUSTOMER SAYS ENGINE STALLS
AND EVERYTHING SHUTS DOWN. -CUSTOMER SAYS WHEN ENGINE STALLS
THE CHECK ENGINE LIGHT WILL BE ON, AND IF CUSTOMER TAKES VEH IN
TO DEALER THE LIGHTS COME OFF. -DEALER WILL NOT BE ABLE TO
DUPLICATE THE PROBLEM. -CUSTOMER SAYS VEH HAS BEEN TO DEALER
FOR THE SAME ISSUE AND DEALER COULD NOT FIND THE PROBLEM.
-CUSTOMER SAID THIS ISSUE BEGAN ON THE 2ND DAY OF PURCHASE. -
CUSTOMER SAYS VEH WAS AT DEALER LAST THEN A MONTH. -CUSTOMER SAYS
THE LIGHT WILL COME ON AND VEH STALLS QUITE FREQUENTLY. PER
CUSTOMER, DEALER SAYS: -NONE GAO ADVISED: -SUPPORT REPAIR
PROCEDURE COMPLETED BY DEALER. -GAO ADVISED-
-GEO TO DLFL -GEO WAS ADVISED BY A BYVA
DIVISION OF REPAIRS DONE ON VEH. -DEALER CONTACTED THE TECH
HOTLINE AND WAS INFORMED TO REPLACE THE IDLE AIR VALVE AND O
OILANT BOTTLE. THE VEH WAS TEST DRIVEN ON AUG 18/04 BY A MGR PRO
M CHRYSLER, AND VEH WAS TEST DRIVEN ON SEPT 10/01 AND DEALER
COULD NOT DUPLICATE THE PROBLEM. -CAC ADVISED-
-GEO LEFT MESSAGE WITH WIFE REGARDING F
FEEDBACK TO CUSTOMER INQUIRY, AND WAS INFORMED THAT INFORMATION H
AS BEEN DOCUMENTED WITHIN SYSTEM. REFERENCE CASE ID: 4906

CONSUMER AFFAIRS 08/18/02 08FAP078

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.10

INFORMATION ISSUE CASE NUM: 00408811
REGION: 21 ATLANTA ZONE: E3 OPENED: 08/18/01
VIN: 1FMYU021X1K080782 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: JACKSONVILLE STATE: FL ZIP: [REDACTED]

2002-027 23046

HOME PHONE: [REDACTED]
MODEL YEAR: 8001 MODEL: ESCAPE XLT 400
RELEASE: 19800
DEALER NAME: PREMIER FORD LINO N SALES CODE: F21980 P & A: 0099
REASON CODE: 8019 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 80798 STALL/CUTS AT IDLE ALL ENGINE TEMP

OFFER: 04088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: RWBIRA1 RYAN WBIWA
ACTION DATA/COMMENTS:

01/19/81

17.53.19 CUSTOMER SAYS: -TRUCK TOWED TO A DLR OUT OF STATE AND THEY SAID THAT IT WAS 80% -THEY ORDERED THE PART IT AND INSTALLED IT AND IT STILL DOESN'T WORK -NOW THEY SAY THAT THE PROBLEM IS THE CATALYTIC CONVERTER -HASN'T HAD THE TRUCK FOR 30 DAYS AS -WANTS TO KNOW IF WE CAN GET IT TOWED BACK TO THE SELLING DLR. -CUST ALSO WANTS THE DLR TO BUY BACK THE VEH.

#NAME?

STOMPER, DEALER SAYS: -NONE OAC ADVISED: -TOLD CUST THAT WE CAN'T TOW THE CAR TO JACKSONVILLE AND THAT THE DLR IS THE BEST RESOURCE TO FIX THE DLR -ALSO TOLD HER THAT THE DLR IS AS ALL OF THE TECH RESOURCES TO PROPERLY FIX HER CAR WITHIN FORD SPONS. -TOLD THE CUST ON THE ISSUE OF BUYING BACK THE VEH: OUR GOAL IS TO WORK WITH YOU AND YOUR SERVING DEALERSHIP TO PROPERLY REPAIR YOUR VEHICLE. THE DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU WITH THIS AND OTHER CONCERNS. (CUSTOMER SAYS THAT HER HUSBAND WILL CALL BACK AND TRY TO GET TRUCK BOUGHT BACK) REFERENCE CASE ID: 8884.

CONSUMER AFFAIRS 01/19/81 MANUFACTURING

BEGINNING OF CONTACT

01/19/81 MASTER OWNER RELATIONS SYSTEM IN 13.41.10

INFORMATION ISSUE CASE NO: 04620820
REGION: 44 PITTSBURGH ZONE: 04 OPENED: 10/19/80
VEH: 1FMYLH8E0P19801 ENGINE: 1 VEH TYPE: T CLOSED: 10/19/81

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: MENTOR STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 8001 MODEL: ESCAPE XLT 400

RELEASE: 19800

DEALER NAME: MULLINAX EAST INC SALES CODE: F4088 P & A: 82167

REASON CODE: 3035 PRODRUMP DURPERF - VEHICLE QUALITY

SYMPTOM: 60748 STALL/CUTS AT IDLE ALL ENGINE TEMP

OFFER: 04088 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: FLAPSE RUTH LARNE

ACTION DATA/COMMENTS:

10/19/81

10.53.20 CUSTOMER SAYS: -CUST FEELS THAT VEH IS A DEATH TRAP -VEH WILL DIE OUT -DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN -CUST WANTS OUT OF THE VEH AND HER MONEY BACK -CUST IS UNWILLING TO GO BACK ORIGINAL SELLING DLR -ADAM MAGE SALES MGR MANAGER THAT VERIFIED THE CONCERN FOR CUSTOMER, DEALER SAYS: WILL BE GIVEN \$500 TOWARD AN OTHER VEHICLE. OAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FOREIGN DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER BY

8882-827 23848

OLD CONTACT CRAMERY MBR -CSO TO DLR AND SPOKE TO BM AND
WAS ADVISED THAT CUST NEEDS TO GO BACK TO ORIGINAL SELLING D
LR REFERENCE CASE ID: 4804

CONSUMER AFFAIRS DEPT/DOOR MSAFAC/PS

BEGINNING OF CONTACT

DEPT/DOOR MASTER OWNER RELATIONS SYSTEM II TEL:41.18

INFORMATION ISSUE CASE NBR: 084800281
REGION: 15 NEW YORK ZONE: 01 OPENED: 0802001
VIN: 1WYL0E161K17982 ENGINE: 1 VEH TYPE: T CLOSED: 0208001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: NORTH PLAINFIELD STATE: NJ ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4M

MILEAGE: 100

DEALER NAME: DITSCHEMANN FLEMINGTO SALES CODE: F1840 P & A: 0818

REASON CODE: SOME PRICE/COMP DLR/PERF - VEHICLE QUALITY

SYMPTOM: 007488 STALL/QUITS AT IDLE ALL ENGINE TEMP

OFFER: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 8M - CS-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: CBA,INBS CORAZON SAJINES
ACTION DATA/COMMENTS:

080801
22.51.28 CUSTOMER SAYS: DAYTIME PHONE NO. WITH EXT 154; CUST HAS A
1 MONTH OLD VEH; PURCHASE LAST DEC 28, 2000 AND NOW IT HAS MA
JOR PROBLEM; VEH BROKE DOWN; CUST PUT \$800.000 DEPOSIT F
OR THIS CAR AND DLR HAVE TO PAY ONLY 4 DAYS LOANER AND THEY
HAVE TO PAY 3 DAYS AND NEED TO PAY ADDITIONAL MONEY FOR THE
VEH FOR DEPOSIT; COMPUTER FAIL AND PROCESSOR NEED TO BE RE
PLACED; THE VEH JUST CUT OFF AND TOOK THE VEH TO THE DLR; H
P AND THEY WERE PUT INTO A LOANER VEH; CUST HAS LOANER FOR
7 DAYS; VEH WENT ON FRIDAY NIGHT AND PART WAS ORDERED BY D
LR ON MONDAY; VEH IS RUNNING PERFECTLY AND WAS RETURNED TO
CUST 08 JAN. VEH IS AT THE SHOP 18 JAN 2001. PER CUSTOMER,
DEALER SAYS: WE ONLY PAY FOR THE RENTAL AND ADDITIONAL WH
LL BE ON YOUR ADDITIONAL WARRANTY PLAN AS DITSCHEMANN FORD IN
FLEMINGTON NEW JERSEY -CSF WILL PAY \$140 AND CUST WILL PA
Y THE \$110 CAC ADVISED: - DEALERSHIP IS IN THE BEST POSI
TION TO ASSIST YOU - CONTACT CRAMERY MBR FOR ADDITIONAL IN
FORMATION - DOCUMENTED INFORMATION -APOLOGIZE -ADVISED CU
ST THAT CALL BACK WILL BE MADE BY CSR MONDAY 08 FEB 2001 IN
BETWEEN 10:00AM-11:00PM AFTER MAKING FOLLOW-UP AND CLARIFYI
NG MATTERS WITH DLR/HP REFERENCE CASE ID: 1006

EM2-827 23847

CONSUMER AFFAIRS 09/18/2001 MMFA3PFB

BEGINNING OF CONTACT

09/18/2001 MASTER OWNER RELATIONS SYSTEM III 15.41.78

INFORMATION ISSUE CASE NBR: 064748001
REGION: 47 CINCINNATI ZONE: A1 OPENED: 09/18/2001
VIN: 1FMYLD44HKA79144 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/2001

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
RELEASE: 300
DEALER NAME: MONTGOMERY FORD SALES CODE: P47008 P & A: 08938
REASON CODE: DSM DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 307498 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: OACRS - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 822 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: ALFRED ALEX ALFRED
ACTION DATA COMMENTS:

3/21/2001
17.05.18 CUSTOMER SAYS: -CUSTOMERS VEH STALLED AND THE DEALER REPLA
CED THE FUEL INLET RELAY SWITCH -CUSTOMER STALLED AGAIN AND
THE CUSTOMER ALMOST WAS IN AN ACCIDENT -DEALER WANTS CUSTO
MER TO RETURN THE RENTAL -DEALER HAS HAD THE VEH FOR 5 DAYS
PER CUSTOMER, DEALER SAYS: -DID NOT CONTACT -CND TO D
ON AT THE DEALER TO FIND OUT ABOUT THIS TRUCK CND ADVISED:
#NAME?
IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVI
CE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (N
T PERMITTED) CONCERN IS NOTICED IN REFERENCE CASE ID: 4489

CONSUMER AFFAIRS 09/18/2001 MMFA3PFB

BEGINNING OF CONTACT

09/18/2001 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 086278470
REGION: ZONE: OPENED: 09/18/2001
VIN: 1FMYLD44HKA79144 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PELHAM STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
RELEASE: 19000

822-827 23948

DEALER NAME: SALES CODE: P & A
REASON CODE: 80MR PROCDOMP DURPFRF - MULTIPLE REPAIR
SYMPTOM: 807488 STALLOUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRD WILL FOLLOW-UP
DOCUMENT: ANALYST: CLAM CHARTELLE LAM
ACTION DATA/COMMENTS:

8198201

11/25/02 CUSTOMER SAYS: HAD THE VEHICLE TOWED SEVERAL TIMES. CLRWHP SAID THEY CAN NOT FIX IT THEY ARE OFFERING A NEW VEHICLE IF CUST WOULD CONTRIBUTE \$1,000.00 CUST SAID HIS VEHICLE IS AL SO BRAND NEW AND IS STILL UNDER MANUFACTURE WARRANTY WHY WOULD HE HAS TO PAY EXTRA \$1,000.00 FOR A NEW VEHICLE -CUST WANTED THE VEHICLE FIXED. PER CUSTOMER, DEALER SAYS -HOME CAD ADVISED: - CRD UNABLE TO REACH DEALER LEFT MESSAGE FOR CLRWHP TO CALL BACK IF THERE IS ANY NEW REPAIR PROCEDURE FOR UND - CRD WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO ENSURE ISSUE - FOLLOW UP WITH CUSTOMER REFERENCE CASE ID: 480

ORIGIN: DACMS - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 801 - OUTBOUND CALL TO FORMER/CURY CUSTOMER
DOCUMENT: ANALYST: CLAM CHARTELLE LAM
ACTION DATA/COMMENTS:

8198001

10/24/02 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISED: CRD TO CUST LEFT MESSAGE THAT REGION OFFICE IS HANDLING THE CASE AS THEY TRIED TO CONTACT CUST BUT NOT AVAILABLE.

CONSUMER AFFAIRS 06/18/02 MANUFACTURE

BEGINNING OF CONTACT

06/18/02 MASTER OWNER RELATIONS SYSTEM III 15.41.18

INFORMATION MODULE CASE NR: 0677142781
REGION: 87 WASHINGTON ZONE: 01 OPENED: 11/06/001
VIN: 1FMYJ0B18K172801 ENGINE: 1 VIN TYPE: T CLOSED: 11/06/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: YORKTOWN STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 40I
MILEAGE: 21000

DEALER NAME: FREEDOM FORD HAMPTO SALES CODE: FT086 P & A: 0768
REASON CODE: 80MR PROCDOMP DURPFRF - MULTIPLE REPAIR
SYMPTOM: 807488 STALLOUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRD WILL FOLLOW-UP
DOCUMENT: ANALYST: SCHURCH STEVEN CHURCH
ACTION DATA/COMMENTS:

11/25/02

CLAM, YS CUSTOMER SAYS: -CUSTOMER SAYS: "AS PER CUST'S E-MAIL" - THIS IS MORE OF A COMMENT AND CONCERN. THE ESCAPES HAVE BEEN HAVING STALLING ISSUES AND NOTHING HAS BEEN SENT TO THE OWNERS CONCERNING THIS PROBLEM. I HAD TO GO TO A WEBSITE TO FIND A FIX BECAUSE MY DEALER (AND OTHERS FROM WHAT I GATHERED) EITHER DO NOT BELIEVE THE OWNER OR DON'T KNOW ANYTHING ABOUT THIS PROBLEM. FORD NEEDS TO RESOLVE THIS ISSUE BEFORE SOMEBODY IS SERIOUSLY HURT DUE TO A STALLING ENGINE - BEEN TO DLN 4X -CUST CONSIDERING FILING LEMON LAW PER CUSTOMER, DEALER SAYS: -REPLACED EEC MODULE AND CRANKSHAFT POSITION SENSOR. CAD ADVISED: - CRD UNABLE TO REACH DEALER - CRD W

0682-027 23848

ALL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE -
FOLLOW UP WITH CUSTOMER INFERENCE CASE ID: 4808

CONSUMER AFFAIRS 08762002 SANFAXPMS

BEGINNING OF CONTACT

08762002 MASTER OWNER RELATIONS SYSTEM III 12-11-19

INFORMATION ISSUE CASE NBR: 090848001
RESPOSE 72 SAN FRANCISCO ZONE B1 OPENED: 11/05/001
VIN: 1FACLD417K384872 ENGINE: 1 VEH TYPE: 7 CLOSED: 11/05/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LIVERMORE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 47000
DEALER NAME: HAYWARD FORD SALES CODE: F78018 P.S.A: 0789
REASON CODE: 1141 AWA - OUTSIDE CRITERIA, REQUIRING AWA
SYMPTOM: 007488 STALL/OLTS AT IDLE ALL ENGINE TEMP

ORIGIN: DAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: AGONIS AMANDA BONES
ACTION DATA/COMMENTS:

11/05/001

12-11-17 CUSTOMER SAYS: -CUST HAD DIFFICULTY STARTING THE VEH -WHEN
THE VEH DOES START IT CUTS OFF -CUST BROTHER WENT TO PICK
UP THE VEH AND THE RMP WAS REALLY LOW -CUST IS CONSIDERING
RETURNING THE VEH BECAUSE THEY THINK THE VEH IS DANGEROUS
UNSAFE

FIVE -CUST JUST WANTS THE VEH REPAIRED -CUST REALLY WANTS
TO RETURN HIS VEH TO FORD OR GET ANOTHER VEH AT EQUAL VALUE
PER CUSTOMER, DEALER SAYS: -THEY DON'T WANT TO PAY FOR
A CAR RENTAL -IF THEY DO PROVIDE CUST WITH A LOANER AND
IT IS DETERMINED THAT THE PROBLEM IS NOT COVERED UNDER WARRANTY
CUST IS RESPONSIBLE FOR THE LOANER EXPENSE -THEY WOULD
NOT BE ABLE TO FIX THE VEH UNTIL WEDNESDAY OF THIS WEEK 11/0
78001 QAO ADVISED: - WARRANTY HAS EXPIRED, NO FINANCIAL AS
SISTANCE -ADVISE CUST IT IS FORD POLICY TO REPAIR OR FIX A
VEH BUT NOT TO BUY BACK A VEH -ADVISE CUST TO CONTACT THE
FINANCE MANAGER OR SALES MANAGER AT THE CLR FOR FURTHER ASS
ISTANCE WITH HIS CONCERN ABOUT TRADING IN HIS VEH INFERENCE
CASE ID: 4812

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.41.79

INFORMATION ISSUE CASE NBR: 0718348181
REGION: 27 WASHINGTON ZONE: A1 OPENED: 06/07/2001
VIN: 1FM0U0410YK840872 ENGINE: 1 VEH TYPE: T CLOSED: 06/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FAIRFAX STATION STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2455
DEALER NAME: TRD BRITT FORD SALES CODE: F2704 P & A: 0804
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 807483 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 538 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: 0000090 DENISE GOODRIDGE
ACTION DATA COMMENTS:

8/7/2001
16.06.21 CUSTOMER SAYS: VEHICLE PURCHASED IN MAY VEHICLE HAS
STALLED 3 TIMES WHEN BEING DRIVEN STEERING WHEEL LOCK
S / ENGINE LIGHT COMES ON VEHICLE STALLS
VEHICLE WAS TAKEN TO DEALER
JULY 25TH WAS PICKED UP AUG 8TH TODAY VEHICLE STALLS
D AGAIN CLUT SAYS VEHICLE IS VERY UNSAFE AND DOES NO
T WANT THIS VEHICLE --- PER CUSTOMER, DEALER SAYS: UNABL
E TO DETERMINE WHAT IS CAUSING THIS CONCERN CAC ADVIS
ID: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN
IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVIC
E - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (ENTER
WARRANT) CONCERN IS NOTED IN REFERENCE CASE ID: 4408

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM IN 13.41.79

INFORMATION ISSUE CASE NBR: 0754828201
REGION: 28 MEMPHIS ZONE: A2 OPENED: 06/07/2001
VIN: 1FMYUD411K881110 ENGINE: 1 VEH TYPE: T CLOSED: 06/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOT SPRING STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4988
DEALER NAME: FISSR FORD LINCOLN SALES CODE: F2847 P & A: 07863
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 807483 STALL/QUIT AT IDLE ALL ENGINE TEMP

ER82-827 23851

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 825 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: VIKASH VERMA 8838H
ACTION DATA COMMENTS:

9/7/01

19.02.02 CUSTOMER SAYS: - BEN TO THE DLN FOR 8 TIMES FOR STALLING
- FIRST TIME CONCERN NOTED WAS AUG 20/1 WHILE DRIVING 30
00 MILES. - VEH IS AT THE DLRHP NOW FOR A WEEK. - TECH H
AVE CONTACTED THE TECH HOTLINE. - CUST SPOKE TO THE GENERA
L MANAGER & CUST WAS PROVIDED WITH A LOANER. - CUST WILL
APPLY FOR LEMON LAW. - PER CUSTOMER, DEALER SAYS: - NO
NE GAO ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOL
VE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT T
HE TIME OF SERVICE. - ADVISE CUSTOMER TO CONTACT DEALERSHIP
AS SOON AS (INTERMITTENT) CONCERN IS NOTICED. REFERENCE C
ASE ID: 4492

CONSUMER AFFAIRS DE182002 MM/FAX/PRE

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM II 19.01.19

INFORMATION URL/IN CASE/REF: 09/7/01/02
REGION: 24 ORLANDO ZONE: D1 OPENED: 09/02/01
VIN: 1FMYL03141K257083 ENGINE: 1 VEH TYPE: T CLOSED: 09/30/01

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 402
RELEASE: 28000
DEALER NAME: KINGSLAND FORD-MERCO SALES CODE: P24674 P & A: 0488
REASON CODE: 8088 FROM/COMP/DU/REP/7 - VEHICLE QUALITY
SYMPTOMS: 807488 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLN; CONTACT CRM
DOCUMENT: ANALYST: JINGOO JAMES 88300
ACTION DATA COMMENTS:

9/30/01

19.02.02 CUSTOMER SAYS: INFO FROM CUST - VEH CUTS OFF AT LEAST THREE
TIMES A WEEK - AROUND 25MPH. IT GETS STUCK AND YOU HAVEN'T
TO PUSH THE GAS REALLY HARD - THE LAST TIME THE VEH WAS IN W
AS JULY 5TH - CUST IS SEEKING PROPER REPAIRS ON NEW VEHICLE
PER CUSTOMER, DEALER SAYS: - NONE GAO ADVISED: - WE RE
COMMEND THE REPAIR BE PERFORMED BY A FORD/ALM DEALERSHIP - I
NFORMATION WILL BE SENT TO DLN, CUSTOMER SHOULD CONTACT CRM/
SERV MGR REFERENCE CASE ID: 4904

ERR2-027 23862

CONSUMER AFFAIRS 08/18/2002 MRFAPTRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 10.41.19

INFORMATION ISSUE CASE#/REF: 1811080778
REGION: IN ATLANTA ZONE: B1 OPENED: 08/18/2002
VIN: 1PMYU0B111NF44528 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI
ADDRESS: [REDACTED]
CITY: ALPHARETTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
RELEASE: 28008

DEALER NAME: TEAM FORD AT NORTH P SALES CODE: PR021 P & A: 0208
REASON CODE: 8088 PROD/COMP DUR/REP - VEHICLE QUALITY
SYMPTOMS: 807488 STALL/OUTS AT IDLE ALL ENGINE TEMP

OFFER: CAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: M HARNVEY MELISSA HARNVEY
ACTION DATA/COMMENTS:

08/18/2002
08:37:48 CUSTOMER SAYS: CUST SAYS HER VEH STALLS WITH NO REASON AT ALL. CUST SAYS THE LAST TIME THIS HAPPENED BACK IN NOV THE VEH WAS TAKEN INTO THE DLR FOR THIS THEY COULD NOT FIND ANYTH ING. CUST SAYS THIS IS DANGEROUS AND VERY SCARY. CUST SAYS SHE WOULD LIKE SOMETHING DONE. CUST SAYS WHEN THE VEH TURNED OFF ALL THE LIGHTS LIT UP ON THE DASH THEN THE VEH SHUT OFF. CUST SAYS THE VEH STARTS RIGHT UP AGAIN. CUST HAS AN APPOINTMENT SCHEDULED FOR TODAY. PER CUSTOMER, DEALER SAYS: OAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD RETAIL DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDIT MGR IMPERIOUS CASE ID: 4891

CONSUMER AFFAIRS 08/18/2002 MRFAPTRG

ER02-827 23893

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.19

INFORMATION ISSUE CASE NBR: 1314831082
 REGION: 18 NEW YORK ZONE: M1 OPENED: 04228002
 VIN: 1FMYU08121KA81984 ENGINE: 1 VEH TYPE: T CLOSED: 04238002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: HOLBROOK STATE: MA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
 MILEAGE: 21000

DEALER NAME: BOB THOMAS FORD INC SALES CODE: F18800 P & A: 03891
 REASON CODE: 1108 AWA - Y/N CRITERIA, REQUEST AWA AFTER REPAIR
 SYMPTOM: 827483 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: GACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 732 - PROVIDE ASSISTANCE
 DOCUMENT: ANALYST: GSEMM GARTH BEAM
 ACTION DATA COMMENTS:

4/23/02

12.14.02 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: -- NONE CAC
 ADVISED -- OBC TO DLRSHP -- ADVISED DLRSHP THAT CRC WIL
 L REIMBURSE THE COST FOR THE UPTO 900 FOR THE ONE DAY -- D
 LRSHP IS WILL TO PROCESS PER CODE FOR CUST --

-- OBC TO CUST [DORRA ORLINA
 LI (PARENT)] -- ADVISED CUST THAT FORD WILL REIMBURSE HER F
 OR THE ONE RENTAL -- CUST SATISFIED WITH THE OFFER --

SUCH A VALUED CUSTOMER TO FORD AND THE DEALERSHIP, WE WOU
 LD LIKE TO PROVIDE YOU WITH A LOANER VEHICLE. - PLEASE RETA
 IN YOUR ORIGINAL RECEIPTS FOR THE LOANER VEHICLE AND SUBMIT
 THEM TO (PROVIDE EMPLOYEE NAME) THE SALES PM FOR REIMBURSEMENT
 ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF
 TOTAL PER DAY (\$65 PM, \$80 L), NUMBER OF DAYS AS WELL AS T
 OTAL AMOUNT OF COMPENSATION. - PLEASE NOTE THAT FORD WILL N
 OT COVER FUEL, TAXES, INSURANCE OR MILEAGE COSTS. IF THE CU
 STOMER RENTS A VEHICLE WITH A DAILY COST GREATER THEN THE DA
 ILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE. I
 N REFERENCE CASE ID: 8884

CONSUMER AFFAIRS

08/18/02 184F07P2

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.19

INFORMATION ISSUE CASE NBR: 1314831082
 REGION: 18 NEW YORK ZONE: M1 OPENED: 04228002
 VIN: 1FMYU08121KA81984 ENGINE: 1 VEH TYPE: T CLOSED: 04238002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: HOLBROOK STATE: MA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
 MILEAGE: 21000

DEALER NAME: BOB THOMAS FORD INC SALES CODE: F18800 P & A: 03891
 REASON CODE: 1148 AWA - WITHIN CRITERIA, REQUESTING AWA
 SYMPTOM: 827483 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: GACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 725 - ADVISE CUST TO SUBMIT RECEIPTS TO DLR FOR REVIEW

ER02-027 23054

DOCUMENT: ANALYST: GEBAM GARTH BEAM
ACTION DATA COMMENTS:

4823082
12:43:38 CUSTOMER SAYS: 781-844-8887 (WORK) 781-
787-4888 (HOME) == VEH SUDDENLY LOSE POWER THEN QUIT ==
WARN INDICATORS CAME ON THE DASH == VEH WAS REPAIRED BY B
OR THOMAS FORD == WAS CHARGE FOR A RENTAL VEH == FEELS T
HE RENTAL VEH SHOULD BE COVERED UNDER ESP == PER CUSTOMER,
DEALER SAYS: == NONE == CAC ADVISED: - FOR REIMBURSEMEN
T CONSIDERATION PLEASE SUBMIT YUR ORIGINAL RECEIPTS OF THE O
RIGIN OF YOUR LOCAL DEALER. THE DEALER WILL DETERMINE IF RE
IMBURSEMENT IS POSSIBLE OR NOT == DRG TO DLRSHP == SPOKE
WITH PAUL [66] == DLR FEELS ITS A GOOD BUSINESS DECISION T
O ASSIST THE CUST INFERENCE CASE ID: 6808

CONSUMER AFFAIRS 02/18/2002 15:14:18

BEGINNING OF CONTACT

02/18/2002 MASTER OWNER RELATIONS SYSTEM 15:41:18

INFORMATION ISSUE CASE NBR: 188202082
REGION: 10 BOR ZONE: 02 OPENED: 02/18/2002
VIN: 1FMCU04181K1P1000 ENGINE: 1 VEH TYPE: T CLOSED: 02/28/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: PO BOX 800
CITY: PORT ASHBY STATE: WV ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 18000
DEALER NAME: MARKWOOD FORD-MERCU SALES CODE: F44820 P.A.: 0280
REASON CODE: 084 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 85748 STALL/QUIT AT IDLE ALL ENGINE TEMP

OWNER: GADSB - US CONCERN CASE BASE CONSIGNATION: PHONE
ACTION: 083 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: BRNIGHTS SABINA KNIGHTS
ACTION DATA COMMENTS:

6282008
08:03:55 CUSTOMER SAYS: -VEH KEEPS SHUTTING OFF ON HER IN ALL CONDI
TIONS -IT ALSO HAS A NO START PROBLEM -CUST ALMOST GOT
INTO AN ACCIDENT BECAUSE OF THIS -CUST HAS NO STEERING WHE
N THIS HAPPENS -CUST WANTS TO FIND OUT IF THERE IS A KNOWN
PROBLEM WITH THIS -CUST WANTS THIS FIXED -CUST WOULD L
IKE ANOTHER PHN # TO TALK TO SOMEONE AT THE CORPORATE OFFICE
-AS NOT HAPPY WITH ANSWER PER CUSTOMER, DEALER SAYS:
MARKWOOD - HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN -NO
THING SHOWING ON THE DIAGNOSTIC -THEY SPOKE TO THEIR TECH
HOTLINE STILL WAS UNABLE TO DUPLICATE CAC ADVISED: - FOR
THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED
TO DUPLICATE THE SYMPTOM - THIS WOULD ASSIST THE 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 -INFORMED
CUST THAT THE BEST THING THAT SHE WOULD NEED TO DO IS TO STA

ER22-027 23085

Y IN CONTACT WITH THE DLJ REP - AS THEY HAVE ACCESS TO THE T
ECH NOT THAT WOULD GET THE INFO PRINT - ON HOW TO REPAIR VEH
-INFORMED CUST THAT WE DO NOT HAVE A PHN # FOR THE CORPOR
ATE OFFICE - ALL CUST RELATIONS ARE HANDLED AT THIS DEPT IN
REFERENCE CASE ID: 4488

CONSUMER AFFAIRS 08/28/02 MANUFACTURER

REOPENING OF CONTACT
08/28/02 MASTER OWNER RELATIONS SYSTEM II 12.41.19

INFORMATION ISSUE CASE NR: 18808098
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/07/02
VIN: 1FMYUJ3410K078288 ENGINE: 1 VEH TYPE: T CLOSED: 08/07/02

LAST NAME: STATUS: CLOSED

TITLE FIRST NAME: MI:

ADDRESS:

CITY: NEW KENNESHTON STATE: PA ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 404

RELEASE:

DEALER NAME: CHARAFF FORD NORTH SALES CODE: F44475 P.S.A: 0720

REASON CODE: 0285 PRODUCTION DEFECT - VEHICLE QUALITY

SYMPTOM: 807489 STALL/CRUISE AT IDLE ALL ENGINE TEMP

ORDER: 04086 - US CONCERN CASE BASE COMMUNICATION: INTERNET

ACTION: 888 - ADVISE INFO WILL BE SENT TO DLJ, CONTACT OEM

DOCUMENT: ANALYST: BUTLER1 GAVIN BUTLER

ACTION DATA/COMMENTS:

07/20/02

10.21.18 CUSTOMER SAYS: THE CUSTOMER SAYS THAT THERE HAS BEEN AN ON
GOING STALLING CONCERN WITH THE VEHICLE. HE SAYS HE IS HAPP
Y WITH THE DEALERSHIP SERVICE AND IS CONFIDENT THAT THEY WILL
BE ABLE TO RESOLVE THE PROBLEM. HE WANTS TO KNOW IF THE W
ARRANTY FOR THE CONCERN WILL BE EXTENDED PAST THE BUMPER TO
BUMPER WARRANTY PERIOD. PER CUSTOMER, DEALER SAYS: NONE
CAG ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A F
ORDLIN DEALERSHIP - INFORMATION WILL BE SENT TO DLJ, CUSTOM
ER SHOULD CONTACT DEALERSHIP FOR REFERENCE CASE ID: 4871

ORDER: 04086 - MANUAL - PHONE CSR COMMUNICATION: INTERNET

ACTION: 839 - OUTBOUND CALL TO FORD/MERCUY CUSTOMER

DOCUMENT: ANALYST: BUTLER1 GAVIN BUTLER

ACTION DATA/COMMENTS:

07/20/02

11.28.04 CUSTOMER SAYS: THE CUSTOMER SAYS THAT THERE HAS BEEN AN O
NGOING STALLING CONCERN WITH THE VEHICLE. HE SAYS HE IS HAP
PY WITH THE DEALERSHIP SERVICE AND IS CONFIDENT THAT THEY WIL
L BE ABLE TO RESOLVE THE PROBLEM. HE WANTS TO KNOW IF THE
WARRANTY FOR THE CONCERN WILL BE EXTENDED PAST THE BUMPER TO
BUMPER WARRANTY PERIOD. PER CUSTOMER, DEALER SAYS: NONE
CAG ADVISED: LEFT MESSAGE FOR CUSTOMER. RESCHEDULED FOR
LOW UP.

CONSUMER AFFAIRS 08/28/02 MANUFACTURER

08/28/02 MASTER OWNER RELATIONS SYSTEM II 12.41.19

ERR2-027 23888

Page 116 of 577
djohn02.txt

INFORMATION ISSUE CASE NBR: 18808098
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08072008
VIN: 1FMYU04121K078288 ENGINE: 1 VEH TYPE: T CLOSED: 08112008

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION; INTERNET
ACTION: 881 - OUTREACH CALL TO FORD/AMVICURY CUSTOMER
DOCUMENT: ANALYST: GOUTLIER; BAWN BUTLER
ACTION DATA/COMMENTS:

08112008
12.24.08 CUSTOMER SAYS: THE CUSTOMER SAYS THAT THERE HAS BEEN AN O
NSIONS STALLING CONCERN WITH THE VEHICLE. HE SAYS HE IS HAF
PY WITH THE DEALERSHIP SERVICE AND IS CONFIDENT THAT THEY W
LL BE ABLE TO RECTIFY THE PROBLEM. HE WANTS TO KNOW IF THE
WARRANTY FOR THE CONCERN WILL BE EXTENDED PAST THE BUMPER TO
BUMPER WARRANTY PERIOD. CUSTOMER SAYS THAT HE IS FEELING
ANXIOUS DRIVING THE VEHICLE. PER CUSTOMER, DEALER SAYS:
NONE AND ADVISED ADVISED CUSTOMER OF WARRANTY PROVISIONS.
ADVISED CUSTOMER TO CONTACT US AGAIN IF THERE ARE ANY MORE
PROBLEMS.

CONSUMER AFFAIRS 08/18/2008 MSFA0092

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM IN 15:41:19

INFORMATION ISSUE CASE NBR: 188081801
REGION: 15 NEW YORK ZONE: G1 OPENED: 08082008
VIN: 1FMYU04121K088911 ENGINE: 1 VEH TYPE: T CLOSED: 05/08/2008

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: STATE: NJ ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
RELEASE: 1800
DEALER NAME: JACK THIBOUR FORD SALES CODE: F18480 P & A: 03791
REASON CODE: 024 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 887488 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: 040105 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 885 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: BULLARD; BETTY LLADIS
ACTION DATA/COMMENTS:

ERR2-027 23657

04/18/02

12.17.15 CUSTOMER SAYS: IS DRIVING AT AROUND 40 MPH AND SHUTS OFF
-STEERING LOCKS UP -CUST SAID THIS OCCURED 2 -CUST BROUG
HT VEH TO FORD DLR AND DLR DID REPAIR IN OCTOBER 2001 -VEH
HAS STALLED AGAIN IN APRIL -CUST MADE APPOINTMENT BUT NOTED
ED IN PAPER ITS SOMETHING HAPPENING TO FORD VEH'S BUT NOT HER
S -CUST WANTED TIRES ROTATED, AND REAR LIGHT CHANGED -CUST
SAID WANTS TO KNOW IF ANYONE IN US HAS COMPLAINED ABOUT STA
LLING ISSUES -AC WAS ON VEH WHEN IT STALLED NOW -CUST HAS
APPOINTMENT PER CUSTOMER, DEALER SAYS: TRSBORD CMO ADVI
SED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD
FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST T
HE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT D
PLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAI
R WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALER
SHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED REFERENCE
CASE ID: 4482

CONSUMER AFFAIRS 00182002 MRF43FRG

BEGINNING OF CONTACT

00182002 MASTER OWNER RELATIONS SYSTEM # 12.41.15

INFORMATION ISSUE CASE NR: 189011171
REGION: ZONE: OPENED: 04/12/2001
VEH: 1FMYU0414KF9786 ENGINE: 1 VEH TYPE: T CLOSED: 04/12/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: CANADA STATE: KY ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE 2.5LT 4x4

DEALER NAME: SALES CODE: P & A:

REASON CODE: 80MR PRODCOMP DURPERP - MULTIPLE REPAIR

SYMPTOM: 80780 STALL/CRUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC099 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 712 - ADVISE CUSTOMER CRO WILL FOLLOW-UP

DOCUMENT: ANALYST: MILLER, VERONICA MILLER

ACTION DATA COMMENTS:

4/12/2001

11.05.05 CUSTOMER SAYS: - VEH DIED FOR THE THIRD TIME - DO NOT FE
EL SAFE IN VEH ... DO NOT FEEL SAFE DRIVING VEH - VEH H
ROKE DOWN 3 DAYS AFTER VEH WAS PURCHASED - AND TIME VEH BRO
KE WHILE MY SON WAS OPERATING VEH FOR THE THIRD TIME VEH S
TALLED ON ME AND THEN DIED ... THERE WAS NO LIGHTS ON VEH D
ASHBOARD - PURCHASED VEH FROM LAYNE BROTHERS FORD, WHICH IS
WHERE THE VEH HAD BEEN SERVICED PER CUSTOMER, DEALER SAYS:
- LAYNE BROTHERS FORD ... - 1ST TIME ... HOSE HAD BLOW
N - 2ND TIME ... TRANSMISSION WAS REPLACED CAC ADVISED
: - CRO UNABLE TO REACH DEALER - CRO WILL RE-CONTACT DEALE
R NEXT BUSINESS DAY TO DISCUSS VEH IDLING ISSUE ... FOR
POSSIBLE RESOLUTION ... SUGGESTIONS AND GENERAL DLRSHIP
FEEDBACK - FOLLOW UP WITH CUSTOMER 04/12/2001 - ADVISED
CX OF RECALL 00849 REFERENCE CASE ID: 4003

ORIGIN: CAC008 - MANUAL - PHONE OR COMMUNICATION: PHONE

ACTION: 214 - OUTBOUND CALL TO DEALER

DOCUMENT: ANALYST: MILLER, VERONICA MILLER

ACTION DATA COMMENTS:

ER02-027 23086

4/18/01

14.06.04 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
OAG ADVISED: ***** NOTE TO NEXT CSR, PLEASE ADVISED C
X OF BELOW INFO ***** - O.B.O TO CX TO FOLLOW-UP WI
TH DLRSHP CONCERNATION LEFT MESSAGE TO CX T
O CONTACT DPO - O.B.O TO CX TO FOLLOW-UP WITH DLRSHP CON
VERSATION - PLEASE INFORM CX TO REFER TO DLRSHP CONCERN
ION OF CURRENT VEH CONCERN SINCE AS PER DLRSHP'S CONVERSATI
ON ... CX IS REQUESTING TO GET OUT OF VEH ... THIS WOULD B
E CONSIDERED A SALES ISSUE AT THIS POINT - O.B.O TO DLRSHP
TO ADDRESS VEH STALLING CONCERN CX MISSING INFO

CONSUMER AFFAIRS 08/18/008 MMFA3P93

08/18/008 MASTER OWNER RELATIONS SYSTEM III 18.41.18

INFORMATION ISSUE CASE NUM: 188011171
REGION: ZONE: OPENED: 04/18/001
VIN: 1PMYU041400F18788 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/001

4/18/001

14.06.04 LUTION FOR OFFICER - AS PER KATHY (GM) STATES: - VEH IS
CURRENTLY AT DLRSHP WITH A VRRING CONCERN - A CONTRIBUTOR
WENT OUT IN VEH - CX HAS EXPRESSED AT THIS POINT THAT SHE
WANTED OUT OF VEH

CONSUMER AFFAIRS 08/18/008 MMFA3P93

BOOKING OF CONTACT
08/18/008 MASTER OWNER RELATIONS SYSTEM III 18.41.18

INFORMATION ISSUE CASE NUM: 188062841
REGION: 84 OPLAND ZONE: A2 OPENED: 01/18/2002

ER02-027 23858

VIN: 1FMYU02111NF08167 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/2001

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: 19000
DEALER NAME: WORLD FORD/GENERAL SALES CODE: F6403 P & A: 0480
REASON CODE: 1105 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 807498 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACRS - US CONSUMER CASE BASE COMMUNICATION PHONE
ACTION: 798 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: KALLENY KERRON ALLEN
ACTION DATA COMMENTS:

1/18/2001

10.01.17 CUSTOMER SAYS -JUST REQUESTING RENTAL VEH WHEN VEH IS BRO
UGHT TO DLNHP FOR REPAIR - PER CUSTOMER, DEALER SAYS: -
NONE CAC ADVISED: - I HAVE REVIEWED THE SITUATION AND SEND
IF YOU ARE SUCH A VALUED CUSTOMER TO FORD AND THE DEALERSHIP
, WE WOULD LIKE TO PROVIDE YOU WITH A LOANER VEHICLE. - FL
BASE RETAIN YOUR ORIGINAL RECEIPTS FOR THE LOANER VEHICLE AN
D SUBMIT THEM TO (PROVIDE EMPLOYEE NAME) THE MANAGER FOR FIRM
BURNESTON ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CU
STOMER OF TOTAL PER DAY (200 FIRM, 200 L), NUMBER OF DAYS AS
WELL AS TOTAL AMOUNT OF COMPENSATION. - PLEASE NOTE THAT FO
RD WILL NOT COVER FUEL, TAXES, INSURANCE OR RELEASE COSTS.
- AS PER CONVERSATION WITH KEN SAK -FORD WILL PROVIDE
RENTAL VEH FOR 3 DAYS AT 800DAY FOR 3 DAYS -KEN FEELS THAT
WOULD BE A GOOD BUSINESS DECISION TO HELP CUSTOMER AND PROV
IDE RENTAL ASSISTANCE FROM FORD EXPERIENCE CASE ID: 9884

CONSUMER AFFAIRS 01/18/2001 MMFA/PRG

BEGINNING OF CONTACT

01/18/2001 MASTER OWNER RELATIONS SYSTEM IN 13.41.19

INFORMATION ISSUE CASE NUM: 1071872001
REGION: 19-SCR ZONE: F6 OPENED: 01/18/2001
VIN: 1FMYU0410THD08167 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CORNELIUS STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11774
DEALER NAME: DAIN FORD L/M OF CO SALES CODE: F61446 P & A: 0288
REASON CODE: 0391 PROD/COMP SURVIVOR - MULTIPLE REPAIR
SYMPTOM: 807498 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACRS - US CONSUMER CASE BASE COMMUNICATION PHONE
ACTION: 884 - SUPPORT DEALERS POSITION
DOCUMENT: ANALYST: RHYLTON ROSEMARIE HYLTON
ACTION DATA COMMENTS:

02/1/2001

10.02.01 CUSTOMER SAYS: -WORK EXT 200 -2001 ESCAPE HAS BEEN IN THE
SHOP SX FOR THE SAME THING -IT IS STALLING. IT HAS GONE D

ERR2-827 23000

BAD ON THE HIGHWAY IN DRIVE, STOPPED AT A RED LIGHT, FROM PARK TO GO. -THERE ARE NO WARNING LIGHTS ILLUMINATED WHEN THE CONCERN OCCURS -THE VEH WAS AT THE DLR YESTERDAY... THEY DID A FUEL PRESSURE TEST, -THE DEALERSHIP HAS REPAIRED THE SYMPTOMS, BUT HAS NOT GUARANTEED HER THAT THE PROBLEM WILL NOT OCCUR AGAIN -SHE FEELS THE VEH SHOULD BE REPLACED IF FORD CAN NOT FIX IT, -SHE SPOKE TO THE GENERAL MGR, WHO ADVISED HER HE NEEDED TO HAVE DOCUMENTATION THRU HIS SERVICE DEPT. PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED -SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER -***CBO TO DLR...SPOKE TO CHARLIE BRV MGR...WHO STATES THEY FOUND LOOSE GROUND CONTACT, CORROSION,...NO GUARANTEE THAT THE CONCERN WILL NOT OCCUR AGAIN --SPOKE TO SM CLIFF BUTTERWICK WHO SAYS HE ASKED HER TO TRY IT OUT, IF THE PROBLEM PERSISTED HE WOULD CONTACT FRED MEYER, HIS CHIEF BRV REP AND SEE IF THERE WOULD BE TRADE ASSISTANCE -ADVISED CUST OF DLR COMMENTS.

CONSUMER AFFAIRS 08/18/02 MBPAXPRR

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM R 13.41.18

INFORMATION NUMBER CASE NUMBER: 1872870708
REGION: 21 ATLANTA ZONE: 01 OPENED: 08/18/02
VIN: 1FMYU8KXK1N09003 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: DULUTH STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 17000
DEALER NAME: GWINNETT PLACE FORD SALES CODE: F81028 P & A: 08078
REASON CODE: 8088 PRODCOMP DUMPFRM - VEHICLE QUALITY
SYMPTOM: 807489 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACDS - US CONCERN CASE NAME COMMUNICATION: PHONE
ACTION: 089 - ADVISE INFO WILL BE SENT TO DLR, CONTACT ORG
DOCUMENT: ANALYST: DPANCOO DEBBIE PANCOO
ACTION DATA/COMMENTS:

3/1 1802

10.05.00 CUSTOMER SAYS: -VEH STALLS 4 TIMES @ 50 MPH ANYTIME IN CITY -NO OTHER SYMPTOMS -DONT WANT VEH -WANTS VEH TAKEN A WAY/MONEY BACK OR GIVE ME ANOTHER VEH -LAST TIME DAUGHTER HAD TO HIT SOMETHING FOR VEH TO STOP - SHE COULD NOT CONTROL VEH -TOOK VEH TO GWINNETT PLACE FORD THIS MORNING PER CUSTOMER, DEALER SAYS: -SAV TONY SAID WE FIXED IT - WE WILL TRY OUR BEST AND WORK WITH YOU CAC ADVISED: - INFORMATION DOCUMENTED - NO PSA - DLR HAS TO FIND/VERIFY PROBLEM TO RESOLVE - WILL CONTACT DLR FOR UPDATE AND FOLLOW UP *****FOR CRD USE ONLY*****

- CRC NOTE: WEBSITE SHOWS VEH HAS NO FLX BSM 15484 BIP
REFERENCE CASE ID: 4891

ORIGIN: GACDCE - MANUAL - PHONE ORG COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DPANCOO DEBBIE PANCOO
ACTION DATA/COMMENTS:

13.48.04 CUSTOMER SAYS: -VEH STALLS 4 TIMES @ 30 MPH ANYTIME IN CITY -NO OTHER SYMPTOMS -DONT WANT VEH -WANTS VEH TAKEN A WAY/MONEY BACK OR GIVE ME ANOTHER VEH -LAST TIME DAUGHTER HAD TO HIT SOMETHING FOR VEH TO STOP - SHE COULD NOT CONTROL VEH -TOOK VEH TO GWINNETT PLACE FORD THIS MORNING PER C

EA82-827 23881

LETICIA, DEALER SAYS: - ORG NOTE: WEBSITE SHOWS VEH HAS NO
FIX SER 1984 CAC ADVISED: - ORG TO CRM CRAIG SADI DON
T WITH SPEAK WITH SERV WRITER: IF YOU HOLD ON I WILL TRANSFER
R YOU TO SERVICE BECAUSE I DONT KNOW WHO THE SERV WRITER IS
FRANNEY
TH SA TONI DOLDANO - HOLD ON - I WILL TRANSFER YOU TO HER
VOICE MAIL SHE IS NOT IN **** LEFT VOICE MAIL FOR SA TO
ME TO CONTACT ORG WITH UPDATE

CONSUMER AFFAIRS 08/18/02 MMFA0PRG

08/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.19

INFORMATION ISSUE CASE NO: 137287002
REGION: 21 ATLANTA ZONE: 01 OPENED: 08/18/02
VIN: 1FMYU021X1K280002 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

ORIG: CACMR - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 804 - DEALER INFORMATION
DOCUMENT: ANALYST: DPANDDO DEBBI PANDDO
ACTION DATA/COMMENTS:

8/18/02
13.28.28 CUSTOMER SAYS: - I DONT WANT VEH ANY MORE - WILL CONTACT
LAWYER - VEH IS LEMON PER CUSTOMER, DEALER SAYS: CA
C ADVISED: - SA TONI LEFT VOICE MAIL THAT WE CONTACT FORD
HOTLINE AND ARE REPROGRAMMING THE PROCESSOR - IF YOU HAVE A
NY QUESTIONS CALL ME - INFO ON LEMON LAW CAN BE FOUND IN L
OCAL LIBRARY - SPEAK WITH SALES DEPT ON SALES AND TRADE IN
ISSUES ***** - ORG TO CUST AND ADVISED AS PER DLR CONVE
RSATION

CONSUMER AFFAIRS 08/18/02 MMFA0PRG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.19

INFORMATION ISSUE CASE NO: 138433841
REGION: 21 ATLANTA ZONE: 08 OPENED: 12/28/01
VIN: 1FMYU01131K280741 ENGINE: 1 VEH TYPE: T CLOSED: 12/28/01

LAST NAME: PROCTOR- STEWART STATUS: CLOSED

BR82-027 23882

TITLE: MS FIRST NAME: CATHERINE M: R
ADDRESS: 308 WINDENBACHER RD
CITY: PINNAC STATE: GA ZIP: 31322
HOME PHONE: 918-887788
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MESSAGE: 1800
DEALER NAME: J.C. LEWIS MOTOR CO SALES CODE: F21208 P & A: 0887
REASON CODE: 8077 PRODCOMP DURP/PRF - KNOWING FIX AT PRESENT
SYMPTOM: 807488 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: OAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE CUSTOMER OF UPDATED INFORMATION
DOCUMENT: ANALYST: SONIA SUBAN DABACUNGAN
ACTION DATA/COMMENTS:

12/28/01

10.43.04 CUSTOMER SAYS = VEH STALLS = BROUGHT THE VEH TO DURSHP
EX FOR THE SAME PROBLEM = DURSHP DID NOT REPAIR THE VEH AS
THERE IS NO FIX ON THE PROBLEM = VEH STILL STALLS AT AL
L ENGINE TEMPERATURE = CUST STATED THAT HE DOES NOT WANT T
O KEEP THE VEH ANYMORE = CUST WOULD LIKE TO KNOW WHAT HIS
OPTIONS ARE PER CUSTOMER, DEALER SAYS: = STM, ED TAYLOR
TOLD CUST THAT THERE IS NO FIX FOR THE PROBLEM AND WAITING
DIRECTIONS FROM FORD CAD ADVISED: - INFORM CUSTOMER UPDA
TED INFORMATION FOUND - REQUEST CUSTOMER STAY IN CONTACT W/
TH DEALER = ADV CUST NO DEP/FA RELATED TO THE CONCERN 899
**CRS UNABLE TO ACCE
SS BDN NO FIX INFO... CALLED DURSHP FOR INFO *** = CR
C TO OPENRM, TERRY LAMER, ADV CRD THAT THEY WERE ABLE TO D
UPICATED THE PROBLEM BUT THERE IS NO FIX FOR THE PROBLEM
YET, ENGINEERING IS AWARE AND DEVELOPING A REPAIR PROCEDURE
RIGHT NOW WHICH IS COMING SOON = OPENRM, ADV CRD TO ADV CU
ST TO LET THE VEH WARM UP FIRST BEFORE TAKE OFF INFORMED
E CASE ID: 4808

CONSUMER AFFAIRS 08/18/008 MWFAKPR2

BEGINNING OF CONTACT

08/18/008 MASTER OWNER RELATIONS SYSTEM II 18.41.19

INFORMATION ISSUE CASE NBR: 1888010002
REGION: SE SOUTH/WEST ZONE: A1 OPENED: 08/07/008
VIN: 1FMYU01B41K284887 ENGINE: B VEH TYPE: T CLOSED: 08/07/008

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 XLS 402

MESSAGE: 1800

DEALER NAME: LEADERSHIP FORD SALES CODE: F8006 P & A: 0840

REASON CODE: 8088 PRODCOMP DURP/PRF - VEHICLE QUALITY

SYMPTOM: 807488 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: OAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: JOSEPHUS JACINTA DESCHAUBAY

ACTION DATA/COMMENTS:

2/7/002

10.43.00 CUSTOMER SAYS: VEH WILL NOT START AND DON'T THINK IT'S THE
BATTERY. THE STARTER IS NOT TURNING WOULD LIKE VEH TOWED
TO DURSHP TO BE REPAIRED. PER CUSTOMER, DEALER SAYS: NON
B CAD ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUS

8902-027 23063

CONSUMER AFFAIRS 05/16/2008 MMFAZFR2

BEGINNING OF CONTACT
05/16/2008 MASTER OWNER RELATIONS SYSTEM IN 15:41:18

INFORMATION ISSUE CASE NR: 10228001
REASON: ZONE: OPENED: 10228001
VIN: 1FMCU0B11K287D41 ENGINE: 1 VEH TYPE: T CLOSED: 10228001

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 002
MILEAGE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 6484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 027406 STALL/QUITTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACSR - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 629 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: KDOCTROV KRISTA DOCTROV
ACTION DATA COMMENTS:

10228001
10/26/07 CUSTOMER SAYS: - THE VEHICLE HAS BEEN TO THE DEALER 2 TIME
S FOR STALLING CONCERN - THE ENGINE WILL COMPLETELY STALL
AND DIE...LOOKS ALL POWER STOPPING...HAS TO MANUALLY REE
START THE VEHICLE TO GET IT GOING AGAIN... - IN THE LAST 4
WEEKS THE VEH HAS STALLED 7 TIMES - THE VISIT TO THE DEALE
R WAS OCT. 16TH (2ND VISIT)...THE DEALER COULDN'T DUPLICATE
THE PROBLEM AT THAT TIME - HASNT BEEN HAVING ANY PROBLEMS
LATELY...INTERMITTENT PROBLEMS - WANTED TO CALL AND HAVE T
HIS NOTED ON FILE PER CUSTOMER, DEALER SAYS: - AIR FLOW V
AILE AND IDLE REGULATOR HAVE REPLACED (OCT. 11. 2007) CAG AD
VISED: - 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 (BY
TELEPHONE) CONCERN IS NOTICED REFERENCE CASE ID: 4468

ORIGIN: CACSR - MANUAL - CORRESPONDENCE CSR COMMUNICATION: SURVEY
ACTION: 681 - CUSTOMER FOCUS - NO CONTACT REQUIRED/DECISION ALREADY RENDERED
DOCUMENT: 679048 ANALYST: MSHARNEY MELISSA HARNEY
ACTION DATA COMMENTS:

11/27/07
14.18.28 CUSTOMER SAYS: SURVEY - I HAVE HAD THE CAR IN TH SHOP 4 TI
MES FOR THE SAME PROBLEM WITHOUT RESOLUTION. THE PROBLEM IS
WITH THE ENGINE STALLING. THSRE ARE APPROX 24 REGISTERED O
COMPLAINTS WITH NHTSA FOR THIS VERY PROBLEM. I AM NOT CONVIN
CED FORD KNOWS HOW TO CORRECT THE PROBLEM. THUS, IF THE PRO

0982-027 23884

BLEM IS NOT RESOLVED, I WILL FILE FOR THE LEMON LAW FOR THIS
VEHICLE PER CUSTOMER, DEALER SAYS: DAD ADVISED: - WIF
ORW WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY
CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE
E CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) C

CONSUMER AFFAIRS 09/18/2002 MMFA07PRG

09/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 130572001
REGION: ZONE: OPENED: 10/22/2001
VIN: 1FACU09111J287041 ENGINE: 1 VEH TYPE: T CLOSED: 11/27/2001

11/27/2001
14.18.53 CONCERN IS NOTICED REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 09/18/2002 MMFA07PRG

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM III 16.41.19

INFORMATION ISSUE CASE NBR: 140440201
REGION: 34 ORLANDO ZONE: B1 OPENED: 10/24/2001
VIN: 1FMYU08101KAH008 ENGINE: 1 VEH TYPE: T CLOSED: 10/24/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LARGO STATE: FL ZIP: [REDACTED]

888-827 2388

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7800
DEALER NAME: WALKER FORD COMPANY SALES CODE: F3822 P & A: 0497
REASON CODE: 30MR PRODCOMP CLAMPERF - MULTIPLE REPAIR
SYMPTOM: 807488 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 6M - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: MIPDOWN1 MARK BROWN
ACTION DATA COMMENTS:

10282001
10.00.48 CUSTOMER SAYS: THE CAR STALLS. SHE WAS TOLD THEY WOULD SWAP
P CAR WITH HER BUT THE FINAL PAPER WORK DOES NOT SHOW THIS.
THEY ARE JUST TAKING THE TRUCK IN AS A REGULAR TRADE. SHE
WANTS THE CAR SWAPPED AND SHE DOES NOT PAY FOR ANYTHING. P
ER CUSTOMER, DEALER SAYS: NONE CAD ADVISED: - SUPPORT RE
PAIR PROCEDURE COMPLETED BY DEALER -IT IS FORDS POLICY TO R
EPAIR THE VEHICLE AS OPPOSED TO BUYING THE VEHICLE BACK. FOR
D WILL NOT BUY THE VEHICLE BACK. THE DEALERSHIP WILL REPAIR
IT. -CUST HAS TO SPEAK TO DEALERSHIP ABOUT TRADING THE VEH
CLE IN AND WHAT EVER AGREEMENT THEY REACH THE CPO CANNOT DO
ANYTHING ABOUT IT. REFERENCE CASE ID: 4008

CONSUMER AFFAIRS 05162002 MIPFAJ092

SEGMENTS OF CONTACT
05162002 MASTER OWNER RELATIONS SYSTEM II 11.41.19

INFORMATION ISSUE CASE NER: 148888761
PERSON: ET WASHINGTON ZONE: E1 OPENED: 10/28/01
VIN: 1FMYU0418TKA6180 ENGINE: 1 VEH TYPE: T CLOSED: 10/28/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PALMVA STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 8404
DEALER NAME: BRADY-BLUNNEY FORD I SALES CODE: F27448 P & A: 00188
REASON CODE: 2906 OAC - OTHER CONCERN/INQUIRY
SYMPTOM: 807488 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: D-KEITH CHRISTINA KEITH
ACTION DATA COMMENTS:

10282001
10.04.49 SHELVA CLEMONS, CENL, WASHINGTON, ATTN: R. MORROW, AMOUNT DEV
LATION APPROVED BY EDNA ADILL, RAV COORDINATOR

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC108 - OLDS ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDESIGN
DOCUMENT: ANALYST: D-KEITH CHRISTINA KEITH
ACTION DATA COMMENTS:

ER02-027 23888

10/16/00
11.01.30

CONSUMER AFFAIRS 08/18/00 MRFADPR2

BEGINNING OF CONTACT
08/18/00 MASTER OWNER RELATIONS SYSTEM III 10.41.10

INFORMATION ISSUE CASE NR#: 1400010011
REGION: 01 ATLANTA ZONE: 02 OPENED: 10/09/00
VIN: 1FMOU64181KA79177 ENGINE: 1 VEH TYPE: T CLOSED: 10/09/00

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR:
ADDRESS: CITY: STATE: DC ZIP: HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 5000

DEALER NAME: FARMWAY'S FIVE STAR SALES CODE: FE1851 P & A: 02044
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 007403 STALLS/UTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACMI - US CONCERN CASE BASE COMMUNICATION: INTERNET
ACTION: 800 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MICHELE MICHEL HORNE
ACTION DATA COMMENTS:

10/09/00
17:02:35 CUSTOMER SAYS: I AM VERY CONCERNED ABOUT MY ENGINE STALLING AT 40-50 MPH. IT HAS HAPPENED 3 TIMES NOW. ITS ALWAYS BEEN AFTER WORK AT ABOUT THE SAME PLACE, BUT NEVER AT ANY OTHER TIME OR SPEED. THE ENGINE DIES BUT THE RADIO CONTINUES TO PLAY. THE ENGINE LIGHT COMES ON ORANGE, BUT THERE IS NO CODE LEFT IN THE COMPUTER. I'VE TAKEN IT BACK BOTH TIMES AND WE'RE GOING AWAY MONDAY - DIFFERENT DEALER - MAYBE THEY WILL KNOW SOMETHING. THIS IS NOT A GOOD THING. WE ARE VERY DISAPPOINTED AND CONCERNED THAT THIS IS VERY DANGEROUS. WE REMAIN ANXIOUS FOR YOUR REPLY AS TO A RESOLUTION TO THIS PROBLEM.
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 DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED

08/08/01
AVE TEST DROVE THE VEHICLE AND RAN TEST BUT CANNOT DUPLICATE THE CONCERN. -ADVISE CUST TO STAY IN CONTACT WITH THE GUR REGARDING THE ISSUE. REFERENCE CASE ID: 4482

8962-027 23067

CONSUMER AFFAIRS 08/18/02 MMFA07PG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 1841.18

INFORMATION ISSUE CASE NR: 148781721
REGION: 47 CINCINNATI ZONE: A1 OPENED: 08/08/02
VEH: 1FMYU0416W389788 ENGINE: 1 VEH TYPE: T CLOSED: 08/26/02

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: 7008

DEALER NAME: WALT SWENEY-WEST H SALES CODE: F47005 P & A: 01808

REASON CODE: 084 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 80748 STALL/CUTS AT IDLE ALL ENGINE TRIP

OFFER: CACRS - US CONCERN CASE BASE CONSULTATION: PHONE

ACTION: 823 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: ANALYST: SMITHEN EDNA SMITHEN

ACTION DATA COMMENTS:

08/26/02

1340:55 CUSTOMER SAYS: -STATES THAT VEH STALLS-NORMAL TRIP-INTERMITTENT- -STATES THAT SHE HAS BROUGHT VEH TO DLR FOR CONCERN -SEEKING FOR VEH TO BE REPAIRED OR VEH REPLACED ITSELF PER CUSTOMER, DEALER SAYS -STATE THEY CANNOT DUPLICATE THE CONCERN -STATES THAT THEY CANNOT RETURN THE VEH CAG 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 DEALER SHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED -CAG ADVISED CLERK THAT DLR IS IN THE BEST POSITION TO ASSIST W/ TRADE IN OR BUYBACK IN FINANCE CASE ID: 4488

CONSUMER AFFAIRS 08/18/02 MMFA07PG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 1841.18

INFORMATION ISSUE CASE NR: 1489110572
REGION: 10 BDR ZONE: PB OPENED: 08/08/02
VEH: 1FMYU041XVKA0801 ENGINE: 1 VEH TYPE: T CLOSED: 08/26/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: TROY STATE: MI ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 8000

0882-027 23865

DEALER NAME: JACKY JONES LINCOLN SALES CODE: LNF180 P & A: 10103
REASON CODE: 1114 AWA - AWA DERIVED
SYMPTOM: 807488 STALL/CRUISE AT IDLE ALL ENGINE TEMP

ORIGIN: QACR8 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: GREGG GARTH BEAM
ACTION DATA/COMMENTS:

0228002
12.03.00 CUSTOMER SAYS: == VEH CUIT RUNNING == EXPERIENCED A BREAK
DOWN IN GAINESVILLE GEORGIA == VEH WAS TOWED TO THE DEALERSHIP
NOT SURE WHERE THE VEH WAS TOWED == CUST WAS GIVEN A RENTAL
VEH BY GREEN FORD IN GAINESVILLE GEORGIA == HAS BEEN IN THE
DEalersHIP SINCE 12/03/01 == CUST DID NOT MAKE PAYMENT ON
THE VEH == CUST HAS NOT SPOKEN TO THE DEALERSHIP SINCE THE VEH
WAS TOWED == CUST IS SEEKING ASSISTANCE == PER CUSTOMER, D
BEAMER SAYS: == NONE CAC ADVISED: -I HAVE REVIEWED YOUR
AND UNFORTUNATELY, THERE ARE NO WARRANTIES, PEACSP ON YOUR
VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR ==
== OBO TO GREEN FORD IN GAINESVILLE GE
ORGIA == DLR HAS NO RECORDS ON THE CUST == RECOMMEND THAT
CRC CALL THE DLR ADDRESS THE STREET ==
== OBO TO JACKY JONES LM == SPOKE
WITH NICK ALLEN == WAS ADVISED THAT THE VEH HAS BEEN REPOSSE
SS BY FORD CREDIT == VEH HAS BEEN REPOUNDED BY THE POLICE D
EPARTMENT BECAUSE THE CUST LEFT THE VEH PARKED IN THE MIDDLE OF
THE ROAD ==
REFERENCE CASE ID: 8411

CONSUMER AFFAIRS 02/18/02 14:43:02

1
BEGINNING OF CONTACT
02/18/02 MASTER OWNER RELATIONS SYSTEM II 12.41.12

INFORMATION ISSUE CASE NBR: 148488641
REGION: ZONE: OPENED: 12/03/01
VIN: 1FMYU0412K1P10088 ENGINE: 1 VEH TYPE: T CLOSED: 12/03/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: TARRYTOWN STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 80800
DEALER NAME: SALES CODE: P & A:
REASON CODE: 807488 STALL/CRUISE AT IDLE ALL ENGINE TEMP
SYMPTOM: 807488 STALL/CRUISE AT IDLE ALL ENGINE TEMP

ORIGIN: QACR8 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: GRABOSO CINDY BAISED
ACTION DATA/COMMENTS:

12/03/01
12.03.02 CUSTOMER SAYS: -PATRICIA WALKER -THE VEH STALLS CUIT INTER
MITTENTLY -DLR WAS UNABLE TO REPAIR THE VEH AFTER PARTS WE
RE REPLACED -THE VEH IS AT THE DEALERSHIP -THE CUST WOULD LIK
E TO KNOW IF THE CONCERN CAN BE RESOLVED BEFORE THE WARRANTY
IS UP AND THE VEH HAS BEEN TO THE DLR 3 TIMES PER CUSTOMER
R, DEALER SAYS: -DAN BUCKY FORD CHESTNUT NY CAC ADVISED:
#NAME?
EXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER
== OBO TO DLR == -LEFT A MESSAGE FOR CRC
LINDA TO CALLBACK REFERENCE CASE ID: 4908

ER62-027 23009

ORDER: CACME - MANUAL - PHONE OR COMBINATION: PHONE
ACTION: 827 - INQUIRY FROM DEALER
DOCUMENT: ANALYST: OSABSO CINDY BASCO
ACTION DATA COMMENTS:

18J1.17 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: QAC ADVISE
EL -LINDA OFM CALLED BACK -NO CODES FOR THIS CONCERN FROM
THE COMPUTER -CANNOT BE DUPLICATED -NO FURTHER ACTION AT Y
HIS TIME -OBR WILL FOLLOW UP WITH THE CUST

ORDER: CACME - MANUAL - PHONE OR COMBINATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: OSABSO CINDY BASCO
ACTION DATA COMMENTS:

18J18001
08-21-81 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: QAC ADVISE
EX -OBR TO CUST -LEFT A MESSAGE TO CALL BACK -NEXT OBR PL
BASE ADVISE CUST THAT ELN UNABLE TO DUPLICATE CONCERN -WHEN
H CONCERN IS MORE NOTICEABLE CONTACT ELN/HP -ALSO ADVISE C

CONSUMER AFFAIRS QP18002 88PAUPRO

0818002 MASTER OWNER RELATIONS SYSTEM III 18-41.18

INFORMATION ISSUE CASE NR: 148488841
REGION: ZONE: OPENED: 180840Q1
VIN: 1FMYU04181KF10088 ENGINE: 1 VEH TYPE: T CLOSED: 180118001

18J18001
08-21-81 LIST OF DLR GENERATED INFO

1802-821 23878

BEGINNING OF CONTACT
09/16/2002 MASTER OWNER RELATIONS SYSTEM # 18.41.18

INFORMATION ISSUE CASE NR: 147748181
REGION: 47 OKLAHOMA ZONE: A1 OPENED: 07/26/2001
VIN: 1FMYL431K4M427 ENGINE: 1 VEH TYPE: T CLOSED: 07/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: SPRINGDALE STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 800
DEALER NAME: MONTGOMERY FORD SALES CODE: F47088 P & A: 02838
REASON CODE: 0281 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 60748 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: OACSR - LIS CONCERN CASE NAME COMMUNICATION: PHONE
ACTION: 688 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: RUCLEDAN ROZA JOURDANI
ACTION DATA COMMENTS:

7/16/2001
18.14.28 CUSTOMER SAYS: - IT HAS BEEN TO THE DEALER 8 TIMES. - THE VEH IS AT THE DEALERSHIP SINCE THIS MORNING. - THE VEH STALLS AFTER 10 MINUTES DRIVING. - CUST DOESNT FEEL SAFE DRIVING THIS VEH. - CUST FEELS THAT SHE IS GOING TO HAVE AN ACCIDENT. PER CUSTOMER, DEALER SAYS: - BOB WILLIAMS - THEY ARE GOING TO CONTACT SOMEONE @ FORD. - THE FIRST TIME THEY CHANGED SOME PARTS. - THEY ARE GOING TO KEEP THE VEH FOR A FEW DAYS. OAC 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 IF AS SOON AS (INTERMITTENT) CONCERN IS NOTICED - OR TO DEALER - +++AS PER ROBBY, IN BIRVA - THEY HAVE TEST DRIVEN THE VEH BEFORE AND HAVE PUT IT ON DIAGNOSTIC MACHINE. - THEY CANT GET THE VEH TO ACT UP. - NOW TECHNICIAN IS GOING TO TEST DRIVE THE VEH FOR A FEW NIGHT AND HOPE THAT IT DOES WHAT THE CUST SAYS IT DOES. - IF THEY CANT FIND THE PROBLEM, THEY CANT FIX IT. - ADVISED CUST OF THE ABOVE - REFERENCE CASE ID: 4488

BEGINNING OF CONTACT
09/16/2002 MASTER OWNER RELATIONS SYSTEM # 18.41.18

INFORMATION ISSUE CASE NR: 148771088
REGION: 57 WASHINGTON ZONE: B1 OPENED: 04/16/2002
VIN: 1FMCJ041S1K088066 ENGINE: 1 VEH TYPE: T CLOSED: 04/16/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: SILVER SPRING STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 800
DEALER NAME: CENTURY FORD INC SALES CODE: F87028 P & A: 00130
REASON CODE: 6086 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 60748 STALL/CUTS AT IDLE ALL ENGINE TEMP

OFFER: CACSB - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: APATIL ANBAR PATEL
ACTION DATA/COMMENTS:

4/18/02

13.15.42 CUSTOMER SAYS: -THE VEH HAS STALLED 4 TIMES ALREADY AND IS CURRENTLY AT THE DLR. -DLR STATED THIS IS A KNOWN CONCERN AND THEY MAY KNOW WHAT NEEDS TO BE FIXED. CUST WANTS TO KNOW WHY FORD HAVNT DONE ANYTHING TO ADDRESS THE ISSUE YET IF W EYE PER CUSTOMER, DEALER SAYS: NONE GAO ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT C FRASERY MGR -OO TO DLR-SPOKE WITH SVC ADV JIM COLLINS WHO INFORMED ME THERE WAS A TSB ISSUED TO REPROGRAM PCM AND THAT IS WHAT DLR IS DOING AS WELL AS ROAD TESTING VEH TO ENSURE N OTHERS ELSE IS WRONG WITH THE VEH. -INFORMED CUST OF ABOVE REFERENCE CASE ID: 4881

CONSUMER AFFAIRS 02/18/02 MMFAXPRE

BEGINNING OF CONTACT

02/18/02 MASTER CHRG/RELATIONS SYSTEM III 15:41:18

INFORMATION RELN CASE NBR: 14088081
REGION: T1 CALIFORNIA ZONE: B1 OPENED: 01/14/02
V#: 1FMCU0418WKA0888 ENGINE: 1 VEH TYPE: T CLOSED: 01/14/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: VENTURA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 40A
RELEASE: 14800
DEALER NAME: R J BARBER FORD SALES CODE: FT1487 P & A: 0888
REASON CODE: 2888 PRODUCTION DEFECTS - VEHICLE QUALITY
SYMPTOMS: 80788 STALL/OLTS AT IDLE ALL ENGINE TEMP

OFFER: CACSB - US CONCERN CASE BASE COMMUNICATION MAIL
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: VISHVI VIKRAM BANSI
ACTION DATA/COMMENTS:

1/14/02

19.08.30 CUSTOMER SAYS: - VEH STALLED WHILE DRIVING 35-40 MPH & AF TER 1 MINUTE THE VEH STARTED. - CONCERN NOTICED FIRST TIME VEH BEEN RUNNING FINE. - NOT DIAGNOSED BY THE DLR YET . PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP #NAME?
OT C FRASERY MGR. - ADVISED CUST NO OPEN FRACSP RELATED TO THE CONCERN. REFERENCE CASE ID: 4881

888-827 23872

CONSUMER AFFAIRS 09/18/02 NMFAXPRG

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM II 19.41.19

INFORMATION ISSUE CASE NR: 148872131
REGION: 41 PITTSBURGH ZONE: A1 OPENED: 08/01/00
VIN: 1FMYU44F7WNS778 BRNWR: 1 VEH TYPE: T CLOSED: 08/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: LISBON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 8000

DEALER NAME: COLUMBIANA FORD-MER SALES CODE: F41033 P & A: 03212
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807483 STALL/OUTS AT IDLE ALL ENGINE TEMP

OWNER: 04036 - LB CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 063 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: BSEYMOUR JOSHUA BSEYMOUR
ACTION DATA COMMENTS:

8/18/01
13.58.81 CUSTOMER SAYS: ON JULY 4TH THE VEHICLE COMPLETELY STALLED
ON ME I LOST BRAKES AND POWER AND ALMOST HIT A CAR. THE DL
FRSH MADE SOME ADJUSTMENTS BUT THE PROBLEM REOCCURRED YESTER
DAY. CUSTOMER STATES SHE DOES NOT FEEL SAFE DRIVING THE VE
HICLE. THE STEERING, ELECTRICAL, BRAKES ALL FAILED. THE
VEHICLE WAS STOPPED AND IT MUST BE RESTARTED. PER CUSTOMER,
DEALER SAYS: COLUMBIANA FORD-MERCURY ADVISED THE CUSTOMER
R. GAO ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLV
E THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE T
IME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS S
OON AS (INTERMITTENT) CONCERN IS NOTICED. REFERENCE CASE ID:
4402

CONSUMER AFFAIRS 09/18/02 NMFAXPRG

ER02-027 23073

BEGINNING OF CONTACT

09182002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NUM: 148872671
 REGION: 47 CINCINNATI ZONE: A1 OPENED: 09142001
 VIN: 1FMCU04111NF4888 ENGINE: 1 VEH TYPE: T CLOSED: 09142004

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: WYBET CHESTER STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 1097
 DEALER NAME: JOHN NOLAN FORD INC SALES CODE: F4708 P & A: 01884
 REASON CODE: 2028 OAD - OTHER CONCERN/INQUIRY
 SYMPTOM: 60748 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
 ACTION: OAC106 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
 DOCUMENT: ANALYST: D-KERTH CHRISTINA KERTH
 ACTION DATA COMMENTS:

09142001
 15:47:07 JUDY MO LAUGHLIN, CSM, CINCINNATI
 ATTN: ROBERT NOLAN

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAD008 - CURT. BAT. REPLY. TOOL UTILIZED - OAD OFFERED AND ACCEPTED
 DOCUMENT: ANALYST: S-DATTL JOHN NOLAN FORD INC
 ACTION DATA COMMENTS:

09172001
 08:05:34 CUSTOMER WAS GIVEN AN OAD FOR 2000.00

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
 ACTION: OAC106 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
 DOCUMENT: ANALYST: D-KERTH CHRISTINA KERTH
 ACTION DATA COMMENTS:

10182001
 15:17:08

CONSUMER AFFAIRS 09182002 NMF407793

BEGINNING OF CONTACT

09182002 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NUM: 148782171
 REGION: 44 PITTSBURGH ZONE: C8 OPENED: 11/04/01
 VIN: 1FMYU04101KA8477 ENGINE: 1 VEH TYPE: T CLOSED: 11/04/01

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: 10010
 DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F4438 P & A: 08173
 REASON CODE: 4184 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOM: 60748 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC188 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 825 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

DOCUMENT: ANALYST: BROWN STACY BROWN
ACTION DATA COMMENTS:

11/20/2001

14.28.02 CUSTOMER SAYS: -STATES THAT HE SHOULD BE GETTING A CONTACT FROM A REGIONAL MGR ACCORDING TO PREVIOUS RSP, BUT HAVE NOT HEARD BACK FROM THEM AS YET PER CUSTOMER, DEALER SAYS: WILLIAMS MOTOR OAG ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED --AS PER OAG TO CLR: - (USUALLY) UNAVAILABLE...SPOKE TO GARY SMITH (GM)-HAVE NEVER BEEN TO VERIFY THE COMPLAINT...CUSTOMER CAME TO THEM WITH DOWNLOADED TECH DATA AND REQUESTED THE EEO RELAY GET REPLACED...THEY REPLACED IT, BUT IT DIDNT TAKE CARE OF HIS PROBLEM -THIS CUSTOMER IS DUE TO COME BACK TO THE CLR NEXT WEEK AND AT THAT TIME THEY WILL RE-CHECK HIS CONCERNS... REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 09/18/2002 14/FALPH0

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 12.01.10

INFORMATION ISSUE CASE NO: 102812001
REGION: 01 ATLANTA ZONE: 01 OPENED: 10282001
VIN: 1FMYU05191KE24604 ENGINE: 1 VEH TYPE: T CLOSED: 10282001

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
RELEASE: 1482
DEALER NAME: WADE FORD, INC. SALES CODE: F21004 P & A: 0047
REASON CODE: 8908 OAG - OTHER CONCERN/INQUIRY
SYMPTOM: 807488 STALL/OUTS AT IDLE ALL ENGINES TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CHRISTINE CHRISTIN KEITH
ACTION DATA COMMENTS:

10/28/2001

12.27.01 NICOLE COUVREUR, CRM, ATLANTA
ATTN: CROPSIC RUFF

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC005 - SUBMIT OAG TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CHRISTINE CHRISTIN KEITH
ACTION DATA COMMENTS:

10/28/2001

09.26.02

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECORDED
DOCUMENT: ANALYST: CHRISTINE CHRISTIN KEITH
ACTION DATA COMMENTS:

11/14/2001

ENC2-027 23076

CONSUMER AFFAIRS 09/18/2002 MMFAKPRG

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.41.19

INFORMATION ISSUE CASE NR#: 180403010
 REGION: 89 KANSAS CITY ZONE: A1 OPENED: 09092001
 VEH: 1FMYU101K000008 ENGINE: 1 VEH TYPE: T CLOSED: 09092001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BELTON STATE: MO ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
 MILEAGE: 9000

DEALER NAME: G R MILNER FORD SALES CODE: FESMO P & A: 08108
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOM: 807498 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 882 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: SPALERNO SABRINA PALERMO
 ACTION DATA/COMMENTS:

882001

11.25.02 CUSTOMER SAYS - IT HAS HAPPENED 8 TIMES NOW WHERE THE ENG
 SHE SHUTS RIGHT OFF, IT STARTS RIGHT BACK UP WHEN I TRY TO S
 TART THE VEHICLE - IT IS AN INTERMITTENT CONCERN AND IT HAS
 ONLY HAPPENED 8 TIMES IN THE SPAN OF 11 MONTHS AND WEATHER
 CONDITIONS ARE NOT A FACTOR - THE DEALERSHIP SAYS THAT THEY CAN
 NOT DUPLICATE THE CONCERN, SO THEY CANT FIX IT - THIS IS
 SCARY AND IT COULD CAUSE ME TO GET INVOLVED IN A VEHICLE ACC
 IDENT ON THE FREEWAY - I WANT FOR TO BUY BACK THE VEHICLE A
 T NO PENALTY TO ME OR MY HUSBAND - I WILL BE CONTACTING MY
 LAWYER ON THIS ISSUE IF I DO NOT GET WHAT I WANT PER CUSTOM
 ER. DEALER SAYS - THERE ARE NO CODES IN THE SYSTEM, AND W
 E CAN NOT DUPLICATE THE CONCERN

----- OBC TO G R MILNER FORD, SPOKE TO T
 M, BRV MGR, HE STATED THAT SHE HAS BEEN IN ONCE FOR THIS CO
 NCERN AND THEY FOUND NO FAULT FOUND. OAC ADVISED: - INFORM
 WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANN
 OT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CU
 STOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONC
 RN IS NOTICED - ADVISED THE CUSTOMER THAT FORD'S GOAL IS TO
 REPAIR THE VEHICLE UNDER THE B-T-B WARRANTY SPECIFICATION, F
 ORD WILL NOT BUY BACK OR REPALOE THE VEHICLE FROM THE CUSTOM
 ER. REFERENCE CASE ID: 4488

CONSUMER AFFAIRS 09/18/2002 MMFAKPRG

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.41.19

8882-82T 23876

INFORMATION ISSUE CASE NR: 190919781
REGION: 19 NEW YORK ZONE: N1 OPENED: 10/09/01
VIN: 1FMCLD1818H030841 ENGINE: 1 VEH TYPE: T CLOSED: 10/09/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BRYMOUR STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
RELEASE: 2000
DEALER NAME: HEALEY FORD LINCOLN SALES CODE: F1488 P.S.A.: 0818
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807983 STALL/OLTS AT IDLE ALL ENGINE TRMP

ORIGIN: CAC18 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY DONT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JTAYLOR JULIAN TAYLOR
ACTION DATA/COMMENTS:

10/09/01
14:08:31 CUSTOMER SAYS: -AT PARENTS HOME - PHONE NUMBER IS 208 734
6518 -BOUGHT VEH FROM HALEY FORD IN APRIL -VEH HAS BEEN TO
DLR 3 TIMES FOR STALLING -STALLS AT DIFFERENT SPEEDS -VEH
HAS TO BE COASTED TO THE SIDE AND THEN PUT IT IN PARK THEN T
HE VEH WILL START -VEH IS CURRENTLY AT THE DLR FOR THE 3RD
TIME -THEY ARE GOING TO DO THE REPAIRS AND THEN GIVE US BAO
K -THINK OF CONTACTING THE ATTORNEY GENERAL THINK IT IS A L
EADON -BEEN DEALING WITH THE SAME DLR FOR 17 YEARS -WANT TO
GET SOME SATISFACTION -JUST GOT OFF THE PHONE AND THE DLR
STILL DOES NOT KNOW WHAT IT IS -THINK THE DLR IS GUESSING
AT THE REPAIRS SHOULD BE -DLR HAS NOT FOUND ANY PROBLEMS W
ITH IT PER CUSTOMER, DEALER SAYS: -CANT FIND A PROBLEM -
CONTACTING FORD AND FORD GAVE THEM AUTHORIZATION TO REPLACE P
ARTS -THINK IT MAY BE THE SENSOR -IT WAS NOT IT -CURRENT
LY WAITING ON A PART WHEN THE PART IS IN THAT WILL BE IT T
LL IT HAPPENS AGAIN -CAG ADVISED: -INFORM WHY THE DEA
LERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUCAT
E THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO C
ONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTIC
ED -WRO TO DLR AND SPOKE WITH - RYAN (ASSISTANCE SERVICE
MGR) -RYAN ADVISED WE CONTACTED THE TECH HOTLINE -REPLAC
E SOME PARTS -THERE ARE NO CODE ON THE COMPUTER -CANNOT D
UPLICATE THE PROBLEM -UNTIL WE ARE ABLE TO DUPLICATE THE PR
OBLEM THERE IS NOTHING THAT WE CAN DO -CUST CAN LEAVE THE V
EH AND HAVE SOMEONE DRIVE IT AND TRY TO DUPLICATE IT OR BRIN
G IT BACK IT WHEN IT HAPPENS AGAIN AND HAVE IT HOOKED UP TO
DIAGNOSTIC MACHINES REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 09/18/02 MANUFACTUR

REOPENING OF CONTACT
09/18/02 MASTER OWNER RELATIONS (SYSTEM IN 18.41.18

INFORMATION ISSUE CASE NR: 190921438
REGION: 19 NEW YORK ZONE: N1 OPENED: 09/18/02
VIN: 1FMYL84H91K05803 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GARRISON STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
RELEASE: 2000
DEALER NAME: FREEDOM FORD INC SALES CODE: F3288 P.S.A.: 0848
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807983 STALL/OLTS AT IDLE ALL ENGINE TRMP

ORIGIN: CAC18 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JGONZALEZ JESSICA GONZALEZ
ACTION DATA/COMMENTS:

ER82-827 23877

8728002

14.9029 CUSTOMER SAYS: CUST HAS A PROBLEM WITH THE VEH STALLING IN
INTERMITTENTLY; CUST HAS BEEN TO THE DEALERS; CUST IS UPSET BEC
ALICE OLPHIN HAS NOT FOUND PROBLEM AND REPAIR; CUST WANTS TO
KNOW IF THERE IS A RECALL. PER CUSTOMER, DEALER SAYS: FR
BECOM FORD INC - TOLD CUST THAT THERE IS NOTHING WRONG. CMO
ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP W
ULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ADD
BT THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANN
OT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO R
EPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DE
ALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERE
NCE CASE ID: 4492

CONSUMER AFFAIRS 09/18/02 MMFAKPP2

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

INFORMATION ISSUE CASE NUM: 18281029
REGION: 48 DETROIT ZONE: B1 OPENED: 09/18/02
VEH: 1FMYU04121KC0582 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/02

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 4M
MILEAGE: 11000
DEALER NAME: ALAN FORD INC SALES CODE: F8040 F & A: 0600
REASON CODE: 1108 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 80748 STALL/OLTS AT IDLE ALL ENGINE TIME

ORIGIN: CASES - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 792 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: GERO DONNA GERO
ACTION DATA/COMMENTS:

8718008

18.08.07 CUSTOMER SAYS: -CUST SAID THE VEHICLE IS BROKEN FOR THE 4TH
TIME. -CUST SAID WHILE DRIVING THE RADIO GOES OUT AND THE
VEHICLE STALLS WHILE DRIVING. -CUST SAID HE IS FOLLOWING TH
E PROVISIONS OF THE LEMON LAW SO HE IS CALLING TO INFORM FO
RD. -CUST IS SEEKING A LOAN/RENTAL VEHICLE PER CUST
OMER, DEALER SAYS: CMO ADVISED: - I HAVE REVIEWED THE S
ITUATION AND SINCE YOU ARE SUCH A VALUED CUSTOMER TO FORD A
ND THE DEALERSHIP, WE WOULD LIKE TO PROVIDE YOU WITH A LOAN
ER VEHICLE. - PLEASE RETAIN YOUR ORIGINAL RECEIPTS FOR THE
LOANER VEHICLE AND SUBMIT THEM TO (PROVIDE EMPLOYEE NAME) TH
E SUPERV FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLE
TED. - ADVISE CUSTOMER OF TOTAL PER DAY (888 RM, 888 L), N
UMBER OF DAYS AS WELL AS TOTAL AMOUNT OF COMPENSATION. - PL
BASE NOTE THAT FORD WILL NOT COVER FUEL, TAXES, INSURANCE OR
MILEAGE COSTS. REFERENCE CASE ID: 6804

8882-627 23878

CONSUMER AFFAIRS 08/18/02 MMFA0000

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NBR: 1825410218
REGION: 48 DETROIT ZONE: E1 OPENED: 08/18/02
V# 1FMYU041E1K040892 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M:
ADDRESS: [REDACTED]
CITY: WEST BLOOMFIELD STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 11000
DEALER NAME: ALAN FORD INC SALES CODE: F48D48 P & A: 08000
REASON CODE: 8088 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 807488 STALL/OLTS AT IDLE ALL ENGINE TEMP

ORIGIN: OADR - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

08/19/02
11.26AM CUSTOMER SAYS: -CUST SAID THE VEHICLE IS BROKEN FOR THE 4TH TIME. -CUST SAID WHILE DRIVING THE RADIO GOES OUT AND THE VEHICLE STALLS WHILE DRIVING. -CUST SAID HE IS FOLLOWING THE PROVISIONS OF THE LEMON LAW SO HE IS CALLING TO INFORM TO REL PER CUSTOMER, DEALER SAYS: NONE OAG ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT O RABERRY MGR. -OBO TO THE OPRMGR IN AN EFFORT TO GET THE CUST INTO A LOANER/RENTAL VEHICLE SINCE HE HAD TO TAKE THE VEHICLE INTO THE DL ON SEVERAL OCCASION. -LEFT MESSAGE FOR THE OBO TO CONTACT ME AT # PROVIDED -CUST GOT CUT OFF BEFORE I CAN FINISH SPEAKING WITH HIM. OBO TO CUST AND ADVISE HIM TO TAKE THE PREVIOUS RECEIPTS TO THE DL AND SUBMIT FOR A RENTAL REFLUND. REFERENCE CASE ID: 4801

ORIGIN: OADR - MANUAL - PHONE CRM COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

08/19/02
11.47.17 D: OBO TO JIM LAWRENCE, LEFT MESSAGE FOR HIM TO RECONTACT MGR.

ORIGIN: OADR - MANUAL - PHONE CRM COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

12.05.08 D: OBO TO THE MGR JIM LAWRENCE MR. LAWRENCE SAID IT IS A GOOD IDEA TO ASSIST THE CUST WITH A RENTAL. -CUST WAS PROMISE

CONSUMER AFFAIRS 08/18/02 MMFA0000

08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NBR: 1825410218
REGION: 48 DETROIT ZONE: E1 OPENED: 08/18/02

8882-627 23878

VIN: 1FMYL0412W040582 ENGINE: 1 VEH TYPE: T CLOSED: 05/12/00

05/12/00

12.03.00 ED A RENTAL FOR 3 DAYS @ \$22. A DAY DUST WILL GIVE THE RSC
RPTS TO THE DL ON THE RETURN OF THE VEHICLE. —DM SAID A NE
W STARTER WAS ORDERED FOR THE QUT AND IT WILL TAKE 8 DAYS T
O COMPLETE THE REPAIRS
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISE

CONSUMER AFFAIRS 05/12/00 NMFAC07PG

BEGINNING OF CONTACT

05/12/00 IMMETER OWNER RELATIONS SYSTEM III 13.41.10

INFORMATION ISSUE CASE NR: 133800001
REGION: 02 SOUTHWEST ZONE: 03 OPENED: 05/09/00
VIN: 1FMYL0412W040582 ENGINE: 1 VEH TYPE: T CLOSED: 05/12/00

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 00

MILEAGE: 1705

DEALER NAME: COVERT FORD, INC. SALES CODE: F8802 P & A: 04487

REASON CODE: 8908 OAC - OTHER CONCERN/INQUIRY

SYMPTOM: 60798 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL

ACTION: DAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

DOCUMENT: ANALYST: SMILLER SUSAN MILLER

ACTION DATA/COMMENTS:

05/20/01
14.34.00 LENORA LANDA CBM SOUTHWEST
ATTN:TRISH MORITA

6062-027 23000

OFFER: OASB - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC008 - SUBMIT QAO TO ALTERNATIVE NAME
DOCUMENT: ANALYST: SMILLER SUSAN MILLER
ACTION DATA COMMENTS:

16.09.95

OFFER: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAO108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDREMED
DOCUMENT: ANALYST: SMILLER SUSAN MILLER
ACTION DATA COMMENTS:

27/09/2001
17.06.02

CONSUMER AFFAIRS OPENED BY: MAF040793

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM W 18.41.18

INFORMATION ISSUE CASE NBR: 188472911
REASON: CODE: CPENED: 07/20/2001
VIN: 1PMYU041X1K1F4008 ENGINE: 1 VEH TYPE: T CLOSED: 07/20/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: MARITTA STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE 3LT 4X4
MESSAGE: 10009
DEALER NAME: SALES CODE: P & A
REASON CODE: 0206 RENTAL/LOANER - RENTAL/LOANER REQUEST
SYMPTOM: 807499 STALL/QUIT AT IDLE ALL ENGINE TEMP

OFFER: OAO08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 257 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE
DOCUMENT: ANALYST: MARSHALL MARSHA MARSHALL
ACTION DATA COMMENTS:

7809001

18.06.08 CUSTOMER SAYS: CUST CALLS IN DEMANDING A SUPERVISOR BECAUSE HE FEELS THAT WAITING 4 WEEKS FOR AN ENGINEER TO LOOK AT THE VEHICLE IS NOT ACCEPTABLE AND THAT HE SHOULD BE IN DANGER FOR HIS FAMILY BECAUSE HE CAN NOT GET A LOANER VEHICLE TO DRIVE FROM THE DLR, OR SPEAK TO A REP THIS WEEKEND OR MONDAY. - VEHICLE IS NOT AT THE DLR BUT IS AT THE CUST HOME, IT WAS NOT DECLARED NOT DRIVE-ABLE FROM THE DLR BECAUSE HE HAS THE VEHICLE BUT HE REFUSES TO DRIVE THE VEHICLE BECAUSE HE DOES NOT WANT TO GET HIS FAMILY IN AN UNSAFE VEHICLE, CUST HAS A TSB FROM THE DLR STATING THAT THE VEHICLE HAS NO FIX REPAIRS AND THAT FORD IS NOW WORKING ON THE VEHICLE REPAIRS - CUST FEELS THAT HE SHOULD NOT HAVE TO WAIT AND THAT IT IS NOT ACCEPTABLE TO HIM OR PROFESSIONAL CUST SERV - CUST WANTS TO SPEAK TO THE REP PERSONALLY BECAUSE HE FEELS HE HAS AN EXCEPTIONAL SITUATION THAT NEEDS TO BE ADDRESSED IMMEDIATELY - CUST IS SEEKING A SUPERVISOR - PER CUSTOMER, DEALER SAYS: - JIM TOWELL'S WORLD FORD QAO ADVISED - ADVISE CUSTOMER THAT VEHICLE HAS NOT LOANER PROVISION, FORD WILL NOT PROVIDE ASSISTANCE FOR A LOANER VEHICLE - ADVISE THE CUST THAT A FORD REP WAS CONTACTED AND THE ENGINEER'S, FOR DLR WILL CONTACT THE CUST WHEN THE ENGINEER IS AVAILABLE TO LOOK AT THE VEHICLE - NO NUMBER ARE PROVIDED FOR THE REP OR IS PROVIDED - - INFERENCE CASE ID: 5885

2002-027 23861

ORIGIN: OACMR - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 238 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: PRINCE PRYA SINGH
ACTION DATA/COMMENTS:

7889001
10.25.41 -CBO TO CUST ON JULY 25, 10:24 AM -1ST ATTEMPT; LEFT MSG; W

CONSUMER AFFAIRS 05/25/08 M/FAX/PFB

05/25/08 MASTER OWNER RELATIONS SYSTEM IN 18.41.49

INFORMATION ISSUE CASE NBR: 18247211
REGION: ZONE: OPENED: 07889001
VIN: 1FMYU041KCP18032 ENGINE: 1 VEH TYPE: T CLOSED: 07889001

7889001
10.25.41 LL TRY AGAIN

ORIGIN: OACMR - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 238 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: PRINCE PRYA SINGH
ACTION DATA/COMMENTS:

12.05.11 -CBO TO CUST ON JULY 25, 12:48 PM -2ND ATTEMPT, REACHED CUS
T -CUST VERY UPSET, WILL NEVER BUY FORD AGAIN, WILL NOT HAV
E NICE WORDS ABOUT FORD TO SAY TO ANYONE -ADVISED THAT WE S
UPPORT PREVIOUS DECISION, FORD CRG CANNOT EXPEDITE APPTMT W
TH ENGINEER FROM FORD -APOLOGIZE FOR ISSUE, STAY IN TOUCH W
ITH SERV MGR *****ISSUE CLOSED*****

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAG ADVICE
D: *****SUPERVISOR CBO PRYA, ECT 2883*****

CONSUMER AFFAIRS 05/25/08 M/FAX/PFB

BEGINNING OF CONTACT
05/25/08 MASTER OWNER RELATIONS SYSTEM IN 18.41.39

INFORMATION ISSUE CASE NBR: 18071028
REGION: 41 CHICAGO ZONE: A1 OPENED: 0125/008
VIN: 1FMYU01181KAB9711 ENGINE: 1 VEH TYPE: T CLOSED: 01/25/008

LAST NAME: [REDACTED] STATUS: CLOSED

ERS2-827 23882

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHICAGO STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MILEAGE: 1520
DEALER NAME: WEBB FORD ON 8TH, SALES CODE: F41604 P & A: 8840
REASON CODE: 1108 AWA - MIN CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 657485 STALLQUITS AT IDLE ALL ENGINE TEMP
ORIGIN: CAC088 - US CONCERN CASE BASE COMBINATION: PHONE
ACTION: 888 - PROVIDE INFORMATION ACCORDING TO PHRASOLOGY
DOCUMENT: ANALYST: YJAPPER YASMIN JAPPER
ACTION DATA/COMMENTS:

1/25/02
16.28.44 CUSTOMER SAYS: CUST SAYS HE TOOK VEH TO BE SERVICED 8 TIME
S FOR THE SAME PROBLEM-VEH IS STALLING-DURING ACCELERATION-W
HEN SLOWING DOWN -CUST WANTS LOANER- PER CUSTOMER, DEALER
SAYS: -WEBB FORD -PURCH DLFRHP-CHANGED PROCESSOR-DID NOT S
OLVE PROBLEM -END TIME-DID 7-HELD VEH FOR 7 DAYS-COUPLE DAY
S VEH EXHIBITED SAME CONCERN -JANIS WAS TAKEN TO DLFRHP-VEH
EXHIBITED CONCERN AGAIN-ON 25TH TERESA GAVE CUST WRONG PAPER
R WORK AND WAS TOLD PAPER WORK AND HAS NOT RECEIVED PAPERWOR
K AND ADVISED - PLEASE ALLOW THE DEALERSHIP THE OPPORTUNI
TY TO INSPECT THE VEHICLE AND ADDRESS YOUR CONCERN. - UNTI
L THE VEHICLE IS INSPECTED BY A FORD DEALERSHIP. - WE ARE U
NABLE TO DISCUSS ANY FORM OF ASSISTANCE IN REFERENCE CASE ID:
2478

ORIGIN: CAC002 - MANUAL - PHONE OR COMBINATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: YJAPPER YASMIN JAPPER
ACTION DATA/COMMENTS:
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: WEBB FORD J
OSEPH GANNUSCIO SERVICE MANAGER PHONE 708-485-8800
CAC ADVISED: -CIC TO DLFRHP TO SEE IF CUST COULD BE PR
OVIDED WITH LOANER-ADVISED CUST THAT THERE ARE NO LOANER PRO
VISIONS AND HE WAS LEFT-HUNG UP

CONSUMER AFFAIRS 08/18/02 MMFC0PR2

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM IN 16.41.19

INFORMATION ISSUE CASE NO: 16708702
REASON: 18 PHILADELPHIA ZONE A1 OPENED: 08/11/02
VIN: WBYL041X1K028027 ENGINE: 1 VEH TYPE: T CLOSED: 08/11/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORRISTOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M4
MILEAGE: 19800
DEALER NAME: FRED BEANS FORD LHM SALES CODE: F16410 P & A: 01208
REASON CODE: 3888 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOMS: 657485 STALLQUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DL; CONTACT CRM
DOCUMENT: ANALYST: CEDWARD CHARLENE BOWARDS
ACTION DATA/COMMENTS:

8/11/02
16.48.84 CUSTOMER SAYS: - CUST IS HAVING INTERMITTENT STALLING PRO
BLEM - CUST SA INFORMED CUST OF AN CASE REPORT OF A SERVIC
E BULLETIN FOR THIS - SA INFORMED CUST TO CALL CUSTOMER RE
LATIONS TO GET REPAIR AUTHORIZATION FOR SOMETHING LIKE THIS
SINCE CUST WILL HAVE TO PAY IT WOULD NOT BE COVERED UNDER WA

ESB2-627 23083

WRANTY PER CUSTOMER, DEALER SAYS: FRED BEANS FORD SCOTT
HAMER CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORME
D BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR
, CUSTOMER SHOULD CONTACT ORWISERY MGR >> CUST VEH IS UND
ER WARRANTY, NO REASON WHY THIS WOULD NOT BE COVERED >> NOW
EVER IF IT IS AN INTERMITTENT CONCERN THE CONCERN HAS TO PRE
SENT IN ORDER FOR THE DLR/HP TO DUPLICATE THE PROBLEM IN ORD
ER TO REPAIR THE VEH INFERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/02 MRFAPR02

BEGINNING OF CONTACT
08/18/02 MASTER DRIVER RELATIONS SYSTEM III 3141.1P

INFORMATION ISSUE CASE NUM: 157871948
REGION: 71 CALIFORNIA ZONE: 09 OPENED: 05/14/2002
VIN: 1PMDU02121K02300 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: PARAMOUNT STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME: CERRITOS FORD SALES CODE: F71025 P & A: 06401
REASON CODE: 8028 PRODCOMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 807488 STALL/OLTS AT IDLE ALL ENGINE TEMP

ORIGIN: CA088 - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR CONTACT CRM
DOCUMENT: ANALYST: KINGRAM KERRY-ANN INGRAM
ACTION DATA/COMMENTS:

08/14/02

18:51:32 CUSTOMER SAYS: >THE CUST IS CALLING BECAUSE THE VEH HAS B
EEN AT THE DLR 4 5 TIMES >THE VEH HAS BEEN @ THE DLR SINCE
E LAST WEEK >THE VEH'S PROBLEM IS THE COMPUTER SWITCH >TH
E VEH SHUTS OFF ON THE CUST ABOUT 5 TIMES >THE CUST STATED
THAT SHE NO LONGER WANTS THE VEH AND SHE WANTS TO HAVE IT T
RADED IN AND GIVEN A NEW VEH PER CUSTOMER, DEALER SAYS:
NONE>>> CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFOR
MED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO D
LR, CUSTOMER SHOULD CONTACT ORWISERY MGR >>>>CDD TO THE DL
R AND SPOKE WITH THE SM JEFF PARLEY WHO STATED THAT THERE I
S NOTHING WRONG WITH THE VEH BUT THE CUST CAN COME IN AND SP
EAK WITH THE OPM CHRISTY COLE WHO WOULD BE ABLE TO INFORM AS
TO THE SAFPY OF THE VEH INFERENCE CASE ID: 4891

ERE2-827 23884

CONSUMER AFFAIRS

08/18/02 18470078

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM IS 13.41.28

INFORMATION ISSUE CASE NO: 18091001E
REGION: 72 SAN FRANCISCO ZONE: A1 OPENED: 04/02/02
VIN: 1FMOU04111KD8242 ENGINE: 1 VEH TYPE: T CLOSED: 04/01/003

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR. [REDACTED]
ADDRESS: [REDACTED]
CITY: TULOKA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MESSAGE: 10008
DEALER NAME: JONES-WEEST FORD SALES CODE: F75404 P & A: 07008
PERSON CODE: 1105 AWA - TWIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 027489 STALL/CRUISE AT IDLE ALL ENGINES TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: T88 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: MICHONNO MICHAEL BROWN
ACTION DATA COMMENTS:

4/18/02

18470078 CUSTOMER SAYS - CRUISE STALLING LOANER VEH - THE VEH STALL
D AND WAS TOWED TO THE DEALERSHIP ON SATURDAY. PER CUSTOMER, D
SALES SAYS: JONES - WEEST FORD 8800 KRETZKE LANE PLECO,
NY 90001 TEL: (770) 890-8800 FAX: (770) 890-8842 QAO
ADVISED: - I HAVE REVIEWED THE SITUATION WITH WITH YOUR DE
ALERSHIP AND THEY HAVE AGREED THAT DUE TO YOUR LOYALTY TO FO
RD AND THE DEALERSHIP THAT THEY WOULD LIKE TO PROVIDE YOU W
ITH A LOANER VEHICLE FOR 70 NUMBER OF DAYS. - PLEASE SPEA
K TO (PROVIDE NAME) INFORM TO ARRANGE THE DETAILS OF THE ARR
HANGE ->POSD TO DEALERSHIP -SPOKE WITH JAY (SAV ADVISOR
) HE ADVISED THE CSR THAT THE DUST IS GOOD AND SHE CAN CONTRA
CT THE DEALERSHIP AND SPEAK TO BJ SAV ADVISOR. -JAY ALSO ADVIS
E THE CSR THAT THE DUST WILL GET A LOANER VEH FROM THE DEALER
SHIP. REFERENCE CASE ID: 8888

CONSUMER AFFAIRS

08/18/02 18470078

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM IS 13.41.19

INFORMATION ISSUE CASE NO: 18091001E
REGION: 15 NEW YORK ZONE: L1 OPENED: 08/18/02
VIN: 1FMYU04111K081874 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR. [REDACTED]
ADDRESS: [REDACTED]
CITY: WAVERLY STATE: NY ZIP: [REDACTED]

8882-827 23008

HOME PHONE: 807-888741
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M4
MILEAGE: 8900
DEALER NAME: SIMMONS ROCKWELL PD SALES CODE: F7887 P & A: 0887
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807488 STALL/OLDS AT IDLE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 889 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: LIRAMPICK LINDSEY RAMPICK
ACTION DATA COMMENTS:

0713001

163889 CUSTOMER SAYS: -THE CUST SAYS THAT HER 2001 ESCAPE STALLS WHILE IN MOTION -THIS HAS OCCURRED THREE TIMES IN THE LAST THREE MONTHS -THE CUST FEELS VERY UNSAFE BECAUSE WHEN THE VEH STALLS SHE LOSTS ALL BRAKING AND STEERING CONTROL -SHE HAS BEEN SEVERAL INSTANCES OF THIS OCCURENCE ON THE INTERWEB SITE PER CUSTOMER, DEALER SAYS: -THE DLR HAS BEEN UNABLE TO DUPLICATE THE PROBLEM CAC ADVISED: -INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE -ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTED REFERENCE CASE ID: 4466

CONSUMER AFFAIRS 08/18/08 16:54:00

BEGINNING OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM 19 15:41:19

INFORMATION ISSUE CASE NO: 182813480
REGION: 01 ATLANTA ZONE: 03 OPENED: 08/08/01
VIN: 1FMYU21K1K077487 ENGINE: 1 VEN TYPE: T CLOSED: 08/08/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GARNER STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4M4
MILEAGE: 8900
DEALER NAME: CAPITAL FORD INC SALES CODE: F21019 P & A: 00978
REASON CODE: 0424 DEALERSHIP - WORKMANSHIP
SYMPTOM: 807488 STALL/OLDS AT IDLE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 118 - ADVISE CUSTOMER WORKMANSHIP ISSUES MUST BE ADDRESSED BY DLR
DOCUMENT: ANALYST: WANTHONY WILLIAM ANTHONY
ACTION DATA COMMENTS:

0808001

104748 CUSTOMER SAYS: - WHEN GOING INTO GEAR FROM NEUTRAL, VEH STALLS - BEEN TO DLR 2 TIMES, THIS WOULD BE THIRD TIME -CAPITAL FORD PER CUSTOMER, DEALER SAYS: -GO TO BILLING DLR SHIP CAC ADVISED: - DEALERSHIPS ARE INDEPENDENTLY OWNED, OPERATED - WORKMANSHIP ISSUES MUST BE ADDRESSED AT THE DEALER - ADVISE CUSTOMER TO CONTACT OPERATIVE MGR FOR ASSISTANCE #NAME#
TO DUPLICATE CONCERN, I FEEL THAT CAN NOT SATISFY CUST IN T

ER62-827 23855

HAT HE DOES NOT WANT TO COME BACK TO DLRSHF REFERENCE CASE I
D: 447X

CONSUMER AFFAIRS 02/18/2002 MMFAKPRG

BEGINNING OF CONTACT
02/18/2002 MASTER OWNER RELATIONS SYSTEM II 13-41.18

INFORMATION ISSUE CASE NBR: 18251480
REGION: 21 ATLANTA ZONE: E3 OPENED: 02/05/2001
VIN: 1FMYL02190Z77487 ENGINE: 1 VEH TYPE: T CLOSED: 02/05/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: GARNER STATE: NC ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4M

MLEAGE: 27000

DEALER NAME: CAPITAL FORD INC SALES CODE: F21019 P & A: 00798

REASON CODE: 8088 PRODCOMP DUR/PREF - VEHICLE QUALITY

SYMPTOM: 807486 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: OAC286 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: KROSB NUMBER/EE 7088

ACTION DATA/COMMENTS:

5/25/2001

17.27.10 CUSTOMER SAYS: -CUST STATES THAT HE TOOK THE VEH TO THE DL
R BECAUSE WHEN THE VEH SPARKS UP,IT DUTS OFF OR WHEN IN REVE
RSE -CUST STATES THAT WHEN HE TOOK IT TO THE DLR,THE EGR VA
LVE WAS REPLACED -CUST SAID THAT WHEN SHE PICKED UP THE VE
H IT CUT OFF AGAIN THE DLR THEN REPLACED THE INTAKE GASKET
#NAME?

WAS TOLD BECAUSE HE DIDNT PURCHASE HIS VEH THERE HE WILL NO
T GET GET A LOANER -CUST STATES THAT HE CALLED HIS SELLING
DEALER TO WORK ON HIS VEH AND WAS TOLD THAT THEY HAVE TO HA
VE PERMISSION TO WORK ON HIS VEH -CUST STATES THAT HE WAS
ADVISED BY HIS SELLING DEALER THAT HE HAS LOANE PROVISIONS
-CUST STATES THAT HE DONT WANTS TO GO BACK TO GLASSG FORD
BECAUSE OF THE OVERALL SERVICE AND ATTITUDE THAT HE WAS GIVE
N BY THE DEALER -CUST STATES THAT HE WANTS A SURVEY AND HI
S SELLING DEALER TO WORK ON HIS VEH FOR HIM PER CUSTOMER,
DEALER SAYS: -DLR TOLD CUST THAT BECAUSE HE DIDNT PURCHA
SE HIS VEH THERE,HE DANT BE GIVEN A LOANER -DLR TOLD CUS
T THAT OVER 80 CUSTOMERS COME IN TO THE DLR AND HAVE NO TIME
TO CHECK TO SEE IF THEY HAVE ANY ESP WITH LOANER PROVISIONS
#NAME?

LE FOR ABSTINAGE CAO ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/AL DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT ORANGEVY NMR REFERENCE
CASE ID: 8204

ER82-827 23887

CONSUMER AFFAIRS 08182002 MMFA0793

08182002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 1822813480
REGION: 81 ATLANTA ZONE: E3 OPENED: 08/28/2001
VIN: 1FMYU08181K07497 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/2001

ORIGIN: CADISE - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 865 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CFM
DOCUMENT: ANALYST: WANTHONY WILLIAM ARTHUR
ACTION DATA COMMENT:

MSG001

10.47.48: CUSTOMER SAYS: - WHEN GOING INTO GEAR FROM NEUTRAL, VEH STA
LLS - BEEN TO DLRHP 2 TIMES, THIS WOULD BE THIRD TIME -
DOES NOT LIKE THE WAY CLASSIC FORD REPAIRED VEH PER CUSTOME
R, DEALER SAYS: -NONE CAC ADVISED: - WE RECOMMEND THE RE
PAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WL
L BE SENT TO DLR, CUSTOMER SHOULD CONTACT CFMSERV FOR INFER
ENCE CASE ID: 4904

CONSUMER AFFAIRS 08182002 MMFA0793

BEGINNING OF CONTACT
08182002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 1822813480
REGION: 27 WASHINGTON ZONE: B1 OPENED: 08/28/2001
VIN: 1FMYU08181K07497 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: COLUMBIA STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 04
MILEAGE: 21238

ERS2-827 23848

DEALER NAME: CRYSTAL FORD LTD (SALES CODE) P7508 P & A: 0877
REASON CODE: 8017 PRODUCTION DEFECT - KNOWN FIX AT PRESENT
SYMPTOM: ENGINE STALLS OUT AT IDLE ALL ENGINE TEMP

ORIGIN: DAC088 - LIE CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 888 - ADVISE CUSTOMER ORO WILL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: MCOCKERY NICOLE COCKERY
ACTION DATA/COMMENTS:

8289001

17.05.01 CUSTOMER SAYS: -2001 FORD ESCAPE -15,000 MILES -ENGINE O
UT OUT ON ME THE OTHER DAY TWICE -ALMOST IN A HORRIFIC ACCI
DENT -TOOK INTO SRVC CENTER BUT PROBLEM WAS NOT REPAIRED -
TOLD TO COME PICK UP VEHICLE BUT SCARED TO DO SO SINCE I WAS
MADE AWARE BY SRVC DEPT THIS IS A NO FIX PROBLEM UNTIL FORD
FINDS A FIX FOR IT -MY FATHER OWNS THE DLRSHP & I WORK TH
ERE ALSO MANAGE OTHER DLRSHPs -I CAN CONTACT REGIONAL REP
BUT WANTED TO GO THROUGH PROPER CHANNELS FIRST -WILL BE GOI
NG THROUGH LEMON LAW HATE TO DO SO BUT IF I HAVE TO I WILL
#NAME?

R, DEALER SAYS: -FORD INVESTIGATING PROBLEM -REPROGRAM VE
HICLE & GIVE BACK TO CUST -CAN DRIVE VEHICLE UNTIL FORD COM
ES OUT WITH A FIX/RECALL FOR PROBLEM DAD ADVISED: "GRO TO
SRVC DEPT SPOKE TO ROBERT SRVC ADVISOR WHO STATED HAVE BEEN
IN CONTACT WITH TECH HOT LINE HAVE DONE WHAT WE WERE TOLD B
UT IT IS NOT A FIX FOR THE VEHICLE INFORMED BY TECH HOTLINE
THERE IS NO FIX FOR THIS PROBLEM FORD IS INVESTIGATING IT
#NAME?

TACT CUSTOMER WITH UPDATE REFERENCE CASE ID: 4900

ORIGIN: GAC004 - MANUAL - RESEARCH CSR COMMUNICATION: VISIT
ACTION: 408 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: KTHOMAS, KAREN THOMAS-LITTLE
ACTION DATA/COMMENTS:

8289001

14.05.01 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAO ADVISE
D:

CONSUMER AFFAIRS 08/18/02 WNF/OP/RS

08/18/02 MASTER OWNER RELATIONS SYSTEM 81 1841.18

INFORMATION ISSUE CASE REF: 180808401
REGION: 27 WASHINGTON ZONE: 81 OPENED: 08/08/02
YR: 1994041K1R03M20 ENGINE: 1 VEH TYPE: T CLOSED: 08/04/02

ORIGIN: GAC004 - MANUAL - RESEARCH CSR COMMUNICATION: VISIT
ACTION: 408 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: ADULTON ANGELA CULTON
ACTION DATA/COMMENTS:

8289001

18.11.01 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAO ADVISE
D: RESEARCH ADDOC: ORO TO DEALERSHIP SPOKE WITH KEITH -OW
NER'S STEP DAUGHTER OWNS THE VEHICLE -TECH WHO INSPECTED VE
HICLE AND GABRIELLA SERVICE ADVISOR WERE BOTH OUT OF DEALERS
HIP -WILL CALL BACK LATER TO CLARIFY ISSUE

ORIGIN: GAC004 - MANUAL - RESEARCH CSR COMMUNICATION: VISIT
ACTION: 408 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: ADULTON ANGELA CULTON
ACTION DATA/COMMENTS:

8289001

18.03.01 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAO ADVISE
D: RESEARCH ADDOC: ORO TO DEALERSHIP SPOKE WITH GABRIELLA
#NAME?

THAT THE VEHICLE HAS HAD SOME STALLING ISSUES AND THE SRVCO
E DIRECTOR HAS ONE THAT IS DOING THE SAME -THEY HAVE BEEN C
ALLING HOTLINE AND DELAYING WITH THEIR AREA REP ON THIS ISSUE
#NAME?

NOT IN -WILL TRY HIM BACK TOMORROW.

EP02-827 2388

ORIGIN: DACM02 - MANUAL - PHONE CSR COMMUNICATION VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ADULTON ANGELA DULTON
ACTION DATA COMMENTS:

0908001

11.04.00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: RESEARCH ADDOC: CBO TO DEALERSHIP SPOKE WITH BRETT DAW
S SERVICE DIRECTOR -THIS IS AN INTERMITTENT LOW SPEED STALL
ISSUE
S A KNOWN CONCERN WITH THE V8 ENGINE - HE WILL BE CALLING ME
BACK WITH MORE INFO TO SUPPORT THIS INFORMATION AS FCBR WAS
UNABLE TO FIND ANY UPDATED INFORMATION -GAVE BRETT MY PH#
TO GIB WITH INFO.

CONSUMER AFFAIRS 06/16/008 MPFVSPRG

06/16/008 MASTER OWNER RELATIONS SYSTEM II 15:41:19

INFORMATION ISSUE CASE NO: 1002003401
REGION: 27 WASHINGTON ZONE: 01 OPENED: 06/06/001
VIN: 1PNCLE041X1K08030 ENGINE: 1 VEH TYPE: T CLOSED: 06/16/001

ORIGIN: DACM04 - MANUAL - RESEARCH CSR COMMUNICATION VISIT
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: ADULTON ANGELA DULTON
ACTION DATA COMMENTS:

0912001

11.03.04 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISE
D: RESEARCH ADDOC: -STILL WAITING TO HEAR BACK FROM SERVIC
E DIRECTOR RE CONCERN

ORIGIN: DACM04 - MANUAL - RESEARCH CSR COMMUNICATION VISIT
ACTION: 403 - RESEARCH CONCLUDED - DEALER MUST CLOSE
DOCUMENT: ANALYST: ADULTON ANGELA DULTON
ACTION DATA COMMENTS:

0912001

08.01.06 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISE
D: RESEARCH ADDOC: NO FURTHER ACTION FROM RESEARCH AS DEAL
ERSHIP HAS NOT RETURNED PHONE CALLS -RESEARCH UNABLE TO FI
ND ANY FURTHER UPDATE.

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: DAD018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-DAVIS CRYSTAL FORD
ACTION DATA COMMENTS:

0942001

11.04.01 CALLED TECH HOTLINE SPOKE TO JOSE, STILL UNDER INVESTIGATION
BUT WOULD LIKE US TO CHECK GROUND 104,105 UNDER BATTERY TRAY
AND REPLACE BEG CONTROL RELAY WITH UPDATED PART # P0A2-1480
39-A. ALSO WANTS US TO CHECK VOLTAGE AND AMPS BEING PUT OUT B
Y ALTERNATOR WITH FULL LOAD APPLIED. CUSTOMER HAS APPOINTMENT
FOR TUESDAY 08/22/01 FOR REPAIR.

ENC2-627 23896

BEGINNING OF CONTACT

08/18/008 MASTER OWNER RELATIONS SYSTEM II 18.41.19

INFORMATION ISSUE CASE NBR: 1808570081
 REGION: SE SOUTHWEST ZONE: C1 OPENED: 18/18/001
 VIN: 1FMYU08171K041088 ENGINE: 1 VEH TYPE: T CLOSED: 18/18/001

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 402
 MILEAGE: 4814
 DEALER NAME: TOMSALL FORD, INC. SALES CODE: F8205 P & A: 08042
 REASON CODE: 3085 PRODCOMP DURPERP - VEHICLE QUALITY
 SYMPTOM: 80798 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 894 - CS-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: OSALINES OSALINES OSALINES
 ACTION DATA/COMMENTS:

18/21/001

18.45.34 CUSTOMER SAYS: VEH DIED 4X THIS WEEK SECURITY ALARM WILL BE DISCONNECTED TODAY THE VEH VIBRATES CUST PREPARE THAT PREVIOUS CSR TO CALL CELL PHONE; CONTACTED DLR TO SEEK LOWER VEH WHILE DLR IS TRYING TO DUPLICATE CONCERN PER CUST OWNER, DEALER SAYS: YOU HAVE TO PAY FOR A LOWER VEH WE HAVE TO KEEP YOUR VEH OR WE CAN CALL YOU WHEN THE MACHINE ARRIVE TO DIAGNOSE YOUR CONCERN CAO ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - CONTACT GRABERY MGR FOR ADDITIONAL INFORMATION - DOCUMENTED INFORMATION ***** P.S. CUST REQUEST TO BE CONTACTED ON HER CELL PHONE INSTEAD OF HER HOME NO. INFERENCE CASE ID: 1888

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 813 - CS-SUPPORT DEALERSHIP POSITION
 DOCUMENT: ANALYST: KOPEN KAREN GREEN
 ACTION DATA/COMMENTS:

1/18/002

18.10.42 CUSTOMER SAYS: -VEH HAS DIED 5 TIMES WHILE DRIVING -ENGINE TEMPERATURE DOESN'T MATTER -PROBLEM IS INTERMITTENT -CUST T. SEEKING ASSISTANCE IN GETTING THE VEH REPAIRED *** BYE
 TERN UPDATE. CUST CALLING TO SAY LAST DLR REPLACED A RELAY SWITCH AND THE VEH WAS FINE FOR A WEEK BUT IS CURRENTLY NOW DOING THE SAME THING AGAIN PER CUSTOMER, DEALER SAYS: NONE CAO ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLR REGION DECISION INFERENCE CASE ID: 1888

08/18/008 MASTER OWNER RELATIONS SYSTEM II 18.41.19

INFORMATION ISSUE CASE NBR: 1808570081
 REGION: SE SOUTHWEST ZONE: C1 OPENED: 18/18/001
 VIN: 1FMYU08171K041088 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/008

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 898 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: NPOWELL NTRIDO POWELL
 ACTION DATA/COMMENTS:

1/28/002

14.55.28 CUSTOMER SAYS: -CUST WANTED TO CALL TO UPDATE INFORMATION ABOUT THE PROBLEM WITH THE VEH STALLING -VEH STALLED TWICE ON THE 17TH, 20TH ONCE, 22TH ONCE PER CUSTOMER, DEALER

ER82-627 23891

SAYS: -NONE OAC ADVISED: - WE RECOMMEND THE REPAIR BE P
PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CREDITRY MGR IN REFERENCE CASE
ID: 4891

CONSUMER AFFAIRS 08/18/02 MMFAKPRG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM (M 12.41.10

INFORMATION ISSUE CASE NBR: 1728711282
REGION: 10 BCR ZONE: PR OPENED: 08082002
VIN: 1F2YU0F181K07038 ENGINE: 1 VEH TYPE: T CLOSED: 08082002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALBANY STATE: OR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 14900
DEALER NAME: NISSAN MOTOR COMPAN SALES CODE: F74408 P & A: 08804
REASON CODE: 8008 WARRANTY - COVERAGE INQUIRY
SYMPTOMS: 80408 STALL/QUIT AT IDLE ALL ENGINE TIME

ORDER: 04028 - US CONSUMER CASE BASE COMMUNICATION: PHONE
ACTION: 888 - PROVIDE INFORMATION ACCORDING TO PHRASOLOGY
DOCUMENT: ANALYST: RICHARD MENNE RICHARD
ACTION DATA/COMMENTS:

08/20/02
20.27.30 CUSTOMER SAYS: [REDACTED] WHAT IS THE O
CONCERN? [REDACTED] -THE CUST HAD TRANSMI
SION WORK DONE ON THE VEH THE CUST HAS HER CD PLAYER REPLACED
FOUR TIMES CUST HAD THE ABS SENSORS REPLACED IN THE FRONT
WHEELS -CUST VEH IS CURRENTLY STALLING AND SHE HAS HAD IT S
ERVICED FOR THIS CONCERN THREE MTHS AGO WHAT IS THE CUST L
CONCERN FOR CUST WOULD LIKE THE CURRENT PROBLEMS WITH HER
VEH ADDRESSED AND REPAIRED PER CUSTOMER, DEALER SAYS: O
AC ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONC
ERN - PLEASE TAKE YOUR VEHICLE TO THE PLM DEALERSHIP OF Y
OUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY
WARRANTY/ESP WILL BE APPLICABLE IN REFERENCE CASE ID: 8409

8082-827 23882

CONSUMER AFFAIRS 08/18/02 NEWSPRNG

ESKIPPING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM W 18:41:00

INFORMATION ISSUE CASE NR: 178748281
REGION: 71 CALIFORNIA ZONE: 08 OFFERED: 04/18/02
VEH: 1PACJ041X1000017 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: REDWOOD BEACH STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M

RELEASE: 2200

DEALER NAME: PEYTON CRAMER FORD SALES CODE: 07128 P & A: 0024

REASON CODE: 809A PROCDOMP DUFFVREP - REGIONAL ASSISTANCE

SYMPTOM: 807483 STALL/CUTS AT IDLE ALL ENGINES TEMP

OFFER: 04089 - US CONCERN CASE BASE COMMUNICATION: MAIL

ACTION: 728 - ADVISE CUST CRO WILL FOLLOW UP

DOCUMENT: ANALYST: TRUSSELL TANA CAMPBELL RUSSELL

ACTION DATA COMMENTS:

4/18/02

DEALER CUSTOMER SAYS: -> CUST STATED THAT HAVE TAKEN VEH IN FOR 8 TALKING OVER 4 TIMES ALSO OVER THE WEEKEND THIS STARTED HAPP ENING. -> CUST STATED THAT THE LAST TIME VEH WAS IN DLR ONA NGED THE RELAY AS PER BRV MESSAGE -> CUST STATED THAT DOES NOT KNOW WHAT TO DO ABOUT THIS RIGHT NOW. PER CUSTOMER, DE ALER SAYS: -> NONE CAC ADVISED: -> I WOULD LIKE TO BE YO UR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIV ES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FU RTHER. -> IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOUR INFERENCE CASE ID: 8408

OFFER: 04089 - MANUAL - PHONE CBF COMMUNICATION: MAIL

ACTION: 814 - OUTBOUND CALL TO DEALER

DOCUMENT: ANALYST: TRUSSELL TANA CAMPBELL RUSSELL

ACTION DATA COMMENTS:

12.10.16 CUSTOMER SAYS: -> CUST STATED THAT HAVE TAKEN VEH IN FOR 8 TALKING OVER 8 TIMES ALSO OVER THE WEEKEND THIS STARTED HAPP ENING. -> CUST STATED THAT THE LAST TIME VEH WAS IN DLR ONA NGED THE RELAY AS PER BRV MESSAGE -> CUST STATED THAT DOES NOT KNOW WHAT TO DO ABOUT THIS RIGHT NOW. PER CUSTOMER, DE ALER SAYS: NONE CAC ADVISED: -> CBO TO DLR CRM LINDA WHO INFORMED THAT HAVE SENT OUT A CRM APPLICATION VIA THE SALES PERSON TO THE CUST BEING VEH HAVE BEEN IN SO MANY TIMES FOR THE SAME CONCERN.

CONSUMER AFFAIRS 08/18/02 NEWSPRNG

0802-027 23883

INFORMATION ISSUE CASE NBR: 1737480381
REGION: 71 CALIFORNIA ZONE: CR OPENED: 04/17/00
VIN: 1FMCU041X1K08817 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/00

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAGONE - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: L-ARMING LINDA ARMINGOU
ACTION DATA COMMENTS:

4/17/00
17.05.11 SENT CUSTOMER DISPUTE SETTLEMENT FORM

CONSUMER AFFAIRS 09/16/00 MBPAJPPH

BEGINNING OF CONTACT
09/16/00 MASTER OWNER RELATIONS SYSTEM III 18.41.10

INFORMATION ISSUE CASE NBR: 1737480381
REGION: 71 CALIFORNIA ZONE: CR OPENED: 04/17/00
VIN: 1FMCU041X1K08817 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/00

LAST NAME: [REDACTED] STATE: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: REDONDO BEACH STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ILT 4X4
MILEAGE: 3900

DEALER NAME: PEYTON CRAMER FORD SALES CODE: F7088 P & A: 0824
REASON CODE: 808 PRODUCTION DEFECT - VEHICLE QUALITY
SYMPTOM: 80788 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: DAGONE - US CONSUMER CASE BASE COMMUNICATION: PHONE
ACTION: 488 - ADVISE CUST TO PURSUE THEIR DES, THE APPLICATION MUST BE MAILED

EP02-02T 23804

DOCUMENT: ANALYST: NCAMPBEL NOVELETTE CAMPBELL
ACTION DATA COMMENTS:

4/17/2002

14:28:45 CUSTOMER SAYS: -CALLING BACK ON PREVIOUS ISSUE - CSR CALLED AND LEAVE MESSAGE FOR HER TO CALL, WOULD LIKE TO KNOW WHEN AT THE ANSWERED IS Y PER CUSTOMER, DEALER SAYS: CAO ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - IN ORDER TO PURSUE DSB MUST MAIL IN THE APPLICATION ADVISE SO CUSTOMER TO DLR CRM LINDA WHO INFORMED THAT HAVE SENT OUT A DSB APPLICATION VIA THE SALES PERSON TO THE CUSTOMER BEING WHEN HAVE BEEN IN SO MANY TIMES FOR THE SAME CONCERN. REFER NCE CASE ID: 1554

CONSUMER AFFAIRS 05/18/2002 MWFAK793

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM # 18.41.18

INFORMATION ISSUE CASE NR: 174673181
REGION: 16 PHILADELPHIA ZONE: B1 OPENED: 05/03/2002
VIN: 1FMYU0289K2B9492 ENGINE: B VIN TYPE: T CLOSED: 05/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: COCHRANVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
RELEASE: 3000
DEALER NAME: ROBIN FORD SALES CODE: F18022 P & A: 01885
REASON CODE: 0608 FAV - OTHER
SYMPTOM: 807489 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: ESP202 - AWARD ESP EXTRA CARE - USED MSB
DOCUMENT: ANALYST: CHAMBER EYVETTE HANBERRY
ACTION DATA COMMENTS:

05/20/02

05/20/02 ESP CONTRACT ISSUED

ESP2-027 23885

CONSUMER AFFAIRS 08/18/2008 MMFAUPRG

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM II 13.41.19

INFORMATION ISSUE CASE NBR: 178071801
REGION: 78 SAN FRANCISCO ZONE: A1 OPENED: 07/08/2001
VIN: 1PMYU024WKAG116 ENGINE: 1 VEH TYPE: 7 CLOSED: 07/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: STOCKTON STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 404
MILEAGE: 4800

DEALER NAME: THE VALLEY FORD SALES CODE: F72402 F & A: 07748
REASON CODE: OEM DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807483 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: OAKS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SALVARESE SHANE SALVARESE
ACTION DATA/COMMENTS:

7/8/2001

853048 CUSTOMER SAYS: -VEHICLE BEEN IN THE SHOP FOR 2 WEEKS. -VEHICLE IS DYING AT INTERSECTIONS. -GIVEN THIS FOR ABOUT 2-3 WEEKS, HAD VEHICLE TOWED LAST THURSDAY TO THE DLR AND THEY HAVE HAD IT SINCE. PER CUSTOMER, DEALER SAYS: -CAN'T DUPLICATE THE PROBLEM. GM 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. REFERENCE CASE ID: 4488

ORIGIN: OALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP4005 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: BANCOP CATHERIN PAPALIA
ACTION DATA/COMMENTS:

9/18/2001

14.08.14 LPA SENT LETTER TO ATTORNEY STATING THAT THE DEALERSHIP HAS BEEN UNABLE TO DIAGNOSE A CONCERN WITH STALLING ON THE VEHICLE. THEREFORE FORD HAS DENIED THE CUSTOMER'S REQUEST FOR A BUYBACK. THE DEALERSHIP WILL REPAIR THE VEHICLE AS PER THE WARRANTY ONCE THEY ARE ABLE TO VERIFY AND DUPLICATE THE CONCERN.

CONSUMER AFFAIRS 08/18/2008 MMFAUPRG

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM II 18.41.19

8002-827 23000

INFORMATION ISSUE CASE NBR: 177488141
REGION: 25 SAN FRANCISCO ZONE: A1 OPENED: 01/17/2008
VIN: 1FACU04181R070804 ENGINE: 1 VEH TYPE: T CLOSED: 01/17/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: BRIGHTWOOD STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11700
DEALER NAME: LITHIA FORD OF CONG SALES CODE: F73063 P & A: 08234
REASON CODE: 0494 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807493 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 899 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JOORFRA, JENNIFER CORREA
ACTION DATA/COMMENTS:

1/17/2008
808818 CUSTOMER SAYS: - CUST STATES VEH SHUT OFF WHILE DRIVING
#NAME?
ALLS USUALLY AROUND 65 MPH - DRUSHIP REPLACED OPM AFTER T
HE THRD STALL - THIS WAS 8000 MILES AGO AND STALLED AGAIN
TODAY - CUST STATES AID SHIFTS FROM POINTING @ YOU TO DEPTH
OUT AND SHUTS OFF SOMETIME WHEN ACCELERATING DRUSHIP SAYS THA
T HAPPENS - CUST HAS A NEW VEH SHE IS AFRAID TO DRIVE -
CUST WANTS REPAIR FIRST AND FORWORT FOR CUSTOMER, DEALE
R SAYS: - NOTHING WRONG WITH THE VEH CAG ADVISED: - FOR
THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED
TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSH
IP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE TH
E CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY
CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOO
N AS (INTERMITTENT) CONCERN IS NOTICED REFERENCE CASE NO: 4
402

CONSUMER AFFAIRS 05/16/2008 NMFAC2PR8

BEGINNING OF CONTACT
05/16/2008 MASTER OWNER RELATIONS SYSTEM IN 18.41.16

INFORMATION ISSUE CASE NBR: 178879801
REGION: 18 NEW YORK ZONE: A1 OPENED: 01/28/2008
VIN: 1FACU04101KA43189 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: FLUSHING STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10080
DEALER NAME: PHILBOR MOTORS, INC SALES CODE: F13079 P & A: 08234
REASON CODE: 8002 WARRANTY - COVERAGE INQUIRY
SYMPTOM: 807493 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: OACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 898 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: AWALKERT, ANDREA WALKER
ACTION DATA/COMMENTS:

ERR2-027 23007

10/28/02

20.0255 CUSTOMER SAYS: -VEH KEEPS STALLING INTERMITTENTLY (3 TIMES)
)-VEH BROUGHT TO DEALERSHIP FOR REPAIR -CHECKED NHTSA AND OT
HER FORD ESCAPE WEBSITE AND THERE SEEMS TO BE A PROBLEM WITH
N STALLING -CALLED DEALERSHIP TO ADVISE THAT BRINGING IN VEH
-DEALERSHIP ADVISED CANT SEE VEH AND IS ACTING LIKE HE ALREADY
ADDRESSSED THIS CONCERN -GAS MILEAGE ON VEH IS PITYFUL -I
AM READY TO TRADE THE VEH FOR CUSTOMER, DEALER SAYS: -BR
ING VEH IN AS GOT INFORMATION ON THINGS THAT I SHOULD BE CHECK
ING -01/1/03 DEALERSHIP ADVISED ALREADY DONE REPAIR. GAS AD
VISED: - POSSIBLE WARRANTY/DEP COVERAGE FOR YOUR CONCERN.
- PLEASE TAKE YOUR VEHICLE TO THE FORD DEALERSHIP OF YOUR CHOICE
TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/DEP
WILL BE APPLICABLE REFERENCE CASE ID: 6409

CONSUMER AFFAIRS 09/18/2002 MMFAK/PK0

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM II 13.41.10

CONCERN ISSUE CASE NR: 028042271
REGION: 10 PHILADELPHIA ZONE: P1 OPENED: 09/18/2001
VIN: 1FM0LADH101K2B1129 ENGINE: 1 VEH TYPE: 7 CLOSED: 09/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SHARPLESVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
RELEASE: 10/00
DEALER NAME: NEW HOLLAND FORD SALES CODE: F16811 P & A: 01800
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 007488 STALL/OLDS AT IDLE ALL ENGINE TEMP

ORIGIN: 0A005 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: OPEND; DARAPHONE PHENSPHNT
ACTION DATA COMMENTS:

8/18/2001

10.55.11 CUSTOMER SAYS: VEH HAS SHUT OFF WHILE I WAS DRIVING TWICE
SINCE I HAVE HAD IT. PEOPLE HAVE TOLD ME THERE IS A PROBLEM
WITH THE IGNITION SYSTEM. IS THIS TRUE? AND IS THERE A
RECALL TO FIX THIS PROBLEM? PER CUSTOMER, DEALER SAYS:
NONE. DAD ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
A FORD/MI DEALERSHIP - INFORMATION WILL BE SENT TO DLR, C
USTOMER SHOULD CONTACT CRIMBERRY MGR - NO RELATED RECALL/SON
PB. REFERENCE CASE ID: 4808

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DA0012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-EVA11 JACK EVANS
ACTION DATA COMMENTS:

8/21/2001

10.07.48 CUSTOMER IS TAKING VEHICLE TO DEALER CLOSER TO WHERE HE LIVES.
HE IS HAVING AN INTERMITTANT CONCERN WITH ENGINE HESITATION.
IF HE CANNOT GET AN APPOINTMENT AT LOCAL DEALER, WE WILL
MAKE ARRANGEMENTS TO HAVE VEHICLE BROUGHT TO NEW HOLLAND.

8002-827 23005

CONSUMER AFFAIRS 08/18/2002 MMFA03PRG

1
BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 041820048
REGION: 01 ATLANTA ZONE: A1 OPENED: 01/04/2002
VEH: 1FMYJ01151K6T001 ENGINE: 1 VEH TYPE: T CLOSED: 01/04/2002

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: 2001 MODEL: ESCAPE XLS 4X2
MESSAGE: 2800
DEALER NAME: GENE EVANS TEAM FOR SALES CODE: FX1004 P & A: 0022
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807403 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: 04030 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO CLF; CONTACT CFM
DOCUMENT: ANALYST: FBROOKS FAITHLYN BROOKS
ACTION DATA/COMMENTS:

14/8/02
11.08.02 CUSTOMER SAYS: - VEH CUT OFF ON THE WHEEL DRIVING; - TOOK
VEH TO DLHP, WHO REPLACED A OHP; - STATES OHP WENT ASA
IN, CAUSING VEH NOT TO DRIVE; - STATES VEH WOULD IDLE HIGH
, THEN DROP DOWN, THEN CUT; - TOOK VEH BACK, WHO PUT IN ANO
THIR OHP; - STATES HE STILL FEELS SOMETHING IS WRONG WITH
VEH; - STATES VEH WILL IDLE VERY HIGH; PER CUSTOMER, DEALE
R SAYS: OAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFO
RMD BY A FORD/M DEALERSHIP - INFORMATION WILL BE SENT TO
DLF, CUSTOMER SHOULD CONTACT CRIMBRY MGR REFERENCE CASE ID:
4605

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION; OTHER
ACTION: 040012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: TDYERS TODD DYER
ACTION DATA/COMMENTS:

1/11/2002
10.11.02 DUPLICATE CUID CONTACT OPENED.

CONSUMER AFFAIRS 08/18/2002 MMFA03PRG

1
BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM III 14.47.19

CONCERN ISSUE CASE NBR: 0408500751
REGION: 05 MIAMI ZONE: C1 OPENED: 08/16/2001

888-827 23888

VIN: 1FMYU01101K00000 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HARTLEY STATE: LA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 8800
DEALER NAME: ADVANTAGE FORD SALES CODE: F80027 P & A: 08440
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 80798 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DACMS - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR, CONTACT DPM
DOCUMENT: ANALYST: OSOLIZA DANICE D'ROZA
ACTION DATA/COMMENTS:

8/18/2001

12.18.01 CUSTOMER SAYS: -HOOOONG NOISE WITHIN 3000 MILES OF VEH US
E - TAKEN TO DLR/HP AND VEH EVENTUALLY FIXED - VEH AT DLR/HP
FOR WEEK AND HALF - VEH STALLED DURING OPERATION AND VEH ST
ARTED ROLLING BECAUSE WAS ON INCLINE, PULLED OVER TO SIDE AN
D IT KEPT ROLLING - VEH FINALLY STOPPED AFTER BRAKES COMPRES
SED AND THEN IT STARTED SHAKING - VEH STARTED UP AGAIN AND T
AOKIN TO DLR/HP - CUST DOES NOT WANT VEH BACK PER CUSTOMER,
DEALER SAYS: -DLR/HP COULD NOT FIGURE OUT WHAT WAS CAUSING
THE NOISE -BYO REP CALLED BACK ON FRIDAY TO SAY THEY COULD
NOT FIND ANYTHING WRONG WITH VEH DAD ADVISED: - WE RECOMM
END THE REPAIR BE PERFORMED BY A FORD/IN DEALERSHIP - INFOR
MATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT GRABBERV
NOR OUR GOAL IS TO WORK WITH YOU AND YOUR BROTHERS DEALER
SHIP TO PROPERLY REPAIR YOUR VEHICLE. THE DEALERSHIP IS IN TH
E BEST POSITION TO ASSIST YOU WITH THE AND OTHER CONCERNS.
****CBO TO DLR/HP**** -SPOKE TO SONNIE, BYO REP -BYO MS
R UNAVAILABLE -INTERMITTENT CONCERN HAS NOT YET BEEN REPROD
UCED, NO ESTIMATED TIME FRAME FOR REPAIR INTERFERES CASE ID:
4908

ORIGIN: DEALER - DEALER COMMUNICATION PHONE
ACTION: DACMS - CUST. SAT. REBT. TOOL UTILIZED - DAD OFFERED AND ACCEPTED
DOCUMENT: ANALYST: F80027 BILL WATSON FORD
ACTION DATA/COMMENTS:

8/18/2001

12.14.17 FORD TRADE WITH DAD ASSISTANCE

CONSUMER AFFAIRS 08/18/2001 18:41:10

BEGINNING OF CONTACT
08/18/2001 MASTER OWNER RELATIONS SYSTEM IN 18.41.10

CONCERN ISSUE CASE NBR: 041700891
REGION: 27 WASHINGTON ZONE: E1 OPENED: 11/20/2001
VIN: 1FMYU04101K079970 ENGINE: 1 VEH TYPE: T CLOSED: 11/20/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ANATLY STATE: NO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 1008
DEALER NAME: JOHNSON FAMILY FORD SALES CODE: F27512 P & A: 01364
REASON CODE: 2001 PRODCOMP BUMPER - MULTIPLE REPAIR
SYMPTOM: 80798 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DACMS - US CONCERN CASE BASE COMMUNICATION: INTERNET
ACTION: 088 - ADVISE CUSTOMER OPD VRL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: LIAOTIRAM LEAH MOTIRAM
ACTION DATA/COMMENTS:

11/20/2001

08.10.02 CUSTOMER SAYS: VEH OUT OFF, CUST SAYS ITS UNSAFE, DANGEROUS &
THE HER A LOANER EX OVER 6 MONTHS INTERMITTENT. CUST WANTS

8882-027 23168

A LOANER. PER CUSTOMER, DEALER SAYS: JOHNSON FAMILY FORD
. OAC ADVISED: --SPOKE TO GREG HORTON @DRI REGARDING SS
M D107088 RE STALLING INTERMITTENTLY. - INFORM CUSTOMER WE
WILL RESEARCH ISSUE FURTHER - CRD WILL RE-CONTACT CUSTOMER
WITH UPDATE IN REFERENCE CASE #: 402

ORIGIN: DAD004 - MANUAL - RESEARCH OR: COMMUNICATION: INTERNET
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: AVUCUUF ALEXVUCUUF
ACTION DATA/COMMENTS:

12.23.04 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAC ADVISE
D:

ORIGIN: DAD004 - MANUAL - RESEARCH OR: COMMUNICATION: INTERNET
ACTION: 403 - RESEARCH CONCLUDED - DEALER MUST CLOSE
DOCUMENT: ANALYST: JOLEJADA JENNIFER CLEJADA
ACTION DATA/COMMENTS:

12/28/04
09.4688 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAC ADVISE
D: RESEARCH ADDCD: - ROBR SUPPORTS DLRSHP POSITION - DLRS
HP CONTACTED TECH HOTLINE (ROBR VERIFIED THAT LOOKING THROUG
H TH REPORTS) AND DLRSHP HAS YET TO DUPLICATE CUST'S CONCER
N FIRST - ROBR SUPPORTS DLRSHP POSITION.. DLRSHP CANNOT RE
OLVE ISSUE UNTL CONDITION IS DUPLICATED

CONSUMER AFFAIRS 09/18/02 MIFAXPRG

09/18/02 MASTER OWNER RELATIONS SYSTEM (H) 18.41.18

CONCERN ISSUE CASE NR: D44700881
REGION: 87 WASHINGTON ZONE: E1 OPENED: 11/20/04
VIN: 1FMYU0191NP7870 ENGINE: 1 VEH TYPE: T CLOSED: 12/04/04

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: D4008 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: G-HORTON GREG HORTON
ACTION DATA/COMMENTS:

12/4/04
17.26.89 CUST VEH DOES EXHIBIT A PROBLEM FORD IS AWARE OF SITUATION O
UT VEH IS IN THE PROCESS OF A POSSIBLE REPURCHASE PER ME AN
D MY AREA SERVICE MGR SHELVA CLEMONS

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: D4008 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-HORTON GREG HORTON
ACTION DATA/COMMENTS:

12/28/04
11.28.87 FORD RAY REPURCHASED VEH DUE TO DYING PROBLEM HAPPING APPROX
EVERY 3000 OR 60 MILES

ERG2-827 23181

CONSUMER AFFAIRS 05/18/2002 MMFA00PRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM IN 12:41:19

CONCERN ISSUE CASE NBR: 0494341801
REGION: 71 CALIFORNIA ZONE: G1 OPENED: 0505/2001
VIN: 1FMYU0811KAB888 ENGINE: 1 VEH TYPE: T CLOSED: 0603/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BELLFLOWER STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR
MILEAGE: 18000
DEALER NAME: FAIRWAY FORD SALES CODE: F7Y008 P & A: 05476
REASON CODE: 1103 AWA - V/W CRITERIA, RECLMNT AWA PROR REPAIR
SYMPTOMS: 007485 STALL/OUTS AT IDLE ALL ENGINE TEMP

OFFICE: CACSB - US CONCERN CASE SAME COMMUNICATION PHONE
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: JEROME JAGODA MERCLINDY
ACTION DATA COMMENTS:

5/22/01

12:43:30 CUSTOMER SAYS: - CLAIMS THAT WHEN SPEAKING TO DLR SHE WAS INFORMED THAT TOWING WILL NOT BE COVERED AND THERE IS NOT RENTAL PROVISION AVAL, DUE TO VEH DOES NOT HAVE A ESP; -STATE 8 THAT THERE IS CHECK ENGINE LIGHT CAME ON AND AN IDLE; -RE ENGINE ASSISTANCE; PER CUSTOMER, DEALER SAYS: NONE; C AG ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST BY CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST ***OBC TO DLR*** SPOKE TO BIA CHAD - HAS INFORMED THAT CUST SHOULD HAVE TO VEH BY CUGHT IN AND THE ISSUE WILL BE LOOKED INTO ON THE LOANER/RENTAL VEHICLE; STATES THAT IF THE VEH IS LOOKED AND REPAIRED THERE IS NOTHING TAH CAN BE DONE FOR RENTAL, IF VEH IS LONGER THEN 1 DAY BIA WILL LOOK INTO THE RENTAL VEH FOR CUST; INFERENCE CASE ID: 5232

CONSUMER AFFAIRS 05/18/2002 MMFA00PRG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM IN 12:41:19

CONCERN ISSUE CASE NBR: 0518700001
REGION: 22 SOUTHWEST ZONE: E1 OPENED: 1208/2001
VIN: 1FMYU08171K98148 ENGINE: 1 VEH TYPE: T CLOSED: 1208/2001

LAST NAME: [REDACTED] STATUS: CLOSED

ERR2-027 23162

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAN ANTONIO STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT GX
MILEAGE: 7988
DEALER NAME: RED MOONSB FORD SALES CODE: F2926 P & A: 0454
REASON CODE: 20% WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 867493 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: DAC/BB - US CONCERN CASE BASE COMMUNICATION VISIT
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GLOBE GARY JOSE
ACTION DATA/COMMENTS:

12/6/2001
15.11.99 CUSTOMER SAYS: VEH HAS DIED 2 TIMES AND STOPPED RUNNING
#NAME?
DOBBS FORD IN SAN ANTONIO -CUST ADVISED ROADSIDE TOWMAN NOT
TO TOUCH VEH AS DLRSHIP HASNT BEEN ABLE TO REPLICATE CONCER
RN -ROADSIDE TOWMAN EVEN WITH CUST INSTRUCTIONS DID SWITCH
OFF THE KEY WHICH MADE THE DEALERSHIP UNABLE TO REPLICATE S
AND CONCERN -SERVICE WRITER SAID THAT THEYRE NOT ABLE TO R
EPLICATE OR DUPLICATE CONCERN BECAUSE THE VEH WAS SWITCHED O
FF AND IT WASNT IN THE ORIGINAL CONDITION -THE CURRENT ST
ATUS IS THAT THE DLRSHIP IS NOT WILLING TO JUST REPLACE PART
S AND RESOLVE WITHOUT DUPLICATING CONCERN -CUST WANTS TO GE
T CONCERN RESOLVED OR WANTS TO KNOW THE NEXT STEPS IF VEH CO
NTERN IS NOT RESOLVED PER CUSTOMER, DEALER SAYS: GAO AD
VISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM
DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOU
LD CONTACT CRMSERV MGR CBO TO DLR*****RED MOONSB
FORD -SPOKE WITH RICARDO (TECH) -CSR PROVIDED DLR WITH
INFORMATION BASED ON (NO REPAIR)001 FORD ESCAPE) INTERVIEW
T STALLING REFERENCE NUMBER 016786 -RICARDO WILL PROCEED
WITH THE INFORMATION TO POSSIBLY GET A RESOLUTION -RICARDO
SAYS THAT CUST CAN CALL BACK TOMORROW 12/6/01 TO GET AN UP
DATE -CSR ADVISED CUST THAT RICARDO (TECH) IS CURRENTLY W
ORKING ON IT AND CUST COULD GET UPDATE AFTER 24 HOURS -CSR
ADVISED CUST THAT STEPS ARE AVAILABLE FOR HIM IF VEH IS NOT
ABLE TO BE REPAIRED HOWEVER CSR ADVISED CUST THAT ITS TOO P
REMATURE TO ASSUME THIS AND ALL EFFORTS ARE BEING GIVEN BY D
LRSHIP TO GET CONCERN RESOLVED REFERENCE CASE ID: 4908

CONSUMER AFFAIRS 08/18/2002 15/11.99

08/18/2002 MASTER OWNER RELATIONS SYSTEM (H) 15.11.99

CONCERN ISSUE CASE NR: 0818190021
REGION: 62 SOUTHWEST ZONE: B1 OPENED: 12/08/2001
VIN: 1FMYU28174P02188 ENGINE: 1 VEH TYPE: T CLOSED: 08/01/2002

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: DAC/BB - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-VONGT RED MOONSB FORD
ACTION DATA/COMMENTS:

2/1/2002
02.04.99 REPLACED FUEL PUMP & COULD NOT DUPLICATE ALOT OF CUSTOMERS C
ONCERN

CONSUMER AFFAIRS

08/18/02 MMFALPRE

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM R 18.41.39

CONCERN ISSUE CASE NUM: 08790148
REGION: 18 NEW YORK ZONE: A1 OPENED: 8/18/02
VIN: 1FACU04181K3NEP04 ENGINE: 1 VEH TYPE: T CLOSED: 04/01/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: PORT WASHINGTON STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 18000
DEALER NAME: TOWER FORD INC SALES CODE: P1800 F & A: 02664
REASON CODE: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA
SYMPTOM: 807483 STALLOUTS AT IDLE ALL ENGINE TRIP

OWNER: GACRS - US CONCERN CASE SAME COMMUNICATION: PHONE
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: NERATON KATASHA SEATON
ACTION DATA/COMMENTS:

4/18/02
10:57:30 CUSTOMER SAYS: -WHILE DRIVING DOWN A HILL APPLYING THE BRAKE
BE GENTLY THE STEERING WHEEL STARTED TO GET STIFF AND THEN I
COOKED UP -IF LIGHT DID NOT TURN GREEN CUST WOULD RAN INTO A
MOTHER VEH -FINALLY THE CUST WAS ABLE TO JERK THE STEERING
WHEEL BACK, SHOULDER AND NECK -THIS IS THE THIRD TIME LOS
T POWER, STEERING AND BRAKE -CONTACT MTRSA, LAWYERS AND THE
Y SAID THAT THEY WILL CALL CUST BACK -CLAIMS THAT THE NHTSA
A HAS 18 INCIDENTS WITH THIS 2001 ESCAPE -CUST NO LONGER WA
NTS THE VEH; NO LONGER FEELS SAFE WITH THE VEH; WANTS THE DL
RSHIP TO TAKE THE VEH BACK AND GIVE MONEY BACK PER CUSTOMER,
DEALER SAYS: TOWER FORD OF GREAT NECK -CLAIMS THAT THE D
LRSHIP SAID THAT THEY REPAIRED THE VEH; THEN THE CONCERN HAPP
ENED AGAIN -CLAIMS THAT THE OWNER SAID THAT THIS IS A SERV
ICE ISSUE; TRANSFERRED CUST TO SERVICE -CLAIMS THAT THE DLRS
HIP HAS NOT CALLED CUST TO LET CUST KNOW WHAT IS GOING ON WIT
H VEH CAD ADVISED: -I WOULD LIKE TO BE YOUR ADVOCATE IN T
HIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSID
ERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THE
RE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? -
-> ADVISED CUST FORD GOAL IS TO REPAIR THE VEH -CSD TO DL
RSHIP SPOKE TO NERE B/M WHO SAID THAT FORD HAS JUST SENT OUT
SES TO REPAIR THIS CONCERN WILL SPEAK TO REP ABOUT CUST CON
CERN -ADVISED CUST OF THE FOLLOWING -ADVISED CUST THAT RE
G WILL MAKE FINAL DECISION IN REGARDS TO HIS MATTER AND DLRSH
P WILL CONTACT WHEN THEY HEAR FROM REG -PROVIDED CUST WITH
FORD NUMBER INFERENCE CASE ID: 8417

ERR2-027 23184

CONSUMER AFFAIRS 08/18/00 MFAKPRG

BEGINNING OF CONTACT
08/18/00 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 087812281
REGION: ZONE: OPENED: 10/18/01
VIN: 1FMYU021W0P7799 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/01

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR

ADDRESS:
CITY: ROUND ROCK STATE: TX ZIP:

HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4SI

DEALER NAME: SALES CODE: P & A;
REASON CODE: 1908 ANA - VAN CRITERIA, REQUEST ANA AFTER REPAIR
SYMPTOMS: 80YMS STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIG: GAD02 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: GREGG GAITH BEAM
ACTION DATA COMMENTS:

10/18/01
15.03.13 CUSTOMER SAYS: == VEH STALL THEN QUIT == CONCERN OCCUR T
WAS ALREADY == QUIT CARRIED THE VEH INTO THE DLRHP AND W
AS PROVIDED WITH A LOANER VEH FOR 8 DAYS UNDER ESP == QUIT P
ICK UP THE VEH AND WAS CHARGED \$140 FOR THE RENTAL BECAUSE N
O PROBLEM WAS FOUND == QUIT IS SEEKING REIMBURSEMENT FOR THE
RENTAL VEH == PER CUSTOMER, DEALER SAYS: NONE GAD ADVIS
ED: - INFORM CUSTOMER OF DEALER'S RESPONSE - ADVISE CUSTOM
ER TO SUPPLY RECEIPTS TO DEALER - REQUEST DEALER PROCESS RE
IMBURSEMENT == CBC TO DLRHP == SPOKE WITH JOHN NY (SA
] == DLRHP FEELS IT WOULD BE A GOOD BUSINESS DECISION TO
REIMBURSE THE CUST FOR THE RENTAL COVERAGE == == CUST CAN
SUBMIT RECEIPT TO JOHN NY == INFORMING CASE ID: 8186

ORIG: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC04 - REIMBURSEMENT MADE FOR "EMERGENCY" WARRANTY REPAIR
DOCUMENT: ANALYST: J-PRIN PATRICIA MORITA
ACTION DATA COMMENTS:

10/29/01
16.18.13 REPURSED CUSTOMER'S RECEIPT FROM ENTERPRISE AND TURNED IN F
OR REIMBURSEMENT. SPOKE WITH CUSTOMER TO VERIFY ADDRESS TO
SEND REIMBURSEMENT CHECK. CUSTOMER SATISFIED..

ORIG: GAD02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: BILLYER EILEEN SUTHERLAND
ACTION DATA COMMENTS:

10/30/01
20.03.17 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAD ADVISE
ID: FAC008 0467 NAME: WARDY MOLITOR REPAIR ORDER: 2888

CONSUMER AFFAIRS 08/18/00 MFAKPRG

08/18/00 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 087812281
REGION: ZONE: OPENED: 10/18/01
VIN: 1FMYU021W0P7799 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/01

10/20/01
20.03.17 LINE NUMBER: 81 DOLLAR_AMOUNT: 142.00 VEHICLE IDENTIF
ICATION NUMBER: 1FMYU021W0P7799 REPAIR DATE: 8/18/01 C
OMMENTS: COMMENTS: CUSTOMER CONTACTED GAD AFTER RENTAL RESEU

8982-827 23185

REPAIRMENT WAS DENIED BECAUSE NO PROBLEM WAS FOUND DURING SERVICE VISIT. DAC AGREED TO REIMBURSE CUSTOMER FOR RENTAL EXPENSE. THANK YOU. PREFERRED CONTACT METHOD: EMAIL. E-MAIL ADDRESS: MANDY@COVERTFORD.COM PHONE 512.246.4642 EXTENSION 117

CONSUMER AFFAIRS 08/18/2008 MWFAXPFB

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM III NE41.16

CONCERN ISSUE CASE #REF: 889281082
REGION: 11 BOSTON ZONE: B1 OPENED: 04/16/2008
VIN: 1F8PYU04187K6M708 ENGINE: 1 VEH TYPE: T CLOSED: 04/16/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: PROVIDENCE STATE: RI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10181
DEALER NAME: TARGA FORD SALES, I SALES CODE: F11023 P & A: 30798
REASON CODE: 1388 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 607468 STALLS/SHUTS AT IDLE ALL ENGINE TEMP

OPINION: GAGIES - US CONCERN CASE BASE COMBINATION: VISIT
ACTION: T31 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: VMCCARTH VIVIAN MCCARTHY
ACTION DATA COMMENTS:

4/16/2008
M825.10 CUSTOMER SAYS: - VEH WAS TOWED TO THE DEALERSHIP BECAUSE I
T KEPT STALLING AND DYING - CALLED THE DEALERSHIP AND WAS
TOLD THAT THE VEH HAD NOT BEEN DIAGNOSED AS YET - ASKED FOR
R A RENTAL VEH BUT WAS TOLD THAT SHE WOULD HAVE TO PAY FOR T
HIS - BEHIND A LOANER/RENTAL VEH PER CUSTOMER, DEALER S
AYS: DAC 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. - B T

8902-027 23100

HERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU?
3000000.DM IN A MESSAGES AND ASKED THAT OUR CALL HIM BACK IN
REFERENCE CASE ID: 8088

ORIGIN: DACHSE - MANUAL - PHONE OUR COMMUNICATION VISIT
ACTION: 204 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: VMCCARTH WYVEN MCCARTHY
ACTION DATA/COMMENTS:

17.10.00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAO ADVISE
D:

ORIGIN: DACHSE - MANUAL - PHONE OUR COMMUNICATION VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VMCCARTH WYVEN MCCARTHY
ACTION DATA/COMMENTS:

4/17/00
TELECALL CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAO ADVISE
D: - AS PER NICK AT DEALERSHIP VEH HAS BEEN REPAIRED 3000000
OUR WAS ADVISED VIA YONKE MAIL

CONSUMER AFFAIRS 00/000000 MBP/ACT/10

00/000000 MASTER OWNER RELATIONS SYSTEM IN 10.41.10

CONCERN ISSUE CASE REF: 000001000
REGION: 11 BOSTON ZONE: B1 OPENED: 04/10/00
VIN: 1FMYL04181KAB4706 ENGINE: 1 VEH TYPE: T CLOSED: 06/00/00

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: DA0010 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-BUYETT TARDIA FORD
ACTION DATA/COMMENTS:

000000
15.10.00

0002-027 23187

CONSUMER AFFAIRS

05/18/2008 09:54:00

BEGINNING OF CONTACT

05/18/2008 MASTER OWNER RELATIONS SYSTEM IN 18:41:18

CONCERN ISSUE DATE NBR: 0814140911
REGION: 13 NEW YORK ZONE: E1 OPENED: 05052008
VIN: 1FMYU04181K064111 ENGINE: 1 VEH TYPE: T CLOSED: 05082008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HERTON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
RELEASE: 001
DEALER NAME: FULLERTON FORD SALES CODE: P18478 P.S.A. 80051
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 007488 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CADMS - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT COM
DOCUMENT: ANALYST: VSPILLAN YENNA SPILLAN
ACTION DATACOMMENTS:

05/20/08
18:15:17 CUSTOMER SAYS: - IN A LOYAL CUST OF FORD HAS HAD AT LEAST
6 FORD VEH - CONTACTED THE DEALER - HAD A FUEL
CONCERN, HAD A CONCERN WITH THE DOOR ALMOST FALLING OFF - T
ODAY WAS THE FIRST SNOWSTORM - THE ENGINE SHUT OFF WHEN SHE
WAS GOING DOWN HILL - THE HILL WAS JOY - WENT DOWN
IN NOISE FIRST - WAS ON THE BRAKE AND HAD NEVER PUT HER FOOT
ON THE GAS - THE VEH WAS GOING INTO A WHEEL DRIVE -
CUST COULD NOT BRAKE THE BOX THAT SHOWS YOU WHICH GEAR YOU
WERE IN DISAPPEARED - THE EMERGENCY BRAKE WOULD NOT GO ON
- THERE WAS A BUSY STREET AT THE END OF THE HILL -
- THE GEAR SELECTOR WAS MUSHY - REALIZED THAT THE VEH HA
S STALLED - THERE WAS AN ODD BURNING SMELL WHEN SHE WAS DRIV
ING THE VEH AFTER THAT - CALL THE DEALER - THIS HAPPENED
THIS MORNING - CUST IS NOT SURE IF SHE COULD SHOULD FILE U
NDER THE LEMON LAW - HAD CHILDREN IN THE VEH - CUST STATE
S THAT SHE UNDERSTANDS THAT THIS IS A FIRST YEAR MODEL AND T
HERE WILL BE CONCERN - CUST SEEKING SOMEONE TO LOOK INTO
THIS AND THAT THIS IS SOMETHING THAT HAS NEVER HAPPENED BEF
ORE AND THAT IT SHOULD NOT HAPPEN AGAIN - CUST SEEKING TO G
ET INTO A DIFFERENT VEH PER CUSTOMER, DEALER SAYS: - UNLE
SS WE CAN DUPLICATE THE CONCERN WE CAN NOT REPAIR IT - WE C
AN NOT TELL YOU WHAT HAPPEN UNLESS WE CAN RECREATE THIS SITU
ATION IT IS HARD TO SAY WHAT HAPPENED

--- CSD TO FAMILY ---
#050827
A PROCALL THAT WAS COMPLETED ON THE VEH - THERE WAS A GA
S SMELL IN THE VEH - AND THE REAR DOOR HEEDED TO BE OI
LED - FROM WHAT CUST EXPLAINED TO ME SHE SLIDE ON ICE ON A
HILL - CUST TRIED TO PUT THE VEH INTO PARK FROM DRIVE -
- CUST WOULD NEED TO BRING IN THE VEH FOR A DIAGNOSIS -
FORD CRC WILL PROVIDE 3 DAYS OF LOANER GAO ADVISED: - WE

CONSUMER AFFAIRS

05/18/2008 09:54:00

05/18/2008 MASTER OWNER RELATIONS SYSTEM IN 18:41:18

CONCERN ISSUE DATE NBR: 0814140911
REGION: 13 NEW YORK ZONE: E1 OPENED: 05052008
VIN: 1FMYU04181K064111 ENGINE: 1 VEH TYPE: T CLOSED: 05082008

05/20/08
18:18:47 RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP -
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT OR
MERRY MGR (REFERENCE CASE ID) 4835

ORIGIN: CADMS - MANUAL - TEAM LEADERS COMMUNICATION: MAIL
ACTION: 007 - ISSUE TRANSFERRED TO ANOTHER CENTER

ER02-027 23108

DOCUMENT: ANALYST: OMOLESD CATHY MOLESD
ACTION DATA/COMMENTS:

08/0001

10.17.10 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAG ADVISE
D:

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DADOME - AWA F01 OFFER - ACCEPTED BY CUSTOMER
DOCUMENT: ANALYST: F1976 FULLERTON FORD ,
ACTION DATA/COMMENTS:

08/0001

08.18.08 CUSTOMER'S VEHICLE WAS AT ANOTHER FORD DEALERSHIP

CONSUMER AFFAIRS 08/18/2008 MMFAX/PND

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM III 18.11.10

CONCERN ISSUE CASE NR: 0827281071
REGION: 08 SOUTH/WEST ZONE: 01 OPENED: 08/14/2001
VIN: 1F6LJ01B4TKG8200 ENGINE: B VIN TYPE: T CLOSED: 08/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FORT BAW HOUSTON STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 08
MILEAGE: 8008
DEALER NAME: JORDAN FORD, LTD. SALES CODE: FROBEE P & A: 04646
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807488 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: DADOME - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 198 - ADVISE CUST INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: JACKSON NATASHA JACKSON
ACTION DATA/COMMENTS:

0714/001

14.04.01 CUSTOMER SAYS: TRADICT IDLE HAS BEEN AT DLRSHP 4 TIMES F
OR THE CONCERN WOULD LIKE TO KNOW HIS RIGHTS IN GETTING R
ID OF VEH DLRSHP SAYS WOULD CONSIDER THE VEH A REPO CUST
WILL SEEK LEMON LAW IF HE HAS TOO PER CUSTOMER, DEALER
SAYS: NONE CAG ADVISED: - VEH RECOMMEND THE REPAIR BE PE
RFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT
TO CLR FORD GOAL IS TO REPAIR THE VEH NOT TO REPLACE THE VE
H IF SEEKING LEMON LAW FORD REQUEST NOTIFICATION BY MAIL T
O HAVE A LAST ATTEMPT TO RESOLVE CONCERN REFERENCE CASE ID
: 4205

ERS2-027 23189

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAD007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: L-MAYYIS JORDAN FORD
ACTION DATA/COMMENTS:

8/17/2001

16.01.08 FIELD SERVICE ENGINEER WILL BE HERE ON 8/28/01 TO INVESTIGATE
CONCERN. CUSTOMER IS TO RETURN AT THAT TIME.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAD007 - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED
DOCUMENT: ANALYST: L-MAYYIS JORDAN FORD
ACTION DATA/COMMENTS:

8/28/2001

08.28.01 CONCERN IS BEING RESEARCHED BY FORD ENGINEERS, BUT AT THIS TIME
IS CONSIDERED TO BE VEHICLE CHARACTERISTIC DUE TO EVAP SYSTEM
TEMP PURGING

CONSUMER AFFAIRS 08/16/2002 18:54:17

BEGINNING OF CONTACT

08/16/2002 MASTER OWNER RELATIONS SYSTEM # 13.41.18

CONCERN ISBU# CASE NBR: 080682191
REGION: 71 CALIFORNIA ZONE: D1 OPENED: 04/28/2001
VIN: 1FMYU22121K08884 ENGINE: I VEH TYPE: T CLOSED: 04/28/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: MIAMI STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 400
MILEAGE: 7900
DEALER NAME: BOB BAKER FORD-MASS SALES CODE: F71086 P & A: 08818
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 607468 STALL/CRUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DAD008 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NOHOW NEIL CHOW
ACTION DATA/COMMENTS:

4/28/2001

17.28.05 CUSTOMER SAYS: - CUST STATED THAT THEY PURCHASED A 2001 ES
CAPE WITH STALLING CONCERNS AND HIGH FUEL CONSUMPTIONS. -
CUST ALSO STATED THAT THEY ARE BEYOND A LOANER VEH FOR THE
TIME THAT THE VEH IS AT THE DLR PER CUSTOMER, DEALER SAYS:
#NAME?

ED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/MA
LEADERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD
CONTACT CONSUMER MGR REFERENCE CASE ID: 4608

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAD004 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: F71086 BOB BAKER FORD-M
ACTION DATA/COMMENTS:

8/16/2001

12.21.08 KP ASST SVC MGR

0882-827 23118

BEGINNING OF CONTACT
02/18/02 MASTER OWNER RELATIONS SYSTEM II 12.41.12

CONCERN ISSUE CASE NR: 04490001
REGION: 12 NEW YORK ZONE: G1 OPENED: 02/18/02
VIN: 1FMYU0151KZ7992 ENGINE: 1 VEH TYPE: T CLOSED: 02/28/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORTH PLAINFIELD STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 04
RELEASE: 1800
DEALER NAME: DITSCHEAN/PLMINGTON SALES CODE: F13480 P & A: 04219
REASON CODE: 089 BSR/RC - RENTAL REFUND REQUEST
SYMPTOM: 607492 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DACUS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: BHARATH @ATRI BHARATH
ACTION DATA/COMMENTS:

02/28/02
12.23.15 CUSTOMER SAYS: CUST CALLING BACK IN REGARDS TO MESSAGE LEFT BY CRM FOR CUSTOMER, DEALER SAYS: DITSCHEAN/PLMINGTON FLM (CA) ADVISED: - FORWARDED INFORMATION TO THE DEALER/SALES P - REQUESTED CRMSERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS REFERENCE CASE ID: 2626

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDLINE AVAILABLE AT THIS TIME PER - 'OTHER'
DOCUMENT: ANALYST: F13480 DITSCHEAN/PLMINGTON FLM
ACTION DATA/COMMENTS:

02/28/02
11.38.46 DEALERSHIP SALES DEPARTMENT IS REPONDING THE CUSTOMER THE RENTAL EXPENSE.

BEGINNING OF CONTACT
02/18/02 MASTER OWNER RELATIONS SYSTEM II 12.41.12

CONCERN ISSUE CASE NR: 070149891
REGION: 10 NEW YORK ZONE: G1 OPENED: 02/18/02
VIN: 1FMYU0151KZ71111 ENGINE: 1 VEH TYPE: T CLOSED: 02/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BRIDGEWATER STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 02
RELEASE: 1400
DEALER NAME: FAMILY FORD INC SALES CODE: F13492 P & A: 82269
REASON CODE: 0814 BSR/RC - RENTAL ASSISTANCE
SYMPTOM: 607492 STALL/OUTS AT IDLE ALL ENGINE TEMP

ENG2-827 23111

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: JOHAN SUBAR IRIAN
ACTION DATA COMMENTS:

01/28/01

10:28:40 CUSTOMER SAYS: -CUST SAID MY VEH BROKE DOWN AND I CALLED MY DLR AND THEY TOWED MY VEH TO DLR AND DLR ARRANGED RENTAL VEH FOR ME FROM AN ENTERPRISE -CUST SAID MY VEH TOWED DOWN TO DLR JUST NOW AND THE RENTAL VEH DID NOT SHOWED UP AND I CALLED THE DLR AND THEY ARE CLOSED CUST SAID I CALLED THE ENTERPRISE AND THEY ARE CLOSED ALSO . AND IT HAS BEEN 2 HOURS

#NAME?

ER SAYS: CUST ALLEGES DLR SAID WE ARRANGED THE RENTAL VEH FOR YOU AND IT WILL COME TO PICK YOU UP. CAG ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST -CUST IS ADVISED THAT CUST CAN GET THE RENTAL VEH FROM ANY ENTERPRISE AND SUBMIT THE RECEIPTS TO THE DLR AND THEY WILL REVIEW FOR REIMBURSEMENT. REFERENCE CASE ID:

5201

CONSUMER AFFAIRS 00163002 M8FA00PRG

BEGINNING OF CONTACT

00163002 MASTER OWNER RELATIONS SYSTEM II 10/11/99

CONCERN NUMBER CASE NUMBER: 070244001
REGION: 20 SAN FRANCISCO ZONE: A4 OPENED: 11/28/00
VIN: 1PM0J04171K28972 ENGINE: 1 VEH TYPE: T CLOSED: 11/30/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LIVERMORE STATE: CA ZIP: 94550
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 4879
DEALER NAME: SHAMROCK FORD, INC. SALES CODE: F75428 P & A: 07000
REASON CODE: 0014 DEFECT - RENTAL ASSISTANCE
SYMPTOM: 807499 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 718 - ADVISE CUSTOMER CMC WILL FOLLOW-UP
DOCUMENT: ANALYST: MARRIHA MARRIHA MARRIHA
ACTION DATA COMMENTS:

11/30/00

10:55:58 CUSTOMER SAYS: - CUST WANTS TO GET THE FULL ASSISTANCE FOR RENTAL AND FEELS THAT HE WAS NOT GIVEN PROPER ASSISTANCE AND WAS DISCRIMINATED BECAUSE HE IS HISPANO AND YOUNG - VEH SHUT OFF WHEN DRIVING - DLR CALLED ROADSIDE ASSISTANCE

#NAME?

HE VEHICLE WAS DOWN - CUST RENTED A VEHICLE FOR THE DAY AND IT WAS NOT IN THE COMPANY NAME, ON VISA BECAUSE THE BSA PLAN IS IN THE COMPANY NAME - CUST GOT REFUNDED FOR THE TOW NOT THE RENTAL - CUST RETURNED TO THE DLR AND ONE WAS NOT THERE ANYMORE WORKING IN SERV DEPT - CUST WAS NOT HAPPY WITH THE NEW SERV DEPT - \$21.25 FOR THE RENTAL ONE DAY - CUST IS SEEKING LOANER REFLUND IN FULL - CUST WAS GIVEN \$25.00 REFLUND AS IN CONTRACT, CUST IS UPSET THAT DLR WILL NOT GIVE \$25.00 DIFFERENCE - VEH WAS RENTED IN A DIFFERENT COUNTY

EN02-037 23112

AND NOW THERE IS CONFUSION - REPLY IN COME IN A FEW WEEKS
#NAME#
GETTING A RESOLUTION PER CUSTOMER, DEALER SAYS: SHAMROCK
FORD, INC. -ORG CSR MRR GORDON GROCUM AND LEFT A MESSAGE O
ALL BACK TO REVIEW THE FILE FOR POSSIBLE ASSISTANCE OAC AD
VISED: -ORG UNABLE TO REACH DEALER -ORG WILL RECONTACT O
BALDI NEXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH C
USTOMER - AS PER CUST FILE - PLEASE TRANSFER CUST TO CSR
JONI MARINA FOR ASSISTANCE OR TAKE A MESSAGE AND TRANSFER O
ALL TO TEAM LEADER INTA FOR CSR MARSHA JONES REFERENCE CASE
ID: 8827

CONSUMER AFFAIRS 05/18/02 MAFAPRO

BEGINNING OF CONTACT

05/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

CONCERN ISSUE CASE NBR: 071700001
REGION: 78 SAN FRANCISCO ZONE: AZ OPENED: 18/01/001
VIN: 1FMCU3D179K000318 ENGINE: 1 VEH TYPE: 7 CLOSED: 78/04/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M
ADDRESS: [REDACTED]
CITY: HONOLULU STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 7000
DEALER NAME: CUTTER FORD, INC. SALES CODE: F78004 P & A: 07000
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807483 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: OAC330 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: FR00028 FR0100000000
ACTION DATA COMMENTS:

18/01/001
8800.18 CUSTOMER SAYS: THE VEH DIED OUT WITH OUT ANY WARNINGS. CUST
SAYS THE VEH IS AT THE DLR RIGHT NOW. CUST WISHES TO GET H
ER VEH PROPERLY REPAIRED. PER CUSTOMER, DEALER SAYS: CA
C ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD
ALN DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT CHAIRMAN MGR. REFERENCE CASE ID: 4908

ORIGIN: DEALER-DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: A-EDWARDS ALAN EDWARDS
ACTION DATA COMMENTS:

28/002
17.20.48 REPLACED DEFECTIVE ENGINE ASSEMBLY. OAC PROVIDED LOANER. FOR
284483 20DEC-18LANDS.

CONSUMER AFFAIRS 05/18/02 MAFAPRO

882-827 23113

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.10

CONCERN ISSUE CASE NBR: 1337012901
 REGION: 47 CINCINNATI ZONE: E2 OPENED: 10/26/2001
 VIN: 1FMYU04181K17622 ENGINE: 1 VEH TYPE: T CLOSED: 10/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SIDNEY STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 899
 DEALER NAME: BOB TOWNSEND FORD SALES CODE: F47572 P & A: 0798
 REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOM: 80748 STALLOUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CADMS - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: NCHOW NBL CHOW
 ACTION DATA COMMENTS:

10/26/2001
 DELETE CUSTOMER SAYS: - CUST STATED THAT THEY ARE HAVING STALLING
 TROUBLE WITH THEIR VEH. - CUST ALSO STATED THAT THIS IS
 THE FOURTH TIME THAT THIS HAS HAPPENED. - CUST ALSO STATE
 D THAT THE CONCERN HAS BEEN ONGOING SINCE APRIL,2001. - C
 UST STATED THAT USUALLY OH CITY DRIVING AND NOT AT HIGH RPM
 EGS. - PER CUSTOMER, DEALER SAYS: - DLR CANNOT DUPLICA
 TE CONCERN. OAG ADVISED: - WE RECOMMEND THE REPAIR BE PER
 FORMED BY A FORD/AM DEALERSHIP. - INFORMATION WILL BE SENT
 TO DLR, CUSTOMER SHOULD CONTACT OMBUDSMAN MRL INFERENCE CAS
 E ID: 4928

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: 0A0018 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: C-MURSE CHARLES MURSE
 ACTION DATA COMMENTS:

11/06/2001
 11.06.06 REPLACED DPFE SENSOR ON RO 87737 DATED 10.29

CONSUMER AFFAIRS 08/18/2002 HMFACPPB

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.10

CONCERN ISSUE CASE NBR: 1337370131
 REGION: 19 SDP ZONE: C1 OPENED: 01/18/2001
 VIN: 1FMYU04141K176422 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SEWELL STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 900
 DEALER NAME: LIGHTTON FORD, INC SALES CODE: F18475 P & A: 0648
 REASON CODE: 3028 PRODCOMP DUR/PERF - VEHICLE QUALITY
 SYMPTOM: 80748 STALLOUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CADMS - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: A.JAMES10 AL JAMES
ACTION DATA COMMENTS:

11/16/01

08.38.45 CUSTOMER SAYS: == HE IS STILL AWAY FROM HOME, AND HE IS CALLING TO FIND OUT IF OUR OFFICE CAN CALL THE DEALER, WHERE THE VEH IS LOCATED, AND FIND OUT IF OUR INFLUENCE WILL CAUSE THE DEALER TO LOOK AT THE VEH ANY FASTER. PER CUSTOMER, DEALER SAYS: = THEY WILL NOT BE ABLE TO SEE THE VEH, UNTIL LATER THIS MORNING. QAD ADVISED: - ADVISE PER DEALERSHIP CONVERSATION, WITH JOHN, THE DSR, AND HE SAID THAT THEY WILL DO THEIR BEST TO HAVE THE VEH READY FOR HIM TODAY, BUT THERE ARE OTHER QUEST THAT THEY HAVE TO DEAL WITH 1ST. - DECISION IS STILL UNDER REVIEW - WILL FORWARD INFORMATION TO CRM OR SERV MGR - REQUESTED CRM OR SERV MGR CONTACT CUSTOMER WITHIN 5 BUSINESS DAYS - PROVIDE NAME, NUMBER OF CRM OR SERV MGR REFERENCE CASE ID: 1888

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: 80015 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: FR478 BERNETT LEBGHTON FORD
ACTION DATA COMMENTS:

11/16/01

10.25.01 CONTACTED CUSTOMER AND SPOKE ON PHONE ON 01/16/01 AT APPROX 1PM EXPLAINED VEHICLE IS IN SERVICE AND DIAG PROCEDURES HAVE BEGUN AWAITING FORD MOTOR CO BULLETIN PERTAINING ALL ESCAPE MODELS DEALER MUST CONTACT HOT LINE BEFORE ANY REPAIRS CAN BEGIN DEALER AWAITING HOT LINE REPAIRS WILL BE MADE ASAP

CONSUMER AFFAIRS 08782002 MRP43PR2

SEARCHING OF CONTACT

08782002 MASTER OWNER RELATIONS SYSTEM ID 11.41.18

CONCERN SUBJECT CASE NBR: 194898801
REGION: 21 ATLANTA ZONE: B1 OPENED: 11/16/01
VEH: 1FMYJ041PME78488 ENGINE: I VEH TYPE: T CLOSED: 11/16/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M [REDACTED]
ADDRESS: [REDACTED]
CITY: CUMMING STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2000
DEALER NAME: BILLY HOWELL FORD L SALES CODE: PR1448 P & A: 00341
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: BEHVS STALLOUTS AT IDLE ALL ENGINE TEMP

ORIGIN: GAO88 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 128 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: HWATSON NORDIA WATSON
ACTION DATA COMMENTS:

11/16/01

08.47.12 CUSTOMER SAYS: -CUSTOMER SAYS THAT HER VEH STALLS OUT COMPLETELY AND SHE IS AFRAID THAT IT IS GOING TO KILL HER -CUST TOWER SAYS THAT SHE IS TAKING THE VEH TO THE DEALER SHE WANTED IT DOCUMENTED. PER CUSTOMER, DEALER SAYS: -NONE CAC A DIVIDED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR REFERENCE CASE ID: 4826

ORIGIN: GAO88 - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 388 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: RILLIE RONALD BLAUBERTON
ACTION DATA COMMENTS:

08.47.20 CUSTOMER SAYS: = REQUESTING SUPERVISOR = TAKING VEH TO A REPORT FOR TRIP WONT BE BACK IN FIVE DAYS = THANKED FOR INFORMATION ABOUT ESP LOANER = HAS DONE IT ONLY ONE TIME. CUST WAS DRIVING AND VEH STALLED WAS GOING DOWN GRADE WAS DR

8982-827 23116

WING 45 MPH/7E ABOUT 20 MPH DECELERATING PER CUSTOMER.
DEALER SAYS: DLR SAYS HAS THE EXACT SAME COMPLAINT WITH
THE SAME VEH. CAG ADVISED: - ISSUE CLOSED - RON SUPERVISOR
SCR 8170 - TOLD CUST THAT SHE ONLY HAS LOANER VEH FOR 8 DAY
& UNDER REP - SAID IF DLR NEEDS VEH LONGER FOR SOME REASON
POSSIBLE FOR ORD TO ASSIST WITH COOPERATION OF DLR - ASKED
CUSTOMER FOR SYMPTOMS - MADE CAG TO DECIDE BY MGR PROVIDED
HER WITH INFORMATION - SAID WILL LOOK AFTER CUSTOMER AND I
F NEED BE WILL PLACE FLEET PROORDER ON IT.

CONSUMER AFFAIRS 09188002 MMFA02792

09188002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NR: 184880001
REGION: R1 ATLANTA ZONE: B1 OPENED: 11/18/2001
VIN: 1PMVLDH18HCE7888 ENGINE: 1 VEH TYPE: T CLOSED: 11/18/2001

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACTIS - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: WARRHEN WALLACE HIGHSMITH
ACTION DATACOMMENTS:

11/18/2001
1818.00 WE HAVE CALLED CUSTOMER AND INVITED IN FOR ROAD TEST AND ALL
REPAIRS WILL BE MADE WITH-IN WARRANTY AND POLICY GUIDELINES

CONSUMER AFFAIRS 09188002 MMFA02792

BEGINNING OF CONTACT
09188002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

8002-827 23116

CONCERN ISSUE CASE NR: 130011171
REGION: 10 BDR ZONE: K2 OPENED: 04/16/01
VIN: 1FMYU04149F14798 ENGINE: 1 VEH TYPE: T CLOSED: 04/16/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: CANADA STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 9400
DEALER NAME: LAYNE BROS FORD LIN SALES CODE: F4784 P.A.: 01884
REASON CODE: 8016 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 80748 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MACKYLAT MARK DOWLAT
ACTION DATA COMMENTS:

4/16/01

17.06.01 CUSTOMER SAYS: - HAD A MISS TO CALL THE CAD - FEELS THAT THE VEH IS UNSAFE. - WOULD LIKE TO KEEP THE VEH AS LONG AS IT IS SAFE TO DRIVE. - LAST TIME THE VEH CUT OUT, CUST WAS STUCK IN A BAD AREA. - REQUESTED FROM THE DLNRP TO BUY BACK OR TRADE IN THE VEH. - DOES NOT KNOW IF SHE SHOULD PICK THE VEH UP AS IT DOES NOT WORK PROPERLY. - DID NOT RECEIVE THE FORM FROM THE DLNRP YET. - SAYS THAT LAYNE BROS FROM HA BEEN VERY GOOD WORKING WITH HER. LIKES THEIR SERVICE DEPT. - PER CUSTOMER, DEALER SAYS: - CALLED CUST AND SAID THAT THE VEH IS READY. - TOLD CUST THAT SHE NEEDS TO FILL OUT A FORM TO GET THE VEH BOUGHT BACK BY FORD OR TRADED IN. CAD A DMED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER WHOULD CONTACT CRMSERV MGR - ADVISED CUST THAT FMO GOAL IS TO ATTEMPT TO REPAIR THE VEH BEFORE ANY SALES ISSUES ARE DISCUSSED. INTERFENCE CASE ID: 4928

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAD066 - AREA PD1 OFFER - ACCEPTED BY CUSTOMER
DOCUMENT: ANALYST: 0610FT FERDINAN TALAN
ACTION DATA COMMENTS:

4/20/01

18.06.01 CRM NOTE: PER SERVICE MANAGER AUTHORIZED RENTAL CAR CLOSING OUT MORNING CONTACT. 8 DAY RENTAL @ \$80 A DAY. CUSTOMER HAS PICKED UP VEHICLE ON 4/17/01.

CONSUMER AFFAIRS 05/16/01 MSF40793

BEGINNING OF CONTACT
05/16/01 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NR: 130172811
REGION: 16 PHILADELPHIA ZONE: B1 OPENED: 12/08/01
VIN: 1FMYU04149F14798 ENGINE: 1 VEH TYPE: T CLOSED: 12/08/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEWTOWN SQUARE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 14000
DEALER NAME: FRED BEANS FORD OF SALES CODE: F18498 P.A.: 01341
REASON CODE: 8086 PRODCOMP DLNRPFP - VEHICLE QUALITY
SYMPTOMS: 80748 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: 05A1125 COPAZON SAJINES
ACTION DATA COMMENTS:

BR62-827 23117

1848001

08:24:18 CUSTOMER SAYS: WHEN DRIVING ALONG VEH QUITS AND IT HAPPENS
SX AND THE ALIENHP TRIED TO FIX THE VEH. CURT ALMOST GOT K
ILLED; VEH QUITS PER CUSTOMER, DEALER SAYS: NONE CAC A
DVISED: -CBO TO DLR SPOKE WITH MR. CLAYTON, CFM; ADVISED C
OR HE GOT THE INFO SEND YESTERDAY BY PREVIOUS CBR. SUGGEST
ED TO HAVE THE VEH AT THE SHOP AND IF NECESSARY FIELD SERVIC
E ENGR WILL INVESTIGATE TO GET RESOLUTION; -ADVISE PER DIE
ALIENHP CONVERSATION - DECISION IS STILL UNDER REVIEW - W
ILL FORWARD INFORMATION TO CFM OR SERV MGR - REQUESTED CFM
OR SERV MGR CONTACT CUSTOMER WITHIN 8 BUSINESS DAYS - PROVIDE
DE NAME, NUMBER OF CFM OR SERV MGR -APOLOGIZE -PROVIDE EX
PLANATION RE: PROCEDURE TO RESOLVE CONCERN INFERENCE CASE I
D: 1888

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DADGLE - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: P-POMANT PETER POMANTE
ACTION DATACOMMENTS:

18142801

08:39:37 FOLLOWED REPAIR PROCEDURE FAXED BY BONE STEWARD, FRI. INSTAL
LED UPDATED IAD MOTOR AND RESET BASE IDLE

CONSUMER AFFAIRS 08182002 M8PAXFPG

BEGINNING OF CONTACT

08182002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN IDLE CASE NR: 1448738481
REGION: 88 M8PAXFPG ZONE: 88 OFFICED: 08082001
V#R: 1FMYL04Y01K7874E ENGINE: 1 VEH TYPE: T CLOSED: 08082001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: JACKSON STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT RM
MILEAGE: 14000
DEALER NAME: FORD GROVER SALES CODE: F8218 P & A: 0808
REASON CODE: 8018 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 00799 STALL/QUITS AT IDLE ALL ENGINE TIME

ORIGIN: CACMS - LB CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CFM
DOCUMENT: ANALYST: SMCALLA SIMONE MCCALLA
ACTION DATACOMMENTS:

08082001

12:11:18 CUSTOMER SAYS: WE HAVE BEEN HAVING PROBLEMS WITH THE ESCAP
E DURING WHILE DRIVING IT. IT HAPPENS JUST AFTER YOU HAVE ON
EATED A HILL & ARE ON THE DOWN SIDE & HAVE LET OFF THE GAS.
IT HAS DONE IT 4 TIMES THE LAST 3 HAVE BEEN MORE RECENT THA
N THE FIRST TIME. WE CALLED THE LOCAL DEALER ? HE SAID THEY D
IDNT KNOW WHAT WAS WRONG. BUT HAD SAID THERE HAD BEEN A FEW
OTHERS CALL IN WITH THE SAME PROBLEM. ALSO, WHEN YOU GIVE I
T GAS, SOMETIMES IT HESITATES QUITE A WHILE BEFORE TAKING OF
F. WE ARE VERY CONCERNED ABOUT HAVING A WRACK WHEN IT DIES WH
ILE DRIVING. PER CUSTOMER, DEALER SAYS: CAC ADVISED:
I CONTACTED THE CUSTOMER AND LEFT MESSAGE TO CONTACT THE C
NO. ALSO SENT E-MAIL - - - - - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRAWFORD MGR INFERENCE
CASE ID: 8808

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: CAC079 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: T-COBB1 TERRY COBB
ACTION DATACOMMENTS:

8802-827 23118

10/18/01
WLSL:1 UNABLE TO DUPLICATE CONCERN

CONSUMER AFFAIRS 08/18/00 MFAKPRG

BEGINNING OF CONTACT
08/18/00 MASTER OWNER RELATIONS SYSTEM III 13.41.79

CONCERN ISSUE CASE NR: 1491872571
REGION: 44 PITTSBURGH ZONE: C3 OPENED: 08/14/00
VIN: 1FMYJ04181NF48804 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/00

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 404
RELEASE: 7800
DEALER NAME: LIBERTY FORD SOUTHW SALES CODE: FM184 P S A: 0825
REASON CODE: 1103 AWA - MIN CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOM: 80488 STALL/QUIT AT HOLE ALL ENGINE TEMP

ORIGIN: GAOES - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - ADVISE CUSTOMER CRD WILL FOLLOW-UP
DOCUMENT: ANALYST: TRUMPAY TERRELL MURRAY
ACTION DATA COMMENTS:

08/14/00
REL:24 CUSTOMER SAYS: CUST'S VEH IS SHUTTING OFF WHILE IN DRIVE
; FIRST IT WAS BROUGHT TO LIBERTY FORD, FOR THE PROBLEM,
THEY KEPT IT FOR 3-4 DAYS, (3-4 XRS) TO FIND OUT PROBLEM,
ORIGINALLY BOUGHT AT MULLINAX FORD, THEY TOLD HIM HE SHOULD
GO BACK TO THE OTHER DEALERSHIP WHERE HE HAD IT LOOKED AT TH
E FIRST TIME, (LIBERTY FORD) THEY TAKE A LOOK AT THE PRO
BLEM, BUT THEY WILL NOT PROVIDE HIM WITH A RENTAL THIS TIME,
FOR THE PAST FEW OCCURRENCES, THEY HAVE PROVIDED HIM WITH A
RENTAL, MULLINAX FORD WILL GIVE HIM A RENTAL, BUT THEY ARE
45 MIN AWAY - SAID HE WILL CALL BACK TO SPEAK WITH A SUPER
VISOR - LIBERTY FORD GAVE HIM A RENTAL FOR THE LAST FEW TIM
ES BECAUSE IT WAS A GAFFTY ISSUE. PER CUSTOMER, DEALER SAYS
: THEY WILL NOT GIVE HIM A RENTAL THIS TIME, BUT THEY WIL
L REVIEW HIS CONCERN AS THEY HAVE IN THE PAST. (AS PER LIBE
RTY FORD) DAD ADVISED: - CRD UNABLE TO REACH DEALER - CR
D WILL RECONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE
#NAME?
DE A RENTAL, UNLESS WE HAVE A DIAGNOSIS FOR THE PROBLEM,
#NAME?
AL ASSISTANCE FOR RENTAL VEH. -ADVISED HIM SUPERVISOR (EXT
787) MAY NOT BE ABLE TO SPEAK TO HIM, BUT ANYONE ELSE HEAR
WILL TELL YOU THE SAME THING, FOR FORD TO CONSIDER TO PROV
IDE AWA, WE WILL NEED A DIAGNOSIS. REFERENCE CASE #: 8888

CONSUMER AFFAIRS 08/18/00 MFAKPRG

BEGINNING OF CONTACT
08/18/00 MASTER OWNER RELATIONS SYSTEM III 15.41.79

CONCERN ISSUE CASE NR: 149788171
REGION: 44 PITTSBURGH ZONE: C2 OPENED: 10/11/00

8882-827 23118

VIN: 1FMYU04151KAM477 ENGINE: 1 VEH TYPE: T CLOSED: 12/11/2001

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
RELEASE: 10600
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44189 P & A: 08178
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 087408 STALL/STARTS AT KICK ALL ENGINE TEMP

ORIGIN: CACDS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO OUR CONTACT ORN
DOCUMENT: ANALYST: SIMOCCA SIMONE MOCCA
ACTION DATA COMMENTS:

12/11/2001

11:58:58 CUSTOMER SAYS: AS WE SPEAK, MY 2001 ESCAPE IS AT THE DEALER SHOP FOR THE 3RD TIME IN ABOUT A MONTH FOR REPAIRS FOR VARIOUS THINGS BUT MOST IMPORTANTLY THE STALLING ISSUE THAT I HAVE BEEN HAVING (SEE MY FILE FOR A COMPLETE EXPLANATION). I HOPEFULLY IT WILL FINALLY BE FIXED, BUT IF NOT, I WOULD LIKE TO KNOW WHAT FORD PLANS TO DO ABOUT IT. IN OHIO, IF A VEHICLE IS NOT FIXED AFTER THE 3RD TRY THE LEMON LAW KICKS IN AND I AM ELIGIBLE TO GET EITHER A NEW VEHICLE OR MY MONEY BACK. IF I CONTINUE TO HAVE PROBLEMS, I WILL DEFINITELY BE PURSUING THIS SINCE THE WELFARE AND SAFETY OF MYSELF AND MY FAMILY IS AT STAKE WITH THIS VEHICLE. I HAVE BEEN VERY CAREFUL TO KEEP DETAILED NOTES OF EVERYONE I HAVE TALKED TO AT BOTH FORD AND MY DEALERSHIP AND HAVE LOTS OF DATA AND INFORMATION FROM OTHERS THAT HAVE HAD THE SAME PROBLEMS AND HAVE GOTTEN NEW CARS OR NEW VEHICLES. I THINK I HAVE BEEN MORE THAN PATIENT WITH THE WHOLE SITUATION BUT IF AFTER THIS 'FIX' I CONTINUE TO HAVE PROBLEMS, I DO PLAN TO HAVE SOMETHING DO ABOUT IT ON CE AND FOR ALL, EVERYONE AT FORD AND THE DEALERSHIP HAVE BEEN HELPFUL TO ME, BUT NO ONE HAS BEEN ABLE TO FIX MY PROBLEMS AS OF NOW. HOPEFULLY I WILL HAVE MY VEHICLE BACK TODAY AND IT WILL BE FIXED, IF NOT, YOU WILL BE HEARING FROM ME YET AGAIN. THANK YOU FOR YOUR TIME. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISOR: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLA, CUSTOMER SHOULD CONTACT CRMSERV FOR INFERENCE CASE ID: #9

CONSUMER AFFAIRS 08/18/2002 1515A3PFD

08/18/2002 MASTER OWNER RELATIONS SYSTEM IS 18.41.18

CONCERN ISSUE CASE NBR: 1497889171
REGION: 44 PITTSBURGH ZONE: DE OPENED: 12/11/2001
VIN: 1FMYU04151KAM477 ENGINE: 1 VEH TYPE: T CLOSED: 01/22/2002

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DA0018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-SMITH GARY SMITH
ACTION DATA COMMENTS:

1/2/2002

10:58:48 MR HART'S VEHICLE HAS BEEN REPAIRED FOR STALL CONDITION AND NO REPORT HAS BEEN MADE SINCE REPAIR IN MIDDLE OF DECEMBER OF ANY REOCCURANCE OF THE STALL CONDITION.

ENR2-827 23128

CONSUMER AFFAIRS 08/16/2008 MAFKPRG

BEGINNING OF CONTACT

08/16/2008 MASTER OWNER RELATIONS SYSTEM II 18:41:19

CONCERN ISSUE CASE NBR: 1497859171
REGION: 44 PITTSBURGH ZONE: CE OPENED: 11/28/01
VIN: 1PMYU181K34477 ENGINE: 1 VEH TYPE: T CLOSED: 11/28/01

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: 10910

DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44180 F & A: 92178
REASON CODE: 309A PRODCOMP DUMPERF - REGIONAL ASSISTANCE
SYMPTOMS: 607483 STALL/OLTS AT IDLE ALL ENGINE TEMP

ORIGIN: DACSB - LB CONCERN CASE BASE COMBINATION: PHONE
ACTION: 462 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM
DOCUMENT: ANALYST: SIMOALLA, SIMONE NICALLA
ACTION DATA/COMMENTS:

11/28/01

16:46:30 CUSTOMER SAYS: I TOOK THE VEHICLE IN TO BE SERVICED LAST FRIDAY (11/28) AND THE TECH THAT WORKED ON IT FOUND NOTHING WRONG, YET REPLACED THE EBC RELAY WITH ONE FROM A FORD EXPLORER BECAUSE THIS WAS A FIX THAT OTHERS HAVE HAD DONE AND IT SEEMED TO HAVE WORKED FOR THEM. ON MY WAY TO WORK THIS MORNING, MY ESCAPE STALLED YET AGAIN, NOT EVEN ONE WEEK AFTER I HAD IT IN FOR SERVICE. THIS IS THE 2ND TIME SINCE I HAVE HAD THE VEHICLE THAT IT HAS STALLED AND NO ONE CAN DETERMINE WHAT IS CAUSING THIS VERY DANGEROUS PROBLEM. SO FAR IT HAS NOT CAUSED ANY ACCIDENTS, BUT SINCE I LIVE IN OHIO, I KNOW THAT BAD WINTER WEATHER IS JUST AROUND THE CORNER AND I DO NOT LOOK FORWARD TO HAVING MY CAR STALL ON AN HWY ROAD WHILE I AM IN THE MIDDLE OF TRAFFIC. I WILL BE TAKING MY ESCAPE BACK TO THE DEALERSHIP IN THE NEXT WEEK OR SO TO HAVE THEM REPLACE THE FUEL PUMP (YET ANOTHER PROBLEM I HAVE) AND I WILL HAVE THEM LOOK AT THE STALLING ISSUE YET AGAIN. SINCE JUST A WEEK AGO THEY HAD NO IDEA WHAT WAS CAUSING THIS PROBLEM OR WHAT COULD BE DONE TO FIX IT, I DON'T HAVE MUCH FAITH IN IT NOT HAPPENING AGAIN. ACCORDING TO THE LEMON LAW IN OHIO, AFTER 3 FIX ATTEMPTS ON THE SAME PROBLEM, I AM ENTITLED TO A NEW VEHICLE OR TO HAVE YOU BUY IT BACK FROM ME. I WOULD HOPE IT DOESN'T COME TO THIS, BUT I WILL DO WHATEVER IS NECESSARY FOR ME TO BE DRIVING A SAFE CAR, WHETHER IT IS MY CURRENT ONE OR A NEW

ESB2-027 23121

BY ONE. THANK YOU FOR YOUR TIME, PLEASE FEEL FREE TO CONTACT
ME AT MY WORK PER CUSTOMER, DEALER SAYS: NONE SAC ADV
SED. - FORWARDED INFORMATION TO OFFICER NGR WITH COPY TO R
REGIONAL OFFICE - REQUESTED OFFICER NGR CONTACT WITHIN 3 BU
BUSINESS DAYS REFERENCE CASE ID: 1886

CONSUMER AFFAIRS 05/18/2001 MMFAKPRB

05/18/2001 MASTER OWNER RELATIONS SYSTEM III 18.41.18

CONCERN ISSUE CASE NR#: 187788171
REGION: 44 PITTSBURGH ZONE: 08 OPENED: 11/28/2001
VIN: 1FMYU0H1K3477 ENGINE: 1 VEH TYPE: T CLOSED: 12/07/2001

OFFER: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DADDIE - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: @-8888 GARY SMITH
ACTION DATA COMMENTS:

18778001

14JUL18 SPOKE WITH MR HART WE HAVE CHECKED VEHICLE AND COULD NOT VER
IFY CONCERN BUT WE TALKED WITH OUR CRM AND FIELD ENGINEER AS
OUT MR. HART'S CONCERN. THE FIELD ENGINEER GAVE US SOME ITEM
S TO CHECK AND ALSO MENTIONED THAT THERE WILL BE A NEW CALLER
ATION OUT APPROXIMATELY 12/18/2001 FOR THE PCM. WHEN I DIS
CUSSED THIS WITH MR HART HE STATED HE WOULD CALL BACK AFTER T
HE 15TH TO SCHEDULE AN APPOINTMENT SO THAT WE COULD RUN THESE
ADDITIONAL TESTS AND REPROGRAM HIS PCM.

CONSUMER AFFAIRS 05/18/2001 MMFAKPRB

BEGINNING OF CONTACT

05/18/2001 MASTER OWNER RELATIONS SYSTEM III 18.41.18

CONCERN ISSUE CASE NR#: 1818382181
REGION: ZONE: OPENED: 05/18/2001
VIN: 1FMYU03151K10841 ENGINE: 1 VEH TYPE: T CLOSED: 05/08/2001

LAST NAME: STATUS: CLOSED

ERR2-827 23122

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: KANSAS CITY STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR
MILEAGE: 11000
DEALER NAME: SALES CODE: F & A
REASON CODE: 1108 AWA - VIN CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOM: 807408 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: DAC200 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: SHANDERS SHAWN ANDERSON
ACTION DATA COMMENTS:

8/28/01

14.24.08 CUSTOMER SAYS: --VEH BROKE DOWN AND HAD THE VEH TOWED
--WHILE DRIVING THE VEH THERE WAS NO STRAKER ACCELERATION
AND THE ALL THE LIGHT INDICATORS CAME ON -- VEH WOULD
START BUT IT WILL NOT RUN --REQ FOR A LOANER VEH
--HIS WIFE IS IN KANSAS CITY AND HE IS IOWA PER OUR
TOWER, DEALER SAYS: --CANNOT DRIVE THE CUST A LOANER VEH
--THEY WILL TRY TO GET THE VEH IN TODAY --REPAIRS ARE GO
ING TO TAKE A FEW DAYS BECAUSE OF THE FACT THAT THE VEH
CAME IN WITHOUT AN APPT OAG ADVISED: - INFORM CUSTOMER
OF DEALER'S RESPONSE - REQUEST DEALER CONTACT CUSTOMER TO P
ROCESS LOANER REQUEST --CWD TO THE DLR AND SPOKE WITH THE
SER MGR BY THE NAME OF STEVEN SCHONS WHICH STATED THAT
THEIR CUST VEH CAME IN THIS MORNING AND THEY LOOKED AT I
T AND THE VEH SEEMED FINE BUT THEY HAVE TO DO MORE TEST
TO FIND OUT WHY THE VEH STOPPED --BECAUSE THE VEH CAME
TO THE DLR WITHOUT A APPT IT MAY TAKE MORE TIME FOR
THEM TO DIAGNOSIS --ORG CAN PROVIDE THE CUST WITH A LOAN
ER VEH AND HAVE THEM SUBMIT RECEIPTS FOR RE-EMBUREMENT
--ORG PROVIDED CUST WITH LOANER ASSISTANCE FOR 8 DAYS AT
THE AMOUNT OF \$61 PER DAY REFERENCE CASE ID: 3234

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC200 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-SCHONS STEVE SCHONS
ACTION DATA COMMENTS:

8/28/01

10.22.00 CUSTOMER STATES THAT VEH DROVE OUT WHILE DRIVING, WHEN VEH CL
E ARRIVED AT DEALERSHIP, VEH SOLE STARTED, DEALER RAN WDS TEST
T ON VEH SOLE AND TEST DROVE 75 MILES, COULD NOT RECREATE CUS
TOMER'S CONCERN, CUSTOMER REQUESTED TO GO AHEAD AND DRIVE VEH

CONSUMER AFFAIRS 08/18/02 NEWFA02PB

08/18/02 MASTER OWNER RELATIONS SYSTEM # 13.41.10

CONCERN ISSUE CASE NR: 197988181
REGION: ZONE: OPENED: 08/08/01
VIN: 1FMYU051510F12841 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/01

8/28/01

10.22.00 IDLE HOME, NO CONTACT WITH CUSTOMER SINCE INSPECTION.

882-827 23123

CONSUMER AFFAIRS 09/26/00 151FAXPRG

BEGINNING OF CONTACT

09/19/00 MASTER OWNER RELATIONS SYSTEM III 13.41.1P

CONCERN ISSUE CASE NR: 1817672801
REGION: 48 DETROIT ZONE: A1 OPENED: 09/09/00
VIN: 1FMYU02101K28849 ENGINE: 1 VEH TYPE: T CLOSED: 04/09/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: DETROIT STATE MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 10427
DEALER NAME: JORGENSEN FORD SALES CODE: F48017 P & A: 02780
REASON CODE: 1108 ANA - VAN CRITERIA, REQUEST ANA PRIOR REPAIR
SYMPTOMS: 607488 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACIS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: S.JAGMAR SAMPINA.JAGMAR@FORD
ACTION DATA COMMENTS:

8/18/01
14.38.38 CUSTOMER SAYS: - MULTIPLE TIME WHILE DRIVING VEH IT STALLS
/OUT - TOOK VEH TO THE DLRSHP FOR REPAIRS. PROGRAMMING WAS
DONE TO THE COMPUTER SYSTEM BUT THE PROBLEM STILL EXIST -
TOOK VEH BACK TO THE DLRSHP 3 DAYS NOW FOR REPAIRS, DLN W/ F
CRM CUST FORD IS AWARE OF PROBLEM BUT IN THE MEAN WHILE FORD
DO NOT HAVE A FIX - DLN TOLD CUST TO CALL CRD FOR LOANER
#NAME?
AFTER GETTING VEH REPAIRED PROPERLY - CUST BEING LOANER AS
SISTANCE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISE
D: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST CUSTOM
ER STAY IN CONTACT WITH DEALER - REQUEST DEALER CONTACT CUS
TOMER REGARDING REQUEST

----- - CBO TO DLRSHP, SPOKE WITH P/S DIRECTOR FR
ANK WHO INFORM CBO THIS IS A VERY LOYAL CUST TO THEIR DLRSHP
P - FRANK SAID DLN WERE UNABLE TO FIND A PROBLEM WITH VEH,
DLN FOLLOWED HOTLINE INSTRUCTIONS, BUT IT DID NOT WORK - FR
ANK SAID HOTLINE IS AWARE OF PROBLEM AND IS CURRENTLY WORKING
ON A FIX - FRANK SAID THE DLRSHP WILL WORK WITH CUST ON
GETTING INTO A LOANER - FRANK SAID HE WILL HAVE THE GM SPE
AK WITH THE REGION MGR IN REGARDS TO GETTING CUST A LOANER
WHILE HOTLINE IS WORKING ON A FIX FOR VEH CONCERN - DLRSHP
WILL REVIEW FURTHER INFORMATION CASE ID: 898

ORIGIN: CACIS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 718 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: J.MARCELL JOANNE MARCELL

8882-627 23124

ACTION DATA/COMMENTS:

0719001

13.06.00 CUSTOMER SAYS: CURT SAYS VEH IS AT DLRSHP FOR STALLING CO
NCEPN. CURT SAYS VEH WENT IN ON AUG 05. CURT SAYS VEH HAS 5

CONSUMER AFFAIRS 0819000 LMFAXPRG

0819000 MASTER OWNER RELATIONS SYSTEM III 15.41.19

CONCERN ISSUE CASE NBR: 1827872201
REGION: 48 DETROIT ZONE: A1 OPENED: 08052001
VIN: 1FMYU02H1DK83948 ENGINE: 1 VEH TYPE: T CLOSED: 0819001

0719001

16.06.00 BEEN AT DLRSHP FOR A WEEK. CURT SAYS HAVE BEEN WITHOUT A VE
H SINCE THEN AND IS SEEKING LOANER VEH. PER CUSTOMER, DEALER
R SAYS: NONE. CAO ADVISED: - INFORM CUSTOMER OF DEALER'S
RESPONSE - REQUEST DEALER CONTACT CUSTOMER TO PROCESS LOANE
R REQUEST. OBR MADE OBO TO DLRSHP AND SPOKE WITH FRANK IN P
ARTS WHO STATED IF CAO WILL ASSIST ON A LOANER DLRSHP WILL
ALSO ASSIST. FRANK STATED THAT ENGINEERS HAVE NO BEEN ABLE
TO PROVIDE REPAIR PROCEDURES AS OF YET. FRANK ADVISED IF CA
O WILL ASSIST WITH 5 DAYS DLRSHP WILL APPRECIATE. OBR ADVI
SED FRANK CAO WILL ASSIST WITH 3 DAY RENTAL AT 25.00/DAY TOT
AL OF 84.00. FRANK STATED WILL INFORM BERMAN ON THE MATTER
AND HAVE HIM SUBMIT CLAIM FOR THE AMT UNDER P88. OBR ADVISE
D CURT AS PER FRANK CONTACT DLRSHP ON AND ASK FOR PAUL BEAU
VAIR REGARDING LOANER VEH. REFERENCE CASE ID: 0804

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION; VISIT
ACTION: DACUTE - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JSTORNS STORNS, JUDY (LA)
ACTION DATA/COMMENTS:

0823001

15.07.00 FORD ENGINEERS REPLACED EBC POWER RELAY.

CONSUMER AFFAIRS 0819000 LMFAXPRG

BEGINNING OF CONTACT
0819000 MASTER OWNER RELATIONS SYSTEM III 15.41.19

CONCERN ISSUE CASE NBR: 1841818781
REGION: 21 ATLANTA ZONE: B0 OPENED: 10052001
VIN: 1FMYU02H1K378688 ENGINE: 8 VEH TYPE: T CLOSED: 1008001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: RALEIGH STATE: NC ZIP: [REDACTED]

0802-027 23125

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MESSAGE: 000
DEALER NAME: CAPITAL FORD INC SALES CODE: F10118 P & A: 0078
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 007400 STALL/QUIT'S AT IDLE ALL ENGINE TEMP

ORIGIN: CAC096 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CFM
DOCUMENT: ANALYST: FIORINI FRANK KNIGHT
ACTION DATA/COMMENTS:

10/28/01
14.8148 CUSTOMER SAYS: -BOUGHT VEH 08/27/2001 -VEH STALLED 3 DAYS
AFTER TAKING DELIVERY OF THE VEH -DLR HAS NOT DIAG THE VEH
YET -CUST IS NOT INTERESTED IN THE DIAG -CUST IS VERY UN
HAPPY AT THE POINT IN TIME -CUST SAYS THAT HE IS DISAPPOIN
TED WITH THE WAY HE WAS TREATED AT THE DLR -QUALITY OF SER
VICE JUST INCREASED CUST FRUSTRATION -CUST IS RECALIBRATING TH
AT FORD BUY BACK HIS VEH PER CUSTOMER, DEALER SAYS: -CAPI
TAL FORD INC DAD ADVISED: - WE RECOMMEND THE REPAIR BE P
ERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CFM/SERV FOR INFERENCE CASE
ID: 4906

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: CAC096 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-DAVIS CHARLES DAVIS
ACTION DATA/COMMENTS:

10/28/01
14.8648 REPAIRED LOSE BATTERY CABLE

CONSUMER AFFAIRS 05/18/2002 IMPACT/118

BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM II 14.41.18

CONCERN ISSUE CASE NUM: 102872821
REGION: ZONE: OPENED: 10/28/01
VIN: 1FMYU04121K009200 ENGINE: 1 VEH TYPE: T CLOSED: 10/28/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: SHAVERTOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MESSAGE: 0400
DEALER NAME: SALES CODE: P & A:
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 007400 STALL/QUIT'S AT IDLE ALL ENGINE TEMP

ORIGIN: CAC096 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CFM
DOCUMENT: ANALYST: STONE SHILLY STONE
ACTION DATA/COMMENTS:

10/28/01
04.8648 CUSTOMER SAYS: I HAVE A NEW 2001 ESCAPE WITH ONLY 2400 MIL
EIL YESTERDAY (ON TRAFFIC) WHILE SLOWING DOWN TO MAKE A TURN
N THE VEHICLE STALLED. IT HAD PLENTY OF FUEL AND IS BRAND NE
W - THIS COULD HAVE BEEN DANGEROUS. IS THERE A RECALL ON SOM
ETHING ON ESCAPES? WHAT COULD CAUSE THIS? I HAVE DRIVEN IT T
WICE SINCE AND IT HAS NOT DONE IT AGAIN. PER CUSTOMER, D
EALER SAYS: NONE CAD ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE

ENR2-027 23126

SENT TO CLR, CUSTOMER SHOULD CONTACT CREDITRY MGR INCLIPERS
OF A TECHNICAL NATURE ARE GENERALLY REFERRED TO OUR DEALERS
MFR. -ACCORDING TO OUR RECORDS, YOUR SERVING DEALERSH
P IS PAT & DAN DEL SALVO FORD. WE SUGGEST THAT YOU CONTACT
RICK BRUDALSKI, THE SERVICE MANAGER AT PAT & DAN DEL SALVO F
ORD. HE IS IN THE BEST POSITION TO ASSIST YOU WITH THE CONC
ERN ON YOUR VEHICLE. IN AN EFFORT TO ASSIST YOU, YOUR INF
ORMATION HAS BEEN FORWARDED TO PAT & DAN DEL SALVO FORD FOR
FURTHER REVIEW. WE RECOMMEND YOU MAKE AN APPOINTMENT WITH T
HE DEALERSHIP AT YOUR CONVENIENCE. THE SERVICE DEPARTMENT C
AN BE REACHED DIRECTLY AT: (717) 898 - 4801. NJ 10880
1 REFERENCE CASE ID: 4006

ORIGIN: DEALER - DEALER COMMUNICATION: EMAIL
ACTION: DACTIS - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-BRUDA1 RICK BRUDALSKI
ACTION DATA/COMMENTS:

11/18/01

PLEASE SPOKE TO CUSTOMER ABOUT STALLING CONCERN. CUSTOMER RECEIVED
LETTER FROM FORD ABOUT RUNNING PROPER OCTANE FUEL IN VEHICLE
. VEHICLE HAS NOT STALLED SINCE CHANGE OF FUEL.

CONSUMER AFFAIRS 09/18/02 151407PG

09/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.18

CONCERN ISSUE CASE NR: 18887881
PERSON: ZONE: OPENED: 10/28/01
VIN: 1FMYJ04181H08888 ENGINE: 1 VEH TYPE: T CLOSED: 11/18/01

ORIGIN: GACM07 - MANUAL - EMAIL CBR COMMUNICATION: EMAIL
ACTION: 708 - SENT E-MAIL TO CALL BACK
DOCUMENT: ANALYST: BSTONE BHELLY STONE
ACTION DATA/COMMENTS:

11/18/01

11/21/02 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
O ADVISED: WE ARE WRITING TO FOLLOW UP ON THE STALLING CONC
ERN ON YOUR 8801 FORD ESCAPE. HAS THIS CONCERN BEEN RESOLVE
D?

8882-827 23127

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

CONCERN ISSUE CASE NR: 18708801
REGION: ZONE OPENED: 10/10/01
VIN 1FAUJ018472B4779 ENGINE: B VEH TYPE: T CLOSED: 10/10/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WYTHROP HARBOR STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4RZ
MESSAGE: 8080
DEALER NAME: SALES CODE: P & A
REASON CODE: 8018 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 887488 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: QAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RORASSEE RICHARD GRASSER
ACTION DATA COMMENTS:

10/10/01
10.22.18 CUSTOMER SAYS: - CUST VEH HAD QUIT ON HER ON FRIDAY AND SHE WAS TOWED TO METRO FORD - SHE STATED THAT THEY DID NOTHING WITH THE VEH SO SHE REQUESTED TO HAVE THE VEH TOWED TO BUTTON FORD AND IT WAS NOT DONE - CUST HAD BEEN TOLD SHE WOULD GET A CALL BACK FROM A CSR ABOUT HER ISSUE - CUST HAD TOLD HER NOT TO CALL HER BECAUSE SHE DIDNT WANT TO DEAL WITH THIS - CUST WANTS TO KNOW WHY HER VEH WAS NOT TOWED YESTERDAY AS SHE EXPECTED THAT IT WOULD BE - CUST FEELS THAT ROADSIDE SHOULD BE MORE RESPONSIVE TO HER DEMANDS - WILL NOT SPEAK DIRECTLY TO ROADSIDE AS SHE FEELS THAT SHE IS AT WORK AND DONT FEEL SHE SHOULD HAVE TO DEAL WITH THIS - CUST GOTTER SEND THE DEALER IN AND HE STATED THAT THE PAPERWORK AND THE KEYS WERE NOT DELIVERED TO THEM AND HE WOULD NOT EVEN CHECK FOR THE VEH PER CUSTOMER, DEALER SAYS: - NONE CAD ADV NEED - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/D RALENSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CHRYSLER MGR - CSC TO ROADSIDE - SPOKE WITH TR KELLV - SHE STATED THAT THE VEH IS AT BUTTON FORD - TO THIS SERVICE DELIVERED THE VEH TO BUTTON FORD AT APPROXIMATELY 7:30 PM - VERIFIED BY VICTOR AT THE CHRYSLER'S COUNTER - CUST ASKED THAT THIS BE INVESTIGATED AND HER CALLED BACK WHEN THE VEH IS FOUND INFERENCE CASE ID: 4908

ORIGIN: QAC02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: RORASSEE RICHARD GRASSER
ACTION DATA COMMENTS:
CAG ADVISED: - CSC TO ROADSIDE - SPOKE WITH RON #NAME?
NOTED TO SOMEONE AT THE SERVICE DEPT (DESCRIBED AS AFRICAN AM EPICAN MALE - APPROX 38 YRS OLD) - CSC TO DLR -

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

CONCERN ISSUE CASE NR: 18708801
REGION: ZONE OPENED: 10/10/01
VIN 1FAUJ018472B4779 ENGINE: B VEH TYPE: T CLOSED: 10/10/01

10/10/01
10.22.18 SPOKE WITH CRM - EMMA WILLIAMS - SHE STATED THAT THE PERSON COULD BE ANYONE - SHE IS GOING TO HAVE PEOPLE DRIVE AROUND THEIR LOT AND SEE IF THEY CAN FIND THE VEHICLE AND THEN CALL ME BACK

ORIGIN: QAC02 - MANUAL - PHONE CSR COMMUNICATION: PHONE

ERG2-827 23128

ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: FORABIANE RICHARD GRABSON
ACTION DATA COMMENTS:

MESSAGE: CAG ADVISED: ---OBO TO DLR--- - SPOKE WITH EMMA WILLIAMS - CFM - SHE STATED THAT THE VEH WAS FOUND AND IS BEING WORKED ON, BUT SHE WOULD LIKE THE CUST TO CALL HER FOR FURTHER INFORMATION ---OBO TO CUST--- - LEFT MSG THAT THE VEH WAS AT SUTTON FORD, AND THAT SHE SHOULD CALL EMMA WILLIAMS (CFM) FOR FURTHER INFORMATION, AND GAVE HER NUMBER
CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE

CONSUMER AFFAIRS 0018208 MAFKPRD

BEGINNING OF CONTACT

0018208 MASTER OWNER RELATIONS SYSTEM III 18:41:19

CONCERN ISSUE CASE NBR: 138873481
REGION: 11 BOSTON ZONE: MI OPENED: 09/05/2001
VIN: 1PMYU041D1K18878 ENGINE: 1 VEH TYPE: T CLOSED: 09/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR

ADDRESS: [REDACTED]

CITY: WILMINGTON STATE: VT ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

RELEASE: 10809

DEALER NAME: FORMULA FORD, INC. SALES CODE: F11887 P S A: 0884

REASON CODE: 2910 WARRANTY - BUMPER-TO-BUMPER

SYMPTOMS: 607493 STALLOUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CFM
DOCUMENT: ANALYST: HYLTON JILLIAN HYLTON
ACTION DATA COMMENTS:

09/08/01
14:48:58 CUSTOMER SAYS: -CUST SAYS HAVING PROBLEMS WITH VEH MAINLY STALLING WHILE REVERSING THEN GOING BACK INTO DRIVE. -CUST SAYS ABOUT 2 WEEKS AGO TOOK VEH TO FORMULA FORD FOR DIAGNOSIS AND FOUND STALLING WAS OCCURRING. -CUST SAYS DLR SAYS NEXT APPT WILL BE ON 09/10/2001. -CUST SAYS DOES NEEDS FORD TO FIX PROBLEM PER CUSTOMER, DEALER SAYS: -NONE CAG ADVICE: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRRSERY MGR -CRR ADVISED CUST TO TAKE VEH IN TO DLR FOR REPAIR. -CRR APOLOGIZED TO CUST FOR INCONVENIENCE.

8862-827 23129

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACTO - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-DASTY: JACK CASTELLANETA
ACTION DATA COMMENTS:

01/19/01

083627 TOOK A FEW DAYS TO VERIFY CONCERN WE HAVE VERIFIED IT AND IN
TH THE TECH HOTLINE HELP HAVE ORDERED PARTS TO REPAIR VEHICL
E

CONSUMER AFFAIRS 08/18/002 MIFA0090

BEGINNING OF CONTACT

08/18/002 MASTER OWNER RELATIONS SYSTEM II 13.41.19

CONCERN ISSUE CASE NBR: 105700001
REGION: 08 SOUTHWEST ZONE: 08 OPENED: 11/08/00
VIN: 1FMYU01181KA14888 ENGINE: 1 VEH TYPE: T CLOSED: 11/08/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CEDAR RAPIDS STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS-4X4
MILEAGE: 81000
DEALER NAME: MAXWELL FORD DEALER CODE: F8806 P S A: 08823
REASON CODE: 0814 REPRESO - RENTAL ASSISTANCE
SYMPTOM: 807408 STALL/OUTS AT HOLE ALL ENGINE VIBR

ORIGIN: DACTO - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: MSUTHER SCHELLE SUTHERLAND
ACTION DATA COMMENTS:

11/08/01

11.08.01 CUSTOMER SAYS: >>CUST WAS TOLD TO CALL GM FOR LOANER COVE
RAGE >> HAD TIME STARTING - THE BATTERY LIGHT STARTED UP
>> CUST AS AN REP W/ RENTAL COVERAGE PER CUSTOMER, DEALE
R SAYS: >>> 848826 GM ADVISED; - INFORM CUSTOMER OF DE
ALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT WITH DEA
LER - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST >>
>>>>>CBC TO DLBRWF >> JIM SAID HE DOESNT KNOW WHY CUST W
AS ADVISED TO GIVE US A CALL - GIVE CUST AS AN REP THEN IT S
HOLD BE COVERED >>> LEFT MESSAGE FOR CUST INDICATING THIS
- ADVISE HER TO SPEAK TO SA JIM REFERENCE CASE ID: 8801

ERR2-027 23130

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.49.19

CONCERN ISSUE CASE NR: 191282001
REGION: ZONE OPENED: 07/18/2001
VEH: 1PML02101027005 ENGINE: 1 VEH TYPE: T CLOSED: 07/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CLOMBA STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 02
MILEAGE: 8400
DEALER NAME: SALES CODE: P & A
REASON CODE: 1105 AWA - VEH CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOM: 097486 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 718 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: TIAHSH TIAH MASH
ACTION DATA COMMENTS:

7/5/2001
16.49.28 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
-OBO TO BOB BENNETT FORD INC - LEFT MESSAGE FOR JOHN T O
RM... - ADVISING THIS TOOK A WHILE, BECAUSE OBR WAS UNDER I
MPRESSION THEY WOULD BE CALLING GAO TO ADVISED IF VEH WAS GO
ING TO STAY OVER NIGHT OVER THE WEEKEND OR FOR COUPLE DAYS.
THE FOLLOWING WEEK. - GAO ADVISED: - INFO DOCUMENTED
... - OBR HAS AGREED TO \$2.80 PER RENTAL... - OBR TEAM
LEADER FOLLOWED UP WITH INFO FROM BOB, IN-REGARDS TO AUTHORE
ZATION... FOR LOANER... -PLEASE BE INFORM THAT APPO
INTMENT WAS SET FOR THURSDAY 07/27/2001 FOR 7:30 AM... - B
UT CLIENT DECIDED SHE COULD NOT MAKE IT ON THAT DAY... -SARA
RESERVATIONIST DECIDED TO CALL OBR THE FOLLOWING DAY ADVISE
ING HOW LONG THE LOANER WAS NEEDED... INFERENCE CASE ID:
2254

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 881 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: GANTHOM1 GRAHAM SCOTT ANTHONY
ACTION DATA COMMENTS:

8/1/2001
11.26.58 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
GAO ADVISED: DEALER P AND A CODE 00
948 AMOUNT OF AWA ,800 LAST FOU
R OF P.O. # ,7944 LINE

09/18/2002 MASTER OWNER RELATIONS SYSTEM III 16.41.19

CONCERN ISSUE CASE NR: 191282001
REGION: ZONE OPENED: 07/18/2001
VEH: 1PML02101027005 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/2001

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DA0074 - VEHICLE OPERATING CHARACTERISTIC - REPAIR ATTEMPTED
DOCUMENT: ANALYST: J-TINDA1 JON TINDALL
ACTION DATA COMMENTS:

8/1/2001
16.55.58 CUSTOMER DIAGNOSIS WAS NPF. LOANER PROVIDED PER GAO RFP, TIA
NA. P&A. DEALER STILL AWAITING AUTH. CODE AS OF 8/1/01. REPA
IR DONE ON 7/27/01.

ERR2-027 23131

CONSUMER AFFAIRS 09/16/2008 11:54:07PM

BEGINNING OF CONTACT

06/16/2002 MASTER OWNER RELATIONS SYSTEM III 12.41.10

CONCERN ISSUE CASE NR: 167903491
REGION: 08 KANSAS CITY ZONE: B1 OPENED: 06/28/2001
VIN: 1FMCU0H101K041480 ENGINE: 1 VEH TYPE: T CLOSED: 06/28/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: LA VISTA STATE: NE ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 8000

DEALER NAME: LITSA FORD OF OMAH SALES CODE: F8025 P & A: 06765

REASON CODE: 2910 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 607463 STALL/CLUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 149 - ADVISE CUST (INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: 262284 ANALYST: POSTERWART PATRICIA STEWART
ACTION DATA/COMMENTS:

262281

18.21.00 CUSTOMER SAYS: VP SURVEY -CUST CLAIMS -THE SEATS ARE HAR
D AND NEED MORE THIGH SUPPORT -THE VEH DIED TWICE AS I PUL
LED UP TO A STOP SIGN. VEH RESTARTED OK. *****Q
UTBOUND CALL ***** -CRUISE CONTROL
L CLUT ON CUST SINCE SURVEY -H P SMITH DLR/HAS THE VEH. N
OW FOR THE STALL CONCERN AND THE CRUISE CONTROL. -SEATS ARE
NOT COMFORTABLE, THIS IS A DESIGN CONCERN, SEATS COULD USE
2 MORE INCHES OF PADDING PER CUSTOMER, DEALER SAYS: H.
P. SMITH FORD 402-788-3100 CAO ADVISED: -WILL TOUCH BASE W
ITH THE DLR/HIP IMPERIENCE CASE ID: 4926

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: D40012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: P-PASSAU PALL PASSAUER

2062-827 23132

ACTION DATA/COMMENTS:

18718001
09:17:29 DEALER HAD VEHICLE IN FOR WAR REPAIR, CANT MODIFY MEAT ISSUE

CONSUMER AFFAIRS 09/18/2008 MMFAKPRG

1
BEGINNING OF CONTACT
09/18/2008 MASTER OWNER RELATIONS SYSTEM R1 12:41:19

CONCERN ISSUE CASE# NBR: 170893481
REGION: 27 WASHINGTON ZONE: 01 OPENED: 18/11/2001
VIN: 1FMYL84H4KCE79111 ENGINE: 1 VEH TYPE: T CLOSED: 18/11/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BALTIMORE STATE MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 20000
DEALER NAME: AL PACKER FORD INC SALES CODE: FZ7088 P & A: 0001
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 807469 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC08 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE QUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: ZOHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

18/11/2001
19:20:19 CUSTOMER SAYS: -CUST SAID I BEEN HAVING SO MANY PROBLEM W/ TH THE VEH -CUST SAID VEH BEEN TO THE DLR 3 OR 4 TIME AND T HEY CAN NOT FIX -CUST SAID THIS IS A INTERMITTENT CONCERN WITH THE VEH CUST SAID WHEN I MAKE A QUICK TURN OR HARD TURN IN EITHER WAY THE VEH JUST DIE ON ME IT JUST QUIT , CUIT OFF IT WILL START RIGHT AWAY BUT IT IS SO FRUSTRATED. PER CUSTO MER, DEALER SAYS: CUST ALLEGES DLR SAID WE CAN NOT DUPLICA TE THE PROBLEM . CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SE NT TO DLR, CUSTOMER SHOULD CONTACT OMB/SEPV MGR INFERENCE OA BE ID: 4908

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC08 - NO REPAIR PROCEDURES AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: M-LEWIS AL PACKER FORD
ACTION DATA/COMMENTS:

12/18/2001
10:34:02 VEHICLE WAS HERE FOR SEVERAL DAYS, NO GOOD AND COULD NOT DU Plicate CONCERN ON NUMEROUS ROAD TESTS. EXPLAINED TO CUSTOMER WE WOULD BE HAPPY TO LOOK AT IT AGAIN.

CONSUMER AFFAIRS 09/18/2008 MMFAKPRG

ERR2-827 23133

BEGINNING OF CONTACT
05/16/01 MASTER OWNER RELATIONS SYSTEM II 13.41.10

CONCERN ISSUE CASE NBR: 170877081
REGION: 44 PITTSBURGH ZONE: 08 OPENED: 05/11/01
VIN: 1FMYUJ18940P4847 ENGINE: B VEH TYPE: T CLOSED: 05/11/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: MADISON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 4000
DEALER NAME: T E CLARKE FORD, IN SALES CODE: F44077 P & A: 02257
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807488 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: QAC088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: ABALASUB AKALYA BALASUBRAMANIAM
ACTION DATA/COMMENTS:

05/16/01
15:40:34 CUSTOMER SAYS: CUST STATES...>YEH AT TIMES WILL NOT START
. TOOK THE VEH TO THE DLRSHF COUPLE OF TIMES FOR THIS CONCER
N AND THE PROBLEM STILL EXITS. WILL BE TAKING THE VEH TO THE
DLRSHF ON JUNE 13 PER CUSTOMER, DEALER SAYS:
T E CLARKE FORD,
(P)
807 688 - 2181 QAC ADVISED: - WE RECOMMEND THE REPAIR BE P
ERFORMED BY A FORD/UM DEALERSHIP - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CREDIT/SALES MGR REFERENCE CASE
ID: 4888

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DA0012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F44077 T E CLARKE FORD,
ACTION DATA/COMMENTS:

05/16/01
15:44:35 REPLACED AIR/FUEL VALVE ON 15JUN2001.

CONSUMER AFFAIRS 05/16/01 MMFA07PRG

BEGINNING OF CONTACT
05/16/01 MASTER OWNER RELATIONS SYSTEM II 13.41.10

CONCERN ISSUE CASE NBR: 170797861
REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 11/09/00
VIN: 1FMYUJ18X1R200347 ENGINE: B VEH TYPE: T CLOSED: 11/09/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: PHILADELPHIA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 38000
DEALER NAME: CHAPMAN FORD SALES, SALES CODE: F36018 P & A: 01451
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807488 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: QAC088 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

0502-027 23134

DOCUMENT: ANALYST:ASBCEBBA ANDREW BECEBBA
ACTION DATA/COMMENTS:

11082001

20.08.08 CUSTOMER SAYS: CUST SAYS VEH JERKS WHEN IT IS FIRST GEAR
VEH HESITATES WHEN IT GOES OFF WHEN VEH IS IDLE IT REVS U
P AND ACTS LIKE IT WILL CUT OFF THERE IS A BAD SCRUBBER IN
ONE ON THE RIGHT THERE IS A KNOCKING THE FRONT PER CUSTO
MER, DEALER SAYS: -DLR TOLD CUST THAT THEY NEEDED A NEW IDLE
CONTROL MOTOR DLR IN TOLD CUST THAT CANT THE PART BECAUSE
OF THE CODE THAT DLR IN NORTH CAROLINA GAD ADVISED: - WE
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/UM DEALERSHIP -
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR
MBSERV FOR REFERENCE CASE ID: 4008

ORIGIN: OWNER - MANUAL - PHONE OR COMMUNICATION VISIT
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ASBCEBBA ANDREW BECEBBA
ACTION DATA/COMMENTS:

11082001

18.08.01 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAD ADVISED
D: -CBO TO DLR SPOKE WITH SA JIM WAS ADVISED THAT DLR THE
BREAKS ARE FINE DLR CANNOT DUPLICATE THE CONCERN DLR ADVISED
HAVE CUST COME IN WHEN THEY HAVE CONCERN AND DLR WILL LOOK
AT VEH ***CBO TO CUST TO ADVISE HER TO SET UP AN APPOINTMENT

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: D40078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: J.MULSER MULBERGER
ACTION DATA/COMMENTS:

12082001

11.08.14 WE COULD NOT DUPLICATE ANY ABNORMAL CONDITION WITH VEHICLE

CONSUMER AFFAIRS 08/18/08 MRFACPTG

BEGINNING OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM III 12.11.18

CONCERN ISSUE CASE NBR: 1780410801
REGION: 18 PHILADELPHIA ZONE: P1 OPENED: 10/16/01
VIN: 1FMYL0411NGB7918 ENGINE: 1 VEH TYPE: T CLOSED: 10/16/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: LANDISBERG STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 18700
DEALER NAME: FALLOON FORD, INC. SALES CODE: F14408 P.S.A: 01474
REASON CODE: 8810 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 80798 STALLS/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: OWNER - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: BKWONG EDWIN KWONG
ACTION DATA/COMMENTS:

10162001

17.06.09 CUSTOMER SAYS: - VEH STALLS --4 TIMES SEPT.2001 - BERT
O DLR/HP -DRIVING VEH IT STALLS--NO WARNING IT JUST DIES

REHP WAS UNABLE TO DUPLICATE CONCERNS--ON PREVIOUS VISITS P
ER CUSTOMER, DEALER SAYS: -NONE GAD ADVISED: - WE RECOMM
END THE REPAIR BE PERFORMED BY A FORD/UM DEALERSHIP - INFOR
MATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV
FOR REFERENCE CASE ID: 4008

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: D40078 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: MESSOLF RICH EGOLF
ACTION DATA/COMMENTS:

18082001

18.07.08 CUST STATED VEH HAS STALLED ON A FEW TIMES ONLY ON A FEW OCCA
SIONS LAST TIME IN DEALER CALLED TECH LINE DID DIAG PER TECH

ER02-827 23126

LINE WAS ADVISED T RINSTALL NEW BCD PER FORD INSTALLED FINS
HED REPAIR RETURNED TO CUSTOMER

CONSUMER AFFAIRS 08/18/02 MMFAKPRG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM M 13.41.78

CONCERN ISSUE CASE NUM: 174711841
REGION: 48 DETROIT ZONE: 81 OPENED: 02/17/001
VIN: 1FACU9H141NE78080 ENGINE: 1 VEH TYPE: T CLOSED: 02/17/001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY: TROY STATE MI ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 1

DEALER NAME: ELDER FORD SALES CODE: F48018 P & A: 02877

REASON CODE: 4885 PROD/COMP DUR/PERF - VEHICLE QUALITY

SYMPTOM: 807988 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC08 - LR CONCERN CASE BASE COMMUNICATION: VISIT

ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: VERNON VEGAN BRIGH

ACTION DATA/COMMENTS:

7/17/001

180837 CUSTOMER SAYS: - WANT TO UPDATE THE PREVIOUS CONTACT WITH
WHAT DLR ADVISED THE CUST. - DLR ADVISED THAT THE VEH IS
HAVING STARTING PROBLEM IS BECAUSE OF THE FUEL PUMP. - A
LSD TRANS ISSUE IS WITH THE SHIFTER NOT SELECTING THE REGU
BTRD GEAR. - ALSO DRIVER SIDE WINDOW RATTLES WHEN THE W
NDOW IS NOT ROLLED ALL THE WAY DOWN BUT DLR STATED THAT TH
E NOISE IS FROM THE HATCH. - BUT DLR WANTS CUST TO GO ON A
TEST DRIVE THE VEH. PER CUSTOMER, DEALER SAYS: - NONE
CAC ADVISED: - ADVISE PER DEALERSHIP CONVERSATION - WILL
FORWARD INFORMATION TO CRM OR SERV MGR - ADVISED CUST P
ORDR'S GOAL IS TO REPAIR THE VEH RATHER THAN REPLACING IT
- ADVISED CUST TO CONTACT SALES MANAGER FOR ANY SALES RE
LATED CONCERN REFERENCE CASE ID: 4588

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT

ACTION: DA0044 - REEMPLOYMENT MADE FOR "EMERGENCY" WARRANTY REPAIR

DOCUMENT: ANALYST: M-MUNROS NICOLE MUNRO

ACTION DATA/COMMENTS:

7/18/001

180818 CULFORD BOUGHT BACK VEHICLE.

CONSUMER AFFAIRS 08/18/02 MMFAKPRG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM M 13.41.78

8982-827 23136

CONCERN ISSUE CASE NBR: 1767902790
REGION: ZONE: OPENED: 10/04/2000
VEH: 17MYL82161W237882 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BARKERSFIELD STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 401
RELEASE: 400
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4101 ICOD - RESOLUTION REQUIRED
SYMPTOM: 607485 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: ICOD - ICOD COMMUNICATION PHONE
ACTION: 100009 - ICOD CONCERN RESOLUTION REQUIRED
DOCUMENT: ANALYST: RALLEYNE ROXANE ALLEYNE
ACTION DATA COMMENTS:

10/04/2000

21.16.35 CUSTOMER SAYS: THE VEHICLE ENGINE STALLS WHEN SHE STARTS T
HE VEH. THIS STARTED ONE WEEK AFTER THE PURCHASE OF HER VEH.
CUSTOMER HAS TO WAIT ABOUT FIVE MINUTES TO START VEH.
PER CUSTOMER, DEALER SAYS: NONE. OAG ADVISED: THIS CUSTO
MER WAS CONTACTED ON BEHALF OF THE ESCAPE ASSEMBLY PLANT TH
ROUGH THE ICOD PROGRAM, AT WHICH TIME WE WERE MADE AWARE OF
THIS CONCERN - WE ARE TRACKING THIS ISSUE FOR THE ESCAPE
ENGINEERING TEAM. SPOKE WITH ED RODRIGUEZ SERVICE ADVISOR
CALL DEALERSHIP MADE APPT. FOR CUST. AT MONDAY ON OCT 9-8
0 AT 8:30AM - PLEASE CONTACT CUSTOMER TO ARRANGE A TIME P
OR APPOINTMENT. PLEASE DETAIL OAGS AND UPDATE THIS CONTA
CT WITH SPECIFIC REPAIR INFORMATION AT YOUR EARLIEST CONVEN
IENCE - QUESTION COMMENTS PLEASE CONTACT ME AT 1-800-428-4889
-THANK YOU IN ADVANCE FOR YOUR ASSISTANCE *****
ROXANE EXT2818***

CONSUMER AFFAIRS 09/18/2002 NEW FAX PRG

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM III 15.41.10

REGION ISSUE CASE NBR: 0947941218
REGION: MI DETROIT ZONE: E1 OPENED: 05/01/2002
VEH: 17MYL82161W237882 ENGINE: 1 VEH TYPE: T CLOSED: 02/01/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BENTON STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 404
RELEASE: 44006
DEALER NAME: BRIGHTON FORD-MERCU SALES CODE: F48808 P & A: 08707
REASON CODE: 3NDL CI - DEMAND LETTER
SYMPTOM: 607485 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DAINTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: 07100 - OPEN PRIORITY CONTACT
DOCUMENT: ANALYST: TERABOY TERRANCE R. SEARCY
ACTION DATA COMMENTS:

ENR2-027 23137

01/20/02
16:45:58 (BRI PARTY NAME) BRIGHTON
DEMAND LETTER DATED 4/28/02 *** C/ RECEIVED 5/0
1/02 *** CUSTOMER STATES: ENGINE BOGGING, HESITATING
AND STALLING. CUSTOMER WANTS: FINAL RESOLUTION FOR OWN
CERIAL ***OR SCANNED COPY OF THE LETTER TO THE REGIONAL OFFI
CES FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGMENT***

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: 01210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TERANOVY TERRANCE R. TERANOVY
ACTION DATA/COMMENTS:

17:26:57 48
01/20/02
16:08:00
17:00:00

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: 04000 - SERVICE APPOINTMENT SCHEDULED
DOCUMENT: ANALYST: J-BURNETT JEFFREY BURNETTE
ACTION DATA/COMMENTS:

01/20/02
16:18:09 APPOINTMENT HAS BEEN SCHEDULED FOR WED MAY 8, 2002. A SERVICE
LOANER WILL BE PROVIDED

CONSUMER AFFAIRS 08182002 16540099

08182002 MASTER OWNER RELATIONS SYSTEM # 18.41.18

REGION ISSUE DATE NBR: 084784 12 18
REGION: 48 DETROIT ZONE: 81 OPENED: 08/01/2002
VIN: 1FMYJ02181KAB4411 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/2002

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: D4000 - AWA FOR - OFFER ACCEPTED BY CUSTOMER
DOCUMENT: ANALYST: LTUSOROMA TUSOROMATEL, LUTE
ACTION DATA/COMMENTS:

08/20/02
12:28:47 VIN WAS AT BRIGHTON FORD FROM MAY-8-02 UNTIL MAY-17-02. NPP
FOR TRANSMISSION STALL CONCERN. VIN WAS DRIVEN BY SEVERAL TE
CHNICIAN AND GM JEFF BURNETTE FOR ABOUT 200 MIL. INTERMITTENT
ELECTRICAL CONCERN WAS FIXED BY REPLACING GEM-MODUL. CUSTOMER
FI HAD LOANER VEH. LTUSOROMA, OSM

D402-027 23138

CONSUMER AFFAIRS 08/18/02 MMFA/PPG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.18

REGION ISSUE CASE NBR: 087488101
REGION: 18 SDP ZONE: K1 OPENED: 04/27/02
VIN: 1FMYU82H1022107 ENGINE: 1 VEH TYPE: T CLOSED: 04/27/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: MOONFIELD STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
RELEASE: 2000
DEALER NAME: SULLIVAN FORD INC SPLS CODE: F47905 F & A: 0276
REASON CODE: 303A PRODUCTION DEFECT - PERSONAL ASSISTANCE
SYMPTOM: 8785 STALLS OUT AT IDLE ALL ENGINE TEMP

ORIGIN: GAOB - US CONCERN CASE NAME COMMUNICATION: VNET
ACTION: 770 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: YOAMPBEL YVETTE CAMPBELL
ACTION DATA COMMENTS:

08/27/02
11.14.18 CUSTOMER SAYS: -SHE HAS BEEN TO DLRS ABOUT 12 TIMES FOR THE SAME CONCERN - STALLING -SHE IS TIRED OF WONDERING IF VEHICLE IS GOING TO STALL -SHE SPENT MORE TIME IN DLRSHP THAN THE OTHER VEHICLES SHE OWNS -DLR TRIED SEVERAL REPAIR PROCEDURES AND IS UNABLE TO REPAIR VEH -DLRSHP REPROGRAM THE COMPUTER 8 TIMES AND CHANGE THE RELAY SWITCH -DLRSHP IS REPLACING RELAY SWITCH THAT THEY REPLACE TWICE AND ALSO THE THROTTLE BODY -SHE AND HER HUSBAND LOSE A LOT OF TIME FROM WORK BECAUSE OF THE CONCERN THEY HAVE WITH THE VEH -WANTS SOMEONE TO DO SOMETHING ABOUT THIS -SHE WANTS ANOTHER VEHICLE BECAUSE SHE IS AFRAID OF THE VEH -IF SHE DOES NOT HEAR FROM SOMEONE BY MONDAY, SHE WILL CONTACT HER ATTORNEY BECAUSE SHE DOES NOT FEEL SAFE WITH THE VEH FOR CUSTOMER, DEALER SAYS: -NONE CAN ADVISE: -WE SPOKE TO THE SERVICE DEPARTMENT AND HAVE CONFIRMED THAT YOUR VEHICLE HAS NOW BEEN SENT TO THE DEALER 8 TIMES MULTIPLE TIMES -WE HAVE DOCUMENTED YOUR CONCERN AND WILL SEND A COPY TO YOUR DEALERSHIP REQUESTING FURTHER TECHNICAL ASSISTANCE -YOUR CREDIT MGR WILL CONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION -FORD'S GOAL IS TO REPAIR THE VEH, NOT TO REPLACE IT -NO ONE WILL BE CONTACTED WITH HER -CRO REP MADE CONTACT TO LINTON FORD @ (317) 847-2000 -REP SPOKE WITH CHELSEA HARRIS, SR WHO STATES DLRSHP IS WORKING FROM A TSB TO REPAIR VEH AND ADDITIONAL PARTS ARE ON ORDER TO REPAIR IT -TO WHOM IT CONCERNS -WAS UNABLE TO SEND THIS INFO TO THE DLR AS THEY ARE NOT LISTED IN THE SYSTEM OR ON LINE INFERENCE CASE ID: 5405

CONSUMER AFFAIRS 08/18/02 MMFA/PPG

08/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.18

REGION ISSUE CASE NBR: 087488101
REGION: 18 SDP ZONE: K1 OPENED: 04/27/02

0802-027 23130

VIN: 1FMYU041K280110 ENGINE: 1 VEH TYPE: T CLOSED: 05/07/2008

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: D40057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: A-HELDER ARLA HELDERMAN
ACTION DATA/COMMENTS:

07/2008
15.02.08 SPOKE TO MR. DAVE (HUSBAND) ROLLISON YESTERDAY TO ASK HOW VEHICLE WAS RUNNING. HE SAID IT HAD NOT MORE PROBLEMS WITH IDLING SINCE THE REPAIR WAS COMPLETED. SINCE THE NEW TSB DATE DAVE HAS CORRECTED THE PROBLEM WOULD LIKE TO CLOSE THIS ISSUE LIST AT THIS TIME. THANK YOU

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: D40058 - LINK TO MOREN
DOCUMENT: ANALYST: S-PINKET SHARON PRINSTON
ACTION DATA/COMMENTS:

05/2008
17.05.08 CUST BROUGHT VEHICLE INTO SERVICE FOUND TSB IN REPAIR TO CUST. TOWER COMPLAINT TSB COMPLETED RETURNED VEHICLE TO CUSTOMER. CUSTOMER NOTIFIED LATER AND SAYS EVERYTHING OK AT THIS TIME. PLEASE CLOSE ISSUE

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: D40052 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: OSSEL DEALIE LUCKETT
ACTION DATA/COMMENTS:

05/2008
11.05.08 VEHICLE WAS REPAIRED AS CUSTOMER PAY.

CONSUMER AFFAIRS 05/18/2008 M5FA0008

BEGINNING OF CONTACT
05/18/2008 MASTER OWNER RELATIONS SYSTEM III 13:41:18

REGION BRUI CASE NBR: 079428801
REGION: 23 MEMPHIS ZONE: AR OPENED: 05/17/2008
VIN: 1FMYU041K280110 ENGINE: 1 VEH TYPE: T CLOSED: 05/07/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOT SPRING STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4885
DEALER NAME: FIBER FORD LINCOLN SALES CODE: F26947 P & A: 0788
REASON CODE: 8984 DGB - APPLICATION REQUEST
SYMPTOM: 207408 STALL/OLTS AT IDLE ALL ENGINE TRIP

ORIGIN: QAC159 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 805 - ADVISE CUSTOMER OSG TO DLR WILL BE MADE; DGB APP IS BEING SENT
DOCUMENT: ANALYST: YSRKSH VIKRAM SINKH
ACTION DATA/COMMENTS:

9/7/2001
19.02.08 CUSTOMER SAYS: - BEEN TO THE DLR FOR 3 TIMES FOR STALLING - FIRST TIME CONCERN NOTICED WAS AUG 2001 WHILE DRIVEN

ERS2-827 23148

8 8000 MILES - VEH IS AT THE DEALERSHIP NOW FOR A WEEK - TECH
ON HAVE CONTACTED THE TECH. HOTLINE. - CUST SPOKE TO THE GE
NERAL MANAGER & CUST WAS PROVIDED WITH A LOANER. - CUST
. WILL APPLY FOR LEMON LAW & WILL BE SENDING INFO IN WRITING
TO FORD & ATTORNEY GENERALS OFFICE & THE DEALERSHIP PER CUSTOMER
R, DEALER SAYS: CMO ADVISED: - REQUESTED DEALERSHIP TO
CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING
OF DSB APPLICATION - CMO TO DEALERSHIP IN AN ATTEMPT TO RES
OLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION
ON TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INF
ERENCE CASE ID: 105

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACC07 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: D-BROED RESORT MOTORS
ACTION DATA COMMENTS:

8/17/00

DEALER VEHICLE WAS IN DEALERSHIP, TECH CHECKED VEHICLE FOR TROUBLE CO
DESIGN CODES PRESENT, AFTER FURTHER TESTING WE FOUND BASE ID
NONE IDLE WAS TOO LOW, AFTER BASE IDLE WAS ADJUSTED VEHICLE
RAN TO MANUFACTURERS SPECIFICATIONS. VEHICLE IS REPAIRED AND
CUSTOMER HAS PICKED VEHICLE UP.

CONSUMER AFFAIRS 08/16/00 MIWAFF02

08/16/00 MASTER OWNER RELATIONS SYSTEM IN 16:41:19

REGION ISSUE CASE NUM: 072432251
REGION: 05 MIWAFF02 ZONE: A2 OPENED: 08/07/00
VIN: 1F4YU64141K098119 ENGINE: 1 VEH TYPE: T CLOSED: 08/16/00

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACC07 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: D-BROED RESORT MOTORS
ACTION DATA COMMENTS:

8/16/00

DEALER DAN---WE SPOKE WITH THE CUSTOMER YESTERDAY AND THE VEHICLE
IS STILL OPERATING FINE AFTER SETTING THE BASE IDLE....DAMI
D

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DA0018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: BRENZ DAN HUBER
ACTION DATA COMMENTS:

08.17.00 VEHICLE IS REPAIRED PER THE SVC. MGR. DAN HUBER CSE

ERS2-027 23141

CONSUMER AFFAIRS

08/18/2008 16MFA07P8

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM II 13.41.18

REGION ISSUE CASE NBR: 140788771
REGION: 44 PITTSBURGH ZONE: C2 OPENED: 01/28/2008
VIN: 1FMYU04181KAM477 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/2008

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
RELEASE: 11000
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F4118 P & A: 02175
REASON CODE: 30FA PRODCOMP DURPERF - REGIONAL ASSISTANCE
SYMPTOMS: 30748 STALL/OLTS AT IDLE ALL ENGINE TEMP

OPSR: GAOSE - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: DGBRO DONNA GERO
ACTION DATA COMMENTS:

1/28/2008
17:05:29 CUSTOMER SAYS: -CUST IS CALLING BECAUSE HIS VEHICLE HAS 2
TALLED AGAIN AFTER 8 REPAIRS. -CUST SAID THE VEHICLE STALL
AND IT IS DANGEROUS TO DRIVE IN. -CUST SAID IT STALLS WHEN
THE VEHICLE IS GOING DOWN HILL. -CUST SAID THE VEHICLE WILL
RESTART ONCE IT IS TURNED OFF AND RESTARTED. -CUST IS CALLI
NG BECAUSE IS TIRED OF TAKING THE VEHICLE IN. PER CUSTOMER
R, DEALER SAYS: NONE OAO ADVISED. -WE SPOKE TO THE BENT
ON 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 OPERARY NOW WILL D
CONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION. CBO TO THE
SERVICE DEPT AND LEFT MESSAGE FOR THE GM TO DISCUSS THE ISS
UE WITH THE REGION ON A BUY BACK AS PER THE CUST. -IF CUS
T CALLS THE CENTER PLEASE TRANSFER TO DONNA AT EXT 8388. MP
SERVICE CASE ID: 8438

OPSR: GAOSE - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DGBRO DONNA GERO
ACTION DATA COMMENTS:

1/28/2008
18:34:18 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAO ADVISE
D: CBO TO THE GM AFTER HE RETURNED MY CALL BUT WAS UNABLE T
O CONTACT HIM LEFT A MESSAGE FOR HIM TO CONTACT ME WHEN HE
IS AVAIL.

CONSUMER AFFAIRS

08/18/2008 16MFA07P8

08/18/2008 MASTER OWNER RELATIONS SYSTEM III 13.41.18

REGION ISSUE CASE NBR: 140788771
REGION: 44 PITTSBURGH ZONE: C2 OPENED: 01/28/2008
VIN: 1FMYU04181KAM477 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/2008

ENG2-827 23142

ORIGIN: QACMS2 - MANUAL - PHONE ORF COMMUNICATION PHONE
ACTION: E14 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

1548002
1548002 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAG ADVISE
D: ---OAG TO SM GARY SMITH WHO SAID HE HAS DONE EVERY THING
FORD TOLD THEM TO DO BUT THE PROBLEM STILL EXIST. NPL SM
ITH WILL SPEAK WITH THE FIELD ENGINEER AND CFM AND CONTACT
THE DURT WHEN HE HAS AN ANSWER.

CONSUMER AFFAIRS 05/15/2002 NWFA00PR3

BEGINNING OF CONTACT
05/15/2002 MASTER OWNER RELATIONS SYSTEM R 15-11-10

REGION ISSUE CASE NRP: 150078040
REGION: 48 DETROIT ZONE: C8 OPENED: 15052001
VIN: 1FMYJ04151K2P1188 ENGINE: 1 VEH TYPE: T CLOSED: 15052001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DETROIT STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 034
MILEAGE: 8208
DEALER NAME: BOB THEODERAU, INC. SALES CODE: F48042 P & A: 02703
REASON CODE: 0284 DSB - APPLICATION REQUEST
SYMPTOMS: 027483 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: QACMS - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 005 - ADVISE CUSTOMER OBO TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: RALLEN RICHARD ALLEN
ACTION DATA/COMMENTS:

15489001
17-15-10 CUSTOMER SAYS: WOULD LIKE AN DSB APPLICATION PER CUSTOMER
DEALER SAYS: -NONE OAG ADVISED: - REQUESTED DEALERSHIP
TO CONTACT CUSTOMER WITHIN 8 BUSINESS DAYS - INITIATED MAI
LING OF DSB APPLICATION - OBO TO DEALERSHIP IN AN ATTEMPT T
O RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED IN FOR

BP02-027 23143

INATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: OAC009 - TRANSFER ISSUE
DOCUMENT: ANALYST: JSTORRE STORRE, JUDY (LA)
ACTION DATA/COMMENTS:

10/7/001
07.29.01 TRANSFERRING CASE TO BOB THIBODEAU, BRIGHTON DEALERSHIP, BE
CAUSE OF FIELD SERVICE ENGINEER INVOLVEMENT WITH VEHICLE. CU
STORRE TOLD JORGENSEN FORD THE VEHICLE STILL HAS A STALL CON
CERN.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JFURJNO FURJON, JIM (L)
ACTION DATA/COMMENTS:

1/6/002
12.27.14 REPAIR PERFORMED 11/28 CONCERN RESOLVED BY P&E. (POWER RELAY
) VEHICLE RETURNED TO DEALERSHIP AND EVALUATED BY P&E ON 12
10 AM.

CONSUMER AFFAIRS 0816002 MANUFACTURER

BEGINNING OF CONTACT
0816002 MASTER OWNER RELATIONS SYSTEM III 15.11.10

DOB 08/01/88 CASE NO: 0817047878
REGION: 48 DETROIT ZONE: E1 OPENED: 08/01/008
VIN: 1FMYU01E1K429481 ENGINE: 1 VEH TYPE: T CLOSED: 08/01/2008

LAST NAME: [REDACTED] STATUS: INELIGIBLE
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FENTON STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 57877
DEALER NAME: BRIGHTON FORD-MERCU SALES CODE: F4800 P & A: 02707
REASON CODE: 62111 DSB-REP'D PURCH PRICE ROOT-CLR OAVT REPAIR
SYMPTOMS: 807488 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: OAPR - FORD/EX GROUP COMMUNICATION: MAIL
ACTION: D81206 - INELIGIBLE-EXCEEDS WARRANTY COVERAGE-DEALER PROVIDED APPLICATION
DOCUMENT: ANALYST: SLEWNS SHAWN LEWIS
ACTION DATA/COMMENTS:

8/1/002
08.28.01 INELIGIBLE BEYOND BUMPER TO BUMPER. CUSTOMER STATES CONCERNS
WITH VEHICLE HAVING STALLING PROBLEMS. FIVE REPAIR ATTEMPTS
HAVE BEEN MADE ON THE VEHICLE. CUSTOMER BEING REPAID ON THE
VEHICLE.
SHAWN

ER02-027 22144

CONSUMER AFFAIRS 08/18/2002 MMFA00PRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 080908741
REGION: 18 NEW YORK ZONE: 11 OPENED: 10/01/2001
VIN: 1FMYU041419C40900 ENGINE: 1 VEH TYPE: T CLOSED: 10/01/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BFDHX STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MESSAGE: 000
DEALER NAME: QUALITY FORD OF NY SALES CODE: F13073 P & A: 03071
REASON CODE: 084 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 207981 STALL/QUIT/ ACCELERATION/ COLD ENGINE

ORIGIN: CAD98 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 828 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SPERRY SHERYL PERRYMAN
ACTION DATA/COMMENTS:

10/1/2001

082825 CUSTOMER SAYS: -PRODUCT FORD/ESCAPE XLT -HAD VEH FOR A MONTH 2001 08 -LAST WEEK TRUCK SHUT OFF WHILE DRIVING 4 TIMES, EVEN IN THE RAIN AT THE SPEED 40-55 MILES -BROUGHT TO QUALITY FORD -SPOKE TO SALES MAN THAT TRUCK ISNT SAFE TO DRIVE, REQD. ENGINEER PREP TO LOOK AT TRUCK -REPLACED ONE OF THE POWER RELAYS -TRUCK SHUT OFF AGAIN AS SOON AS THEY TOOK THE LOT PER CUSTOMER, DEALER SAYS: -COULDN'T FIND ANYTHING WRONG WITH IT -HAD TECH INFO THAT SHOULD HELP CAD 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

*****PRESTON BLACKWELL, CUSTOMER RELATION MANAGER, PHONE: 814 954-6800 REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/2002 MMFA00PRG

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 0207481811
REGION: 24 OPLAND ZONE: C1 OPENED: 07/10/2001
VIN: 1FMYU01181K76774 ENGINE: 1 VEH TYPE: T CLOSED: 07/10/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MILBOURNE STATE: FL ZIP: [REDACTED]

ERR2-82T 23148

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 18000
DEALER NAME: KELLY FORD SALES CODE: F9488 F & A: 04808
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807991 STALL/QUIT'S ACCELERATION COLD ENGINE

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 889 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: AROBINSO ANITA ROBINSON
ACTION DATA/COMMENTS:

7/10/2001

14.02.02 CUSTOMER SAYS: WHEN THE VEH HAS SAT FOR AWHILE, WHEN TRYIN
G TO ACCELERATE IT SOMETIMES WILL NOT GO. IT ACTS AS IF IT'S
GOING TO STALL. THE VEH ALMOST KILLED HIS WIFE AND CHILD.
CUST CALLING FOR FURTHER ACTION. PER CUSTOMER, DEALER SAYS:
NOT ABLE TO DUPLICATE THE CONCERN. NO PROBLEM FOUND. CAC
ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE C
CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF
SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS
(INTERMITTENT) CONCERN IS NOTICED REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 07/10/2001 18:41:38

BEGINNING OF CONTACT

07/10/2001 MASTER OWNER RELATIONS SYSTEM IN 18.41.38

INFORMATION ISSUE CASE NBR: 807497811
REASON: IN ORLANDO ZONE: C1 OPENED: 07/10/2001
VIN: 1FMYU01181K07874 ENGINE: 1 VEH TYPE: T CLOSED: 07/10/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: MELBOURNE STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2

MILEAGE: 18000

DEALER NAME: KELLY FORD SALES CODE: F9488 F & A: 04808

REASON CODE: 8088 PROVOCOMP DUR/PERF - VEHICLE QUALITY

SYMPTOM: 807991 STALL/QUIT'S ACCELERATION COLD ENGINE

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED; THANK/POLOEZE
DOCUMENT: ANALYST: AROBINSO ANITA ROBINSON
ACTION DATA/COMMENTS:

7/10/2001

14.02.02 CUSTOMER SAYS: WHEN TRYING TO ACCELERATE THE VEH SOMETIMES
WILL NOT GO. IT ACTS AS IF IT'S GOING TO STALL. THE VEH ALM
OST KILLED HIS WIFE AND CHILD. CUST CALLING FOR FURTHER ACT
ION. PER CUSTOMER, DEALER SAYS: NO PROBLEM FOUND. CAC AD
VISED: - INFORMATION HAS BEEN FORWARDED TO APPROPRIATE DEPA
RTMENTS - THANK YOU CUSTOMER FOR PROVIDING US THEIR FEEDBA
K REFERENCE CASE ID: 4482

ENR2-027 23148

CONSUMER AFFAIRS 09/18/02 MANUFACTURER

BEGINNING OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.10

INFORMATION #8808 CASE NBR: 148877408
REGION: 21 ATLANTA ZONE: A1 OPENED: 09/08/02
VIN: 1FMYU01101KAW728 ENGINE: 1 VEH TYPE: T CLOSED: 09/09/02

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 XLS 4X2
RELEASE: 7000

DEALER NAME: LOU BORN FORD, INC. SALES CODE: F21004 P & A: 04280
REASON CODE: 1012 PARTS - BACKORDER DELAY
SYMPTOM: 807821 STALL/OUTS ACCELERATION COLD ENGINE

ORIGIN: OAKS - LE CONCERN CASE BASE COMMUNICATIONS PHONE
ACTION: 808 - ADVISE CUST UNABLE TO ASSIST IN OBTAINING PART; CONTACT PARTS MGR
DOCUMENT: ANALYST: LKING LINCOLN KING
ACTION DATA COMMENTS:

808008
18.06.08 CUSTOMER SAYS: -VEHICLE TOWED TO DEALER ON WEDNESDAY AFTER
NOON -HAS TO BE PAYING FOR A RENTAL -VEHICLE WAS STALLING
#NAME?

ETWICH -DOESNT THINK HE SHOULD BE PAYING FOR THE RENTAL -
WANTS VEHICLE FIXED AND THINKS THE PART SHOULD HAVE BEEN ORD
ERED OVERNIGHT PER CUSTOMER, DEALER SAYS: -LOU BORN FORD
#NAME?

THOUGHT AN ESP GAG ADVISED: - I HAVE LOOKED INTO THIS MATT
ER FOR YOU, AND I APOLOGIZE THAT THE PARTS ARE PRESENTLY UN
AVAILABLE. OCCASIONALLY FORD MOTOR COMPANY DOES INCUR PARTS
DELAYS FROM THE SUPPLIERS. - WE ARE AWARE OF THE SITUATION
AND ARE WORKING ON OBTAINING THE PARTS. - PLEASE STAY IN C
ONTACT WITH THE CUSTOMER RELATIONS MANAGER AT YOUR DEALERSH
P FOR THE UPDATES ON WHEN THE PARTS WILL BE AVAILABLE. #
-CSD TO DEALER -SPD
KEY WITH PARTS AND SERVICE DIRECTOR (SND) -INFORMED SND OF
CUSTOMER'S ISSUE (PARTS DELAY AND RENTAL) -INFORMED BY GE
HE THAT THE PART GOT SHIPPED FROM DETROIT BY UPS -REPAIR HO
PEFULLY WILL BE DONE BY WEDNESDAY -CUSTOMER CAN SUBMIT RECE
IPT FOR RENTAL COVERAGE -INFORMED CUSTOMER THAT THE VEHIC
LE SHOULD BE READY AS SOON AS THE PART ARRIVES AT THE DEALER
(HOPEFULLY BY WEDNESDAY) -HAS ESP LEADER COVERAGE FOR 3 DA
Y @ \$88.00 A DAY -ADVISED CUSTOMER TO SPEAK WITH PARTS AND
SERVICE DIRECTOR (SND) AND ADDRESS RENTAL COVERAGE -INFER
ENCE CASE ID: 4687

6082-827 23147

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NR: 1518810682
REGION: 21 ATLANTA ZONE: B3 OPENED: 08/17/2008
VIN: 1FMYU01180G010688 ENGINE: 1 VEH TYPE: T CLOSED: 08/27/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: APEX STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 18000

DEALER NAME: CROSSROADS FORD, IN SALES CODE: PE1088 P & A: 0088
REASON CODE: 8017 PRODDCOMP CURR/PERS - KNOWING FIX AT PRESENT
SYMPTOMS: 807881 STALL/OUTS ACCELERATION COLD ENGINE

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: KOURNEA, KERRY-ANN MURPHY
ACTION DATA/COMMENTS:

8/27/2008
14.20.25 CUSTOMER SAYS: ^- VEH WENT DEAD AT THE DROO ROAD LEFT HAN
O TURN AND ^- THE POWER WENT IN THE VEH ^- CUST WOULD LI
KE FORD TO CALL CUST TO LET HIM KNOW WHY CUST WHY HE WAS NOT
INFORMED OF THIS COM PER CUSTOMER, DEALER SAYS: THERE
IS A KNOWN CONCERN WITH THE COMPUOTER WHERE SOME OF THE C
OMPUTERS IN THE VEH NEEDS TO REPLACED AND SOME COMPUTER MAY
NEED UPDATED INFO CMO ADVISED: - THE DEALERSHIP HAS INSPEC
TED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN - WE HAVE CON
FIRMED THAT FORD ENGINEERING IS CURRENTLY DEVELOPING A REPAI
R PROCEDURE - PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP
FOR ANY UPDATES - THEY WILL CONTACT YOU AS SOON AS A REPAIR
PROCEDURE BECOMES AVAILABLE - (NOTE TO CSR: IF CUSTOMER AS
KS FOR TIMELINES, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED
WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH THEIR DEALE
RSHIP) REFERENCE CASE ID: 5401

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NR: 1538471882
REGION: 25 MEMPHIS ZONE: C3 OPENED: 08/11/2008
VIN: 1FMYU01110G028831 ENGINE: 1 VEH TYPE: T CLOSED: 08/11/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MONTICELLO STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 408
MILEAGE: 81108

DEALER NAME: SULLIVAN FORD LINCOLN SALES CODE: F82177 P & A: 8888
REASON CODE: 0288 PRODDCMP DURPERF - VEHICLE QUALITY
SYMPTOM: 80781 STALL/OUTS ACCELERATION COLD ENGINE

ORDER: 04088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR CONTACT CRM
DOCUMENT: ANALYST: CSMTH11 CYNTHIA SMITH
ACTION DATA COMMENTS:

0718202

18.05.88 CUSTOMER SAYS: -VEH STALLS OUT -VEH HAS BEEN TO DLR 3 TI
MES FOR THE STALLING CONCERN -VEH HAS STALLED ABOUT 80 TIME
S -FIRST TIME TO THE DLR THEY KEPT THE VEH FOR 2 WEEKS AND
REPLACED THE FUEL PUMP -SECOND TIME TO THE DLR THEY INSTALL
ED A FLIGHT RECORDER AND THE RECORDER DID NOT SHOW ANYTHING
-THE VEH IS AT THE DLR NOW, LEAVE FOR REPAIR PER CUSTOMER,
DEALER SAYS: -DLR DOES NOT WHERE TO START TO LOOK FOR THE
PROBLEM -CAG ADVISED: -WE RECOMMEND THE REPAIR BE PERFORM
ED BY A FORD/LIN DEALERSHIP - INFORMATION WILL BE SENT TO DL
R, CUSTOMER SHOULD CONTACT CRM/SERV MGR REFERENCE CASE ID:
4891

CONSUMER AFFAIRS 09/18/2002 MEMPHIS

BEGINNING OF CONTACT

08/18/2002 MASTER OWNER RELATIONS SYSTEM # 18.41.78

INFORMATION ISSUE CASE NBR: 180408001
REGION: 18 SDR ZONE: HS OPENED: 08/18/2002
VIN: 1FACJ04181NCW881 ENGINE: 1 VEH TYPE: T. CLOSED: 08/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: WERN STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MESSAGE: 4800

DEALER NAME: PITTSBURG FORD-MERCO SALES CODE: F88473 P & A: 08804
REASON CODE: 8017 PRODDCMP DURPERF - KNOWING NO FIX AT PRESENT
SYMPTOM: 80781 STALL/OUTS ACCELERATION COLD ENGINE

ORDER: 04088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 786 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: ZOHAN ZUBAIR KHAN
ACTION DATA COMMENTS:

0718202

18.51.28 CUSTOMER SAYS: -CUST SAID I AM HAVING SO MANY PROBLEM WITH
THE VEH WHEN I ACCELERATE THE VEH IT STALL AND BEEN TO THE
SHOP 4 OR 6 TIMES FOR THIS CONCERN. -CUST SAID VEH IS AT TH
E DLR RIGHT NOW. -CUST SAID I WANT FORD TO BUY THE VEH BAC
K PER CUSTOMER, DEALER SAYS: -CUST ALLEGES DLR SAID WE O
RDER THE PART AND WE RECEIVED THE PART AND WE HAVE REPLACED I
T AND STILL HAVING SAME CONCERN -DLR SAID CONTACT FORD CRM
FOR BUYING THE VEH BACK -CAG ADVISED: -THE DEALERSHIP H
AS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN - WE
HAVE CONFIRMED THAT FORD ENGINEERING IS CURRENTLY DEVELOPIN
G A REPAIR PROCEDURE - PLEASE STAY IN CONTACT WITH YOUR DS

8882-827 23148

ALERSHIP FOR ANY UPDATES - THEY WILL CONTACT YOU AS SOON AS
A REPAIR PROCEDURE BECOMES AVAILABLE - (NOTE TO CSR: IF CU
STOMER ASKS FOR TIMELINE, INFORM THEM THAT WE HAVE NOT BEEN
PROVIDED WITH ANY TIMELINE, AND TO STAY IN CONTACT WITH TH
IR DEALERSHIP) INFERENCE CASE ID: 5401

ORIGIN: GAO08 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 218 - REFERRED BY DEALER

DOCUMENT: ANALYST: ZIBAH ZUBAIRIYAN

ACTION DATA/COMMENTS:

CUSTOMER SAYS: -CUST SAID I WAS TOLD BY FORD DLR TO CALL F
ORD CRC FOR BUYING THIS VEH BACK PER CUSTOMER, DEALER SAYS

: NONE GAO ADVISED: CUST IS ADVISED THAT CUST NEED TO C
ONTACT DLR FOR ANY UPD DATE INFO RELATED TO THE CONCERN.

CONSUMER AFFAIRS 08/16/2007 09:54:07

BEGINNING OF CONTACT

08/16/2007 MASTER OWNER RELATIONS SYSTEM II 10:41:10

CONCERN ISSUE CASE NR: 048901871
REGION: 11 BOSTON ZONE: H1 OPENED: 08/16/2007
VIN: 1F2YU84H2K0P18N3 ENGINE: 1 VEH TYPE: T CLOSED: 08/16/2007

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: WILTON STATE: NH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR

MILEAGE: 2000

DEALER NAME: MILFORD FORD SALES CODE: P11422 P & A: D1742

REASON CODE: 1105 AWA - WITH CRITERIA, REQUEST AWA PRIOR REPAIR

SYMPTOM: 607981 STALL/CLUTS ACCELERATION COLD ENGINE

ORIGIN: GAO08 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP

DOCUMENT: ANALYST: PRATER RENE PRATER

ACTION DATA/COMMENTS:

08/16/2007

1428:38 CUSTOMER SAYS: - I WAS DRIVING WITH MY FAMILY AND A BELT F
ROM MY NEW VEH JUST FLEW OFF - ROADSIDE IS ON THERE WAY TO
TOW MY VEH BUT NOW I HAVE NO TRANSPORTATION. - MY WIFE A
ND ARE SUPPOSE TO BE HOSTING A PARTY AND WE ARE NOT THERE.
WE NEED THE VEH FOR MY WIFE TO USE TO PICK UP A FATHERS DAY
PRESENT, AND MY FAMILY AND I HAD PLANS TO GO TO THE DRIVE I
N TODAY. I NEED A VEH PER CUSTOMER, DEALER SAYS: -NONE
-CRO TO DLRSHIP - SPOKE WITH THE GATEKEEPER - THE
SERVICE DEPT IS CLOSED TODAY - ONLY THE SALES DEPT IS OPEN
- SPOKE WITH THE SALES MANAGER I CANT GIVE A CUST A LOAN
N, THAT NEEDS TO BE DONE IN SERVICE GAO ADVISED: - CRC U
NABLE TO REACH DEALER - CRO WILL RECONTACT DEALER NEXT BUSI
NESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER - ADV
ISE CUST THAT HE CAN GO AHEAD AND RENTAL A VEH FOR THE WEEKEN
D AND WE WILL GET THINGS STRAIGHTEN OUT ON MONDAY WITH THE D
LRSHIP, CRO WILL REIMBURSE. - CUST WOULD GO HOME AND CONSID
ER HIS OPTIONS AND IF CUST PLAN TO RENTAL A VEH CUST WILL CA
LL BACK THE CENTER. INFERENCE CASE ID: 4698

EM02-027 23180

BEGINNING OF CONTACT

08/18/88 MASTER OWNER RELATIONS SYSTEM II 18.41.18

CONCERN ISSUE CASE NBR: 08081021
REGION: 18 NEW YORK ZONE: K1 OPENED: 08082001
VIN: 1FMYU0417KA4808 ENGINE: 1 VEH TYPE: T CLOSED: 08082001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WYCKOFF STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 8001 MODEL: ESCAPE XLT 4X4
RELEASE: 4818
DEALER NAME: PISTILLI FORD SALES CODE: P18148 P & A: 03882
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807801 STALL/OLTS ACCELERATION COLD ENGINE

ORIGIN: OAC088 - US CONCERN CASE BASE COMBINATION: PHONE
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NTOMLIN NICHOLAS TOMLIN
ACTION DATACOMMENTS:

8828001
17.54.01 CUSTOMER SAYS: CAR STALLED COMING DOWN A HILL, CAR STARTS
IN NEUTRAL, THEN STARTED AGAIN INQUIRING WHAT WOULD CAUSE
THIS PER CUSTOMER, DEALER SAYS: NONE OAG ADVISED: - WE
RECOMMEND THE REPAIR BE PERFORMED BY A FOREIGN DEALERSHIP -
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT ON
M/8894 MBN REFERENCE CASE ID: 4008

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DA0084 - UNABLE TO CONTACT CUSTOMER 8 TIMES
DOCUMENT: ANALYST: JBURGHIA JOHN BURGHARDT
ACTION DATACOMMENTS:

8828001
18.03.04 CUSTOMER HAS NOT RESPONDED TO DEALER ABOUT STALLING CONCERN.
JOHN BURGHARDT.

BEGINNING OF CONTACT

08/18/88 MASTER OWNER RELATIONS SYSTEM II 18.41.18

CONCERN ISSUE CASE NBR: 1714870713
REGION: 72 SAN FRANCISCO ZONE: A8 OPENED: 08/18/88
VIN: 1FMYU041U1K841881 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/88

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HILO STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 8001 MODEL: ESCAPE XLT 4X4
RELEASE: 1000
DEALER NAME: OREGON HOLE AUTO CE SALES CODE: P78114 P & A: 87781
REASON CODE: 1148 AWA - WITHIN CRITERIA, REQUIRING AWA
SYMPTOM: 807801 STALL/OLTS ACCELERATION COLD ENGINE

ER82-827 23151

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: VBIT
ACTION: 735 - ADVISE CUST CRO WILL FOLLOW UP
DOCUMENT: ANALYST: AKUTYSND ALLISON KUTYSND
ACTION DATA/COMMENTS:

3/19/02

18.26.01 CUSTOMER SAYS: -THE VEH STALLS AND CUTS INTERMITTENTLY -V
RH HAS BEEN TO THE CLR 4 TIMES FOR THE SAME PROBLEM -FOUND
OUT THAT CUST GOT DENIED BUYBACK -HE WANTS TO KNOW WHO TAKE
S CARE OF THE BUY BACK PER CUSTOMER, DEALER SAYS: ORION
IS 800-808-888 (791) CAG ADVISED: - I WOULD LIKE TO BE YOUR
ADVOCATE IN THIS SITUATION, TO ENSURE YOUR REQUEST RECEIVED
PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURT
HER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CO
NTACT YOU ***CRO TO CLIF*** MARCH 13/02 WILL CALL BACK THU
RS MAR 14/02 ORN WA ***CRO TO CUST*** ADVISED NEED TO
RESEARCH SOME MORE WILL FOLLOW UP MARCH 14/02 REFERENCE CA
SE ID: 8418

ORIGIN: DEALER - DEALER COMMUNICATION: VBIT
ACTION: D4076 - NO REPAIR PROCEDURE AVAILABLE AT THE TIME PER - OTHER
DOCUMENT: ANALYST: M-SERFIELD ORION BLUE AUTO CENTER
ACTION DATA/COMMENTS:

3/20/02

18.14.21 CUSTOMER WAS TRADED OUT OF VEHICLE INTO NEW ESCAPE

CONSUMER AFFAIRS 08/18/02 NMFAX/PRO

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.18

REGION ISSUE CASE NBR: 054400000
REGION: 44 PITTSBURGH ZONE: 04 OPENED: 10/18/01
VIN: 1PMYU04181K16821 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/01

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MERTON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MESSAGE: 18727
DEALER NAME: MULLHAX EAST END SALES CODE: P44008 P & A: 08157
REASON CODE: BDL CI - DEMAND LETTER
SYMPTOM: 887821 STALL/CUTS ACCELERATION COLD ENGINE

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: D1001 - OPEN REGION CONTACT
DOCUMENT: ANALYST: DJACK84 CELESTE JACKSON
ACTION DATA/COMMENTS:

10/18/01

18.48.08 ***DEMAND LETTER DATED 10/24/01 ***CI RECEIVED 10/18/01***
***CUSTOMER STATES: VEHICLE STALLS WHEN COLD AM BUT WILL REB
TART WHEN HAPPENING TACH WILL JUMP UP TO 2000 RPM'S AND THEN
DROP TO 0 AND VEHICLE WILL STALL.
***CUSTOMER WANTS: REPURCHASE OR REFUND OF VEHICLE.
***CI E-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFICE
FOR REVIEW. SENT THE CUSTOMER A PLEM LETTER.

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: 01210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: DJACK84 CELESTE JACKSON
ACTION DATA/COMMENTS:

18.48.04

ER82-827 23182

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC087 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: H-LAPID1 HARRY LAPIDARI
ACTION DATA/COMMENTS:

11/27/01
18.08.14 MADE CAC OFFER TO CUSTOMER CUSTOMER TO GO TO SELLING DEALER
FOR CAC

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC087 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: H-LAPID1 HARRY LAPIDARI
ACTION DATA/COMMENTS:

18.08.07 MADE CAC OFFER TO SELLING DEALER DECLINED

CONSUMER AFFAIRS 08/18/02 MMFA07PG

08/18/02 MASTER OWNER RELATIONS SYSTEM II 9541.19

REGION ISSUE CASE REF: 08480880
REGION: 44 PITTSBURGH ZONE: C4 OPENED: 10/18/01
VIN: 1PMYU0418KCP1881 ENGINE: 4 VEH TYPE: T CLOSED: 01/18/02

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC087 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: A-SBERO ANITA SBERO
ACTION DATA/COMMENTS:

1/18/02
18.08.07 CUSTOMER RECEIVED HER CHECK FROM RAV AND REPLACED HER VEHICLE
E 2WRS AGO

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: HGOOLSBY GOOLSBY, HARLYNN (H.M.)
ACTION DATA/COMMENTS:

3/4/02
08.08.07 VEH PURCHASED BACK BY FORD. ISSUE RESOLVED...CASE CLOSED.

CONSUMER AFFAIRS 08/18/02 MMFA07PG

ER02-027 23153

BEGINNING OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM III 18.41.19

REGION ISSUE CASE # NR: 137991081
 REGION: 27 WASHINGTON ZONE: D1 OPENED: 01/28/001
 V#R: 1FALU1181K28841 ENGINE: B VEH TYPE: T CLOSED: 01/29/001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
 ADDRESS: [REDACTED]
 CITY: WALDORF STATE: MD ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
 RELEASE: 1870
 DEALER NAME: WALDORF FORD, INC. SALES CODE: P37047 P & A: 00148
 REASON CODE: 2384 088 - APPLICATION REQUEST
 SYMPTOM: 80781 STALL/OUTS ACCELERATION COLD ENGINE

ORIGIN: DAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 808 - ADVISE CUSTOMER DSB TO DLR WILL BE MADE, DSB APP IS BEING SENT
 DOCUMENT: ANALYST: TEBKERS TEBOR BRONER
 ACTION DATA/COMMENTS:

1/28/001
 10.02.03 CUSTOMER SAYS: - MAJOR CONCERNS WITH VEH, BEEN IN THE SHOP 2 WEEKS IN TOTAL AFTER OWNING IT. CUTTING OUT, IDLING WAY BELOW 1. - IT DOES NOT WANT TO GO, SHD AND SHD FEELS LIKE A TH, BLURRY AND ROUGH DRIVE. - 30 - 35 MPH THIS CONDITION OCCURS. - DLR IS TEST DRIVING VEH, 40 MILES ON VEH LAST WFT E, SPARK PLUG - LASTED 4 DAYS - DIAG, NO CODES. - DLR CL ASKS CUST OVER REVVING MAY BE THE CAUSE. - DLR CANNOT DUP T HIS CONCERN. - CUST DEMANDED A LOANER VEH, AND NOW HAS ONE - 8 HOURS CUST WAITED AT DLR SHP FOR VEH TO BE REPAIRED, TO N O RXAL. - VEH WAS DROPPED OFF YESTERDAY AGAIN AT DLR - CUS T MENTIONED: CONSUMER AFFAIRS, 888 FORD CUSTOMER, DEALER SAYS: - WALDORF FORD - TEST DRIVE 80 MILES BOTH WAYS CAO ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WIT HN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION #NAME?

TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE - DSB - SPOKE TO MICHA EL, 800 - ADV CUST SHOULD CONTACT DLR AS HE HAS SOME QUESTIO NS CONCERNING VEH. INFORMED 800 IT WOULD BE BETTER THAT HE C ONTACT CUST. - CUST HAS MENTIONED DSB MAGIC WORDS, AS A RES ULT THE DSB MAILING WAS INITIATED. INFERENCE CASE ID: 108

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
 ACTION: DAC07 - DOCUMENT ADDITIONAL INFORMATION
 DOCUMENT: ANALYST: DAUFFART DAWN ALFARTH
 ACTION DATA/COMMENTS:

07/28/01
 11.02.06 CUSTOMER COMPLAINED OF BUCK AND JERK IN NEW ESCAPE. ORIGINA LLY BROUGHT VEHICLE INTO DEALERSHIP AND DEALER REPLACED THE SPARK PLUGS. WEEK LATER, CUSTOMER COMPLAINED AGAIN. WALDOR

CONSUMER AFFAIRS 08/18/08 MANUFACTURING

08/18/08 MASTER OWNER RELATIONS SYSTEM III 18.41.19

REGION ISSUE CASE # NR: 137991081
 REGION: 27 WASHINGTON ZONE: D1 OPENED: 01/28/001
 V#R: 1FALU1181K28841 ENGINE: B VEH TYPE: T CLOSED: 08/07/001

8/7/001
 11.09.08 F KEPT CAR FOR A WEEK DRIVING BACK AND FORTH TO TRY TO VERIF Y THE CONCERN. UNABLE TO DO SO. ALSO BROUGHT CUSTOMER IN A ND SERVICE MANAGER DROVE WITH CUSTOMER OVER 80 MILES WITHOUT DUPLICATION. CUSTOMER SAID OKAY. CUSTOMER CALLED AGAIN BT ATING THAT BUCK AND JERK WERE BACK.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
 ACTION: DAC013 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: DAUFFART DAWN ALFARTH
 ACTION DATA/COMMENTS:

11.12.01 WHEN CUSTOMER CALLED LAST TIME, SAID THAT THE VEHICLE WAS BU

E082-027 23164

CRUISE AND JERKING AGAIN DIFFERENTLY WHEN "DRIVING OVER BUMP". DEALER EXPLAINED TO CUSTOMER THAT AT THAT SPEED, THERE WAS NOTHING TO DO FOR SITUATION. CASE IS CLOSED. VEHICLE SHOULD NOT BE DRIVEN AT EXCESSIVE SPEEDS WELL OVER ANY LEGAL LIMIT.

CONSUMER AFFAIRS 08/18/2001 MANUFACTURING

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM II 13.41.10

REGION ISSUE CASE NR: 1350873046
REGION: 48 DETROIT ZONE: C2 OPENED: 12/18/2001
VIN: 1FMYU44N1KDB1180 ENGINE: 1 VEH TYPE: T CLOSED: 12/12/2001

LAST NAME: [REDACTED] STATUS: CANCEL

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:

ADDRESS: [REDACTED]

CITY: DETROIT STATE: MI ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M

MILEAGE: 27000

DEALER NAME: BOB THEODORE, INC. SALES CODE: F8042 P & A: 0270

REASON CODE: 2254 DSB - APPLICATION REQUEST

SYMPTOM: 207891 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CACSB - LI CONCERN CASE BASE COMMUNICATION: OTHER

ACTION: 208 - ADVISE CUSTOMER CBO TO OUR WILL BE MADE; CBO APP IS BEING SENT

DOCUMENT: ANALYST: SPILDK ELIZABETH FELIX

ACTION DATA/COMMENTS:

12/12/2001

12/12/01 CUSTOMER SAYS: CUST ORDERED A DSB APPLICATION FORM AND SHE STILL HAS NOT RECEIVED THIS YET. CUST RECEIVED THE VEH YESTERDAY AND WAS TOLD THAT THE CONCERN WAS FIXED. CUST IS STILL NOT CONVINCED THAT THE VEH IS REPAIRED. CUST'S VEH WAS ROAD TESTED BY A FORD FIELD ENGINEER AND NO PROBLEM WAS FOUND. CUST IS STILL EXPERIENCING THIS CONCERN EVEN THOUGH THE FIELD ENGINEER VIEWED AND TESTED THE VEH. CUST SELLING DLRSHIP HAS TURNED HER AWAY FROM THIS ISSUE AND BOB THIS HAS BEEN DEALING WITH THIS CONCERN. CUST SAYS THAT IF THE VEH CANNOT BE REPAIRED SHE WOULD LIKE TO BE PUT INTO ANOTHER VEH. CUST WOULD LIKE SOME HELP WITH THIS CONCERN. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 5 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - CBO TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE REFERENCING CASE ID: 108

1992-027 23185

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DADOS - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: S-STANCI BOB THROCKSAU FORD
ACTION DATA COMMENTS:

12/18/00
12.08.02 THE CUST CALLED SHAWN MOGHOFF (SA) TO TELL HIM HER VEH STALLE
D OUT ON HER EX OVER THE WEEKEND. THIS WAS AFTER THE FRI TE
BY GROVE AND DAGED THE TRUCK AND CNY ANY STALLING CONCERN O
N FRIDAY. THE CUST SAID THE CONCERN IS COMPLETELY INTERMITTE
NT AND SHE CANT MAKE THE VEH STALL ON DEMAND. SHAWN TOLD T
HE CUST TO CONTINUE TO DRIVE THE VEH AND WAIT FOR THE CBS DE
CISION, UNLESS SHE CAN SPECIFICALLY TELL THE TECH WHAT SEEMS

CONSUMER AFFAIRS 05/18/002 MFAJ0776

05/18/002 MASTER OWNER RELATIONS SYSTEM II 12.41.92

REGION ISSUE CASE NBR: 188878846
REGION: 48 DETROIT ZONE: CE OPENED: 12/18/00
VIN: 1FUYU04181KD1180 ENGINE: 1 VEH TYPE: T CLOSED: 12/18/00

12/18/001
12.08.02 TO TRIGGER THE STALLING SO WE CAN DUPLICATE THE CONCERN, TH
AT THERE IS NOTHING FURTHER THAT CAN BE TECHNICALLY DOWN TO
THE VEH AT THE TIME PER THE FRI. BTP IS READY TO ASSIST TH
E CUST AND WOULD LIKE TO MAKE A REPAIR TO HER TRUCK AND THE
CUSTOMER UNDERSTANDS THIS.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DADOS - CANCEL ISSUE
DOCUMENT: ANALYST: KAPORE KEVIN GROVE
ACTION DATA COMMENTS:

12/21/001
12.40.02 REPEAT CASE OPENED FOR SAME ISSUE. CLOSING THIS CASE NUMBER
AND WILL ADDRESS CONCERN IN SECOND CASE NUMBER. CLOSED BY K
EVIN GROVE, CSLL

CONSUMER AFFAIRS 05/18/002 MFAJ0776

REOPENING OF CONTACT
05/18/002 MASTER OWNER RELATIONS SYSTEM II 12.41.16

800-627 23155

RAY ISSUE CASE NO: 082400182
REGION: 74 SEATTLE ZONE: A3 OPENED: 04/08/02
VIN: 1FMYLD41X1K077488 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/02

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

CITY: SEATTLE STATE: WA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 14700

DEALER NAME: HARRIS FORD INC SALES CODE: F74284 P & A: 08755

REASON CODE: 0828 RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER

SYMPTOM: 807891 STALL/QUITS ACCELERATION COLD ENGINE

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

ACTION: RAY101 - OPEN CASE FOR GOODWILL REFUND - OWNED

DOCUMENT: ANALYST: G. GUTHRY GWENDOLY GUTHRY

ACTION DATA/COMMENTS:

4/8/02

11.48.44

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

ACTION: CA0091 - ADD ADDITIONAL SYMPTOM CODE

DOCUMENT: ANALYST: G. GUTHRY GWENDOLY GUTHRY

ACTION DATA/COMMENTS:

16.55.57

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

ACTION: RAY104 - CANCEL CASE FOR GOODWILL REFUND

DOCUMENT: ANALYST: G. GUTHRY GWENDOLY GUTHRY

ACTION DATA/COMMENTS:

4/8/02

12.05.38

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

ACTION: RAY101 - OPEN CASE FOR GOODWILL REFUND - OWNED

DOCUMENT: ANALYST: G. GUTHRY GWENDOLY GUTHRY

ACTION DATA/COMMENTS:

14.15.16

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

ACTION: CA0091 - ADD ADDITIONAL SYMPTOM CODE

DOCUMENT: ANALYST: G. GUTHRY GWENDOLY GUTHRY

ACTION DATA/COMMENTS:

14.15.16

CONSUMER AFFAIRS 08182008 MBFAXPWS

08182008 METER OWNER RELATIONS SYSTEM III 18.41.19

RAY ISSUE CASE NO: 082400182
REGION: 74 SEATTLE ZONE: A1 OPENED: 04/08/02
VIN: 1FMYLD41X1K077488 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/02

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

ACTION: RAY111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND

DOCUMENT: ANALYST: G. GUTHRY GWENDOLY GUTHRY

ACTION DATA/COMMENTS:

4/8/02

14.57.38

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

ACTION: RAY008 - RECORD ADDITIONAL FUNDS

DOCUMENT: ANALYST: SHANBERG EYVETTE HANBERG

ACTION DATA/COMMENTS:

8/28/02

08.08.57 ADDITIONAL FUNDS

CONSUMER AFFAIRS 09/18/00 MWF/KPFD

BEGINNING OF CONTACT

09/18/00 MASTER OWNER RELATIONS SYSTEM B 15:41:10

RAY ISSUE CASE NR: 1800715191
REASON: 15 NEW YORK ZONE: L1 OPENED: 11/18/00
VEH: 1RMYL4M1D0C0E00E ENGINE: 1 VEH TYPE: T CLOSED: 11/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RONJUS STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 17577
DEALER NAME: MAQUIRE FORD-LINCOLN SALES CODE: F1080 P & A: 0084
REASON CODE: 0808 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 60781 STALL/OUTS ACCELERATION COLD ENGINE

ORIGIN: GARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL
ACTION: RAY108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: GOUTHBY GWENDOLY GUTHRY
ACTION DATA/COMMENTS:

11/18/00
15:41:10

ORIGIN: GARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL
ACTION: RAY119 - RECORD CHECK INSURANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: ORSODI CLARA RSDP
ACTION DATA/COMMENTS:

11/20/00
08:05:09

ORIGIN: GARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL
ACTION: RAY088 - RECORD DISPOSAL OF VEHICLE FOR SCRAP
DOCUMENT: ANALYST: BOWEN21 BRIAN BWDZ2
ACTION DATA/COMMENTS:

08/13/01 THIS VEHICLE WAS REACQUIRED BY THE COMPANY AND SUBSEQUENTLY
SCRAPPED. ALL WARRANTIES HAVE BEEN CANCELLED.

ER62-627 23156

CONSUMER AFFAIRS 09/18/00 MIFAQPRG

BEGINNING OF CONTACT
09/18/00 MASTER OWNER RELATIONS SYSTEM B 18.41.19

INQUIRY ISSUE CASE NRP: 149418110
REGION: 47 CINCINNATI ZONE: D1 OPENED: 11/07/00
VIN: 1PMYU08171K27133 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PORT JACO STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL7 4X2
MILEAGE: 400
DEALER NAME: KNOX FORD SALES CODE: FR7917 P & A 0800
REASON CODE: D-48 DEALERSHIP - DEALER REFUSING SERVICE
SYMPTOM: 80788 (STALL/CLUTS ACCELERATION HOT ENGINE)

ORIGIN: DACHS - US CONCERN CASE BASE COMMUNICATIONS PHONE
ACTION: 880 - ADVISE CUST SITUATION WILL BE REVIEWED
DOCUMENT: ANALYST: WANTHONY WILLIAM ANTHONY
ACTION DATA COMMENTS:

11/7/00
18.11.09 CUSTOMER SAYS: -DURHP WILL NOT SERVICE VEH UNDER WARRANTY
#14857
LITARY PERSONEL - TODAY CUST HAS APPOINTMENT AT NEAR BY D
LRHP, NOT SELLING DURHP PER CUSTOMER, DEALER SAYS: -NON
CAG ADVISE: -SUPPORT DURHP, ADVISE CUST TO GO TO SELL
MR DURHP -CU INFERENCE CASE ID: 4741

CONSUMER AFFAIRS 09/18/00 MIFAQPRG

BEGINNING OF CONTACT
09/18/00 MASTER OWNER RELATIONS SYSTEM B 18.41.19

INQUIRY ISSUE CASE NRP: 1810873001
REGION: 10 PHILADELPHIA ZONE: E1 OPENED: 11/28/01

EP02-027 23150

VEH: 1FMYU04191KF77467 ENGINE: 1 VEH TYPE: T CLOSED: 11/09/01

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
RELEASE: 11/94
DEALER NAME: BISHORE AND KOLLER SALES CODE: F16118 P & A: 00107
REASON CODE: 358R PRODCOMP DUTYPHF - MULTIPLE REPAIR
SYMPTOMS: 80YR2 STALL/LUITS ACCELERATION HOT ENGINE

ORIG: GAD08 - US RECEIPT CASE BASE COMBINATION: PHONE
ACTION: 101 - PROVIDE INFORMATION ACCORDING TO PHENOMENOLOGY
DOCUMENT: ANALYST: YCAMPBEL YVETTE CAMPBELL
ACTION DATA/COMMENTS:

11/09/01

12/24/01 CUSTOMER SAYS: -VEH STALLS WHILE DRIVING -VEH CAN BE PUT INTO NEUTRAL AND THEN START AGAIN -VEH HAS BEEN TO BISHORE & KOLLER FORD 3 TIMES FOR THIS PROBLEM -AN APPOINTMENT IS BE SCHEDULED FOR TOMORROW, MAKING IT THE 4TH TIME VEH HAS BEEN TO O DLR FOR THIS CONCERN -DLR SAID THEY HAVE REPLACED THE POW ER RELAY AND ADJUSTED THE IDLE AND THE PROBLEM STILL EXISTS @NAMEY

THE LEMON LAW PER CUSTOMER, DEALER SAYS: -NONE CAN AD VISE: -LEMON LAWS ENABLE AMERICAN CUSTOMERS TO TAKE SPECI FIC LEGAL ACTION AGAINST VEHICLE MANUFACTURERS FOR NOT HONOU RING 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 REQUIR ES THAT YOU FIRST SEND US A WRITTEN NOTIFICATION OF ANY DEFEC TS OR NON-COMFORMITIES THAT YOU HAVE EXPERIENCED WITH YOUR VEHICLE - THIS WILL GIVE US THE OPPORTUNITY TO MAKE ANY NEED ED REPAIRS BEFORE YOU PURSUE THE REMEDIES PROVIDED BY YOUR S TATES LAW - SEND YOUR WRITTEN NOTIFICATION TO: FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER 1800 EXECUTIVE PLAZ A DRIVE DEARBORN, MICHIGAN 48121 -DO NOT TELL CUNT THIS----- -OBO TO BISHORE AND KOLLER MO @ 1:30 PM----- -SPOKE WITH BOBBY KOONTZ, SA -DLR HAS B E CONTACTED THE HOT LINE AND DONE EVERYTHING TO REPAIR THE PROB LEM INFERENCE CASE ID: 99

CONSUMER AFFAIRS 09/18/02 MMFAKPH9

BEGINNING OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM II 19.41.19

INFORMATION ISSUE CASE NBR: 08108082
REGION: 88 KANSAS CITY ZONE: B1 CP SWHD: 08/07/008
VIN: 1FMYU04191KF77467 ENGINE: 1 VEH TYPE: T CLOSED: 08/07/008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BELLVILLE STATE: NE ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 08/00
DEALER NAME: TRINCHER FORD-MERCUR SALES CODE: F88878 P & A: 01821
REASON CODE: 348I DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 80YR2 STALL/LUITS ACCELERATION HOT ENGINE

ORIG: GAD38 - US CONCERN CASE BASE COMBINATION: PHONE
ACTION: 828 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: LINGGARRE LAYERS MCGRIFELL
ACTION DATA/COMMENTS:

07/008

08.11.01 CUSTOMER SAYS: -WHILE DRIVING ABOUT 70-75 MPH THE VEH JUST SHUT OFF -THE VEH WAS STARTED UP AGAIN AND DRIVEN TO A DLR

EN02-027 23168

INAMEP
HE WILL HAPPEN AGAIN AND DOES NOT HAVE CONFIDENCE IN THE VEH
PER CUSTOMER, DEALER SAYS: TRINCHER FORD DAD ADVISED:
INAMEP
NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEA
LERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICA
TE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT
THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP A
S SOON AS (INTERMITTENT) CONCERN IS NOTICED INTERSPACE CASE I
D: 4482

CONSUMER AFFAIRS 02182002 M5FAKFRG

BEGINNING OF CONTACT

02182002 MASTER OWNER RELATIONS SYSTEM III 13.41.18

INFORMATION MSG/US CASE NBR: 0847100081
REGION: 13 NEW YORK ZONE: B1 OPENED: 08/08/02
VIN: 1FMYU0411KF1Y988 ENGINE: I VEH TYPE: T CLOSED: 04/08/02

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
RELEASE: 22000
DEALER NAME: FULLERTON FORD SALES CODE: F13475 P & A: 20851
REASON CODE: 8025 PROS/DCMP DUR/PRFP - VEHICLE QUALITY
SYMPTOMS: 007808 STALL/QUIT'S ACCELERATION NOT ENGINE

ORIG: 040808 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 013 - CS-SUPPORT DEALERSHIP'S REGION'S POSITION
DOCUMENT: ANALYST: COLHANEY CHARMAINE DUHANEY
ACTION DATA/COMMENTS:

4/8/02
16:28:35 CUSTOMER SAYS: ---JUST WOULD LIKE TO KNOW IF THERE IS A TR
B OUT THERE WHY CANT THE DLR WORK ON HER VEH WITH THAT TOL
TER 12889 ---THE VEH JUST STALLED OUT ON THE DUSTY VEH WHIL
E SHE WAS TALKING TO ME RIGHT NOW ---CUST WAS VERY TERRIFIED
D AND STARTED CRYING PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DRIVE
GORY DECISION ---THE CLRS FIRST NEED TO VERIFY THE PROBLEM B
EFORE IT CAN BE REPAIRED 030000000000 PLEASE NOTE
030000000000 ---THE VEH JUST STALLED OUT ON THE DUSTY W
HILE SHE WAS TALKING TO ME RIGHT NOW ---CUST WAS VERY TERRI
FIED AND STARTED CRYING ---I TRANSFERED CUST TO THE ROADSIDE
ASSISTANT DESP TO HAVE THE VEH TOWED TO THE CLR INTERSPACE C
ASE ID: 1589

ER02-027 23151

CONSUMER AFFAIRS 00182002 MAFAPFR2

BEGINNING OF CONTACT

00182002 MASTER OWNER RELATIONS SYSTEM II 18-41.10

INFORMATION ISSUE CASE NBR: 008281002
REGION: 01 ATLANTA ZONE: 02 OPENED: 04/18/00
VIN: 1FMYL83H91000101 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: COLUMBUS STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MESSAGE: #120

DEALER NAME: RIVERTOWN FORD, INC SALES CODE: F21288 P & A: 04110
REASON CODE: 008 PROVOCONP DUNPEFF - VEHICLE QUALITY
SYMPTOMS: 00788 STALL/CUTS ACCELERATION HOT ENGINE.

ORDER: 04088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 088 - ADVISE INFO WILL BE SENT TO DLR; CONTACT OWN
DOCUMENT: ANALYST: 00890 DONNA BEND
ACTION DATA/COMMENTS:

41182002
040888 CUSTOMER SAYS: -VEHICLE STALLED WHILE DRIVING, THE STEERING
WHEEL AND THE BRAKE PEDAL LOCKED UP. -CUST WANTS TO KNOW
HOW MANY OTHER VEHICLES ARE HAVING THE SAME CONCERN.
CUST IS SEEKING A LOANER VEHICLE WHILE HIS VEHICLE IS AT THE
DLR. PER CUSTOMER, DEALER SAYS: KNEW ABOUT ANOTHER VEHICLE
THAT HAS THE SAME ISSUE BUT REFUSED TO GIVE THE CUST THE MAKE
OR MAKE OF THE VEHICLE. CAC ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CREDITRY MGR -CSC TO T
HE SM STEVE AND WE HAVE DISCUSSED GETTING THE CUST INTO A RE
NTAL VEHICLE. STEVE WAS GIVEN TMY PHONE # TO CONTACT ME W/
EMERGENCY CASE ID: 4891

CONSUMER AFFAIRS 00182002 MAFAPFR2

BEGINNING OF CONTACT

00182002 MASTER OWNER RELATIONS SYSTEM II 18-41.10

INFORMATION ISSUE CASE NBR: 008114821
REGION: 10 PHILADELPHIA ZONE: 01 OPENED: 11/17/00
VIN: 1FMCU041610000007 ENGINE: 1 VEH TYPE: T CLOSED: 11/17/00

LAST NAME: [REDACTED] STATUS: CLOSED

0002-027 23182

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: GIBSONS FORD SALES CODE: F96107 P & A: 2086
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 80788 STALL/QUIT ACCELERATION NOT ENGINE

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: HPAVLIC HELEN PAVLICH
ACTION DATA/COMMENTS:

11/7/2001
12.21.02 CUSTOMER SAYS: -WOULD LIKE TO KNOW WHAT'S WRONG WITH THE VEH
H -VEH STALLED WHILE DRIVING, BROUGHT VEH TO DLSP, THEY
COULD NOT DUPLICATE CONCERN -VEH STALLED TWO MORE TIMES AFT
ER THAT, DLSP PUT A COMPUTER CHIP IN VEH TO SEE WHEN AND W
HY VEH IS STALLING -JUST LOVES VEH, BUT IS WORRIED THAT T
HEY COULD HAVE AN ACCIDENT DUE TO THE VEH STALLING (VERY DAN
GEROUS BECAUSE THE VEH IS STALLING WHEN ITS NOT EXPECTED) -
CALLED OTHER DLSP AND DLSP ADVISED CUST THAT VEH HAD 8
VEH THAT EXPERIENCE SAME CONCERN (BARBER FORD) AND DLSP CO
NTACTED HOT LINE FOR REPAIR PROCEDURES AND VEH WERE FIXED -
RECEIVED LOANER FROM DLSP PER CUSTOMER, DEALER SAYS:
-CAN NOT DUPLICATE CONCERN GAG ADVISED: -CBO TO DLSP BY
ONE TO DAVE (BY) WHO ADVISED THAT THEY CAN NOT DUPLICATE CON
CERN CUST IS EXPERIENCING -DROVE VEH FOR 40 MILES, VEH DID
NOT SHUT OFF -DAVE MONITORED ALL SENSORS, FOUND NOTHING WRONG
ND -DAVE ADVISED THAT ON MONDAY, DLSP WILL CONTACT ENGINE
ERING HOTLINE TO SEE IF THEY CAN GET A LEAD ON CONCERN -DAV
E ALSO ADVISED THAT DLSP RAN AN OASIS AND FOUND NOTHING -
CANNOT
IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SER
VICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (ON
PERMITTED) CONCERN IS NOTICED
- EXPERIENCE CASE ID: 4408

CONSUMER AFFAIRS 05/16/2002 18:56XPRG

BEGINNING OF CONTACT
05/16/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NO: 941772883
REGION: 10 EDI ZONE: K1 OPENED: 05/16/2002
VIN: 1FMYD02181DE77886 ENGINE: 1 VEH TYPE: T CLOSED: 05/16/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: LINCOLN STATE: WY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 28000
DEALER NAME: MOORE FORD LINCOLN SALES CODE: F47801 P & A: 05101
REASON CODE: 2008 WARRANTY - DENY WARRANTY COVERAGE
SYMPTOMS: 80788 STALL/QUIT ACCELERATION NOT ENGINE

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 488 - SUPPORT DEALERS POSITION; REFER TO WSP MANUAL
DOCUMENT: ANALYST: PRATER RENEE PRATER
ACTION DATA/COMMENTS:

2/1/2002
12.01.02 CUSTOMER SAYS: -THE ENGINE HAS SHUT UP. VEH STARTED RUNNING, PULLED OVER AND CHECK THE OIL, NO LEAKING, CONTINUE DRIVING THE VEH ABOUT 3 MILES, THEN THE VEH JUST QUIT AND IT WAS IN NEUTRAL. I CALLED THE DLSP AND WAS INFORMED THAT THERE WAS NOTHING THEY CAN DO BECAUSE IT'S NOT UNDER WARRANTY

8882-827 23165

NTY. MY WARRANTY BOOK STATES 3/8 QUARTS OIL, BUT I THINK THE MECHANIC PUT IN 5 HAS STATED ON MY RECEIPT, UPON GETTING A OIL CHANGE PER CUSTOMER, DEALER SAYS: - DLRSHP AND WAS INFORM THAT THERE WAS NOTHING THEY CAN DO BECAUSE IT'S NOT UNDER WARRANTY - OSG TO DLRSHP -
- SPOKE WITH OATHY MOODY - OUST TOOK VEH TO A INDEPENDENT SHOP FOR OIL CHANGE AND THEY PUT TOO MUCH OIL IN. - IF I WILL NOT PROVIDE ASSISTANCE GAO ADVISED: - DEALERSHIP HAS DETERMINED THE VEHICLE WAS NOT MAINTAINED PROPERLY OR MISUSED - FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR REFERENCE CASE ID: 4471

CONSUMER AFFAIRS 09/16/2002 15:42:19

BEGINNING OF CONTACT

09/16/2002 MASTER OWNER RELATIONS SYSTEM II 15:47:19

INFORMATION ISSUE CASE NUM: 048002181
REGION: 44 PITTSBURGH ZONE: A3 OPENED: 04/16/2002
VIN: 1FMYLD4181K081448 ENGINE: 1 VIN TYPE: T CLOSED: 04/16/2002

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
RELEASE: 10000
DEALER NAME: STURMAN & LARSON PO SALES CODE: F44017 P & A: 07480
REASON CODE: 3028 PRODUCTION DEFECT - VEHICLE QUALITY
SYMPTOM: 80788 STALL/OUTS ACCELERATION NOT ENGINE

OPROB: 040186 - US CONCERN CASE SAME COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: RALLEYNE ROSKANE ALLEYNE
ACTION DATA/COMMENTS:

4/16/2002

10:27:18 CUSTOMER SAYS: -CX VEH STALLS ON HIM WITH NO WARNING -T HIS HIS THE FIFTH TIME THIS HAPPEN TO THE CUST -CX WENT TO HIS INSURANCE COM -HE WENT TO THE STATE ATTORNEY OFFICE -CX DO NOT WANT TO DRIVE THE VEH ANYMORE -CX IS CONCERNED THAT HE HAS TO WAIT 8 DAYS BEFORE HE GET A LOANER FROM THE CLR -CX EXPRESS IS CONCERN IF HIS KIDS ARE IN THE CAR AND IF THIS HAPPEN TO THEM PER CUSTOMER, DEALER SAYS: NONE GAO ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD LOCAL DEALERSHIP - INFORMATION WILL BE SENT TO CLR, CUSTOMER SHOULD CONTACT CRRMSRV MGR - OSG TO GARY BY 04 -HE PER GARY HE WILL GET THE CUST A LOANER -HE STATED HE WILL CONTACT HIS PIR FOR CUST CONCERN REFERENCE CASE ID: 4891

ERR2-027 23184

CONSUMER AFFAIRS 08/18/02 MMFAZPR3

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM IN 15.41.18

INFORMATION ISSUE CASE NR: D48880008
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/08/02
VIN: 1FMYL04181KA68888 ENGINE: 1 VEH TYPE: T CLOSED: 08/26/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.

ADDRESS: [REDACTED]

CITY: NORTH HUNTINGDON STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MESSAGE: 11800

DEALER NAME: TOM CLARK FORD, INC SALES DOOR: PM414 P.S.A.: 07990

REASON CODE: 8017 PRODCOMP DURVPERF - (NO KNOWN FIX AT PRESENT

SYNOPSIS: 80788 STALLOUTS ACCELERATION HOT ENGINE

OPSRN: D4888 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: YES - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

DOCUMENT: ANALYST: TRUBBELL, TANIA CAMPBELL, TRUBBELL

ACTION DATA/COMMENTS:

8/26/02

REG. IS CUSTOMER SAYS: -- CUST STATED THAT VEH HAVE STALLED IN MOTION ABOUT SIX TIMES DURING AWARE OF THIS ISSUE AND WAS TOLD THAT HE WAITING FOR FORD TO GET BACK INTO TOUCH WITH DLR AS TO CURRENT REPAIR ISSUE. -- CUST STATED THAT WANTS TO KNOW IF FORD IS AWARE OR IF ANYTHING IS OUT ON THIS AT THIS POINT IN TIME FOR REPAIRS. - PER CUSTOMER, DEALER SAYS: -- CUST STATED THAT DLR INFORMED THAT FORD IS WORKING ON A REPAIR PROCEDURE FOR THIS CONCERN BEING THE ENGINEERING DEPT WAS MADE AWARE OF THIS CONCERN. CAO 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 CUST ASK FOR TIMELINE, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINE, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INFERENCE CASE ID: 5401

CONSUMER AFFAIRS 08/18/02 MMFAZPR3

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM IN 15.41.18

INFORMATION ISSUE CASE NR: 081170801
REGION: 18 NEW YORK ZONE: 11 OPENED: 12/27/01
VIN: 1FMYU04111K02708 ENGINE: 1 VEH TYPE: T CLOSED: 12/27/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.

ADDRESS: [REDACTED]

CITY: NORWALK STATE: CT ZIP: [REDACTED]

ERR2-027 23188

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
RELEASE: 8800
DEALER NAME: MCMAHON FORD SALES CODE: F18441 P & A: 04188
REASON CODE: 884 DSB - APPLICATION REQUEST
SYMPTOM: 88788 STALL/QUIT ACCELERATION NOT ENGINE

ORIGIN: DAC38 - US CONCERN CASE BASE COMBINATION: PHONE
ACTION: 818 - CR-ADVISE CUST INFO HAS BEEN DOCUMENTED & DSB APP IS BEING SENT
DOCUMENT: ANALYST: JOSEPH SOMA JOSEPH
ACTION DATA/COMMENTS:

18/07/2001

11.17.08 CUSTOMER SAYS: -SHE BELIEVE SINCE THE VEH IS HAVING H
AD THREE LIFE ENDANGERING INCIDENT -TOTALLY STALLED OUT
T AT 80MILES PER HOUR WHILE DRIVING ON THE HIGHWAY -REPORT
ED IMMEDIATELY TO THE DLRSHP AND THEY TOOK VEH IN AND CH
ECKED IT THOROUGHLY AND FOUND NOTHING WRONG -4 WEEKS LATER
ON THE HIGHWAY ON A LOWER SPEED THE STEERING Froze AN
D ALL THE LIGHTS CAME ON -TOOK THE VEH RIGHT TO THE DL
RSHP -THEY CALLED THE TECH HOTLINE -THEY FOUND A PROBLE
M AND REPLACE EEC RELAY -ABOUT 18 WEEKS LATER D80 17, THE
BRAKES FAILED; NO BRAKING POWER - THE PEDAL WAS GOING TO
THE FLOOR -THE DLRSHP GAVE HER A LOANER AND DID A THORO
UGH CHECK OF THE VEH -THEY REPLACED ALL THE BRAKING PUND
IONS -BY THIS TIME SHE TOLD THE DLRSHP THAT SHE NEEDS T
O GET OUT OF THE LEASE -HOWEVER HER VERY FIRST INCIDENT
AT THREE MONTHS OLD THE ENGINE WARNING LIGHT CAME ON AND
THE DLRSHP HAD TO REPLACE PARTS DIFFER SENSOR -SHE WILL L
IKE TO KNOW WHAT TO DO AT THIS TIME BECAUSE SHE IS NOT CO
MFORTABLE WITH THE VEH ANYMORE -SHE IS NOT HAPPY WITH TH
E DECISION OF THE ZONE REP -SINCE SHE IS NOT QUALIFIED F
OR THE LEASE THEN SHE WILL LIKE TO GET A DSB APPLICATION -
SHE BELIEVE THAT'S WHERE SHE HAS TO GO -SHE DOES NOT WANT T
O WAIT AND SEE IF SOMETHING SHOULD HAPPEN AGAIN PER CUST
OMER, DEALER SAYS: -NONE CAG ADVISED: - DOCUMENTED INFOR
MATION - INITIATED MAILING OF DSB APPLICATION -INFORMATI
ON WAS PROVIDED TO CUST AS PER DLRSHP ORMZONE REP -CUST
T WILL NOT BE ABLE TO GET OUT OF HER LEASE AND FORD WILL N
OT BUY BACK THE VEH -IF ANY THING SHOULD HAPPEN AT A LATE
R TIME IT WOULD BE LOOK INTO AGAIN -AS OF NOW THE VEH IS
REPAIRED REFERENCE CASE ID: 1880

CONSUMER AFFAIRS 09/18/2002 181540PPG

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18-41.78

INFORMATION ISSUE CASE NUM: 001170801
REGION: 13 NEW YORK ZONE: H OPENED: 18/08/2001
VIN: 1FMYJ04111K288708 ENGINE: 1 VEH TYPE: T CLOSED: 18/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: NORMALK STATE: CT ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M

RELEASE: 8800

DEALER NAME: MCMAHON FORD SALES CODE: F18441 P & A: 04188

REASON CODE: 884R PROCCOMP DURPEW - MULTIPLE REPAIR

SYMPTOM: 88788 STALL/QUIT ACCELERATION NOT ENGINE

ORIGIN: DAC38 - US CONCERN CASE BASE COMBINATION: PHONE

ACTION: 712 - ADVISE CUSTOMER CND WILL FOLLOW-UP

DOCUMENT: ANALYST: JOSEPH SOMA JOSEPH

ACTION DATA/COMMENTS:

18/08/2001

14.18.77 CUSTOMER SAYS: -HAVE HAD THREE LIFE ENDANGERING INCIDENT
T -THE VEH TOTALLY STALLED OUT AT 80MILES PER HOUR WHILE
DRIVING ON THE HIGHWAY -REPORTED IMMEDIATELY TO THE DLRSHP
P AND THEY TOOK VEH IN AND CHECKED IT THOROUGHLY AND FOUN
D NOTHING WRONG -4 WEEKS LATER ON THE HIGHWAY ON A LOWER
SPEED THE STEERING Froze AND ALL THE LIGHTS CAME ON
FRAME?
H HOTLINE -THEY FOUND A PROBLEM AND REPLACE EEC RELAY -AS

8882-827 23108

OUT 12 WEEKS LATER DED 17, THE BRAKES FAILED; NO BRAKING P
OWNER - THE PEDAL WAS GOING TO THE FLOOR -THE CLERK SA
VE HER A LOANER AND DID A THOROUGH CHECK OF THE VEH -THEY
REPLACED ALL THE BRAKING FUNCTIONS -BY THIS TIME SHE TO
LD THE CLERK THAT SHE NEEDS TO GET OUT OF THE LEASE -H
OWEVER HER VERY FIRST INCIDENT AT THREE MONTHS OLD THE ENG
INE WARNING LIGHT CAME ON AND THE CLERK HAD TO REPLACE
PARTS DIFFERENT -SHE WILL LIKE TO KNOW WHAT TO DO AT
THIS TIME BECAUSE SHE IS NOT COMFORTABLE WITH THE VEH ANYM
ORE PER CUSTOMER, DEALER SAYS: -MONAHAN FORD -THEY SPO
KE REP ALBERT ARMSTEAD AND WAS TOLD BECAUSE IS NOT ONE OF
SOPRO REDURANCE THEY ARE NOT ABLE GET HER OUT OF THE LE
ASE OR REPLACE THE VEH CAO ADVISED: -DID UNABLE TO REA
CH DEALER -DID WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO
DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER REFERENCE CASE ID:
4808

ORIGIN: GAMES - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GJOSEPH BONAJOSEPH
ACTION DATA COMMENTS:

18.08.11 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

CONSUMER AFFAIRS 08/18/2008 MFWA3PRG

08/18/2008 MASTER OWNER RELATIONS SYSTEM# 1841.18

INFORMATION ISSUE CASE NRP: 081170801
REGION: 18 NEW YORK ZONE: 11 OPENED: 1808001
VIN: 1FMYU0411W080703 ENGINE: 1 VEH TYPE: T CLOSED: 1809001

18.08.11 CAO ADVISED: --RECEIVED A CALL FROM FRED FROATZ CRM OF
MONAHAN FORD 308 888 4801 -SAID THAT HE HAS SPOKEN TO TH
E CUST ABOUT THE SITUATION OF GETTING OUT OF THE LEASE OR
BUYING BACK THE VEH -HE DID SPEAK TO THE ZONE REP ABOUT T
HE CUST SITUATION AND WAS TOLD THAT THE CUST DOES NOT OWN
THE VEH AND THEY CAN DO A BUY BACK ON THE VEH BECAUSE B
T IS A LEASE -THEY COULD HAVE DONE OLD BUT HE DID NOT MENT
IONED IT TO THE CUST BECAUSE IT WOULD BE AN ISSUE TO THE
CUST; IT WOULD ONLY BE \$1800 -ALSO THE CUST IS NOT QUALIFY
FOR THE LEMON LAW SINCE THE OCCURRENCES WERE NOT THE SAME
#1841
E ZONE MGR SAYS IF TDOWN THE ROAD THE CUST IS STILL HAVING
ANY CONCERNS THEN THEY WILL BE HAPPY TO LOOK AT IT AGAIN -
THE CUST HAS BEEN A LOYAL CUST BUT THERE IS NOTHING THEY C
AN DO FOR HER AT THIS TIME ---MADE AN OBO TO THE CU
ST --- WAS UNABLE TO REACH CUST LEFT A MESSAGE T
HAT CAO WILL BE RECONTACTING CUST

ORIGIN: GAMES - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 221 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: WALKER GARY WALKER
ACTION DATA COMMENTS:

18.07.11 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
O ADVISED: CAO ADVISED: --RECEIVED A CALL FROM FRED F
ROATZ CRM OF MONAHAN FORD 308 888 4801 -SAID THAT HE HAS
SPOKEN TO THE CUST ABOUT THE SITUATION OF GETTING OUT OF T
HE LEASE OR BUYING BACK THE VEH -HE DID SPEAK TO THE ZONE
REP ABOUT THE CUST SITUATION AND WAS TOLD THAT THE CUST
DOES NOT OWN THE VEH AND THEY CAN DO A BUY BACK ON THE VEH
BECAUSE BT IS A LEASE -THEY COULD HAVE DONE OLD BUT HE
DID NOT MENTIONED IT TO THE CUST BECAUSE IT WOULD BE AN I
SSUE TO THE CUST; IT WOULD ONLY BE \$1800 -ALSO THE CUST I
S NOT QUALIFY FOR THE LEMON LAW SINCE THE OCCURRENCES WERE
NOT THE SAME -ALSO THE CUST VEH IS CURRENTLY REPAIRED AT TH
IS TIME -THE ZONE MGR SAYS IF TDOWN THE ROAD THE CUST IS S
TILL HAVING ANY CONCERNS THEN THEY WILL BE HAPPY TO LOOK AT
IT AGAIN -THE CUST HAS BEEN A LOYAL CUST BUT THERE IS NO
THING THEY CAN DO FOR HER AT THIS TIME ---MADE AN OBO
O TO THE CUST --- WAS UNABLE TO REACH CUST LEFT A
MESSAGE THAT CAO WILL BE RECONTACTING CUST ---ADVISED C
LIST OF PHONES...ON/OFF POSITION ON ISSUE--CUST STATES THAT
SHE WILL PERUSE THIS FURTHER WITH ORG/MSM SHE WANTS MORE I
T HAN \$1800 ON BUY BACK

0882-827 23157

CONSUMER AFFAIRS

08182002 MAFAXPFI

08182002 MASTER OWNER RELATIONS SYSTEM III 1841.78

INFORMATION ISSUE CASE NBR: 081170801
REGION: 18 NEW YORK ZONE: 11 OPENED: 1808001
VIN: 1FMYL0411K028708 ENGINE: 1 VEH TYPE: T CLOSED: 1807801

ORIGIN: CACMIE - MARJAL - PHONE CSR COMBINATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORMISSOURY CUSTOMER
DOCUMENT: ANALYST: JOSEPH SONA JOSEPH
ACTION DATA COMMENTS:

18078001

11.17.10 CUSTOMER SAYS: -WILL LIKE TO SEND AN APPLICATION TO THE D
DB -NOT SATISFIED WITH THE ZONE REP PER CUSTOMER, DEALER SA
YS: -HOME CAG ADVISED: -----CSG TO CUST --- -NFOR
MED CUST OF THE ANSWER PROVIDED BY THE CLERK/ZONE REP -
CUST IS AWARE OF THE ANSWER BUT IS STILL NOT SATISFIED -W
ILL LIKE TO TAKE IT TO THE DDB

CONSUMER AFFAIRS

08182002 MAFAXPFI

BEGINNING OF CONTACT

08182002 MASTER OWNER RELATIONS SYSTEM III 1841.78

INFORMATION ISSUE CASE NBR: 08078001
REGION: 28 SOUTHWEST ZONE: 11 OPENED: 08083001
VIN: 1FMYL01B870P81771 ENGINE: 5 VEH TYPE: T CLOSED: 0808001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RICHMOND STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4DR
RELEASE: 4148

ER03-027 23198

DEALER NAME: GILLMAN LINCOLN-MER SALES CODE: LFT770 P & A: 11304
REASON CODE: 3017 PRODCOMP DURPERF - KNOWING FIX AT PRESENT
SYMPTOM: 807882 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC338 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE CUSTOMER OF UPDATED INFORMATION
DOCUMENT: ANALYST: TPIZZARD TONI PIZZARDI
ACTION DATA COMMENTS:

REB001

146606 CUSTOMER SAYS: HAD FUEL PUMP REPLACEMENT THE FUEL CUTS OFF WHEN THE VEHICLE HITS 80MPH THEN WHEN THE VEHICLE COMES TO A COMPLETE STOP--THE VEHICLE WILL NOT ACCELERATE FWR QUIT OVER, DEALER SAYS: THE PCM NEEDS TO BE REPROGRAMMED AND THERE IS NO FIX FOR THE VEHICLE RIGHT NOW. CAC ADVISED: - INP CRM CUSTOMER UPDATED INFORMATION FOUND - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER -OED TO ANTHONY SERVICE WRITER W ORGINS WITH CUST WHO ADVISED THAT THE PCM NEEDS TO BE REPROGRAMMED THE ENGINEERS ARE WORKING TOWARDS A FIX AND TOWARDS NOT FINDING THE CORRECT REPROGRAMMING CODES -OSR ADVISED CUST TO KEEP WORKING WITH DEALERSHIP AND UNTIL THEN TRY NOT TO DRIVE OVER 80MPH AND EVERYTHING WILL BE OK UNTIL A REPAIR IS FOUND -OSR ADVISED CUST TO KEEP WORKING WITH THE DEALERSHIP AND AS SOON AS A FIX IS FOUND THEY WILL CONTACT THE CUST IN FRENCH CASE ID: 4889

CONSUMER AFFAIRS 08/18/2008 09:27:00 AM

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM IN 13.41.18

INFORMATION ISSUE CASE NR: 0874928101
REASON: 47 CONCERNATI ZONE: 01 OPENED: 04/18/2008
VIN: 1FMYU01810389107 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2008

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: BLOOMFIELD STATE: IN ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR

MILEAGE: 20000

DEALER NAME: BLOOMINGTON FORD IN SALES CODE: K47874 P & A: 04881

REASON CODE: 9484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 807882 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC338 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: ADILVA ANIBELLE SILVA
ACTION DATA COMMENTS:

4/18/2008

182893 CUSTOMER SAYS: -THE VEH STALLS IN THE MIDDLE OF THE INTERSECTION ... ESPECIALLY WHEN YOU SLOW DOWN -VEH BEEN TO DLR SEVERAL TIMES AND CONCERN STILL EXISTS -CUST FEELS THIS IS A SAFETY CONCERN... IT MAY CAUSE AN ACCIDENT IN THE FUTURE -CUST IS SEEKING PERMANENT REPAIR FOR THE VEH ON A NEW VEH FOR CUSTOMER, DEALER SAYS: -DLR REPROGRAMMED THE COMPUTER OF THE VEH -DLR TOLD CUST TO CALL ORO ...NEVER BEEN ABLE TO DUPLICATE THE CONCERN CAC ADVISED: -I ADVISED CUST THAT IN ORDER FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM... DLRSHP MUST DUPLICATE CONCERN AND REPAIR IT - THIS WOULD AGGRIEVE THE DEALER

0882-827 23188

SWP IN DIAGNOSING THE VEHICLE - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - I ADVISED CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED...KEEP IN CONTACT WITH DLR IN ORDER FOR THEM TO DUPLICATE CONCERN AND REPAIR VEH - I ADVISED CUST IT IS FORD'S GOAL TO REPAIR THE VEH

NAME?
VEH OR TO DISCUSS TRADING OUT OF VEH...DLR CAN CONTACT REG ON TO DISCUSS TRADE OUT OF VEH BUT FORD'S GOAL IS TO REPAIR
-DLR THAT CUST GOES TO IS NOT FOUND IN SYSTEM.
I ASSIGNED BLOOMINGTON FORD AS IT IS SYSTEM ASSIGNED DLR...
BUT VEH IS AT LINTON FORD IN LINTON INDIANA...PHONE NUMBER IS 313-647-5200***** REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/02 MWPA07PG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM III 15:41:19

INFORMATION ISSUE CASE NR: 081481781
REGION: ZONE: OPENED: 08/18/02
VIN: 1FNUC41291G79088 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: NR:

ADDRESS:

CITY: KING OF PRUSSIA STATE: PA ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

RELEASE: 190

DEALER NAME: SALES CODE: P & A:

REASON CODE: 3035 PRODUCTION DUMPER - VEHICLE QUALITY

SYMPTOM: 60789 STALL/OUTS ACCELERATION HOT ENGINE

OFFER: DASH - US CONCERN CASE BASE COMMUNICATION PHONE

ACTION: 808 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED; THANK/APOLOGIZE

DOCUMENT: ANALYST: AGOPAL, ALLAN GOPAL

ACTION DATA COMMENTS:

082501

18:21:31 CUSTOMER SAYS: - VEH CUT OFF WHILE DRIVING AND ALL DASH BOARD LIGHTS CAME ON - THIS HAPPEND AGAIN AND VEH WAS TAKEN TO THE DEALER - DLR HAS OFFERED TO REPLACE THE VEH THE CU ST WANTS A FREE SWP ALSO BECAUSE OF HOW HE HAS BEEN INCONVENIENCED - PER CUSTOMER, DEALER SAYS: - OBG TO DLR - SWP WVA VIA CALL BACK IN A.M. OAG ADVISED: - INFORMATION HAS BEEN FORWARDED TO APPROPRIATE DEPARTMENTS - THANK YOU CUSTOMER FOR PROVIDING US THEIR FEEDBACK REFERENCE CASE ID: 4489

EM62-027 23178

BEGINNING OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM III 18.41.18

INFORMATION BELIE CASE NBR: 085400302
 REGION: 87 WASHINGTON ZONE: E1 OPENED: 08/18/08
 VIN: 1FMCU04181KA78974 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/08

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: MANASSAS STATE: VA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M

MILEAGE: 18009

DEALER NAME: RATTLEFIELD FORD SALES CODE: F97016 P & A: 0007

REASON CODE: 808 PROD/COMP DUR/PERF - VEHICLE QUALITY

SYMPTOMS: 807888 STALL/QUIT/ ACCELERATION HOT ENGINE

OWNER: GACKS - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 828 - ADVISE INFO WILL BE SENT TO DLR; CONTACT DPM

DOCUMENT: ANALYST: NICKOV NEIL CHOW

ACTION DATA COMMENTS:

8/18/08

14:58:00 CUSTOMER SAYS: - CUST STATED THAT THEY HAVE THE VEH BACK N
 OW AND THEIR CONCERN IS THAT THEY HAVE A SAFETY PROBLEM.

#144887

H CUT OUT ON THEM WHILE DRIVING. - CUST ALSO STATED THAT
 THE STEERING WHEEL WAS HARD TO TURN. - CUST ALSO STATED T
 HAT ALL THE WARNING LIGHTS WERE ON AS WELL. - CUST ALSO S
 TATED THAT THEY ARE CALLING TO HAVE THIS CONCERN. - CUST
 ALSO STATED THAT SOMETIMES WHEN THEY START THEIR VEH IT WILL
 BE DEAD UNTIL THEY TRY A COUPLE MORE TIMES. - CUST ALSO
 STATED THAT THIS USUALLY HAPPENS WHEN THE VEH IS COLD UPON T
 HE FIRST START UP ATTEMPT. - CUST ALSO STATED THAT THEY A
 RE CONCERNED WITH DRIVING THE VEH. - CUST ALSO STATED THA
 T THE CONCERN HAPPENS ALL THE TIME. PER CUSTOMER DEALER SA
 YE: - DLR HAS NOT DUPLICATED THE CONCERN. GAO ADVISED: -
 WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/ALR DEALERSHIP
 . - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONT
 ACT DRAMBERG MGR. HOWARD LIEK. CUSTOMER RELATIONS MANAGE
 R. PHONE: 703-658-6182. REFERENCE CASE ID: 4581

BEGINNING OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM III 18.41.18

INFORMATION BELIE CASE NBR: 085498741
 REGION: 78 SAN FRANCISCO ZONE: A8 OPENED: 07/20/07
 VIN: 1FMYU04181K888891 ENGINE: 1 VEH TYPE: T CLOSED: 07/20/07

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: BLENHE STATE: HI ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M

MILEAGE: 8084

DEALER NAME: MIDPAC AUTO CENTER, SALES CODE: F72446 P & A: 01804

REASON CODE: 808 GAO - OTHER CONCERN/INQUIRY

SYMPTOMS: 807888 STALL/QUIT/ ACCELERATION HOT ENGINE

EM2-627 23171

ORIGIN: GAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAG102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: OKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

7629001
RELATE RANDY BERGFIELD, DOM, SAN FRANCISCO
ATTN: JAMES HANLEY
AMOUNT DEVIATION APPROVED BY EDNA ADILL, RAV COORDINATOR
CERTIFICATE APPROVED BY (RBERGFRU), DOM

ORIGIN: GAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAG208 - SUBMIT CAG TO ALTERNATIVE NAME
DOCUMENT: ANALYST: OKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

764621

ORIGIN: GAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAG102 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
DOCUMENT: ANALYST: OKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

862201
148428

CONSUMER AFFAIRS 0818802 181FAKPR0

BEGINNING OF CONTACT
0818802 MASTER OWNER RELATIONS SYSTEM III 15.41.19

INFORMATION ISSUE CASE NR: 0818802
REGION: 17 WASHINGTON ZONE: A1 OPENED: 0818802
VIN: 1PHYLD410H28288 ENGINE: 1 VEH TYPE: T CLOSED: 0818802

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: SILVER SPRING STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
RELEASE: 21009
DEALER NAME: GUYSEMAN FORD COMPA SALES CODE: F57004 P S A: 08188
REASON CODE: SOME PRODCOMP DURPRFP - VEHICLE QUALITY
SYMPTOM: 80982 STALL/CLUTS ACCELERATION HOT ENGINE

ORIGIN: OACMS - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MYELLA MICHELLE VILLA
ACTION DATA/COMMENTS:

3188002
181817 CUSTOMER SAYS: CUST STATED ENGINE INTERMITTENTLY STALLS AND
D DLRP IS UNABLE TO DUPLICATE CONCERN -SEEMING TO HAVE THE
CONCERN CORROBORATED -CUST FEELS THE VEH IS UNSAFE TO DRIVE
PER CUSTOMER, DEALER SAYS: GUYSEMAN FORD CAG ADVISED: -
WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP
P - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT
T OR 888274 NBR REFERENCE DATE IS: 4891

888-827 23172

CONSUMER AFFAIRS 09/18/02 MEMPHIS

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM 12-11-79

INFORMATION ISSUE CASE#: 18750291
PERSON: ZONE: OPENED: 09/18/02
VIN: 1FMYU8H1K3R008 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: KIMBROPT STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS GM
MILEAGE: 14000
DEALER NAME: [REDACTED] SALES CODE: P & A
REASON CODE: 088 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOMS: 88788 STALL/QUIT/ ACCELERATION NOT ENGINE

ORIGIN: 04088 - LB CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 088 - ADVISE WFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: CEDWARDS CHAPMANNE EDWARDS
ACTION DATA/COMMENTS:

12/18/02
12/21/02 CUSTOMER SAYS: -I DO NOT LIKE THE ENGINE IN THE VEH -THE
8 IS A MAZDA ENGINE -I CANNOT GET THE VEH WORKED ON -THE
DLR DOES NOT KNOW ANYTHING ABOUT IT -THE ENGINE JUST STAL
LS ON ME AT A RED LIGHT EVEN AT A STOP SIGN -THE DLR IS TE
NNEBBS MOTORS IN JOHNSON CITY -THE VEH IS WITH ME -FAM
WAY FORD SAID THAT THEY DO NOT HAVE ANY THINGS THAT CAN WORK
ON THE MAZDA ENGINE PER CUSTOMER, DEALER SAYS: NONE
DAD ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FO
RD/ML DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOME
R SHOULD CONTACT CRRMSRV MFR ----- -OBD TO GIVE
88 (SERVICE) ADVISED HIM OF CUST CONCERN -PROVIDED HIM WITH
CUST'S NAME AND BOTH HOME AND DAY # -HE ADVISED THAT HE W
LL SPEAK WITH HIS SM AND CONTACT CUST ----- -AP
CLOSED AND ADVISED CUST OF ABOVE DOCUMENTATION INFERENCE
CASE ID: 4897

CONSUMER AFFAIRS 09/18/02 MEMPHIS

ENR2-027 23178

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 18881801
REGION: 81 ATLANTA ZONE: 22 OPENED: 08/14/02
VIN: 1FMYU04181K021841 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR

ADDRESS: [REDACTED]

CITY: DURHAM STATE: NC ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M

MESSAGE: 1000

DEALER NAME: UNIVERSITY FORD INC SALES CODE: F21751 P & A: 0884

REASON CODE: 048 (DEALERSHIP - UNABLE TO DUPLICATE CONCERN)

SYMPTOM: 80708 (STALL/QUIT ACCELERATION HOT ENGINE)

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 985 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: ANALYST: MINGGART MICHELLE MINGGART

ACTION DATA COMMENTS:

8/14/02

08:34:46 CUSTOMER SAYS: -WANTS INFO DOCUMENTED ON FILE -LAST NIGHT
T SPD TIME VEH DIED IN MIDDLE OF TRAFFIC -ALREADY HAVE AN A
FTT BOND ON 08/14 -VERY CONCERN ABOUT SAFETY -WANTS TO K
NOW IF THIS WILL HAPPEN AGAIN IF IT DOES MAY NOT WANT VEH
#NAME?

NOTE -NO OTHER CONCERNS PER CUSTOMER, DEALER SAYS: -NONE
CAD ADVISED: -FOR THE VEHICLE TO BE REPAIRED, THE DEALER
SHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM - THIS WOULD
D ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THE
Y CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE
TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONT
ACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED
#NAME?

BM SAID SOMETIMES VERY HARD TO DUPLICATE CONCERNS, BUT WILL
DO THEIR BEST INFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/02 MIFAX0793

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 154781001
REGION: 47 OROONOTA ZONE: A1 OPENED: 10/20/01
VIN: 1FMYU04181K0220 ENGINE: 1 VEH TYPE: T CLOSED: 10/20/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] M

ADDRESS: [REDACTED]

CITY: OROONOTA STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M

MESSAGE: 1000

DEALER NAME: WALT BREZNEY-WEST H SALES CODE: F47505 P & A: 0188

REASON CODE: 048 (DEALERSHIP - UNABLE TO DUPLICATE CONCERN)

SYMPTOM: 80708 (STALL/QUIT ACCELERATION HOT ENGINE)

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: MAIL

ACTION: 985 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

6982-827 23174

DOCUMENT: ANALYST: CHEYARDE CHARMINE EDWARDS
ACTION DATA COMMENTS:

10/06/01

08/28/00 CUSTOMER SAYS: -I PURCHASED A FORD ESCAPE IN APRIL -ON 4 OCCASIONS I JUST OCCURRED LAST WEEK -DRIVING DOWN THE ROAD THE ENGINE DIES, QUITS WE LOSE ALL POWER -SALESMAN AT THE DLR CONFIRMED THAT THERE WAS OTHER INSTANCES OF THIS -THE Y RECOMMEND THAT I GO TO THE DLR -DLR IS WALT SWINNEY FORD -LAST TIME IT WAS AT THE DLR FOR THIS CONCERN WAS SEPT 28 01 PER CUSTOMER, DEALER SAYS: -THE DLR CANNOT DUP THE P PROBLEM -WE DO NOT KNOW WHAT THE PROBLEM IS -CAG ADVISED : -INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN I F THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE -ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERIM TENT) CONCERN IS NOTICED ----- -OBC TO BRUCE (SERV O) HE ADVISED THAT FORD IS AWARE OF THE PROBLEM AND DUTEN IP IS WORKING WITH TECH HOTLINE -AT THE MOMENT THERE IS NO FIX FOR THE CONCERN ----- -APOLOGIZED AND ADVISED CUSTOMER OF ABOVE DOCUMENTATION -ALSO ADVISED T HAT THE OBC CANNOT TAKE HIM OUT OF THE VEH -HE MAY WANT TO SPEAK TO THE SALES MANAGER AT THE DLRSHIP WHERE HE PURCHASED THE VEH TO SEE IF THERE ANYTHING THEY CAN DO -PROVIDED CUSTOMER WITH THE # FOR THE NHTSA INFERENCE CASE ID: 4488

CONSUMER AFFAIRS 08/18/00 MFWA/PRB

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM III 31.41.18

INFORMATION ISSUE CASE NUM: 159088911
REGION: 08 TWIN CITIES ZONE: A2 OPENED: 08/18/00
VEH: 1FMYJ04161K080789 ENGINE: 1 VEH TYPE: T CLOSED: 08/24/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: QUILADA STATE: WI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 7000
DEALER NAME: VALLEY VIEW FORD, I SALES CODE: P8478 P & A: 8048
REASON CODE: 0404 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: SERVICE STALLQUITS ACCELERATION HOT ENGINE

ORIGIN: OAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: VIBROWN YVONNE BROWN
ACTION DATA COMMENTS:

08/18/00

18/08/01 CUSTOMER SAYS: MUST STATE THAT HE LEGAL DISE THAT CLAIMED D ENY . LEGAL OR LIABILITY MUST THINK IS CONCERN IS PRESENT B UT DLRSHIP CANNOT DUPLICATE MUST VEH HAS ONLY EXPERIENCED TH E CONCERN ONCE THE VEH HAS NOT HAVE THE CONCERN SINCE ACCID ENT IN MARCH. MUST WANT THE VEH TO BE REPAIRED . PER CLM TOMER, DEALER SAYS: NONE CAG ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOS ING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, TH E DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERIM TENT) CONCERN IS NOTICED INFERENCE CASE ID: 4488

0802-827 23178

CONSUMER AFFAIRS 08/18/02 MWFAC/PG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM R 10.11.10

INFORMATION ISSUE CASE NR: 108428577
REGION: 08 MWFAC/PG ZONE: 01 OPENED: 04/18/02
VIN: 1FMYU081X1K79779 ENGINE: 1 VIN TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEW ORLEANS STATE: LA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 17000
DEALER NAME: BORN FORD SALES CODE: F8008 F & A: 08444
REASON CODE: 3008 WARRANTY - COVERAGE INQUIRY
SYMPTOM: 60788 STALL/CLUTCH ACCELERATION HIT ENGINE

ORIGIN: 04088 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 606 - PROVIDE INFORMATION ACCORDING TO PHRASIOLOGY
DOCUMENT: ANALYST: MWOEL, MELISSA NOEL
ACTION DATA COMMENTS:

4/18/02

184088 CUSTOMER SAYS: - MY VEH WILL CUT OFF WHILE I WAS IN THE MIDDLE OF THE ROAD - I WAS ON THE HWY - THIS IS THE FIRST TIME THAT THIS HAS HAPPEN - I WANT TO KNOW IF I CAN GET A LOANER WHILE THEY REPAIR MY VEH PER CUSTOMER, DEALER SAYS : NONE GAO ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN. - PLEASE TAKE YOUR VEHICLE TO THE PLM DEALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/ESP WILL BE APPLICABLE IN REFERENCE CASE I D: 8409

CONSUMER AFFAIRS 08/18/02 MWFAC/PG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM R 10.11.10

ER02-027 23178

INFORMATION ISSUE CASE NR: 149810841
REGION: 21 ATLANTA ZONE: D8 OPENED: 18/7/2001
VIN: 1FMYJ04181K289047 ENGINE: 1 VEH TYPE: T CLOSED: 18/7/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: WEST JEFFERSON STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M4
MESSAGE: 18712
DEALER NAME: ASHCOUNTY MOTORS SALES CODE: F51517 P & A: 0025
REASON CODE: 2077 PRODCOMP DUMPTRF - KNOWING PK AT PRESENT
SYMPTOMS: 00788 STALL/OUTS ACCELERATION HOT ENGINE

ORIGIN: DACT28 - US CONCERN CASE BASE CONSULTATION: VISIT
ACTION: 885 - ADVISE CUSTOMER DND WILL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: LIMOTRAM LEAH MOTTRAM
ACTION DATA COMMENTS:

1872001

11.14.04 CUSTOMER SAYS: 2001 ESCAPE, CUST SAYS VEH JUST STOPPED ON THE HWY. CUST SAYS HIS WIFE WAS DRIVING AND IT STOPPED. THE VEH SHUTS DOWN NOTHING WORKS. CUST WANTS TO TRADE THIS VEH IN FOR A EXPLORER. PROBLEM HAPPENS INTERMITTENTLY. CUST IS AFRAID TO DRIVE, WHAT IF IT STOPS IN A TUNNEL IN FLORIDA. CU ST DOES NOT WANT THIS VEH. PER CUSTOMER, DEALER SAYS: @ SALESHP ASH COUNTY FORD IN WEST JEFFERSON MO. GAO ADVISED : - INFORM CUSTOMER WE WILL RESEARCH ISSUE - GAO WILL RE-CONTACT CUSTOMER WITH UPDATES ---SPOKE TO KEVIN KELLY SA SAYS WE HAD ALREADY CHECKED THE GROUND DONE ON THE 85M D1670 SO CUST NEEDS TO BRING VEH IN FOR MORE TESTS. THERE ARE 3 O THER VEH WITH THE SAME PROBLEM. THERE ARE NO FURTHER PDS A VAILABLE ON THIS VEH FROM FORD. ---OFR EXPERIENCE CASE ID: 4928

ORIGIN: DACT04 - MANUAL - RESEARCH OBR CONSULTATION: VISIT
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: SHARGOBI SONIA HARGOBI
ACTION DATA COMMENTS:

11.27.02 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAO ADVISED O:

ORIGIN: DACT04 - MANUAL - RESEARCH OBR CONSULTATION: VISIT
ACTION: 402 - RESEARCH CONCLUDED - DEALER MUST CLOSE
DOCUMENT: ANALYST: JOULIADA JEFFER QUJADA
ACTION DATA COMMENTS:

12.11.01 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: GAO ADVISED O: RESEARCH ADDOC: - CRO TO DUMHP - SPOKE WITH SA, KEVIN KELLY - ROBR ADVISED OF NEW 85M 15434 - HE SAID HELL TRY

CONSUMER AFFAIRS DE182002 MWFOOPR2

DE182002 MASTER OWNER RELATIONS SYSTEM 12 12.11.79

INFORMATION ISSUE CASE NR: 149812241
REGION: 21 ATLANTA ZONE: D8 OPENED: 12/7/2001
VIN: 1FMYJ04181K289047 ENGINE: 1 VEH TYPE: T CLOSED: 12/7/2001

1272001

12.11.01 THAT OUT - SA STATED THAT CUST HAS AN APPT NEXT WEDNESDAY AND WILL TRY THAT SON ON HIS VEH - CRO TO DUST - LEFT M888 AGE ON CUST'S MACHINE - ADVISED OF NEW REPAIR PROCEDURE THA T MAY HELP CUST'S VEH - CANT GUARANTEE IT WILL WORK - PRO VIDED CRO'S 1-800 NUMBER AND CUST'S FILE NUMBER

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: 280075 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - TECH HOTLINE
DOCUMENT: ANALYST: K-KEL10 KEVIN KELLY
ACTION DATA COMMENTS:

12712001

12.12.01 CUSTOMER TRADED VEHICLE DUE TO NO REPAIR AVAILABLE

CONSUMER AFFAIRS 08/18/2008 10:57:00 PM

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM II 1841.70

INFORMATION ISSUE CASE NR: 1674111008
REGION: 13 NEW YORK ZONE: H1 OPENED: 08/18/2008
VIN: 1FMYL0419W3287286 ENGINE: 1 VEH TYPE: T CLOSED: 08/25/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WINDOALE STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
RELEASE: 16000
DEALER NAME: BREWSTER FORD SALES SALES CODE: F1345 P & A 08716
REASON CODE: 5077 PRODCOMP SUPPLY - KNOWING NO FIX AT PRESENT
SYMPTOM: 60788 STALL/QUIT ACCELERATION HOT ENGINE

ORIGIN: OACR - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 788 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: EDWARDS CHARMAINE EDWARDS
ACTION DATA COMMENTS:

08/25/08
1808.48 CUSTOMER SAYS: THE VEH IS STALLING WHILE I AM DRIVING -D
HER OUT AT APPROX 80-90 MILES PER HR - I JUST PICKED UP THE
VEH FROM DLR TODAY - I JUST WANT OUT OF THE VEH AT THIS TI
ME -HOW DO I GET MY MONEY BACK -THE DLR IS BREWSTER FORD
PER CUSTOMER, DEALER SAYS: -FORD KNOWS THAT THERE IS A
PROBLEM BUT THERE IS NO FIX -WORKING ON A FIX -REPROGRAMM
ED COMPUTER CHIP AND PUT THE DIFFERENTIAL IN 3 TIMES GAO AD
VISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS A
WARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEER
ING IS CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE ST
AY IN CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY W
ILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AVAILA
BLE - (NOTE TO CR: IF CUSTOMER ASKS FOR TIMELINE, INFORM
THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINE, AND
TO STAY IN CONTACT WITH THEIR DEALERSHIP) - -APOLOGI
ZED AND ADVISED CUST THAT I WILL CERTAINLY MAKE SURE THAT TH
IS IS DOCUMENTED -ADVISED CUST THAT THE CRG DOES NOT HAVE
AUTHORITY TO TAKE HER OUT OF THE VEH -IF THAT IS WHAT SHE
IS LOOKING FOR SHE MAY WANT TO SPEAK TO THE SALES MANAGER AT
THE DLRSHIP WHERE SHE PURCHASED THE VEH REFERENCE CASE ID

ER62-827 23178

CONSUMER AFFAIRS 09/18/02 MMFAXP93

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM IS 13:41:10

INFORMATION ISSUE CASE NBR: 148888181
 REGION: 71 CALIFORNIA ZONE: B3 OPENED: 09/18/02
 VIN: 1PMYU04141K08872 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] AND MR:

ADDRESS: [REDACTED]

CITY: YUCAIPA STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

RELEASE: 10002

DEALER NAME: REDLANDS FORD SALES CODE: F71180 F & A 01808

REASON CODE: 3208 SPECIAL LIAISON - EXECUTIVE REFERRAL

SYMPTOMS: 607802 STALL/OUTS ACCELERATION HOT ENGINE

ORIGINE: OASL - CONSUMER AFFAIRS - SPECIAL LIAISON COMMUNICATION; MAIL

ACTION: 81400 - DECISION - DENY FINANCIAL ASSISTANCE - OUTSIDE OPENING CRITERIA

DOCUMENT: ANALYST: KDONALD? KIMBERLY DONALDSON

ACTION DATA COMMENTS:

09/18/02

14:47:00 CUSTOMER SAYS: ***EXECUTIVE OFFICER***KDONALD? ***EXECUTIVE REFERRAL***FORD JR 09MAY002 *CUSTOMER STATED THAT SHE HAS HAD NUMEROUS PROBLEMS WITH HER ESCAPE. CUSTOMER STATED SHE WANTS FORD TO PAY OFF THE BALANCE OF HER VEHICLE, REIMBURSE FOR TRIP AND RENTAL CAR SUPPLEMENTAL INSURANCE. *CUSTOMER STATED SHE WOULD LIKE TO WORK WITH REDLANDS FORD. PER CUSTOMER, DEALER SAYS: *CRM SANDRA YOO STATED SHE IS NOT FAMILIAR WITH THE CASE.
 *FAIRVIEW FORD AND REDLANDS FORD HAVE WORKED ON VEHICLE. CAC ADVISED: *EXECUTIVE OFFICER DECLINED CUSTOMER'S REQUEST TO BUY BACK VEHICLE. ***NO FURTHER ACTION NEEDED***

CONSUMER AFFAIRS 09/18/02 MMFAXP93

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM IS 13:41:10

INFORMATION ISSUE CASE NBR: 148798171
 REGION: 44 PITTSBURGH ZONE: C8 OPENED: 01/28/02

ERS2-027 23170

VEH: 1FMYU4181KAB477 ENGINE: 1 VEH TYPE: T CLOSED: 01282002

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: 11500
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44180 P & A: 02178
REASON CODE: 8088 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 607882 STALL/OUTS ACCELERATION HOT ENGINE

ORIGIN: CAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE WFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SAHBAW SYED AHSAW
ACTION DATA COMMENTS:

1/28/02

1725.45 CUSTOMER SAYS: - CALLED THE DLRH AND TALKED TO THE CRM -
THE SM CALLED ME THE ENGINEERS SAY THAT NOTHING WAS DO
NE - I HAVE TO KEEP BRINGING THE VEH BACK TO THE DLRH P
#NAME?

LL FROM SOMEBODY TO TELL ME WHATS THE PROBLEM SOMEONE OT
HER THAN THE SM WHO WILL ONLY SAY BRING IT IN AND WE W
LL FIX IT PER CUSTOMER, DEALER SAYS: - CLAIMS - ALWAYS A
SM TO BRING THE VEH IN CAC ADVISED: - WE RECOMMEND THE RE
PAIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION W
LL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRYMERY MOR
-OEO TO WILLIAMS MOTOR CO., INC. LEFT MESS FOR CR
MAMERLYN WITH GARCIA TO CALL BACK - ADVISED CUST WILL BE
IN TOUCH WITH HIM AFTER RESEARCH REFERENCE CASE #: 4891

ORIGIN: CAC08 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 284 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: SAHBAW SYED AHSAW
ACTION DATA COMMENTS:

1/28/02

1057.81 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE

ORIGIN: CAC08 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: SAHBAW SYED AHSAW
ACTION DATA COMMENTS:

1227.18 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
CAC ADVISED: -OEO TO DLRH/P CRM WILL BE IN ON MONDAY--
#NAME?

CONSUMER AFFAIRS 02782002 M&FAXPFG

05/16/02 MAINTENANCE OWNER RELATIONS SYSTEM (I) 18.41.18

INFORMATION (SBLM) CASE NR: 1897883171
REGION: 44 PITTSBURGH ZONE: OH OPENED: 01282002
VEH: 1FMYU4181KAB477 ENGINE: 1 VEH TYPE: T CLOSED: 01282002

ORIGIN: CAC08 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 884 - TELEMATICS - UPDATE CUSTOMER INFORMATION
DOCUMENT: ANALYST: SAHBAW SYED AHSAW
ACTION DATA COMMENTS:

1/28/02

1814.85 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
CAC ADVISED: - ISSUE BEING HANDLED BY ANOTHER CSR NO NEED
FOR FOLLOWUP

EN62-027 23188

CONSUMER AFFAIRS 09/18/2002 MFM/AF/RS

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM III 12:41:10

INFORMATION ISSUE CASE NBR: 1489212111
REGION: 88 KANSAS CITY ZONE: DR OPENED: 07/02/2001
VIN: 1FMYU0421K0B2883 ENGINE: 1 VEH TYPE: T CLOSED: 07/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAINT LOUIS STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 8000
DEALER NAME: KORTING FORD, INC. SALES CODE: F8398 P & A: 0000
REASON CODE: 888R PRODCOMP DURSHIP - MULTIPLE REPAIR
SYMPTOM: 88798 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 884 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: DREWICK DENNIS RENNICK
ACTION DATA COMMENTS:

7702901
12:58:08 CUSTOMER SAYS: - VEH HAS BEEN TO DURSHIP FOR STALLING/NO-START CONCERN - THIS IS THE ELEVENTH TIME - CONCERNS WERE DETAILLED IN A LETTER TO DURSHIP - LAST REPAIR INVOLVED REPLACING A COMPUTER MODULE BUT CONCERN STILL EXISTS - VEH STALLED LAST NIGHT - CUST FEELS THAT DURSHIP IS NOT DOING ENOUGH TO DIAGNOSE AND REPAIR THE CONCERN - CUST FEELS UNSAFE IN THE VEH AND IS SEEKING A FINAL SOLUTION - WANTS VEH REPLACED IF IT CANNOT BE REPAIRED - REQUESTS TO CONTACT FORD REP PER CUSTOMER, DEALER SAYS: CALL CRO CAC ADVISED: - SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER - VEH WAS DIAGNOSED FOR NO-START CONCERN: ELECTRICAL CONNECTORS WERE REPLACED, MFS SENSOR WAS REPLACED AT ANOTHER VISIT - NO-START CONCERN HAS NOT BEEN ADDRESSED - WILL CONTACT FORD REP (DREWICK DENNIS RENNICK) IMPRINCE CASE ID: 4800

ER62-027 23101

CONSUMER AFFAIRS 08/18/00 MHPA/PFG

REVIEW OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM II 10.41.00

INFORMATION ISSUE CASE NBR: 18008291
REGION: 48 DETROIT ZONE: A8 OPENED: 11/08/00
VIN: 1PMYU04191K079408 ENGINE: 1 VEH TYPE: T CLOSED: 11/08/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: TOLEDO STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
WELDER: 800
DEALER NAME: GENOA MOTORS, INC. SALES CODE: PMSH P.A. 0284
REASON CODE: 6484 DEALERSHIP / UNABLE TO DUPLICATE CONCERN
SYMPTOM: 6078E STALL/CLUTS ACCELERATION HOT ENGINE

OWNER: GAGEE - US CONCERN CASE BASE COMMUNICATION MAP
ACTION: 886 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: NERONNE NATALIE BROWN
ACTION DATA COMMENTS:

11/08/00
CLOSE CUSTOMER SAYS: -THE VEHICLE SHUTS OFF WHILE DRIVING -CUSTOMER HAS BEEN INFLUENCED BY THIS ISSUE -THE VEHICLE HAS BEEN IN FOR SERVICE 4X -THE LAST TIME IT SHUT OFF THE CUSTOMER WAS GIVEN A \$200 FOR THE TICKET -CUSTOMER HAS RUN INTO PEOPLES YARD BECAUSE IT SHUTS OFF -CUSTOMER WANTS THE VEHICLE FIXED OR REPLACED -OR HER MONEY BACK PER CUSTOMER, DEALER SAYS: -NO PROBLEM FOUND FROM SERVICE -SALES MAN SAID IT SOUNDS LIKE IT IS A LEMON CALL THE CRO 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 -OBC TO SM CHRIS DAWY -THEY ARE TRYING TO DUPLICATE THE CONCERN -SM IS DRIVING THE VEHICLE -FORD ISAL IS TO REPAIR THE VEHICLE INFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/00 MHPA/PFG

REVIEW OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM II 10.41.00

INFORMATION ISSUE CASE NBR: 181087881
REGION: 18 PHILADELPHIA ZONE: B1 OPENED: 11/08/00
VIN: 1PMYU04191K079408 ENGINE: 1 VEH TYPE: T CLOSED: 11/08/00

LAST NAME: [REDACTED] STATUS: CLOSED

1002-827 23182

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: FRED LICH STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 11845
DEALER NAME: BISHOP AND KOLLER SALES CODE: F18918 P & A: 00927
REASON CODE: 30M1 PROCONCP DRIPPS/P - MULTIPLE REPAIR
SYMPTOM: 60798 STALL/OUTS ACCELERATION HOT ENGINE

OWNER: OAKES - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 884 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: YONASHEL YVETTE CAMPBELL
ACTION DATA COMMENTS:

11/26/01

1854.28 CUSTOMER SAYS: -HE IS HAVING PROBLEM WHILE DRIVING -VEH N
AS BEEN TO BISHOP & KOLLER FORD 5 TIMES FOR STALLING -VEH
CAN BE PUT INTO NEUTRAL AND THEN START AGAIN -AN APPOINTMENT
IS SCHEDULED FOR TOMORROW, MAKING IT THE 6TH TIME NOW -CLR
SAID THEY HAVE REPLACED THE POWER RELAY AND ADJUSTED THE ID
LE AND THE PROBLEM STILL EXISTS -VEH STALLS AGAIN THIS MORN
ING -HE WOULD LIKE TO KNOW ABOUT THE LEMON LAW PER CUSTOM
ER, DEALER SAYS: -NONE CAD ADVISED; - SUPPORT REPAIR PRO
CEDURE COMPLETED BY DEALER REFERENCE CASE ID: 4906

CONSUMER AFFAIRS 02/16/02 16/FAC/18

REGIONS OF CONTACT

02/16/02 MASTER OWNER RELATIONS SYSTEM R 16.41.18

INFORMATION ISSUE CASE NR: 1816071002
REGION: 28 MESA/PHS ZONE: 88 OPENED: 04/16/02
VIN: 1FMAJ0Y841K091077 ENGINE: 8 VEH TYPE: T CLOSED: 04/16/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:

ADDRESS: [REDACTED]

CITY: CLARKSVILLE STATE: TN ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 402

MILEAGE: 28000

DEALER NAME: JENKINS & WYTHE FOR SALES CODE: F8078 P & A: 08914

REASON CODE: 0M4 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 60798 STALL/OUTS ACCELERATION HOT ENGINE

OWNER: OAKES - US CONCERN CASE BASE COMMUNICATION PHONE

ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: ANALYST: FALONTOS PATRICIA MOLYTOBN

ACTION DATA COMMENTS:

4/16/02

1454.28 CUSTOMER SAYS: - THE VEH WOULD SHUT WHEN SHE IS DRIVING AN
D THE STEERING WOULD LOCK UP WHEN THIS HAPPENS -CUST WOULD
D LIKE TO KNOW IF THERE IS A RECALL AND TO GET THE FAXED

INAMEY

AT THE BARRY SMITH IN FLORIDA PER CUSTOMER, DEALER SAYS:

ERR2-827 23163

ISSUE

GAD ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ADVISE 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 08/19/2001 MUFAP/PRB

BEGINNING OF CONTACT

08/19/2001 MASTER OWNER RELATIONS SYSTEM 16.41.19

**INFORMATION ISSUE CASE NO: 1088480181
REGION: 82 SOUTHWEST ZONE: A1 OPENED: 11/14/2001
VIN: 1F80UD011K1A80884 ENGINE: 1 VIN TYPE: T CLOSED: 11/14/2001**

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 4DR

MILEAGE: 9008

DEALER NAME: PRESTIGE FORD SALES CODE: P8018 P.S.A: 08/18

REASON CODE: DM DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 80788 STALLS/OUTS ACCELERATION HOT ENGINE

ORIGIN: DACKS - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 888 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

DOCUMENT: ANALYST: JACLEOD JULIA WOLKOD

ACTION DATA COMMENTS:

11/14/2001

16.41.39 CUSTOMER SAYS: BROUGHT VEH IN A FEW TIMES THROU THE VIN LOST POWER HAVE PROBLEMS MAKES NOISES WHEN TURNING LEFT PLS ELB THAT EVN MAY NOT BE SAFE TO DRIVE SEEKING TO GET A REPLACEMENT VEH PER CUSTOMER, DEALER SAYS: UNABLE TO DUPLICATE CONCERN 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 DEALER SHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED REFERENCE CASE ID: 4482

ERR2-827 23184

CONSUMER AFFAIRS 08/18/02 MAFAPPG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NBR: 18843002
REGION: 13 NEW YORK ZONE: N1 OPENED: 08/18/02
VIN: 1FMYU0411K0P8821 ENGINE: 1 VEH TYPE: T CLOSED: 08/24/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RINGWOOD STATE: NJ ZIP: [REDACTED]
HOME PHONE: 979-8894004
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 28000
DEALER NAME: MANHATTAN FORD SALES-S SALES CODE: F15198 P & A: 80998
REASON CODE: 1108 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 60788 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: OACSB - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 728 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: KHELOUGHEN KIRA HOLCHER
ACTION DATA COMMENTS:

08/20/02
18.47.08 CUSTOMER SAYS: -LOANER PER CUSTOMER, DEALER SAYS: OAC
ADVISED: - I HAVE REVIEWED THE SITUATION WITH WITH YOUR DE
ALERSHIP AND THEY HAVE AGREED THAT DUE TO YOUR LOYALTY TO FO
RD AND THE DEALERSHIP THAT THEY WOULD LIKE TO PROVIDE YOU W
ITH A LOANER VEHICLE - PLEASE SPEAK TO JOAN SMYCFM TO ARRAN
GE THE DETAILS OF THE ASSISTANCE -JOAN WILL PUT CUSTOMER
INTO A LOANER VEHICLE -CUSTOMER HAS BEEN ADVISED OF THE SIT
UATION REFERENCE CASE ID: 2088

CONSUMER AFFAIRS 08/18/02 MAFAPPG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NBR: 18843002
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/18/02
VIN: 1FMYU0411K0P8821 ENGINE: 1 VEH TYPE: T CLOSED: 08/22/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]

8882-827 23185

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MESSAGE: 18000
DEALER NAME: MC CRACKIN FORD SALES CODE: F4007 P & A: 07488
REASON CODE: 8077 PROCDOMP DURPERF - KNOWING FIX AT PRESENT
SYMPTOM: 89788 STALL/CLUTS ACCELERATION HOT ENGINE

ORIGIN: OAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CLUT NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: BILHOUW BRAD BILHOUWJ
ACTION DATA/COMMENTS:

8/24/02

18.10.04 CUSTOMER SAYS: VEH HAS BEEN AT MC CRACKIN FORD FOR APPROX
2 WEEKS FOR AN INTERMITTANT STALL PROBLEM. -DLR HAS HAD DI
FFICULTY DUPLICATING SYMPTOM AND WILL NOT RELEASE VEH BECAUS
E THEY AGREE ITS UNSAFE. -FIELD SERVICE ENGINEER HAS NOT B
EEN ABLE TO REPAIR THIS CONCERN. -REGION HAS OFFERED TO TR
ADE CLUT INTO A 01 ESCAPE BUT CLUT REJECTS THE OFFER. PER
CUSTOMER, DEALER SAYS: REGION HAS OFFERED TO ASSIST CLUT W
ITH TRADING OUT OF THE VEH BUT CLUT DOES NOT LIKE THE OFFER
(PEOPLE HE SHOULDNT HAVE TO INCURR OUT OF POCKET EXPENSE FOR
FORDS MISTAKE) -FIELD SERVICE ENGINEER SAYS FORD IS AWARE
E OF THIS RECURRING STALL SYMPTOM. OAO ADVISED: - THE DEA
LEERSHIP 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 O
AO: IF CUSTOMER ASKS FOR TIMELINES, INFORM THEM THAT WE HAVE
NOT BEEN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTACT
T WITH THEIR DEALERSHIP REFERENCE CASE ID: 8401

CONSUMER AFFAIRS 09182002 MAFKPRG

BEGINNING OF CONTACT
09182002 MASTER OWNER RELATIONS SYSTEM IN 15.01.13

INFORMATION ISSUE CASE NR: 180802851
REGION: 34 ORLANDO ZONE: 01 OPENED: 10/18/00
VIN: 1FMCU0D101K028509 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: PORT LAUDERDALE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MESSAGE: 18000
DEALER NAME: SUNRISE FORD COMPAN SALES CODE: F2485 P & A: 64346
REASON CODE: 8005 OAO - OTHER CONCERN/INQUIRY
SYMPTOM: 89782 STALL/CLUTS ACCELERATION HOT ENGINE

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAO10E - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: KRISTIE CHRISTIN KIRTH
ACTION DATA/COMMENTS:

10/18/00

18.09.13 DORNA WISELOW, DOM, ORLANDO
ATTN: MARY JO TIERNY

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAO206 - SUBMIT OAO TO ALTERNATIVE NAME
DOCUMENT: ANALYST: KRISTIE CHRISTIN KIRTH
ACTION DATA/COMMENTS:

ERR2-027 23108

1E40.08

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION PHONE
ACTION: DAC708 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
DOCUMENT: ANALYST: D-KEITH CHRISTINA KEITH
ACTION DATA/COMMENTS:

10N02001
10.14.94

CONSUMER AFFAIRS 09/16/2002 NEWFAKPRO

BEGINNING OF CONTACT
09/16/2002 MASTER OWNER RELATIONS SYSTEM III 13:41:16

INFORMATION ISSUE CASE NBR: 1000002431
REGION: ZONE: OFFICER: 09/16/2001
VIN: 1FMDU0410K1K20029 BIRTH: 1 VEH TYPE: T CLOSED: 09/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: MACUNGIE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 10800
DEALER NAME: SALES CODE: P & A:
REASON CODE: 80MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOM: 8078M STALL/OUTS ACCELERATION HOT ENGINE

ORIGIN: DAC708 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 71R - ADVISE CUSTOMER ORG WILL FOLLOW-UP
DOCUMENT: ANALYST: LMACHEL LORNA MACHEL
ACTION DATA/COMMENTS:

09/16/2001
10:47:39 CUSTOMER SAYS: AS PER HISTORICALS: "CUST REPORTS SHE WOULD JUST LIKE TO FILE A COMPLAINT -CUST REPORTS A FEW MONTHS AGO CUST VEH STALLED TWICE -CUST TOOK THE VEH TO THE DLRS IF AND THEY WERE NOT ABLE TO DUPLICATE CONCERN -CUST CONTINUED TO STALL OUT WITH THE VEH AND TOOK THE VEH TO THE DLRS WHO HAD THE VEH FOR UP TO TWO WEEKS -NOW THE CUST HAS THE VEH BACK WITH AN ADDITIONAL 410 MILES ON IT -CUST IS GOING TO DRIVE THE VEH AND DOES NOT KNOW IF SHE WANTS THE VEH ANYMORE -THE DLRS/HAS HAD THE REP REVIEW THE SITUATION BUT SHE HAS NOT HEARD ANYTHING FROM HIM FOR THE LAST TWO WEEKS -CUST DOES NOT TAKE HER SON IN THE VEH ANYMORE "

-----NOW CUST IS CALLING TO COMPLAIN THAT THE REEL REP WAS SUPPOSED TO BE AT DLRS TODAY TO DISCUSS ISSUE OF VEH STALLING -CUST IS ADDING THAT DLRS HP DID RE-PROGRAM AND UPGRADE COMPUTER, BUT VEH STILL STALLS -SAYS REP CANCELLED OUT AND SHE WANTS TO KNOW WHAT IS THE NEXT STEP -WANTS TO KNOW WHEN REP WILL LOOK AT HER ISSUE PER CUSTOMER, DEALER SAYS -NONE ONE ADVISED - ONE UNABLE TO REACH DEALER - ONE WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER -CUST DID NOT WANT TO WAIT FOR ANY CONTACT WITH DLRS SHE REQUESTED A SUPERVISOR CALL AS WELL -----CSD TO DLR

-----AS PER JESSE (SA - HALDEMAN FORD, KUTZTOWN), DOUG (SA) IS IN THE BEST POSITION TO DISCUSS ISSUE WITH ME. HE WILL LEAVE A MESSAGE FOR DOUG TO CONTACT ME -WILL FOLLOW UP WITH CUST -SUPERVISOR REQUEST FORM WAS FILLED OUT AS WILL INFORM CASE ID: 4008

6082-027 23107

CONSUMER AFFAIRS 08/18/02 MHPA/PRG

08/18/02 MASTER OWNER RELATIONS SYSTEM II 1341.18

INFORMATION ISSUE CASE NBR: 18808481
REGION: ZONE: OPENED: 08/18/02
VIN: 1FACU341X1K72083 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

ORIGIN: CACMOR - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 288 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: RILLIE RONALD BLUMSTEIN
ACTION DATA COMMENTS:

8/18/02
0858.33 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: -OBO TO VINO
E IN GRY SAI - GENE STUART PSE REVIEWED THE VEH -HAD DL
R CHANGE AIR FILTER -HAD DLR CLEAN MASS AIR FLOW SENSOR -
HAD A FLIGHT RECORDER PLACED ON VEH - DROVE 431 MILES DRIVE
TIME WITH NO CONCERN DUPLICATED - THE VEH IS THERE NOW DLR
WILL DRIVE FOR MONTH -FORD RSP PROVIDED LOANER VEH FOR A
MONTH WHILE VEH IS BEING MONITORED CAC ADVISED: - 1ST ATT
EMPT @ 9:04 - OBO TO MRS LEE NO ANSWER LEFT VOICE MESSAGE W
LL BE CALLING BACK AND THAT SUPERVISORS DO NOT HAVE CALL BA
CK NUMBERS DAYTIME NUMBER IS 10088307.

ORIGIN: CACMOR - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 288 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: RILLIE RONALD BLUMSTEIN
ACTION DATA COMMENTS:

8/18/02
1108.84 CUSTOMER SAYS: - SAI THE MARY ANN FROM HALDEMAN FORD WR
L COVER HALF THE MONTHS CAR PAYMENT AND CREDIT THE MONTHS
PAYMENT
T THE SAME PRICE. PER CUSTOMER, DEALER SAYS: CAC ADVIS
ED: - ISSUE CLOSED- - SUPERVISOR FION #179 - OBO TO MRS LIE
E APOLOGIZED FOR THE INCONVENIENCE - SURE THE CONCERN WILL
BE RESOLVED AND THE PROBLEM FOUND -OBO TO VINO IN GRY SAI
D - GENE STUART PSE REVIEWED THE VEH -HAD DLR CHANGE AIR
FILTER -HAD DLR CLEAN MASS AIR FLOW SENSOR - HAD A FLIGHT
RECORDER PLACED ON VEH - DROVE 431 MILES DRIVE TIME WITH N
O CONCERN DUPLICATED - THE VEH IS THERE NOW DLR WILL DRIVE
FOR MONTH -FORD RSP PROVIDED LOANER VEH FOR A MONTH WHILE
VEH IS BEING MONITORED

CONSUMER AFFAIRS 08/18/02 MHPA/PRG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 1841.78

INFORMATION ISSUE CASE NBR: 188072871
REGION: ZONE: OPENED: 11/18/01
VIN: 1FACU3121K42083 ENGINE: 1 VEH TYPE: T CLOSED: 11/18/01

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 08
RELEASE:

ES82-827 23188

DEALER NAME: SALES CODE: P & A:
REASON CODE: 80MR PRODDCMP SURVNEW - MULTIPLE REPAIR
SYMPTOM: 807FR STALL/CMTS ACCELERATION HOT ENGINE

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 712 - ADVISE CUSTOMER ORG WILL FOLLOW-UP
DOCUMENT: ANALYST: FJOUZDAH ROZA JOUZDAH
ACTION DATA/COMMENTS:

11/19/01

142640 CUSTOMER SAYS: - I PURCHASED VEH IN MARCH - SINCE THEN, T
HE VEH STALLED @ 95 MILE/HOUR SEVERAL TIMES. - I HAD TO PU
LL OVER AND THERE WAS NO POWER STEERING. THE VEH STARTS UP I
MEDIATELY. - AFTER EACH TIME I TOOK VEH TO COVERT FORD
- I TOOK THE VEH THREE @ TIMES - THE 1ST TIME, THEY REPALAD
ED THE RELAY TO THE FUEL PUMP - THE SECOND TIME, THEY CHANG
ED THE RELAY TO THE ECU MODULE - THE THIRD TIME, THEY SWITC
HED THE FUEL PUMP AND THE INJECTOR UNIT. - IN EACH CASE THEY
WERE NOT CONFIDENT THAT THEY FIXED THE VEH. - THE VEH STALL
ED AGAIN TODAY. - I AM SURE THERE IS A DEFECT ON THE VEH AN
D I DONT FEEL SAFE DRIVING THIS VEH. FOR CUSTOMER, DEALE
R SAYS: NONE OAO ADVISED - ORG UNABLE TO REACH DEALER
#NAME?

SUE - FOLLOW UP WITH CUSTOMER -----OBC TO DEALER-----
+++LEFT MESSAGE FOR ORG WITH CUST INFO INCLUDING VIN # AND
ASKED HER TO CALL CSR @ 800 NUMBER REFERENCE CASE ID: 4009

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 214 - OUTSOURCED CALL TO DEALER
DOCUMENT: ANALYST: FJOUZDAH ROZA JOUZDAH
ACTION DATA/COMMENTS:

11/19/01

172626 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAO ADVISE
S: -----OBC TO DEALER----- +++SPOKE TO ORG, MARYO M
OUTOR+++ - 10MR BOOT TEST, REPLACED FUEL PUMP. - 02/18 F
ULTY RELAY SWITCH AND REPLACED PCM. - 07/27 REPLACED FUEL
PUMP. - THE FORD REP IS ON VACATION THIS WEEK, AND WE CAN G
ET THE FORD REP INVOLVED. -----OBC TO CUST----- - ADV
SED CUST OF THE ABOVE. - CUST WANTED TO KNOW IF HE SHOULD C
ONTINUE DRIVING THE VEH IN THE MEANTIME AND IF NOT CAN WE PR

CONSUMER AFFAIRS 09/16/00 142640

09/16/00 MASTER OWNER RELATIONS SYSTEM # 12.41.19

INFORMATION ISSUE CASE NR: 19997901
REGION: ZONE: OPENED: 11/19/01
VIN: 1FACD12K1K20000 ENGINE: 1 VEH TYPE: T CLOSED: 11/19/01

11/19/01

172626 CNYDE A RENTAL CAR FOR HIM? - ADVISED CUST CSR CANT TELL T
HE CUST WHEATHER HE SHOULD OR SHOULDNT DRIVE HIS VEH, BUT @
HE WILL CONTACT THE ORG AND ASK HER. -----OBC TO DEALER-----
+++SPOKE TO MARYO, ORG+++ - ORG ADVISED THAT CUST
HAD TO DRIVE THE VEH - THEY CANT PROVIDE A RENTAL CAR FOR
TWO WEEKS. -----OBC TO CUST----- - ADVISED CUST AS P
SR ORG CUST HAS TO DRIVE THE VEH - REMOVING FROM FOLLOW
UP LOG

ER92-627 23189

CONSUMER AFFAIRS

08/16/00 NMFAXPR

BEGINNING OF CONTACT

08/16/00 MASTER OWNER RELATIONS SYSTEM III 18.41.18

INFORMATION ISSUE CASE NR: 170079101
REGION: ZONE: OPENED: 1/08/01
VIR: 1PBYL0412H09712 ENGINE: 1 VEH TYPE: T CLOSED: 1/08/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: HAYWARD STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10000
DEALER NAME: SALES CODE: P.A.C.
REASON CODE: 6888 DEFYED - RENTAL REFLND REQUEST
SYMPTOM: 607088 STALL/CLUTS ACCELERATION HOT ENGINE

ORIG: CACOM - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 763 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: DAMPER DAVIDE DAMPER
ACTION DATA/COMMENTS:

1168001
18.41.18 CUSTOMER SAYS: - CLUT'S VEH BROKE DOWN BACK ON MAY 13TH.
#NAME?
IN FORD'S TRMS TO GET THE CORRECT PART NO. - SHE RENTED A
VEH UNDER HER ESP AND AS A RESULT SHE HAD TO RENT THE VEH LD
NGER THAN THE 3 DAYS OUTLINED IN THE ESP. - SHE RENTED THE
VEH FOR A TOTAL OF 8 DAYS. - ON JUNE 14TH SHE GOT HER CREDI
T CARD BILL SHOWING THAT ALL 8 DAYS WERE CHARGED TO HER CRED
IT CARD. - CUST RECEIVED THE NEW STATEMENT AND THERE IS NOT
CREDIT. - THE AMOUNT OF THE CREDIT IS \$100. PER CUSTOMER,
DEALER SAYS: STAN MORRI FORD-MERCURY - ASSURED CUST THAT
THEY WERE COVER THE EXTRA 4 DAYS. - SHE SPOKE WITH GARY RI
DGE (SHE 3 TIMES SINCE RECEIVING THE CREDIT CARD STATEMENT
AND HE SAID THAT HE WAS GOING TO CREDIT HER CREDIT CARD AC
COUNT AND HE SAID THAT SHE WILL RECEIVE A CREDIT ON HER NEXT
STATEMENT. - ALSO TOLD CUST THAT HE WILL HAVE THE GENERAL
MANAGER CONTACT HER BUT HE NEVER DID. CAC ADVISED: - INFOR
M CUSTOMER OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN
CONTACT WITH DEALER - REQUEST DEALER CONTACT CUSTOMER REBAR
DRNG REQUEST
CALL TO STAN MORRI FORD (202) 881-4861 - UNABLE TO SPEAK
WITH GARY RIDGE, LEFT MESSAGE TO CALL ME BACK.
- ADVISED CUST THAT I W
LL FOLLOW UP WITH HER ONCE I SPEAK WITH GARY RIDGE. INFEREN
CE CASE ID: 8208

0812808 MASTER OWNER RELATIONS SYSTEM III 18.41.18

INFORMATION ISSUE CASE NBR: 1708476101
 REGION: ZONE: OPENED: 11/08/01
 VIN: 1FMYUJH2W076718 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/01

ORIGIN: OACN08 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: DEAMPER DAVIDE SAMPIERI
 ACTION DATA COMMENTS:

11/78001
 18.38.47 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAC ADVISE
 D: - SPOKE WITH BARRY NIGGS (818) AND HE SAYS THAT HE LEFT A
 MESSAGE FOR THE CUST THAT HE CUT A CHECK FOR HER AND SHE SH
 OULD RECEIVE IT IN THE MAIL.

ORIGIN: OACN08 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 261 - OUTBOUND CALL TO FOREMAGNOLY CUSTOMER
 DOCUMENT: ANALYST: DEAMPER DAVIDE SAMPIERI
 ACTION DATA COMMENTS:
 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAC ADVISE
 D: - UNABLE TO SPEAK WITH CUST. - LEFT MESSAGE STATING WHA
 T BARRY NIGGS HAS INFORMED ME.

8804468 OF CONTACT
 0812808 MASTER OWNER RELATIONS SYSTEM III 18.41.18

INFORMATION ISSUE CASE NBR: 1714870712
 REGION: 78 SAN FRANCISCO ZONE: AB OPENED: 08/27/02
 VIN: 1FMYU04180B41881 ENGINE: 1 VEH TYPE: T CLOSED: 08/27/02

LAST NAME: STATUS: CLOSED
 TITLE: FIRST NAME: MR
 ADDRESS: CITY: HEO STATE: HI ZIP: HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE 3LT 014
 MESSAGE: 8205
 DEALER NAME: OREGON HLE AUTO CB SALES CODE: F78414 P & A: 0781
 REASON CODE: 2808 OAC - OTHER CONCERN/INDUSTRY
 SYMPTOM: 8078R STALL/LHTS ACCELERATION NOT ENGINE

0862-027 23191

ORIGIN: CIMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: QAO108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CROFTON CHRISTIN KEITH
ACTION DATA/COMMENTS:

02/28/08
11.48.18 RANDY BERBERLE, DOM, SAN FRANCISCO
ATTN: ORCHID HILL

ORIGIN: CIMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: QAO108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REOPENED
DOCUMENT: ANALYST: CROFTON CHRISTIN KEITH
ACTION DATA/COMMENTS:

4/1 12/08
18.08.18

CONSUMER AFFAIRS 02/18/08 BMFA3PR2

BEGINNING OF CONTACT

DEPTCODE MASTER OWNER RELATIONS SYSTEM II 12.41.78

INFORMATION HALLIE CASE REF: 178041081
REGION: ZONE: OPENED: 10/18/01
VIN: 1FMYU04111K29715 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LANCASTER STATE: PA ZIP: [REDACTED]
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MLBASE: 18700
DEALER NAME: SALES CODE: P & A
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 60782 STALLS/CLUTS ACCELERATION HOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 688 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SPENCER ALLISON SPENCER
ACTION DATA/COMMENTS:

10/18/01
10.08.18 CUSTOMER SAYS: -THE VEH WOULD STALL OUT INTERMITTENTLY. -
THIS HAPPEN 4 TIMES IN THE PAST MONTH -THE VEH IS AT THE DE
ALERSHIP FOR SERVICE AS OF TODAY. -CUST DO NOT WANT THE VE
H PER CUSTOMER, DEALER SAYS: -THERE IS TWO VEH IN THE S
ERVICE DEPARTMENT WITH THE SAME CONCERN- SPK WITH THE TECH.
HOTLINE. -NOT ABLE TO DUPLICATE THE CONCERN -OBD TO THE
DEALERSHIP AND SPK WITH THE S/W MARK WHO SAID THAT HE IS NOT
FAMILAR WITH THE CASE BUT HE WILL REVIEW THE ISSUE AND CALL
ME BACK TOMORROW WITH AN UPDATE OF THE SITUATION. -PROVIDE
HIM WITH THE PHONE# AND EXT TO CALL ME BACK CMO ADVISED:
#NAME?

THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE -
ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITT
ENT) CONCERN IS NOTICED -ADVISE CUSTOMER THAT OUR GOAL IS

2582-827 23182

TO WORK WITH YOU AND YOUR SERVING DEALERSHIP TO PROPERLY REPAIR YOUR VEHICLE. THE DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU WITH THIS AND OTHER CONCERNS. --WILL FOLLOW UP WITH THE CUSTOMER ON 10/17/01 WHEN DEALERSHIP RESPONDS.

ORIGIN: OWNER - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ASPENCER ALLEN SPENCER
ACTION DATA/COMMENTS:

10/17/01

11.26.01 CUSTOMER SAYS: --NONE PER CUSTOMER, DEALER SAYS: --NONE
CAC ADVISED: --CBC TO DEALERSHIP- SPK WITH THE SRM MGR W/ HD SAID THAT HE IS NOT ABLE TO DUPLICATE THE CONCERN- DUST WANTED TO COME OUT OF VEH BUT SHE NEEDS TO DISCUSS THE ISSUE W/HT THE SELLING DEALERSHIP - VEH WAS NOT PURCHASE FROM THEM

CONSUMER AFFAIRS 08/16/02 MBFA/PPB

08/16/02 MASTER OWNER RELATIONS SYSTEM# 13.41.08

INFORMATION BULK CASE NR: 1780410281
REASON: ZONE OPENED: 10/16/01
VIN: 1FMYU04111K007916 ENGINE: 1 VEH TYPE: T CLOSED: 10/17/01

ORIGIN: OWNER - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 221 - OUTBOUND CALL TO FORMER/CURRENT CUSTOMER
DOCUMENT: ANALYST: ASPENCER ALLEN SPENCER
ACTION DATA/COMMENTS:

10/17/01

14.07.01 CUSTOMER SAYS: -DUST STATED THAT SHE SPOKE TO SELLING DEALERSHIP WHO WANTS TO TRADE HER IN USED VEH- THAT IS NOT ACCEPTABLE. --THE VEH IS NOT SAFE. --WILL CONTACT HER ATTORNEY.
PER CUSTOMER, DEALER SAYS: --NONE CAC ADVISED: --CBC TO CUSTOMER - ADVISE HER OF THE DEALERSHIP RESPONSE- INFORM TO SPK WITH HER SELLING DEALERSHIP ABOUT VEH TRADING - --ADVISE CUSTOMER THAT OUR GOAL IS TO WORK WITH YOU AND YOUR SERVING DEALERSHIP TO PROPERLY REPAIR YOUR VEHICLE. THE DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU WITH THIS AND OTHER CONCERNS.

CONSUMER AFFAIRS 08/16/02 MBFA/PPB

ER02-027 23103

BEGINNING OF CONTACT
06/18/02 MASTER OWNER RELATIONS SYSTEM W 1841.79

INFORMATION ISSUE CASE NBR: 1778911082
REGION: 21 ATLANTA ZONE: A9 OPENED: 04/18/02
VIN: 1FMYU01804K09088 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: MILLPORT STATE: AL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MILEAGE: 18000
DEALER NAME: TOWNSEND FORD INC SALES CODE: F91407 P & A: 05489
REASON CODE: 8036 PRO/COMP DURPERF - VEHICLE QUALITY
SYMPTOM: 80788 STALL/QUITS ACCELERATION HOT ENGINE
ORIGIN: CAC28 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NYEMMS MAKDA YEMAM
ACTION DATA/COMMENTS:

4/18/02
ET 26. RE CUSTOMER SAYS: -CUST STATED VEH BROKE DOWN ON HWM TODAY
-NAME?
TOWED TO THE NEAREST DLR WHICH IS TOWNSEND FORD -WANTS TO
KNOW IF VEH HAS BEEN TOWED TO DLR PER CUSTOMER, DEALER SAYS
: -TOWNSEND FORD CAC ADVISED: -WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/IN DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRUISERY MGR -CUST WAS
ADVISED BASED ON THE ABOVE DOCUMENTATION (REFERENCE CASE ID:
4591

CONSUMER AFFAIRS 06/18/02 MMFA02PRG

BEGINNING OF CONTACT
06/18/02 MASTER OWNER RELATIONS SYSTEM W 1841.79

INFORMATION ISSUE CASE NBR: 1778911082
REGION: 71 CALIFORNIA ZONE: F1 OPENED: 04/04/02
VIN: 1FMYU01804K090788 ENGINE: 2 VEH TYPE: T CLOSED: 06/04/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: GYNTHA Ms [REDACTED]
ADDRESS: [REDACTED]
CITY: LAS VEGAS STATE: NV ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MILEAGE: 10088
DEALER NAME: FRIENDLY FORD SALES CODE: F71179 P & A: 06534
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80788 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC28 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 829 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

ENR2-827 23194

Page 254 of 577
cljohn02.txt

DOCUMENT: ANALYST: SGA BRUNN ISA
ACTION DATA COMMENTS:

642008

21.01.87 CUSTOMER SAYS: - THE VEH'S STALLED 4 TIMES ALREADY. I TOOK THE VEH TO DLRSHP TWICE NOW TO HAVE IT REPAIRED FOR THE SAME PROBLEM... THIS USUALLY HAPPENS WHEN THE ENGINE IS HOT. - EACH TIME THE DLRSHP CANNOT FIND ANYTHING WRONG WITH IT. - THIS CONCERN STARTED HAPPENING ABOUT 6W WEEKS AGO. - VERY CONCERNED THAT THIS MAY HAPPEN ON THE HIGHWAY AND A FATALITY MAY OCCUR. PER CUSTOMER, DEALER SAYS: FRIENDLY FORD CAO ADVISED. - FOR THE VEHICLE TO BE REPAIRED, THE DEALER SHP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD AGENT 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.

CONSUMER AFFAIRS 08/18/2008 MAFAXPRG

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM III 13.41.10

CONCERN IBLR#E CASE #REF: 832828251
REGION: 81 ATLANTA ZONE: 81 OPENED: 08282008
VIN: 1FMYU061959F18778 ENGINE: 1 VEH TYPE: T CLOSED: 08222009

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CARTERSVILLE STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR
MILEAGE: 8700
DEALER NAME: TEAM FORD OF MARKET SALES CODE: P61008 F & A: 00845
REASON CODE: 8019 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 8058B STALL/OUTS ACCELERATION HOT ENGINE

ORIGIN: DASH - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 128 - ADVISE DUST INFO WILL BE SENT TO DL; CONTACT OPM
DOCUMENT: ANALYST: SACHIN SACHIN MOHAMMED
ACTION DATA COMMENTS:

832828251

08.28.08 CUSTOMER SAYS: -> VEH HAS BEEN INTO THE DLRSHP TWICE FOR A/C NOT WORKING -> VEH STALLED THIS MORNING AND THE STEERING LOCKED WITH THE ENGINE LIGHT CAME ON. -> THE VEH CRANKED AND STARTED AGAIN, BUT IT WAS A DANGEROUS SITUATION BECAUSE IT HAPPENED ON A RAILROAD TRACK... IF HER THREE CHILDREN... -> JUST WANTS TO LEAVE THE VEH AT THE DLRSHP UNTIL THE VEH IS REPAIRED AND IS REQUESTING A LOANER/RENTAL UNTIL THE SITUATION IS REPAIRED... PER CUSTOMER, DEALER SAYS: ->

REG: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DL; CUSTOMER SHOULD CONTACT ORMSBY MGR ----- TEAM FORD OF MARKET SALES -----
-> SHARON BRADSHAW BERNARD STATED THAT THE DUST COULD HAVE THE VEH IN AND SHE WOULD HAVE A LOANER VEH WAITING IF THE CONCERN NEEDS TO BE ESCALATED TO A MAJOR REPAIR...

----- DUST STATED T

HAT SHE NEEDS TO CALL BACK BECAUSE SHE FEELS UNSAFE DRIVING

832-827 23195

TO MARIETTA (16 MILES) - (CAG) ADVISED HER THAT SHE COULD
HAVE HER VEH TOWED TO TEAM FORD WITH A 88 MILE RADIUS BY NO
ADVERSE AVOIDANCE INFERENCE CASE ID: 4808

ORIGIN: CAG/MS - MANUAL - PHONE OR COMMUNICATION VISIT
ACTION: SDB - FOUND IN OUTSIDE SOURCE
DOCUMENT: ANALYST: NALI MURUS GABA ALI
ACTION DATA/COMMENTS:

08.01.01 CUSTOMER SAYS: CUSTOMER WILL BE DRIVING TO MARIETTA FORD I
N ANOTHER 15 MIN PER CUSTOMER, DEALER SAYS: CAG ADVISE
D: CSD TO THE DLR TO INFORM MS BRADSHAW THAT THE CUST WILL
BE DRIVING THE VEH TO THE CLERK IN ANOTHER 15 MIN AND SHOU
LD RETURN IN APPROX AN HR TIME MS BRADSHAW NOT AVAILABLE

CONSUMER AFFAIRS 08/14/08 MRFAP/PS

08/14/08 MASTER OWNER RELATIONS SYSTEM IS 18.41.19

CONCERN ISSUE CASE NR: 080848001
REGION: 21 ATLANTA ZONE: B1 OPENED: 080848001
VIN: 1FMYL08181K18778 ENGINE: 1 VEH TYPE: T CLOSED: 080848001

080848001
08.08.01 REQUESTED THE SERV RECEPTIONIST TO CONVEY THE MSG TO
MS SHARON BRADSHAW

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: DAGOYS - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - 'OTHER'
DOCUMENT: ANALYST: S-BRADSH BRADSHAW, SHARON
ACTION DATA/COMMENTS:

080848001
17.04.08 MS BRADSHAW HAD AN EMERGENCY AND HAD TO LEAVE. THE OTHER MAN
ASMR FRED YILLA CHECKED OUT VEHICLE AND WE COULD NOT CONFIRM
CONCERN AT THIS TIME.

CONSUMER AFFAIRS 08/14/08 MRFAP/PS

ENDING OF CONTACT
08/14/08 MASTER OWNER RELATIONS SYSTEM IS 18.41.19

2002-027 23198

CONCERN NRJ# [REDACTED] CASE NR#: 02700281
REGION: 18 NEW YORK ZONE: D1 OPENED: 01/28/01
VIN: 1FMYU041X1W02884 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEWARK STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 8000

DEALER NAME: OZZIE'S FORD STORE SALES CODE: F18048 P & A: 00418
REASON CODE: 2D10 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 60788 STALL/QUIT/ACCELERATION HOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DL; CONTACT CRM
DOCUMENT: ANALYST: OWENWICK DENNIS RINWICK
ACTION DATA COMMENTS:

1/28/01

11/01/01 CUSTOMER SAYS: - VEH WAS PURCHASED IN SEPTEMBER BUT HAS DNE
N TO CLERK SEVERAL TIMES FOR REPAIR - ENGINE WAS REPLACED
BUT VEH SHUT DOWN AGAIN AND HAD TO BE TOWED TO CLERK -
CUST IS UPSET WITH NUMBER AND FREQUENCY OF REPAIRS - PER C
CUSTOMER, DEALER SAYS: HAS CONTACTED REGIONAL REP RE CONCER
N CAG ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A
FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO CLERK, CUST
CASH SHOULD CONTACT OWNERSHIP MGR REFERENCE CASE ID: 4808

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAD012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F18048 OZZIE'S FORD STORE
ACTION DATA COMMENTS:

02/28/01

14/02/01 TRANS ABBY TORQUE CONVERTER AND FLYWHEEL FAILURE DIAG COND
TION RECENT ENGINE REPLACED FOUND TRANS INTERNAL FAILURE CAL
L HOTLINE SENDING TRANS REFL WITH EXCHANGE

CONSUMER AFFAIRS 02/18/02 MMFA3PR3

BEGINNING OF CONTACT

02/18/02 MASTER OWNER RELATIONS SYSTEM 01 18.41.18

CONCERN NRJ# [REDACTED] CASE NR#: 08488410
REGION: 20 MEMPHIS ZONE: B1 OPENED: 12/04/00
VIN: 1FMYU041X1W028481 ENGINE: 1 VEH TYPE: T CLOSED: 12/04/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: TULSA STATE: OK ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 1800

DEALER NAME: TOWN & COUNTRY FORD SALES CODE: P83040 P & A: 02754
REASON CODE: 2D10 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 60788 STALL/QUIT/ACCELERATION HOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DL; CONTACT CRM
DOCUMENT: ANALYST: HAYWARD NATALIE LAWRENCE
ACTION DATA COMMENTS:

8602-027 23187

1878000
18.01.88 CUSTOMER SAYS: -SAD THAT SOMETHING IS WRONG WITH HER GAS
#NAME#

IF THERE IS ANY RECALL ON VEH PER CUSTOMER, DEALER SAYS:
DLR SAID TO BRING VEH IN CAC ADVISED: - WE RECOMMEND THE R
REPAIR BE PERFORMED BY A FORD/MLM DEALERSHIP - INFORMATION WI
LL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CEMMERV MGR -AD
VICE CLERK OF RECALL 800848 REFERENCE CASE ID: 4805

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: 0A0014 - FORD COVERED REPAIR MADE - RECALL
DOCUMENT: ANALYST: P8840 TOWN & COUNTRY F
ACTION DATA/COMMENTS:

1878000
18.01.88 CONTACTED CUSTOMER, HAD TO LEAVE A MESSAGE, VEHICLE DOES HAV
E ONE RECALL OPEN, 00848 WINDSHIELD WIPER MODULE, CAN GET UP
AN APPOINTMENT TO LOOK AT CUSTOMER'S CONCERN ABOUT ACCELERA
TION ON SAME VISIT.

CONSUMER AFFAIRS 08/18/88 MMFAKPR0

BEGINNING OF CONTACT
08/18/88 MASTER OWNER RELATIONS SYSTEM II 13.41.18

CONCERN ISSUE CASE NBR: 088890088
REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 04/08/88
VIN: 1FMCU09181A076878 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/88

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: COLLEGEVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 8091 MODEL: ESCAPE XLT 402
MILEAGE: 1
DEALER NAME: JOHN KENNEDY FORD, SALES CODE P18406 P & A: 0382
REASON CODE: 1100 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 80Y88 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: 0A0018 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 781 - PROVIDE CLERK WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: VIKUMAR VIKAS KUMAR
ACTION DATA/COMMENTS:

4/8/88
19.18.88 CUSTOMER SAYS: - WHEN I GO DOWNHILL MY CAR STALLS - I HEE
D TO TAKE IT TO THE DLR/HP - AND IF I PUT MY HEAT ON AT THE
HT MY LIGHTS GO VERY DIM - I NEED A LOANER PER CUSTOME
R, DEALER SAYS: - NONE CAC ADVISED: - I WOULD LIKE TO
BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST R
ECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH TH
IS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR M
E TO CONTACT YOU? *** FOLLOWUP THURS APRIL 11TH 808 @ 4:00
PM REFERENCE CASE ID: 8988

ORIGIN: CAC008 - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VIKUMAR VIKAS KUMAR
ACTION DATA/COMMENTS:

4/18/88
17.08.87 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: *** OSD TO DLR/HP - UNABLE TO REACH THE DLR/HP - THE
CAR CALLED 3 TIMES AND EACH TIME HE WAS WAITING FOR 5-8 MIN
UTES IN THE PROCESS OF BEING TRANSFERRED AND FINALLY HANGING

ERR2-827 23188

UP. *** OBO TO CUST - LEFT A MESSAGE FOR THE CUST THAT OBO
IS STILL FOLLOWING UP *** FOLLOWUP THURS APRIL 11TH 2002 @
2:30 PM

ORIGIN: CUSTOMER - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VIKRAM VIKAS KUMAR
ACTION DATA COMMENTS:

4/11/2002
17:44:22 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAO ADVISE

CONSUMER AFFAIRS 08/18/2002 NMFAXPFB

08/18/2002 MASTER OWNER RELATIONS SYSTEM # 13.41.19

CONCERN ISSUE CASE NBR: 080820882
REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 04/08/2002
VIN: 1FMCU0D11K078578 ENGINE: 1 VEH TYPE: T CLOSED: 04/11/2002

4/11/2002
17:44:22 O: *** OBO TO DLRSHP - SVC MGR - MIKE - LEFT A MESSAGE FOR
MIKE TO CALL BACK *** OBO TO CUST - UNABLE TO REACH THE O
LIST *** FOLLOWUP MON APRIL 15TH 2002 @ 1:40 PM

ORIGIN: CUSTOMER - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VIKRAM VIKAS KUMAR
ACTION DATA COMMENTS:

4/11/2002
14:00:59 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAO ADVISE
O: *** OBO TO DLRSHP - MIKE - MIKE SAID HE HAD THE PAPERWORK
CRK IN FRONT OF HIM AND HE WAS GOING TO CALL THEM AND SET UP
AN APPOINTMENT BUT NO LOANER *** OBO TO CUST - SPOKE TO M
R TURK AND HE SAID THAT THE CAR WAS AT A DIFFERENT DLRSHP NO
W

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: 84079 - NO REPAIR PROCEDURE AVAILABLE AT THE TIME PER - OTHER
DOCUMENT: ANALYST: MGRUHH MIKE CLARK
ACTION DATA COMMENTS:

4/8/2002
18:21:47 CUSTOMER CONTACTED BY SERVICE MANAGER, VEHICLE WAS BEING REPA
IRED AT ANOTHER DEALER, CUSTOMER WAS INFORMED IF OTHER DEALER
WAS UNABLE TO CORRECT CONDITION TO PLEASE CALL US TO SCHEDU
LE AN APPOINTMENT TO CORRECT PROBLEM HERE

CONSUMER AFFAIRS 08/18/2002 NMFAXPFB

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM # 13.41.19

CONCERN ISSUE CASE NBR: 133000891
REGION: 11 BOSTON ZONE: 01 OPENED: 10/28/2001

6482-827 23169

VIN: 1FMYL041X11P6448 ENGINE: 1 VEH TYPE: T CLOSED: 10/28/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: GASTON STATE: OT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10882
DEALER NAME: WINDING CITY FORD SALES CODE: P71421 P & A: 0278
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 607582 STALL/OUTS ACCELERATION HOT ENGINE

ORIGIN: DACTS - US CONCERN CASE BASE COMBINATION: VISIT
ACTION: 199 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MESRAHM MOHAMED EBRAHIM
ACTION DATA COMMENTS:

10/28/2001

09:21:30 CUSTOMER SAYS: CUST HEARD ON THE NEWS THAT FORD IS RECALLING VEH WITH IGNITION PROBLEM. TOOK THE VEH TO THE DLR. A MD COULD NOT FIND ANY PROBLEM. PER CUSTOMER, DEALER SAYS: FORD KNEW THERE WAS PROBLEM. DLR ADVISED: - WE RECOMMENDED THE REPAIR BE PERFORMED BY A FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDITORS OR INSURANCE CASE NO: 4805

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACTS - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-ELLIS RON ELLIS
ACTION DATA COMMENTS:

11/28/2001

07:32:38 CUSTOMER WAS AT DEALER ON 11/28/01 FOR OIL. 8805 DIAGNOSTIC PERFORMED. FORD HOT LINE WAS CALLED. 8805 POWER RELAY WAS REPLACED. VEHICLE WAS REPAIRED

CONSUMER AFFAIRS 0076202 16P40276

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM IS 18.41.18

CONCERN ISSUE CASE NR: 187604081
REGION: 48 DETROIT ZONE: A1 OPENED: 04/08/2001
VIN: 1FMYL01161K07480 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: DETROIT STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 8008
DEALER NAME: JORGENSEN FORD SALES CODE: F8017 P & A: 0278
REASON CODE: 20MR WARRANTY - MULTIPLE REPAIR
SYMPTOM: 607582 STALL/OUTS ACCELERATION HOT ENGINE

ORIGIN: DACTS - US CONCERN CASE BASE COMBINATION: PHONE
ACTION: 199 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: CAMARIA OYNTHA CAMARIA
ACTION DATA COMMENTS:

10/18/2001

10:18:30 CUSTOMER SAYS: - CUST IS SEEKING A DEB APPLICATION - VEH IS CURRENTLY AT THE DLR FOR REPAIR REGARDING THE ACCEL

2002-027 23288

ATION - VEH ACCELERATE ON REVERSE JUST TOOK IT TO DUNEP P
OR REPAIR - VEH NOW ACCELERATE IN DRIVE ON ITS ONE WHEN PR
ESSING ON THE BRAKES PER CUSTOMER, DEALER SAYS: - NONE
CNO ADVISED: - VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY -
WILL FORWARD INFORMATION TO THE DEALERSHIP, WITH A COPY TO T
HE REGIONAL OFFICE - WILL REQUEST OPERATIONS MANAGER CONTA
CT CUSTOMER WITHIN 2 BUSINESS DAYS REFERENCE CASE ID: 4898

ORIGIN: DEALER - DEALER COMMUNICATION PHONE
ACTION: DADONE - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F48017 JORGENSEN FORD COMPANY
ACTION DATA COMMENTS:

1/11/2001
17.01.81

CONSUMER AFFAIRS 09/18/02 18/10/02

BEGINNING OF CONTACT

SYSTEMS MASTER OWNER RELATIONS SYSTEM IN 18.49.10

CONCERN ISSUE CASE NR: 18050849
REGION: 48 DETROIT ZONE: E1 OPENED: 10/11/2001
VIN: 1FACD4H18K2007 ENGINE: 1 VEH TYPE: T CLOSED: 10/11/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FERRISDALE STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 8000
DEALER NAME: BRIGHTON FORD-MERCU SALES CODE: F48008 P A: 0270
REASON CODE: 8088 WARRANTY - DENY WARRANTY COVERAGE
SYMPTOM: 8078E STALL/QUIT/ACCELERATION HOT ENGINE

ORIGIN: CASH - CONSUMER AFFAIRS - SPECIAL LACON COMMUNICATION PHONE
ACTION: 8138 - CREATE CLOSED INFO
DOCUMENT: ANALYST: LMOSSNE LASORNA MOSSNE
ACTION DATA COMMENTS:

10/11/2001
11.02.1P "EDD OFFICE" GL RECEIVED EMAIL FROM FORD/JR'S OFFICE ON
10/10/11 I STOPPED AT THE JIPPY LIME ON GRAND RIVER IN E. L.
AWNING FOR AN OIL CHANGE. IT WAS THE FIRST OIL CHANGE PERFORMED
ON THE TRUCK THAT WAS DONE BY ANYONE OTHER THAN MYSELF
. 25 MILES LATER THE ENGINE SIZED AND I WAS STUCK ON THE S
IDE OF I-96. I HAD THE TRUCK TOWED TO BRIGHTON FORD. THE BR
YVEN ASSOCIATE I'VE BEEN DEALING WITH IS LINDA EPFL. I BELIEVE
THE SERVICE MANAGER'S NAME IS JEFF GRANT. THE DAY AFTER
I LEFT THE TRUCK AT THE DEALER, THEY CALLED TO TELL ME THAT
THEY WOULD NOT WARRANTY THE ENGINE (WHICH HAD LESS THAN 500
MILES ON IT), ALLEGING THAT THE ENGINE HAD NOT BEEN MAINTA
AINED. THEY SAID THAT THERE WAS SLUDGE IN THE LOWER PART OF
THE ENGINE, AND IT WOULD INDICATE THAT ROUTINE OIL CHANGES
WERE NOT PERFORMED. THEY ASKED IF I HAD RECEIPTS FOR OIL CH
ANGES, AND I TOLD THEM THAT I CHANGE MY OWN OIL, AND HAD NO
RECEIPTS. THEY APPARENTLY DON'T BELIEVE THAT I'VE CHANGED TH
E OIL, AS I'VE STATED, AND THEY WILL NOT WARRANTY THE ENGINE.
I'VE TOLD THEM REPEATEDLY THAT THE ENGINE HAS NEVER GONE IN
ONE THAN 5,000 MILES WITHOUT A CHANGE, AND THAT I'VE USED TH
E PROPER WEIGHT OIL (5W-20) AND APPROPRIATE FILTERS. IF THERE
WAS SLUDGE THAT CAUSED THE ENGINE TO SIZED, IT WASNT CAUSE
D BY FAILURE TO ROUTINELY CHANGE THE OIL. I WENT TO PICK UP
THE VEHICLE YESTERDAY, AND TENDERED A CHECK TO BRIGHTON FORD

BR82-027 23281

FOR ALMOST \$4,800.00. 18 MILES LATER, I WAS STRANDED ON THE
E SIDE OF I-96 BECAUSE OF AN ELECTRICAL MALFUNCTION RELATED
TO SERVICE PERFORMED BY BRIGHTON FORD ON MY CAR. I'M BACK IN
A LOANER, AND I STILL HAVE NOT HEARD FROM THE DEALER AS TO
WHAT IS WRONG WITH MY ESCAPE AND WHEN I CAN EXPECT TO PICK
IT UP. WHEN THE TOW TRUCK DROPPED ME OFF AT THE DEALERSHIP
, I ASKED THAT THEY RETURN MY CHECK, AND THEY REFUSED. BASIC
ALLY, I'M WILLING TO SETTLE FOR FORD COVERING THE PART UNDER

CONSUMER AFFAIRS 08/16/02 NMFAP/PG

08/16/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

CONCERN ISSUE CASE NBR: 100118001
REGION: 48 DETROIT ZONE: E1 OPENED: 10/11/00
VIN: 1FACU0H11K00007 ENGINE: 4 VEH TYPE: T CLOSED: 10/11/00

10/11/00
11.00.10 THE WARRANTY. THE USED DUMATEC V-6 THEY PLACED IN THE TRUCK
COST \$6,700.00. IF THEY COVER THE PART, ILL COVER THE LA
BOR. IF NOT, I'M GOING TO HAVE TO BUY. SL CONTACTED THE CU
STOMER AND LEFT A MSG ADVISING OUR OFFICE IS INVESTIGATING H
IS CONCERN. SL HAS LEFT A MESSAGE WITH THE POWERTRAIN QUALIT
Y OFFICE AND WILL CONTACT THE DEALER AS WELL.

ORIGIN: CASE - CONSUMER AFFAIRS - SPECIAL LIAISON COMMUNICATION; PHONE
ACTION: 0400B - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MADONN LARONNA NOGGINO
ACTION DATA COMMENTS:

11/09/01
09.14.29 10/17/01 SL LEFT MSG FOR RANDY DIANGELO AS FOLLOW UP. 10/1
8/01 SL SPOKE WITH ANL BOGATE AND HE WAS NOT AWARE NOR SPO
KER TO RANDY ABOUT THE CONCERN. SL SENT HIM A DETAILED OUT
LOOK MSG REGARDING THE CONCERN. HE WILL LOOK INTO IT AND FO
LLOW UP. 10/25/01 SL FOLLOWED UP W/ANL ON THE STATUS OF T
HE ENGINE INSPECTION. THE ENGINE HAS NOT ARRIVED AT THE PLA
NT. SL SPOKE WITH JEFF BURNETTE AT THE DEALER AND HIS PARTS
MGR ADVISED SOMEONE FROM THE PLANT IS PICKING THE ENGINE UP
TODAY. SL WILL FOLLOW UP WITH ANL ON 10/26/01. 10/26/01
THE PLANT HAS STILL NOT RECEIVED THE ENGINE. 11/1/01. ANL
FROM THE PLANT ADVISED THE ENGINE WAS RECEIVED AND INSPECTE
D. THEY DISCOVERED EVIDENCE OF IMPROPER MAINTENANCE (DETAILED
IN EMAIL INCLUDED IN THE CASE FILE). THE OIL WAS TESTED
AND SHOWED SIGNS OF CONTAMINATION. SL CONTACTED THE CUSTON
ER AND LEFT MSG ADVISING OF THE FINDINGS FROM THE PLANT TEAM
. AT THIS TIME, SL IS CLOSING THE CASE/NO FINANCIAL ASST.
WITH REPAIR COST.

CONSUMER AFFAIRS 08/16/02 NMFAP/PG

BROWNING OF CONTACT
08/16/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

CONCERN ISSUE CASE NBR: 140181801
REGION: ZONE: OPENED: 07/26/00
VIN: 1FMYU01141K15801 ENGINE: 4 VEH TYPE: T CLOSED: 07/26/00

LAST NAME: STATUS: CLOSED

8002-827 23282

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1991 MODEL: ESCAPE XLT 4X4
MILEAGE: 7080
DEALER NAME: SALES CODE: P & A:
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 80788 STALL/QUIT ACCELERATION HOT ENGINE

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RICHARD VIOLET RICHARDSON
ACTION DATA/COMMENTS:

7/25/2001

11.41.29 CUSTOMER SAYS: - VEH TOWED TO DLR/SHIP IN AUSTIN, TEXAS -
VEH LOST ALL POWER AND DIED WHILE COMING OFF AN EXIT RAMP
#NAME?

REPAIR PER CUSTOMER, DEALER SAYS: VEH IS NOW RUNNING AND
UNABLE TO LOOK AT IT BEFORE P/R OR MON. CAC ADVISED: - WE
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/MA DEALERSHIP .
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR
MERRY MGR REFERENCE CASE ID: 4905

ORIGIN: CACSB - MANUAL - PHONE CBR COMMUNICATION: OTHER
ACTION: 881 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: RICHARD VIOLET RICHARDSON
ACTION DATA/COMMENTS:

7/27/2001

14.57.01 CUSTOMER SAYS: - DLR/SHIP HAS ALREADY SERVICED THE VEH AND
WILL SEND SOMEONE TO BRING VEH TO HER - APPROPRIATE WHAT T
HEY HAVE DONE AND IS DOING FOR HER - DOES NOT NEED A LOANER
R PER CUSTOMER, DEALER SAYS: REPAIRS ARE COMPLETED CAC
ADVISED: THANKED CUST FOR ADVISING

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: 840018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-PRIEN PATRICIA MORITA
ACTION DATA/COMMENTS:

8/2/2001

19.28.82

CONSUMER AFFAIRS 05/18/2002 MIFA0PR8

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM IS 19.41.19

CONCERN ISSUE CASE NR: 1478970801
REGION: IN OPLANDS ZONE: 88 OPENED: 05/18/2002
VIN: 1FMAU01B41KP18001 ENGINE: 8 VEH TYPE: T CLOSED: 05/21/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: FORT MYERS STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2

MILEAGE: 1

DEALER NAME: SAM GALLOWAY FORD, SALES CODE: FE480 P & A: 04848

REASON CODE: 8085 PRO/DUMP DURPERF - VEHICLE QUALITY

SYMPTOM: 80788 STALL/QUIT ACCELERATION HOT ENGINE

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 884 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LBAIMON LOLA BALMON
ACTION DATA/COMMENTS:

8/21/2001

11.80.48 CUSTOMER SAYS: "BEEN TO THE DLR 3 TIMES ABOUT THE SAME CON
CERN "CURRENT CONCERN: ON THE HIGHWAY THE VEH WOULD NOT ACC
ELERATE AND IT WOULD CUT OUT AND LOSE POWER, "THE PROBLEM H
AS GOTTEN WORSE AND IT IS INEVITENT "VEH WAS LAST TAKEN
TO THE DLR END WEEK OF MAY AND REPAIRS WERE DONE BUT CUST ST

EA82-827 23283

ILL EXPERIENCING THE PROBLEM *CLAIMS THAT HE CALLED THE DLR AND SPOKE WITH SERVICE ADVISOR BRETT WHO REFERRED THE ISSUE TO SMI *CLAIMS THAT THE SMI SAID THAT SOMEONE FROM FORD IS TO CALL HIM BACK AND NO ONE HAS CALLED BACK YET *CUST WOULD LIKE TO HAVE A REGIONAL REPRESENTATIVE REVIEW THE ISSUE A MD STATES THAT HE DOES NOT WANT THE VEH ANYMORE *CUST IS A LEO AWAITING A CALL FROM THE FORD REP PER CUSTOMER, DEALER SAYS: **NONE CAG ADVISED: - CRAWFERY NOT UNAVAILABLE - DEALERSHIP IS IN THE BEST POSITION TO ASSIST - FORWARDED INFORMATION TO CRAWFERY MGR - REQUESTED CRAWFERY MGR CONTACT CUSTOMER WITHIN 3 BUSINESS DAYS ***COST TO DLR*** * LEFT A MESSAGE ON THE VOICEMAIL OF THE SERVICE MANAGER (SAM Y HAZE) REQUESTING FEEDBACK *ADVISED THE CUST THAT THE CSR WILL CALL BACK WITH SOME FEEDBACK IMPRESSION CASE ID: 1888

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: SET - INQUIRY FROM DEALER
DOCUMENT: ANALYST:LSALMON LOLA SALMON
ACTION DATA/COMMENTS:

1888008
12.45.37 CUSTOMER SAYS: **NONE PER CUSTOMER, DEALER SAYS: **NONE CAG ADVISED: *****[NO FROM MR HAZE]***LEFT A VOICEMAIL **SAID THAT THE CUST HAS SENT A DEMAND LETTER TO ANDY HEN DLRSHIP *THEY REPAIRED THE VEH BEFORE FOR THE CUST AND ARE WILLING TO WORK WITH THE CUST. WILL HAVE HIS REP SET UP

CONSUMER AFFAIRS 09/18/02 08:53:00

09/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NR: 1475970501
REGION: 34 ORLANDO ZONE: DE OPENED: 09/18/02
VIN: 1FBLJ6H841KP18801 ENGINE: B VEH TYPE: T CLOSED: 05/28/02

09/18/02
12.45.37 APPOINTMENT TO HAVE THE VEH LOOKED ON AND TAKE IT FROM THEM

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 861 - OUTBOUND CALL TO FORD/MERCUURY CUSTOMER
DOCUMENT: ANALYST:LSALMON LOLA SALMON
ACTION DATA/COMMENTS:
CUSTOMER SAYS: *****COST TO CUST***** **WE DO NOT WANT TO HAVE THE VEH WORKED ON AGAIN PER CUSTOMER, DEALER SAYS: **NONE CAG ADVISED: ***COST TO CUST***MR PERGEE * *ADVISED THAT HE SHOULD CONTINUE TO WORK WITH THE DLR ON THE MATTER -FORD REPS ARE A DLR RESOURCE AND AS SUCH BECALTATT ON TO THAT PARTY WILL HAVE TO BE DONE FROM THE DLR LEVEL *D LR IS WILLING TO REPAIR THE VEH. SPEAK WITH MR HAZE, SMI

CONSUMER AFFAIRS 08182002 M8P43P9G

BEGINNING OF CONTACT

08182002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

CONCERN ISSUE CASE NBR: 148090181
REGION: 71 CALIFORNIA ZONE: E2 OPENED: 12/18/01
VIN: 1FMYU04141K05678 ENGINE: 1 VEH TYPE: T CLOSED: 12/18/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.

ADDRESS: [REDACTED]

CITY: YUCAIPA STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 454

RELEASE: 18000

DEALER NAME: PECKLANDS FORD SALES CODE: P71NB P.L.A: D1895

REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 807882 STALL/QUIT/ACCELERATION HOT ENGINE

ORIGIN: DACTB - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 128 - ADVISE CUST INFO WILL BE SENT TO DLR CONTACT CPM
DOCUMENT: ANALYST: BOALEY BIANCHA DALRY
ACTION DATA/COMMENTS:

12/18/01

8842-48 CUSTOMER SAYS: -CUST VEH DYE ON THE ROAD TODAY AND THE CUS
T IS CONCERNED ABOUT THIS -CUST VEH IS CURRENTLY AT THE DLR
#144487

TORPED IN -CUST VEH IS FIXED -CUST WOULD LIKE A NEW VEH PE
R CUSTOMER, DEALER SAYS: -THE VEH IS FINE NOW, THEY REPLAC
ED THE RELAY SWITCH ON HER VEH -CALL THE CRC AND TALK TO TH
EM AND THE SERVICE CAC ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/CLM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CPM/SERV MGR -CUST WAS
ADVISED THAT ARE MAIN GOAL AT FORD IS TO REPAIR THE VEH NOT
GIVE THE CUST A NEW VEH- IN REGARDS TO THE CONCERN THAT I
HE IS HAVING WITH HER VEH THE SERVICE WOULD BE IN THE BEST P
OPTION TO HELP HER EXPERIENCE CASE ID: 4808

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACTB - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: M-HALSO MICHAEL P. HALSO
ACTION DATA/COMMENTS:

12/29/02

17.18.02

CONSUMER AFFAIRS 08182002 M8P43P9G

BEGINNING OF CONTACT

08182002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NBR: 10848008
REGION: 18 NEW YORK ZONE: K1 OPENED: 08/04/00
VIN: 1FMYU041E1K05671 ENGINE: 1 VEH TYPE: 7 CLOSED: 08/04/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.

ADDRESS: [REDACTED]

CITY: RINGWOOD STATE: NJ ZIP: [REDACTED]

8002-827 23295

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: BMDAPE XL7 AKA
MILEAGE: 28000
DEALER NAME: MANHATTAN FORD SALES-S SALES CODE: F18128 P & A: 20828
REASON CODE: 1508 AKA - VAN CRITERIA, REQUEST AKA AFTER REPAIR
SYMPTOM: 80708 STALLS/CUTS ACCELERATION HOT ENGINE

ORIGIN: CACMS - US CONCERN CASE BASE COMBINATION: PHONE
ACTION: 791 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: ERHERRI BETH ERHERRI
ACTION DATA COMMENTS:

848002

848002 CUSTOMER SAYS: -CUST WAS ADVISED BY CRD TO HAVE THE VEHICLE TOWED TO THE DLR -CUST SAYS THE VEHICLE STALLS CUT WHILE DRIVING AND HAS TO COAST TO THE SIDE OF THE ROAD -PREVIOUS REP IS SUPPOSE TO CALL HIM TOMORROW ABOUT A LOANER VEHICLE (NAME)

LOANER VEHICLE PER CUSTOMER, DEALER SAYS: -WE HAVE NO LOANER AT THE TIME CAC ADVISED: -CBO TO DLR AND SPOKE TO JOAN THE CRM WHO ADVISED ME THAT THE CUST IS ON A WAITING LIST FOR A LOANER. AS SOON AS ONE BECOMES AVAILABLE, SHE WILL CALL THE CUST - ADVISED THE CUST OF DLR CONSIDERATION - 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 YOUR EXPERIENCE CASE ID: 6385

ORIGIN: CACMS - MANUAL - PHONE OR COMBINATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: KHOUCHER NINA KHOUCHER
ACTION DATA COMMENTS:

848002 CUSTOMER SAYS: - PER CUSTOMER, DEALER SAYS: CAC ADVISES: -AS PER CONVERSATION WITH DLR CRM JOAN MURPHY -LOANER IS NOW AVAILABLE FOR CUSTOMER - -CUSTOMER HAS BEEN NOTIFIED WITH THE RESPONSE

CONSUMER AFFAIRS 08/18/02 14542721

08/18/02 MASTER OWNER RELATIONS SYSTEM # 134118

CONCERN ISSUE CASE REF: 28840002
REGION: 13 NEW YORK ZONE: K1 OPENED: 08/04/02
VIN: 1FMYL041E0703671 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/02

ORIGIN: DEALER - DEALER COMBINATION: PHONE
ACTION: 04001 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-MURP11 JOAN MURPHY
ACTION DATA COMMENTS:

8/14/02

1148.48 VEH COVERED UNDER BASE WARRANTY DOES NOT NEED AKA

CONSUMER AFFAIRS 081785002 MMFANPRG

BEGINNING OF CONTACT
081785002 MASTER CYBER RELATIONS SYSTEM II 10.01.00

CONCERN ISSUE DATE NEW: 181708001
REGION: 41 CHICAGO ZONE: 01 OPENED: 181717001
VIN: 1FNUU01881K284779 ENGINE: B VEH TYPE: T CLOSED: 181717001

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

ADDRESS: [REDACTED]
CITY: WORTHROP HARBOR STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
RELEASE: 28000

DEALER NAME: HIGHLAND PARK FORD SALES CODE: F41073 P & A: 01688
REASON CODE: 9010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 087503 STALL/OUTS ACCELERATION NOT ENGINE

ORIGIN: CACME - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR CONTACT GRM
DOCUMENT: ANALYST: JOHAN JUNAD KHAN
ACTION DATA/COMMENTS:

181717001

18.43.08 CUSTOMER SAYS: CUST VEH BROKE DOWN AND WAS TOWED TO HIGHLAND PARK. IN TRANSIT FROM ROADSIDE, KEY WAS LOST. DLR WILL CHARGE CUST FOR KEY THAT WAS LOST. CUST WOULD LIKE VEH REPAIRED UNDER WARRANTY AND KEY PROVIDED AT FORD'S COST. PER CU STOMER, DEALER SAYS: MADE OSO TO DLR ON 18171701 AT 4:08PM SPOKE WITH SA JASON WHO ADVISED ME: DLR WILL CUT A NEW KEY AT NO CHARGE TO CUST IF CUST HAS ORIGINAL KEY. IF NOT, CU ST MUST FILE A CLAIM WITH ROADSIDE. GAO ADVISED: -MO TO SUPER CUE -ADVISED CUST WILL FOLLOW UP WITH DLRSHIP AND CALL CUST BACK.

*****-MADE OSO TO CUST ON 18171701 AT 4:21P
MAND ADVISED CUST TO CONTACT ROADSIDE TO FILE A CLAIM AGAINST MISSING KEY THAT WAS LOST IN TRANSIT DURING ROADSIDE TOW.
*****SUPE JUNAD*****
CASE ID: 4808

ORIGIN: CACME - MANUAL - PHONE DER COMMUNICATION: PHONE
ACTION: 025 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JOHAN JUNAD KHAN
ACTION DATA/COMMENTS:

CUSTOMER SAYS: OSO MADE TO ROADSIDE AND WAS ADVISED THAT KEYS WERE DROPPED TO BODY SHOP DROP BOX. PER CUSTOMER, DEALER SAYS: SPOKE TO BODY SHOP MFP SCOTT WHO ADVISED ME THAT HE GAVE KEYS TO SERVICE DEPT. JASON. -SPOKE TO JASON WHO ADVISED ME THE KEYS WERE FOR AN EXPEDITION, NOT ESCAPE. WE DID NOT LOSE THE KEYS. CUST WILL HAVE TO PAY FOR NEW KEYS. GAO ADVISED: SUPERVISOR REFERRAL FOLLOW-UP
*****SUPE JUNAD*****

0802-027 23207

CONSUMER AFFAIRS

09198202 MAFAC078

BEGINNING OF CONTACT

09198202 MASTER OWNER RELATIONS SYSTEM IN 12.41.10

CONCERN ISSUE CASE NUM: 1291879140
REGION: 24 ORLANDO ZONE: 02 OPENED: 11/08/00
VIN: 1FMYU021K1K27801 ENGINE: 1 VEH TYPE: T CLOSED: 11/08/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BRADENTON STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 180
DEALER NAME: AUTOWAY FORD SALES CODE: F2414 P & A: 0414
REASON CODE: 4101 ICCD - RESOLUTION REQUIRED
SYMPTOM: 8078E STALL/OUTS ACCELERATION HOT ENGINE

OPROR: ICCD - ICCD COMMUNICATION PHONE
ACTION: ICCD - ICCD CONCERN RESOLUTION REQUIRED
DOCUMENT: ANALYST: BREYER GUIDO REYER
ACTION DATA/COMMENTS:

11/08/00

10:28:58 CUSTOMER SAYS: TWO WEEKS AFTER PURCHASE THE VEHICLE STALLE
D. THE OIL HAS NOT BEEN CHANGED YET. CUSTOMER USES 87 OCTANE
GAS. THIS JUST HAPPENED ONCE, ON LEVEL SURFACE, NO NOISES OR
BOUNTS WITH THE CONCERN. THE VEHICLE RESTARTED IMMEDIATELY
AFTERWARDS. WHEN TRYING TO RESTART THE VEHICLE THE KEY TURN
IN THE IGNITION RIGHT AWAY. CUSTOMER DID NOT NOTICE ANY WA
RNING LIGHTS. THE ENGINE TEMPERATURE WAS WARM. CUSTOMER DID
NOT CHECK THE BATTERY. CUSTOMER WILL WANT TO MAKE AN APPOINT
MENT WITH THE DEALER UNTIL PART THAT HE ORDERED ARRIVES (PU
MMING BOARD) FOR CUSTOMER, DEALER SAYS: NONE. DAC ADVISE
D: - THIS CUSTOMER WAS CONTACTED IN BEHALF OF THE ESCAPE AS
SEMBLY PLANT THROUGH THE ICCD PROGRAM, AT WHICH TIME WE WERE
MADE AWARE OF THIS CONCERN. - WE ARE SENDING YOUR THIS CON
TACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS TH
IS ISSUE AT YOUR DEALERSHIP IN THE NEAR FUTURE. - WE ARE TR
ACKING THIS ISSUE FOR THE ESCAPE ENGINEERING TEAM. - PLEASE
DETAIL CASES WITH SPECIFIC REPAIR INFORMATION AT YOUR EARLI
EST CONVENIENCE. - QUESTION/COMMENTS PLEASE CONTACT ME AT 8
88-825-4223 ***** GUIDO REYER *****
NCE CASE ID: 4498

OPROR: DEALER - DEALER COMMUNICATION PHONE
ACTION: DAC078 - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED
DOCUMENT: ANALYST: F2414 BILL GRAHAM FORD CO
ACTION DATA/COMMENTS:

11/15/00
07.15.48

CONSUMER AFFAIRS

09198202 MAFAC078

BEGINNING OF CONTACT

09198202 MASTER OWNER RELATIONS SYSTEM IN 12.41.10

CONCERN ISSUE CASE NUM: 129278201
REGION: 27 SOUTHWEST ZONE: 02 OPENED: 11/07/00
VIN: 1FMYU021K1K27801 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 2780

ENR2-02T 23255

DEALER NAME: COVERT FORD, INC. SALES CODE: F6898 P & A: 0448
REASON CODE: 8085 FRICTION/DRIPPER - VEHICLE QUALITY
SYMPTOM: 8078E STALL/QUIT ACCELERATION HOT ENGINE

ORIGIN: GACRS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR CONTACT CRM
DOCUMENT: ANALYST: ANTHONY ANDREW WYONA
ACTION DATA COMMENTS:

11/27/01

12.26.17 CUSTOMER SAYS: -CLAIMS VEH STALLED AGAIN THIS MORNING AT 0
CASTING SPEED OF 80 MPH, NO AC -CLAIMS THAT ALL POWER AND
BRAKE HAVE BEEN LOST -STATES THAT STILL AWAITING A CALL FROM
COVERT FORD FOR RESOLUTION PER CUSTOMER, DEALER SAYS: NO
NR CAC ADVISED: - ADVISE PER DEALERSHIP CONVERSATION - DE
CERN IS STILL UNDER REVIEW - WILL FORWARD INFORMATION TO
CRM OR SERV MGR - REQUESTED CRM OR SERV MGR CONTACT CUSTOME
R WITHIN 2 BUSINESS DAYS - PROVIDE NAME, NUMBER OF CRM OR
SERV MGR -C
SER MADE CBC TO DLR AND SPOKE TO MIKE, SA IN ABSENCE OF CRM A
NO DLR CRM ASKED DLR TO CALL CUST TO SET AN APPOINTMENT TO
DIAGNOSE CONCERN. MIKE TOOK DOWN INFO AND STATED THAT GM W
OULD BE CALLING SOON REFERENCE CASE ID 1585

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: GACRS - CUST SAT TEST TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: J-PYREN PATRICIA MORITA
ACTION DATA COMMENTS:

1/29/02

17.07.08

CONSUMER AFFAIRS 09/18/02 M8PACPRG

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM 12.41.18

REGION ISSUE CASE NR: 04608471
REGION: 48 DETROIT ZONE: 02 DPENED: 12/13/01
VH: 1FMYU02XKAK1P90 ENGINE: 8 VEH TYPE: Y CLOSED: 12/13/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: STRALLINGHIGHT STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 18000

DEALER NAME: JEROME-DUNCAN, INC. SALES CODE: F6898 P & A: 0808
REASON CODE: 884 DSB - APPLICATION REQUEST
SYMPTOM: 8078E STALL/QUIT ACCELERATION HOT ENGINE

ORIGIN: GACRS - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 508 - ADVISE CUSTOMER CBC TO DLR WILL BE MADE, ONE APP IS BEING SENT
DOCUMENT: ANALYST: HBEATON NATASHA BEATON
ACTION DATA COMMENTS:

12/13/01

11.27.28 CUSTOMER SAYS: -TOOK TO THE SHOP 6-7 TIMES FOR THE SAME TH
ING -SAYING IT IS AIR FLOW SENSOR HAS BEEN REPAIRED AND RE
PLACED HAS NOT BEEN RUNNING RIGHT -VEH WILL START TO SLOW
DOWN ON THE HIGHWAY -CUST WOULD LIKE TO ARBITRATE PER CUST
CHIEF, DEALER SAYS: -DUNCAN, JEROME FORD MICHIGAN--> COULD
NOT DUPLICATE THE CONCERN CAC ADVISED: - REQUESTED DEALER
SHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED
MAKING OF DSB APPLICATION - DRO TO DEALERSHIP IN AN ATTEM
PT TO RESOLVE CONCERN PRIOR TO DSB REGULATION - FORWARDED I
NFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OF
FICE *****

8982-827 23288

***** -CUB TO THE DLRHP SPOKE TO THE TAMMY WHO
PROVIDED DIRECT NUMBER FOR THE CUBT; STATED THAT CUBT CAN HA
VE SHOPFORSMAN TEST DRIVE VEH WITH CUBT ON THE HIGHWAY -CUB
T STATED THAT HE REALLY WANTS TO ARBITRATE AND WILL CALL LAW
YER TO SEE WHAT HE SHOULD DO; THEN CALL TAMMY REFERENCE CASE
ID: 108

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION; OTHER
ACTION: DADDEP - TRANSFER ISSUE
DOCUMENT: ANALYST: LHESTERN HEISTER, LESLIE (L.A.)
ACTION DATA COMMENTS:

1/8/00
16.16.00 CUSTOMER HAS MOVED FROM COLORADO TO MICHIGAN. CUSTOMER IS O
URRENTLY WORKING WITH JEROME-DUNCAN, INC TO REPAIR THEIR VEH
ICLE.

CONSUMER AFFAIRS 06/16/00 16/FA070

06/16/00 MASTER OWNER RELATIONS SYSTEM 12 18.01.10

PERSON ISSUE CASE NBR: 04600471
REGION: 46 DETROIT ZONE: 08 OPENED: 18/06/00
VEH: 2FVY10B01K1A15780 ENGINE: 5 VEH TYPE: T CLOSED: 01/10/00

ORIGIN: DEALER - DEALER COMMUNICATION; OTHER
ACTION: DADDEP - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: O-RANGE CRYSTAL FRANK
ACTION DATA COMMENTS:

1/10/00
11.06.00 LM FOR CUBT. AT BOTH PHONE NUMBERS 1-70-00 11.00 OK TO CLOS
E "ORANGE FRANK"

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION; OTHER
ACTION: DADDEP - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT: ANALYST: J-PURDIE PURDIE, JIM (L.)
ACTION DATA COMMENTS:

17.04.01 CUSTOMER CONTACTED BY ORAL NO EXISTING CONCERNS. NO APPOINT
MENT SCHEDULED.

CONSUMER AFFAIRS 09/18/02 MMFA3PR3

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM # 18.41.79

REGION ISSUE CASE NBR: 088021801
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 07/18/01
VIN: 1FMYU08181KAD888 ENGINE: 1 VEH TYPE: T CLOSED: 07/18/01

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAN VALLEY STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 1
DEALER NAME: VISTA FORD SALES CODE: F71048 P & A: 07829
REASON CODE: MDL C2 - DEMAND LETTER
SYMPTOM: 80788 STALL/OUTS ACCELERATION NOT ENGINE

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: 01X4 - OPEN REGION CONTACT
DOCUMENT: ANALYST: DJACK84 DELESTE JACKSON
ACTION DATA/COMMENTS:

7/18/01
18.18.48 ***DEMAND LETTER DATED 07/18/01 ***CI RECEIVED 07/18/01***
***CUSTOMER STATES: CONCERNING WITH VEHICLE CUTTING OFF, CLUT.
WAS IN RUSH HOUR TRAFFIC WHEN THE VEHICLE JUST SHUT OFF.
***CUSTOMER REQUEST: FINAL RESOLUTION.
***CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICE FOR
REVIEW. SENT THE CUSTOMER A FLEM LETTER.

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: 01810 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: DJACK84 DELESTE JACKSON
ACTION DATA/COMMENTS:

7/18/01
08.10.30

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: 8A008 - CANCEL ISSUE
DOCUMENT: ANALYST: THYTHAR TAMBAY KOTHARONEN
ACTION DATA/COMMENTS:

7/17/01
02.17.12 VEHICLE WILL BE REPLACED. REPLACEMENT PROCESS STARTED 8/16/0

CONSUMER AFFAIRS 08/18/02 MMFA3PR3

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM # 18.41.79

REGION ISSUE CASE NBR: 18780100E1
REGION: 48 DETROIT ZONE: A1 OPENED: 8/18/02
VIN: 1FMYU0181K0D7880 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DETROIT STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MILEAGE: 8000
DEALER NAME: JORWENSEN FORD SALES CODE: F48017 P & A: 08790
REASON CODE: 884 D88 - APPLICATION REQUEST
SYMPTOM: 80788 STALL/OUTS ACCELERATION NOT ENGINE

ER02-827 23211

ORIGIN: OAC03B - US CONSUMER CASE BASE COMMUNICATION: PHONE
ACTION: 03B - ADVISE CUSTOMER OBO TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: CCMARA, CYNTHIA CAMARA
ACTION DATA/COMMENTS:

1/25/01

18.18.25 CUSTOMER SAYS: - CLUT IS SETTING A DSB APPLICATION - VEH
IS CURRENTLY AT THE DLRSHP FOR REPAIR REGARDING THE ACCELER
ATION - VEH ACCELERATE ON REVERSE CLUT TOOK IT TO DLRSHP F
OR REPAIR - VEH NOW ACCELERATE IN DRIVE ON ITS ONE WHEN PR
ESSING ON THE BRAKES PER CUSTOMER, DEALER SAYS: - NONE
OAG ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER W
ITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION

#NMM7

TO DSB ESCALATION - UNABLE TO CONTACT MGR/MGR OR ADVISOR
#NMM7

THE REGIONAL OFFICE REFERENCE CASE ID: 106

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: OAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 4804JB JUDY STORRS
ACTION DATA/COMMENTS:

11.38.19 PCM ON ORDER
CSM JUDY STORRS

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: OAC057 - CLUT, BAT. REST. TOOL UTILIZED - OAG OFFERED
DOCUMENT: ANALYST: 4804JB JUDY STORRS
ACTION DATA/COMMENTS:

1/26/01

18.18.26 CSM OFFERED GOODWILL OAG IN AMOUNT OF \$2000 TOWARD NEW
VEHICLE PURCHASE.
CSM JUDY STORRS

CONSUMER AFFAIRS DB152008 HMFAD0093

DB152008 MASTER OWNER RELATIONS SYSTEM III 13.47.19

REGION ISSUE CASE NBR: 1375010061
REGION: 48 DETROIT ZONE: A1 OPENED: 6/10/9901
VIN: 1PMYU01151K2R8480 ENGINE: 1 VEH TYPE: Y CLOSED: 01/18/001

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: OAC058 - CLUT, BAT. REST. TOOL UTILIZED - OAG OFFERED AND REFLECTED
DOCUMENT: ANALYST: 4804JB JUDY STORRS
ACTION DATA/COMMENTS:

1/18/01

18.14.27 CUSTOMER HAS DECLINED GOODWILL \$2000 OAG.
CSM JUDY STORRS

CONSUMER AFFAIRS 08/18/02 MRFAXPRG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION ISSUE CASE NR: 177488141
REGION: 78 SAN FRANCISCO ZONE: A1 OPENED: 01/24/00
VIN: 1FACU0H181N27328 ENGINE: 1 VEH TYPE: T CLOSED: 01/24/02

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: BRIGHTWOOD STATE: CA ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XL7 4X4
MILEAGE: 11898
DEALER NAME: LYNLA FORD OF CONG SALES CODE: F7022 P & A: 0824
REASON CODE: 88L OI - DEMAND LETTER
SYMPTOMS: 88788 STALL/OLTS ACCELERATION NOT ENGINE

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: CJACK84 CELESTE JACKSON
ACTION DATA/COMMENTS:

184/002
12.27.07 C1 RECEIVED DEMAND LETTER DATED 01/18/02 ON 01/24/02***
CUSTOMER STATES CONCERN WITH VEHICLE STALLING WITHOUT
WARNING WHILE DRIVING BETWEEN THIRTY TO FORTY FIVE MILES PER
HOUR. SAYS POWER STEERING AND BRAKES ARE ALSO RENDERED USEFUL
NOTIONAL, BUT THE ELECTRICAL SYSTEM APPEARS INTACT. VEHICLE
RESTARTS AFTER STOPPING.
CUSTOMER WANTS: REPLACEMENT OR REFUND OF VEHICLE.
OI FORWARDED CUSTOMER CONCERN TO REGIONAL OFFICE AND SENT
THE CUSTOMER A FLEM LETTER.

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C110 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: CJACK84 CELESTE JACKSON
ACTION DATA/COMMENTS:

13.38.47

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DADDLE - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: MPATRICK MIRANDA PATRICK
ACTION DATA/COMMENTS:

188/002
12.40.01 THE STALLING CONCERN RELATED TO THIS VEHICLE HAVE BEEN REPA
IRED UNDER WARRANTY. THE CUSTOMER REQUEST FOR REFUND / REPL
ACEMENT HAS BEEN REVIEWED AND THE CUSTOMER IS NOT ELIGIBLE AT
THIS TIME.

CONSUMER AFFAIRS 08/18/02 MRFAXPRG

EP02-827 23213

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 15.41.18

PRIORITY ISSUE CASE NBR: 13408811
REGION: 02 KANSAS CITY ZONE: DR OPENED: 08/18/01
VIN: 1FMCU04101K09877 ENGINE: 1 VEH TYPE: T CLOSED: 08/12/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHESTERFIELD STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MESSAGE: [REDACTED]
DEALER NAME: DAVE SINCLAIR FORD, SALES CODE: P8080 P & A: 08188
REASON CODE: 2001 CI - ATTORNEY GENERAL
SYMPTOMS: 02708E STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CARITY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: 0109 - OPEN PRIORITY CONTACT
DOCUMENT: ANALYST: DJACK84 CELSIE JACKSON
ACTION DATA COMMENTS:

8/19/01
15.02.08 ** ABAWD AG LETTER DATED 08/04/01 ** CI RECEIVED 08/16/01
CUSTOMER STATES: VEHICLE STALLS WHILE DRIVING THE VEHICLE
LOSE POWER BRAKES AND POWER STEERING. THERE HAS BEEN REPAIR
ATTEMPTS.
CUSTOMER SEEKS: REFUND OF VEHICLE AND \$\$\$.
**CI SENT REPAIRING PARTY POSTCARD OF ACK. WILL SEND CLOSING
LETTER OF OUTCOME. CI REQUEST OSM REVIEW & CONTACT CUSTOMER
DIRECTLY. PLEASE PROVIDE DETAILS OF ACTION TAKEN, RESOLUTION,
& CUSTOMER LEVEL OF SATISFACTION W/ RESOLUTION.
PRIORITY CASES HAVE A 15 DAY TIME FRAME GOAL FOR CLOSING

ORIGIN: CARITY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: 0206 - CLOSE PRIORITY CONTACT
DOCUMENT: ANALYST: DJACK84 CELSIE JACKSON
ACTION DATA COMMENTS:

8/17/01
12.48.01 CI CLOSING PER OSM EMAIL THAT THE DEALERSHIP HAS PURCHASED
THE VEHICLE BACK FROM THE CUSTOMER AND HAS REFUNDED HER
MONEY. SENT LETTER TO AGENCY STATING CUSTOMER HAS RECEIVED A
REFUND AND IS OUT OF THE VEHICLE. NO FURTHER ACTION PROPOSED

CONSUMER AFFAIRS 08/18/02 HMF43793

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 15.41.18

RAY ISSUE CASE NBR: 08884078
REGION: 07 WASHINGTON ZONE: B1 OPENED: 04/29/02
VIN: 1FMYU04141K48878 ENGINE: 1 VEH TYPE: T CLOSED: 04/29/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STEPHENS CITY STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MESSAGE: 87919
DEALER NAME: WINCHESTER FORD, IN SALES CODE: P8784 P & A: 08882
REASON CODE: 2006 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 02708E STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - RECALLED VEHICLES COMMUNICATION: MAIL
ACTION: RAY01 - OPEN CASE FOR OSM PRIOR RESOLVE REFLND - OWNED

ERR2-827 23214

DOCUMENT: ANALYST: SHANBER EYVETTE HANBERRY
ACTION DATACOMMENTS:

4008002
11.18.08 04-18-002
222244
17080
8747

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CAG001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: SHANBER EYVETTE HANBERRY
ACTION DATACOMMENTS:

11.18.08 SYMPTOM CODE 61608
SYMPTOM CODE 81189

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: FAV011 - RECORD CHECK INSURANCE FOR DSB PRIOR RESOLVE REFUND
DOCUMENT: ANALYST: SHANBER EYVETTE HANBERRY
ACTION DATACOMMENTS:

8/18/08
08.40.08 04-00-002
8/18/08
9,184
14,878
08/18/08
08/18/08

JAMES & CHRISTINA DEGNAN C/O
FACD-BALTIMORE SERVICENTER C/O

CONSUMER AFFAIRS 08/18/08 NRP/ANP/PS

BEGINNING OF CONTACT
08/18/08 MASTER OWNER RELATIONS SYSTEM IN 18.41.18

FAV 0012 CASE NR: 08878879
FIRM: 11 BOSTON ZONE: E1 OPENED: 12/18/001
VIN: 1FMYU021818E7478 ENGINE: 1 VEH TYPE: 7 CLOS: 12/18/001

LAST NAME: VILONA STATUS: CLOSED
TITLE: FIRST NAME: MR:
ADDRESS:
CITY: PELHAM STATE: NH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: BUONFI KLS 434
MILEAGE: 18500
DEALER NAME: GLADSTONE FORD INC SALES CODE: P11688 P & A: 0888
REASON CODE: 0268 FAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 687888 STALL/QUIT/ACCELERATION HOT ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: FAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: L-MOCCOGS LARITA MOCCOGS
ACTION DATACOMMENTS:

18/10/08
11.10.08 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: FAV111 - RECORD CHECK INSURANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: CR001 OLARA REDD
ACTION DATACOMMENTS:

1/8/08
10.45.04

ERR2-027 23218

CONSUMER AFFAIRS 05/18/02 MRFAXPRG

BEGINNING OF CONTACT
05/18/02 MASTER OWNER RELATIONS SYSTEM II 13:41:19

RAY ISSUE CASE NBR: 199019901
REGION: 78 SAN FRANCISCO ZONE: B3 OPENED: 04/18/02
VIN: 1FACU0M141K78990 ENGINE: 7 VEH TYPE: 7 CLOSED: 04/18/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: LAFAYETTE STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 424

MILEAGE: 18000

DEALER NAME: COOK/OJ FORD SALES CODE: F78438 P.S.A.: 0790

REASON CODE: 0888 RAY - NUMBER OF REPAIR ATTEMPTS

SYMPTOM: 007888 STALL/QUIT ACCELERATION HOT ENGINE

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

ACTION: RAY105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: L.WILSON WILSON, LINDA

ACTION DATA COMMENTS:

4/18/02
13:52:05 NO COMMENTS ADDED

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

ACTION: RAY118 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: HANSEN, EYVETTE HANSEN, EYVETTE

ACTION DATA COMMENTS:

4/18/02
09:30:42

CONSUMER AFFAIRS 05/18/02 MRFAXPRG

BEGINNING OF CONTACT
05/18/02 MASTER OWNER RELATIONS SYSTEM II 13:41:19

8002-027 23218

INFORMATION ISSUE CASE NBR: 022841412
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/18/02
VIN: 1FACU04121K025732 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: VERONA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 28080

DEALER NAME: DAY FORD SALES CODE: F4004 P & A: 0749
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80786 STALL/DUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACM8 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 881 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: KNAUSHEA KERRY-ANN MURHEAD
ACTION DATA/COMMENTS:

08/18/02
15:18:34 CUSTOMER SAYS: ~ VEH KEEPS SHUTTING OFF AND THE CONCERN STARTED A YEAR AGO ~ TRANSMISSION WAS RELEASED ~ YES I WAS PRESENTLY AT THE FORD DEALERSHIP FROM MAY 17, 2002 ~ CUST IS PRESENTLY IN A RENTAL VEH ~ CUST DOES NOT KNOW WHAT NEEDS TO BE REPLACED OR REPAIR ON THE VEH ~ PAT IS THE SERVICE ADVISOR FOR THE CUST VEH ~ CUST DOES NOT FEEL SAFE IN THE VEH ~ CUST IS NOT WILLING TO PICK THE VEH UP EVEN THOUGH SHE WAS ADVISED THE VEH IS REPAIRED ~ VEH WAS AT THE CLR HP SEVERAL TIMES FOR THIS CONCERN ~ CUST IS REQUESTING DSS APPLICATION CUST NO LONGER NEEDS THE VEH PER CUSTOMER, DEALER SAYS: CAG ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEH CLR. - 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 CAG TO CLR AND CSR SPOKE WITH THE SA JOHN AND HE INFORMED CSR THAT THE CLR TEST DROVE THE VEH 471 MILES AND THEY WERE NOT ABLE TO DUPLICATE THE CONCERN ~ THERE WAS A TSB ON THE VEH AND WAS REPAIRED WITHIN THE FORD 6000 THE LAST TIME FOR THE REPAIR ONE OF THE REPAIR WAS FOR THE AIR CONTROL VALVE HE JUST CALLED THE CUST AND CUST WILL DROP THE RENTAL OFF B/C CUST WANTS HER VEH ~ CSR WILL FOLLOW UP WITH CUST 8/21/02 AT 7:00 PM REFERENCE CASE ID: 4402

CONSUMER AFFAIRS 08/18/02 MBFAXPRG

08/18/02 MASTER OWNER RELATIONS SYSTEM IN 15.41.12

INFORMATION ISSUE CASE NBR: 022841412
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/18/02
VIN: 1FACU04121K025732 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

ORIGIN: CACM8 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORD/MERCUY CUSTOMER
DOCUMENT: ANALYST: KNAUSHEA KERRY-ANN MURHEAD
ACTION DATA/COMMENTS:

08/29/02
14:07:57 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAG ADVISED: ~ DRO TO CUST AND THERE WAS NO ANSWER

ORIGIN: CACM8 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORD/MERCUY CUSTOMER
DOCUMENT: ANALYST: KNAUSHEA KERRY-ANN MURHEAD
ACTION DATA/COMMENTS:

08/18/02

8002-827 23217

18.06.08 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISED
D: ~ DSG TO CUST AND CSR SPOKE WITH MRS. GAVA MOTHER AND GA
POLINE GAVA IS NOT AVAILABLE

CONSUMER AFFAIRS 08/18/2008 18:54:39

BEGINNING OF CONTACT
DATE/BOOK MASTER OWNER RELATIONS SYSTEM # 18.07.18

INFORMATION ISSUE DATE NR: 0808-11418
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/21/2008
VIN: 1FADU04181K068798 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: VINCENNA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2007 MODEL: ESCAPE XLT 4M
RELEASE: 23000
DEALER NAME: DAY FORD SALES CODE: F4004 P R A: 07410
REASON CODE: 2384 DSG - APPLICATION REQUEST
SYMPTOM: 83788 STALL/QUIT'S ACCELERATION ALL ENGINE TEMP

OPRNR: DACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 87 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND DSG APP IS BEING SENT
DOCUMENT: ANALYST: KIMBEREA KERRY-ANN MURHEAD
ACTION DATE/COMMENTS:

08/18/08
18.07.18 CUSTOMER SAYS: ~ VEH KEEPS SHUTTING OFF AND THIS CONCERN
STARTED A YEAR AGO ~ TRANSMISSION WAS RELEASED ~ VEH IS
PRESENTLY AT THE FORD DLRSHP FROM MAY 17,2008 ~ CUST IS
PRESENTLY IN A RENTAL VEH ~ CUST DOES NOT KNOW WHAT NEEDS
TO BE REPLACED OR REPAIR ON THE VEH ~ PAT IS THE SERVICE A
DIVOR FOR THE CUST VEH ~ CUST DOES NOT FEEL SAFE IN THE V
EH ~ CUST IS NOT WILLING TO PICK THE VEH UP EVEN THOUGH
HE WAS ADVISED THE VEH IS REPAIRED ~ VEH WAS AT THE DLRSHP
F SEVERAL TIMES FOR THIS CONCERN ~ CUST IS REQUESTING DSG
APPLICATION CUST NO LONGER NEEDS THE VEH PER CUSTOMER, D
SALER SAYS: CAD ADVISED - WE HAVE DOCUMENTED YOUR CONC
ERN AND WILL FORWARD YOU A DSG (DISPUTE SETTLEMENT BOARD) AP
PLICATION THERE IS A HISTORICAL CONTACT FROM DEALER TSS WA
S DONE AND THE VEH HAS BEING REPAIRED AND CUST REFUSE TO PIC
K VEH UP CUST TO DLR TO VERIFY IF A FINAL DECISION HAS BEING
MADE AND CSR WANTS TO VERIFY IF THIS CONCERN IS CONSIDERED T
O BE A MULTIPLE REPAIR INTERVIEW CASE ID: 4736

8982-827 23218

CONSUMER AFFAIRS 08/18/02 M5FACPRG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.01.18

INFORMATION ISSUE CASE NR: 082608171
REGION: 21 ATLANTA ZONE: 01 OPENED: 10/18/01
VIN: 1FMYU01501N028007 ENGINE: 6 VEH TYPE: T CLOSED: 10/18/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: MARIETTA STATE: GA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2

MILEAGE: 490

DEALER NAME: TEAM FORD OF MARIETTA SALES CODE: F21005 P & A: 5086

REASON CODE: 3006 PRODCOMP DURPERF - VEHICLE QUALITY

SYMPTOM: 80788 STALL/CRUISE ACCELERATION ALL ENGINE TEMP

ORIGIN: DACHS - US CONCERN CASE NAME COMMUNICATION: PHONE

ACTION: 479 - SUPPORT DEALER/REGION'S DECISION

DOCUMENT: ANALYST: STANERZA SHAWN TANERZACKI

ACTION DATA COMMENTS:

10/18/01

RE: 2001 CUSTOMER SAYS: -VEHICLE IN THE DLR FOR 60 DAYS FOR A NEW 6
CYLINDER -NEW ENGINE ARRIVED LAST NIGHT -CUST UNDER THE IMPRES-
SION THAT THE DLR WAS GOING TO TRADE IN VEHICLE FROM THE RE-
GIONAL SERVICE REP NICOLE . -THERE IS A VEHICLE IDENTIFIED
FOR THE CUST -FORD CREDIT AND REGIONAL REP TOM MONROE SALES
MANAGER AT TEAM FORD DLR TRYING TO CO-ORDINATE WITH THE O-
THER TWO PEOPLE -DLR IS TRYING TO PROVIDE A NEW VEHICLE FOR
THE CUST -TOM MONROE SALES MANAGER IS HAVING A HARD TIME
GETTING NICOLE REGIONAL REP TO COME UP WITH A DECISION RE-
CUSTOMER, DEALER SAYS: -HOME CAD ADVISED: -DEALERSHIP
IS IN THE BEST POSITION TO ASSIST YOU -DOCUMENTED INFORMA-
TION -INFORMED CUST CANNOT INTERVIEW WHEN DLR AND THE CUST
ARE TRADING THE VEHICLE OF AN WELL ORC REP MENTIONED CANNOT
PROVIDE REGIONAL REP NAME -INFORMED CUST EVERY SITUATION I
IS DIFFERENT -CBO TO JOSH STATED ANSWER IS CORRECT FROM CASE
BASE SAID CANNOT INTERVIEW WITH SALES ISSUES. -CBO TO JASON
N STATES CANNOT PROVIDE NAME OF REGIONAL REP DUE TO SECURITY
REASONS. REFERENCE CASE ID: 1891

CONSUMER AFFAIRS 08/18/02 M5FACPRG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.01.18

INFORMATION ISSUE CASE NR: 081100061
REGION: 13 NEW YORK ZONE: 01 OPENED: 04/02/02

ESR2-827 22218

VIN: 1FMYLD4111K17988 ENGINE: 1 VEH TYPE: T CLOSED: 04082008

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
MILEAGE: 15000
DEALER NAME: FULLERTON FORD SALES CODE: F15478 P & A: 30881
REASON CODE: 0481 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 807888 STALL/QUIT'S ACCELERATION ALL ENGINE TEMP

ORIGIN: 040228 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 688 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MURTHEN MICHELLE SUTHERLAND
ACTION DATA COMMENTS:

4/28/08
15.55:27 CUSTOMER SAYS: >> LOOKING FOR A MORE DETAIL DATES - 15-07-01 TO 22-01 WOULD LIKE A DETAIL - FROM THE DLRSHP - INFO WA S FAXED - CUST DOES NOT UNDERSTAND INFO SENT >> CUST CANNOT GO BACK TO DLRSHP - AS THEY DONT WANT HER BUSINESS >> CUST TOOK VEH BACK INTO DLRSHP (PURCHASING DLRSHP) COULD NOT DUPLICATE THE CONCERN >> CUST IS CONCERN FOR HER SAFETY IN VEH PER CUSTOMER, DEALER SAYS: >> NONE >> DID NOT PURCHASE VEH FROM DLRSHP - GO BACK TO HER SELLING DLRSHP - CAC ADVISED: >>>> CAC TO JESSICA AT 858-884-7700 - WOULDNT BE COMFORT CALLING HER BACK AGAIN - VERY UPSET W/ ORD >>> SHE STATES DLRSHP HAS DONE ALL THEY CAN DO ASSIST - WORKING W/ OTHER DLRSHP TO GET INFO FOR CUST >> THERE IS NO OTHER DETAIL INFORMATION >>>> EXPLAINED TO CUST THAT SHE WILL HAVE TO CONTINUE TO WORK W/ MINDHAM FORD/JESSICA FOR ANY FURTHER INFO NEEDED - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM - TH IS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED >>>> CAC TO FULLERTON FORD - SPOKE TO ALLAN SM WHO STATED DLRSHP IS NOT GOING TO DO ANYTHING UNTL THEY CAN VERIFY THIS CONCERN - CUST WILL HAVE TO CONTINUE TO BRING VEH IN WHEN CONCERN IS HAPPENING >> CAC RECOMMENDED HAVING VEH TOWED REFERENCE CASE ID: 4488

CONSUMER AFFAIRS 09192008 MMFAKPR8

BEGINNING OF CONTACT
09192008 MASTER OWNER RELATIONS SYSTEM IS 13.41.18

INFORMATION ISSUE CASE NBR: 04110001
REASON: 13 NEW YORK ZONE: E1 OPENED: 04282008
VIN: 1FMYLD4111K17988 ENGINE: 1 VEH TYPE: T CLOSED: 04282008

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
MILEAGE: 1
DEALER NAME: FULLERTON FORD SALES CODE: F15478 P & A: 30881
REASON CODE: 8081 PRODUCTION DUFFERP - VEHICLE QUALITY
SYMPTOMS: 807888 STALL/QUIT'S ACCELERATION ALL ENGINE TEMP

ORIGIN: 040828 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 488 - ADVISE CUST THAT THEY WILL RECEIVE INFO FROM DDB IN THE MAIL
DOCUMENT: ANALYST: EDWARDS CHARMAINE EDWARDS
ACTION DATA COMMENTS:

4/28/08
15.55:37 CUSTOMER SAYS: -IT'S BEEN 10 DAYS AND I HAVE NOT BEEN CONTACTED BY THE DDB - I WANT TO KNOW WHAT IS GOING ON - I WANT

EP83-827 23228

T A PHONE # FOR THE DSB PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSESS
IF YOU - DSB IS REVIEWING INFORMATION, WILL CONTACT YOU
BY MAIL ----- -APOLOGIZED AND TRIED TO ADVISE CUST
THAT THE DSB IS A SEPARATE ENTITY FROM FORD -WE DO NOT HA
VE THE # FORD THE DSB - I WOULD CERTAINLY DOCUMENT ON HER F
ILE THAT SHE IS ABSOLUTELY AWAITING A DECISION FROM THE DSB

IF NOTIFIED VIA OF MAIL OR TELEPHONE BY THE DSB ONCE A DECISION
ON HAS BEEN MADE ----- REFERENCE CASE ID: 1885

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 84 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SFLOURNO SANDRA FLOURNOY
ACTION DATA COMMENTS:

4/29/02
10.18.14 CUSTOMER SAYS: -THE VEH STALLS UPON ACCELERATION -CUST F
ELLS THE VEH IS A LEMON -CUST WROTE A LETTER TO FORD 10 DA
YS AGO -CUST WANTS TO KNOW WHAT FORD IS GOING TO DO ABOUT
THE DEMAND LETTER -STILL WAITING ON A FINAL FIX PER
CUSTOMER, DEALER SAYS: -FULLERTON FORD CAC ADVISED:
- CPMSEBY MGR UNAVAILABLE - FORWARDED INFORMATION TO CRM
SRV MGR - REQUESTED CPMSEBY MGR CONTACT CUSTOMER WITHIN 3
BUSINESS DAYS "OBO TO SVR MGR" -LEFT A MESSAGE FOR HIM
TO CALL BACK REFERENCE CASE ID: 1848

CONSUMER AFFAIRS DE188008 NR6F00793

DE188002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NO: 0841100081
REGION: 13 NEW YORK ZONE: E1 OPENED: 04/25/2002
VIN: 1FMYL04119K17988 ENGINE: 1 VEH TYPE: T CLOSED: 04/29/2002

ORIGIN: CACSB - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: SFLOURNO SANDRA FLOURNOY
ACTION DATA COMMENTS:

4/29/02
12.18.05 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

ORIGIN: CACSB - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LPEREZ LITSHA PEREZ
ACTION DATA COMMENTS:

14.05.21 CUSTOMER SAYS: - CUST SAYS THAT THEY WERE SUPPOSED TO GET
A CALL BACK FROM CSR - CUST HAS SENT A DEMAND LETTER - CSR
7 HAS NOT HEARD ANYTHING - CUST WANTS TO KNOW WHAT FORD POS
ITION IS - CUST SAYS THAT CONCERN HAS NOTHING TO DO WITH MEN
DHAN FORD PER CUSTOMER, DEALER SAYS: CAC ADVISED: ADVI
SED CUST THAT CPMSEBY NEEDS TO KEEP A COMMUNICATION WITH DLR
IN ORDER TO HAVE CUST VEH REPAIRED AS ALL REPAIRS TAKE PLAC
E AT THE DLR/HP LEVEL. OBO TO DLR LEFT VOICEMAIL FOR ALLAN
BYC MGR ADVISED OF CUST SITUATION. LEFT AGENT CONTACT INFO.
ADVISED THAT CSR WAS UNSURE WHETHER OR NOT BYC MGR WOULD LIK
E TO WORK WITH PRESENT OR PREVIOUS REP. ADVISED THAT CUST IS
VERY IMPATIENT. ADVISED CUST THAT CSR DOES NOT FEEL THAT I
T WOULD BE APPROPRIATE TO ADVISE CUST WHAT THEIR NEXT STEPS
WOULD BE WITHOUT CONSULTING THE DLR. ADVISED THAT CRM HANDLE
ALL CUST ISSUES. ADVISED THAT THE REGION CONTACT IS NOT APP
LICABLE BECAUSE IT IS FROM THE WRONG DLR. CRM CANNOT ADVISE
CUST HOW TO PROCEED NEXT UNTIL WE COMMUNICATE WITH DLR. DLR
HAS NOT BEEN AVAILABLE FOR SOME TIME. ADVISED THAT ALL CUST
LETTERS COME TO CRC AND GET ESCALATED ACCORDINGLY.

ORIGIN: CACSB - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LPEREZ LITSHA PEREZ
ACTION DATA COMMENTS:

18.05.04 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA

ENR2-027 23221

C ADVISED: CBO TO DLR SPOKE TO ALAN PRINCE SVQ MGR, ADVISED THAT DLR DROVE WITH CUST FOR 2 HRS AND FOUND NO CONCERNS W/ H VEH. FULLERTON FORD (SELLING DLR) HAS ONLY DONE A COUPLE O F REPAIRS. CUST HAS BEEN TO ANOTHER DLR AND REPAIRS WERE COMPLETED. VEH HAS BEEN FINE SINCE THEN. DLR ADVISED THAT CUST HAS ALREADY SIGNED LEMON LAW. CALL WAS THEN COMPLETED W/ TH DLR, CUST AND ORG. CUST SAYS THAT VEH CONCERN HAS NOT OCCURRED SINCE CUST HAS BEEN TO LAST DLR. SVQ MGR ADVISED THAT B

CONSUMER AFFAIRS 05/18/02 MMFAKPRG

05/18/02 MASTER OWNER RELATIONS SYSTEM # 13.41.19

INFORMATION ISSUE CASE NR: 05110001
REGION: 18 NEW YORK ZONE: E1 OPENED: 04/25/02
VIN: 1FMYU0411W017808 ENGINE: 1 VEH TYPE: T CLOSED: 04/28/02

4/28/02
13.41.24 BECAUSE CUST VEH IS CURRENTLY WORKING, FMO WILL NOT PURSUE ANY ACTION BECAUSE THERE IS NO ISSUE AT THIS TIME. IT IS CUST'S DISCRETION WHETHER OR NOT THEY WOULD LIKE TO PURSUE LEMON LA. WK. NO ACTION FROM ORG, DLR OR FMO AT THIS TIME. NO FURTHER FOLLOW UP REQUIRED.

CONSUMER AFFAIRS 05/18/02 MMFAKPRG

BEGINNING OF CONTACT
05/18/02 MASTER OWNER RELATIONS SYSTEM # 13.41.19

INFORMATION ISSUE CASE NR: 030981002
REGION: 02 SOUTH/WEST ZONE: E3 OPENED: 04/10/02
VIN: 1FMYU06181K84796 ENGINE: 1 VEH TYPE: T CLOSED: 04/10/02

LAST NAME: [REDACTED] STATUS: CLOSED

0302-027 23222

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 400
RELEASE: 2000
DEALER NAME: LEP JOHNSON FORD SALES CODE: F0000 P & A: 0400
REASON CODE: 1114 AWA - AWA DIMED
SYMPTOM: 007000 STALL/CUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACRE - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 000 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: STRIPPL SIMON TRIPLELEY
ACTION DATA COMMENTS:

470000
06-11-00 CUSTOMER SAYS: JUST HAD VEH IN TO DLR ON MARCH 01/00 AND
AGAIN ON MARCH 03/00 YESTERDAY SHE HAD T HAVE THE VEH TOWED
IN TO LEP JOHNSON FORD AGAIN. MARCH 10/00 WAS BATTERY LED
HT CAME ON AND DIDNT GO OFF. THE 18000 MILE MAINTENANCE W
AS ALSO DONE. MARCH 20/00 THE SENSOR ASSEMBLY LIGHT CAME O
N. DLR REPLACED THAT. YESTERDAY VEH WAS TOWED IN BECAUSE
THE VEH JUST DIED ON CURT WHILE SHE WAS DRIVING. ON MONDAY
THE WATERCOOLANT LIGHT WAS ON, THE MOTOR WASNT RUNNING HOT
. HOW COULD THESE PROBLEMS BE HAPPENING IF THE VEH JUST HA
D A 18000 MILE SERVICE. CJST DOESNT APPRECIATE ALL THESE
CONCERNS WITH THE VEH AND SHE DOESNT APPRECIATE THE DLR DOW
N TALKING TO HER BECAUSE SHE'S A WOMEN. CJST WANTS TO MAKE
SURE THAT THE VEH IS REPAIRED CORRECTLY THIS TIME. CJST W
ANTS TO KNOW IF THE FIRESTONE TIRES SHOULD BE REPLACED ON TH
IS VEH. CUST DOESNT KNOW IF THEY ARE THE WILDONES AT TR
BE OR NOT. CJST FEELS THAT FORD SHOULD BE RESPONSIBLE FOR
THE CAR RENTAL. PER CUSTOMER, DEALER SAYS: LEP JOHNSON
CALLED CURT THIS MORNING AND TOLD HER THAT THE FUEL PUMP IS
OUT IT WAS LEAKING. DLR TOLD CURT THAT FORD DOESNT ALLOW
THEM TO REPLACE THE FUEL FILTER AS WELL AS THE FUEL PUMP.
DLR SAID THAT THE VEH IS READY NOW BUT THEY HAVE TO CHECK T
HE WATER COOLANT FOR CURT. CMO ADVISED: - I HAVE REVIEWED
YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES,
RECALLS OR YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR TH
IS REPAIR. - ADVISED CURT THAT IF THE DLR DOESNT FIND ANY
PROBLEM WITH THE FUEL FILTER THEY WILL NOT REPLACE IT. CMO
RELIES ON DLR FOR TECHNICAL INFO, CMO SUPPORTS DLR DIAGNOSIS
. INFERENCE CASE ID: 0410

CONSUMER AFFAIRS 06/10/00 09:54:00

BEGINNING OF CONTACT
06/10/00 MASTER OWNER RELATIONS SYSTEM IN 15:41:00

INFORMATION ISSUE CASE NUM: 000000070
REGION: 27 WASHINGTON ZONE: 01 OPENED: 06/10/00
YIC: 1P7YLAB141KAB270 ENGINE: 1 VEH TYPE: T CLOSED: 02/26/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STEPHENS CITY STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 400
RELEASE: 27000
DEALER NAME: WYOMETER FORD, IN SALES CODE: F0404 P & A: 0000
REASON CODE: 0017 PRODCOMP DURPREP - KNOWING FIX AT PRESENT
SYMPTOM: 007000 STALL/CUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACRE - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 700 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: KANUPISA KERRY-ANN BLAIRHEAD
ACTION DATA COMMENTS:

000000
15-20-00 CUSTOMER SAYS: *- VEH STALLS AND IT IS LOSING POWER *-
DLR-EP CANNOT FIND A FIX FOR THE CONCERN *- CUST WANTS TO
VEH TO BE REPAIRED PER CUSTOMER, DEALER SAYS: NONE. CA
O ADVISED - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND
IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENCS

0002-027 23223

WE'RE 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 AV
AILABLE - (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELINE, IN
FORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINE,
AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) CSC TO DLN
AND CSR NOT VERIFIED THAT THERE IS A NO FIX FOR VEH AND DLN
WAS CONTACTED TECH HOTLINE AND STILL NO REPAIRS FOR THIS COO
NERN INTERPHONE CASE ID: 8401

CONSUMER AFFAIRS 08/18/00 14/04/00

RECORD OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM II 18.41.70

INFORMATION NILE CASE NBR: D002141000
REGION: T1 CALIFORNIA ZONE: 07 OPENED: 04/18/00
VIN: 1FACLDN171K081813 ENGINE: 1 VEH TYPE: 7 CLOSED: 04/18/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: SCOTTSDALE STATE: AZ ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 404

MILEAGE: 9000

DEALER NAME: LOU GREUB FORD SALES CODE: F71178 P & A: 2000

REASON CODE: 805 PRODCOMP DURPERF - VEHICLE QUALITY

SYMPTOM: 80708 STALL/CRUISE ACCELERATION ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BANK COMMUNICATION: PHONE

ACTION: 888 - ADVISE INFO WILL BE SENT TO DLN; CONTACT CRM

DOCUMENT: ANALYST: MCDARSON MATHEW GARBON

ACTION DATA/COMMENTS:

4/18/00

11.07.01 CUSTOMER SAYS: - VEH HAS STALLED TWICE TODAY - SHE HAS TO
WAIT FIFTEEN MINUTES TO GET IT STARTED - VEH IS PRESENTLY
PARKED AT HER WORK - WANTS TO KNOW IF SHE CAN TAKE THE VEH
TO ANY FLIN DEALERSHIP PER CUSTOMER, DEALER SAYS: LOU GREUB
IS FORD CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORME
D BY A FORD/FLM DEALERSHIP - INFORMATION WILL BE SENT TO DLN
, CUSTOMER SHOULD CONTACT CUSTOMER MGR - ADVISED THE CUST T
HAT ANY FLIN DEALERSHIP CAN HONOR A WARRANTY INTERPHONE CASE I
D: 4881

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE

ACTION: 904 - DEALER INFORMATION

DOCUMENT: ANALYST: MCDARSON MATHEW GARBON

ACTION DATA/COMMENTS:

CUSTOMER SAYS: DEALER INFORMATION PER CUSTOMER, DEALER SA

YS: DEALER INFORMATION CAC ADVISED: LOU GREUB FORD IS

IS FRANK LLOYD WRIGHT BLVD SCOTTSDALE, AZ 85260 TEL: (480

) 991-8830

8882-827 23224

CONSUMER AFFAIRS 09/16/002 MRFAP070

BEGINNING OF CONTACT

09/16/002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: D404217E1
REGION: 47 CINCINNATI ZONE: CR OPENED: 08/1/2001
VIN: 1PMLJL018910790140 ENGINE: 5 VEH TYPE: T CLOSED: 08/1/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: INDIANAPOLIS STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
RELEASE: 0843
DEALER NAME: JERRY ALDERMAN FORD SALES CODE: F47067 P & A: 04871
REASON CODE: 80MR PRODCOMP DURPERF - MULTIPLE REPAIR
SYMPTOM: 80T88 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC86 - US CONCERN CASE BASE CONSULTATION: PHONE
ACTION: 684 - SUPPORT DEALERS POSITION
DOCUMENT: ANALYST: RECCEBAT ROBERT BOOLEBTON
ACTION DATA/COMMENTS:

ME1/2001
11.1827 CUSTOMER SAYS: CUST WORK @ 817-286-8870 IF CALL GOES TO CA
LL CENTRE PAGE THE CUST AT 817-801-6404 - CUST WANTS TO FILE
A LAWSUIT - VEH HAS BEEN DEALER NUMEROUS TIMES. - CHECK
ENGINE LIGHT ILLUMINATED, OIL CHANGE - WHEN IN 4TH GEAR VEH
HURRICATES, AND VEH STALLS. THE SENSOR REPLACED. - VEH WOULD
WLD STALL AGAIN, DEALER REPLACED STARTER. LESS THAN 1 MTH THE
VEH STALLED AGAIN. - MAY 31, 2001 OIL CHANGE. - JUNE 8,
2001 DEALER TOLD CUST COULD NOT FIND THE PROBLEM. - JUNE 2
0, THE VEH WILL NOT START. VEH ELECTRICAL SYSTEM WORKS. - C
UST IS VERY FRUSTRATED WITH VEH CONCERNING FOR A TRUCK OWNED L
ESS THAN 7 MONTHS. - CUST HAS 4 CHILDREN AND DEALER DID NOT
EVEN OFFER A LOANER VEH. THE CUST STATES LOANER VEH ASSISTA
NCE SHOULD NOT REQUIRE YOU TO HAVE AN EMP. SHOULD BE PART OF
THE 3-YR WARRANTY. PER CUSTOMER, DEALER SAYS: CBO TO JER
RY ALDERMAN FORD JUNE 21-01 NANCY CUST TEL MGR STATES FOR
LEMASTER SER ADVISOR TOLD CUST DEALER CANNOT DIAGNOSE THE C
ONCERN IT IS DIFFICULT TO MAKE REPAIR ATTEMPT. - NANCY WILL
REVIEW POSSIBLE LOANER VEH ASST WITH MR. BURNS SER MGR.
CAC ADVISED: - ADVISED CUST CBO TO JERRY ALDERMAN FORD JU
NE 21-01 NANCY CUST TEL MGR STATES FOR LEMASTER SER ADVISO
R TOLD CUST DEALER CANNOT DIAGNOSE THE CONCERN IT IS DIFFICU
LTY TO MAKE REPAIR ATTEMPT. - NANCY WILL REVIEW POSSIBLE LOA
NER VEH ASST WITH MR. BURNS SER MGR. REFERENCE CASE ID: 4
608

CONSUMER AFFAIRS 09/16/002 MRFAP070

BEGINNING OF CONTACT

09/16/002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: D410421E1
REGION: 21 ATLANTA ZONE: B4 OPENED: 09/08/2001
VIN: 1FMYL831XW084418 ENGINE: 1 VEH TYPE: T CLOSED: 09/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOPE WILLS STATE: ND ZIP: [REDACTED]

0462-027 23225

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
RELEASE: 1999
DEALER NAME: LAFAYETTE MOTOR (AL. SALES CODE: P81224 P & A: 0080
REASON CODE: 2002 CAG - OTHER CONCERN/WARRANTY
SYMPTOM: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: T78PFT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

08/28/01
18.18.10 CERTIFICATE AMOUNT 4400
RANDY MIDDLEBANKS CRM ATLANTA
ATTN MARK FISHER

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAC001 - ADD ADDITIONAL SYMPTOM CODES
DOCUMENT: ANALYST: T78PFT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

18.18.30 SYMPTOM CODES 48800

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC008 - CUST. SAT. REST. TOOL UTILIZED - CAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: J-ETNOR J H STRONLAGE
ACTION DATA/COMMENTS:

01/02/01
17.28.28 CUSTOMER ACCEPTED CAC AND TRADED VEHICLE

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: C-KETHA CHRISTINA KETH
ACTION DATA/COMMENTS:

08/28/01
18.08.27 02/08/2001
18.08.02

CONSUMER AFFAIRS 00188008 MRFAC078

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.00

INFORMATION ISSUE CASE NUM: 041781008
REGION: 01 ATLANTA ZONE: A1 OPENED: 04/18/02
VIN: 1FMYU02H1KAR8471 ENGINE: 1 VIN TYPE: T CLOSED: 04/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEWNAN STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
RELEASE: 1999
DEALER NAME: MIKE FITZPATRICK P- SALES CODE: P81855 P & A: 0198
REASON CODE: 8008 WARRANTY - COVERAGE INQUIRY
SYMPTOM: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC008 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 880 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: LOLLON LLOYD DELON
ACTION DATA/COMMENTS:

4/18/02
18.44.40 CUSTOMER SAYS: @ @CX SAYS: AT WORK. VIN @ AT DLJ. TOOK VIN
IN 8 TIMES FOR THE CONCERN. ENGINE CUT OFF TWICE. THE ENT
IRE PCM HAS BEEN RECALIBRATED LAST MONTHS. LOOSING POWER STE
ERING/BRAKES... THIS HAPPEN INTERMITTENTLY. WANT TO TAKE VIN
TO DLJ TOMORROW (HOPEFULLY). THIS HAPPEN WHILE GOING AT 55-5
8 MPH. PER CUSTOMER, DEALER SAYS: MIKE FITZPATRICK @
AG ADVISED: - POSSIBLE WARRANTY/REP COVERAGE FOR YOUR CONC
RN. - PLEASE TAKE YOUR VEHICLE TO THE FRM DEALERSHIP OF YO

ER82-827 23226

OR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY WILL BE APPLICABLE REFERENCE CASE ID: 8408

CONSUMER AFFAIRS 00198002 MSFAX0793

RESUMING OF CONTACT
00198002 MASTER OWNER RELATIONS SYSTEM H 18:41:00

INFORMATION ISSUE CASE NR: 047801082
REGION: 21 ATLANTA ZONE: A1 OPENED: 8/25/02
VIN: 1FMYU0296KAG8271 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: NEWMAN STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2007 MODEL: ESCAPE XLT 4DR
RELEASE:

DEALER NAME: MIKE FITZPATRICK F- SALES CODE: PE185 P.A.: 0782
REASON CODE: 80RA PRO/COMP DUR/REP - REGIONAL ASSISTANCE
SYMPTOMS: 807808 STALL/QUITE ACCELERATION ALL ENGINE TEMP

ORDER: CAC008 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 798 - ADVISE CUST CRD WILL FOLLOW UP
DOCUMENT: ANALYST: CHARLIE GEORGETTE NAO CHARLECOOMB
ACTION DATACOMMENTS:

807808
12.4.00 CUSTOMER SAYS: ---VEH KEEPS CUTTING OFF ON ME ---CUST D
OES NOT FEEL SAFE IN VEH ---VEH HAS BEEN AT DLR THREE TIME
S FOR THIS CONCERN ALREADY ---CUST WANTS TO KNOW WHAT STEP
S TO TAKE ---CUST WANTS TO KNOW HOW TO FILE LEMON LAWS
PER CUSTOMER, DEALER SAYS: MIKE FITZPATRICK P-LAS OAO AD
VISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION
- TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEA
SE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THA
T IS MOST CONVENIENT FOR ME TO CONTACT YOU ---CAR MADE O
BO TO DLR BUT SM DAVID WAS OUT TO LUNCH ---CST WILL FU WITH
CUST INFERENCE CASE ID: 8408

ORDER: CAC008 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CHARLIE GEORGETTE NAO CHARLECOOMB
ACTION DATACOMMENTS:

818002
19.10.00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OAO ADVISE
D: ---CSR MADE CBO TO DLR BUT SM WAS N/A ---CSR WILL CB
TOMORROW

ORDER: CAC008 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CHARLIE GEORGETTE NAO CHARLECOOMB
ACTION DATACOMMENTS:

878002
13.12.00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE

8002-827 23227

D: --OSR MADE CBO TO DLR BUT GM WAS NR --OSR WILL TRY A
GAN

CONSUMER AFFAIRS 05/18/80 1841.19

05/18/80 MASTER OWNER RELATIONS SYSTEM IN 1841.19

INFORMATION ISSUE CASE NR: 04751002
REGION: 21 ATLANTA ZONE: A1 OPENED: 05/08/80
VIN: 1FMYU02H1KAB271 ENGINE: 1 VEH TYPE: T CLOSED:

ORIGIN: CACMS - MANUAL - PHONE OSR COMMUNICATION PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CHARLIE GEORGETTE MAO CHARLIE BOONIE
ACTION DATA COMMENTS:

5/18/80
18.29.14 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAO ADVISE
D: --OSR MADE CBO TO DLR AND SPOKE TO CHARLIE --VEH IS
AT DLR NOW --DAVE HARDY AND FEE ARE NOW INVOLVED IN THIS
ISSUE --WE ARE STILL WORKING ON THE VEH AND ARE TRYING T
O RESOLVE THIS ISSUE FOR THE CUST --OSR MADE CBO TO CUS
T DURING 8 AND LEFT VOICE MESSAGE FOR HER TO STAY IN CONTA
CT WITH BR AT DLR WHO IS WORKING WITH FEE AND IS DOING EVERY
THING THEY CAN TO TRY AND RESOLVE THIS ISSUE

CONSUMER AFFAIRS 05/18/80 1841.19

BEGINNING OF CONTACT
05/18/80 MASTER OWNER RELATIONS SYSTEM IN 1841.19

INFORMATION ISSUE CASE NR: 002948911
REGION: 14 PHILADELPHIA ZONE: E1 OPENED: 10/08/80
VIN: 1FMYU04101K01404 ENGINE: 1 VEH TYPE: T CLOSED: 10/08/80

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BRIDGE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 8001 MODEL: ESCAPE XLT 4X4
MILEAGE: 9100

1842-827 2328

DEALER NAME: APPLE FORD SALES CODE: F16817 P & A: 0288
REASON CODE: 6424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807883 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACHS - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 808 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: BYOUNG BLAINE YOUNG
ACTION DATA COMMENTS:

1049201

13.88.00 CUSTOMER SAYS: I BOUGHT A 2001 ESCAPE THIS YEAR FOR MY WIFE. IT HAS BEEN BACK TO THE DEALER TWICE WITH THE SAME PROBLEM OF COMPLETELY TURNING OFF WHILE WE ARE DRIVING. ONCE, WHEN THE VEHICLE ONLY HAD 74 MILES ON IT AND AGAIN LAST WEEK. OUR DEALER, APPLE FORD IN RED LION, PA CANNOT SEEM TO FIND THE PROBLEM AND WE NEED SOME ANSWERS. THIS IS A NOT ONLY A DANGEROUS SITUATION FOR MY WIFE BUT ALSO OTHERS ON THE ROAD AS YOU LOOSE ALMOST COMPLETE CONTROL OF THE VEHICLE. WE NEED SOME ANSWERS FROM FORD AS OUR DEALER CANNOT COME UP WITH ANY ANSWERS, ONLY REPLACING DIFFERENT PARTS AND HOPING FOR THE BEST. NEEDLESS TO SAY WE ARE VERY DISAPPOINTED IN THIS FORD PRODUCT. PER CUSTOMER, DEALER SAYS: NONE. GAO ADVISED: DONALD, WE ARE NOT A TECHNICAL CENTER AND WE DO NOT HAVE THE OPPORTUNITY TO WORK HANDS ON WITH OUR VEHICLES. OUR DEALERSHIPS WORK HANDS ON WITH OUR VEHICLES ON A DAILY BASIS AND ARE THEREFORE IN THE BEST POSITION TO ADVISE ON AN ISSUE OF THIS NATURE. DONALD, YOUR SATISFACTION IS VALUED. WE CONTACTED APPLE FORD AND SPOKE WITH YOUR SERVICE ADVISOR PAM DALTON. MS. DALTON ADVISED US THAT THEY WERE UNABLE TO DUPLICATE YOUR CONCERN. PLEASE NOTE THAT A DEALERSHIP IS UNABLE TO RESOLVE A CONCERN IF THEY ARE UNABLE TO DUPLICATE IT. WE APOLOGIZE FOR ANY FRUSTRATION YOU HAVE EXPERIENCED AS A RESULT OF THIS SITUATION. TO DISCUSS THIS MATTER FURTHER, PLEASE CONTACT MS. DALTON DIRECTLY AT (717) 844-7577. IF YOU WISH TO SPEAK WITH FORD PERSONNEL BEYOND THE DEALERSHIP LEVEL (BE REGIONAL REPRESENTATIVE), YOU WOULD HAVE TO DO SO AT THE DISCRETION OF A DEALERSHIP SERVICE MANAGER.
#NAME?
IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED REFERENCE CASE ID: 4488

CONSUMER AFFAIRS 05/18/2002 HMFAC07PG

BEGINNING OF CONTACT

05/18/2002 MASTER OWNER RELATIONS SYSTEM III 18.41.18

INFORMATION ISSUE CASE NR: 0513002471
REGION: 26 SOUTH/WEST ZONE: H8 OPENED: 05/04/2001
VIN: 1FMYU0011KAPD443 ENGINE: 1 VEH TYPE: T CLOSED: 05/04/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: MUNTSEVILLE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 400
MILEAGE: 11048
DEALER NAME: HELOREY FORD LIND SALES CODE: P82188 P & A: 01818
REASON CODE: 6484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807883 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACHS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: PEZZARD TONI PEZZARD
ACTION DATA COMMENTS:

849801

13.48.80 CUSTOMER SAYS: THE VEHICLE SEEMS TO HAVE A LOSS OF POWER BEEN TO DEALERSHIP 3 TIMES FOR SAME THING PICKED UP VEHICLE ON FRIDAY STILL HAVING PROBLEMS. CUSTOMER WOULD LIKE TO CLAIM THE UNION LAW PER CUSTOMER, DEALER SAYS: NEEDS NEW OILS, P/O, MAY ALSO BE A GAS PROBLEM. GAO ADVISED: -G80 TO REPAIR. IF SERVICE NOT AVAILABLE CSR WILL FOLLOW UP WITH REPAIR AND CALL CUSTOMER BACK WITH MORE INFORMATION - 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. REFERENCE CASE ID: 4488

ERR2-027 23228

CONSUMER AFFAIRS

00182002 MBFAXPRG

BEGINNING OF CONTACT

00182002 MASTER OWNER RELATIONS SYSTEM R 12.41.18

INFORMATION ISSUE CASE REF: 0018900181
REGION: 74 SEATTLE ZONE: 01 OPENED: 0014/001
VIN: 1F7YU04101K009700 ENGINE: 1 VEH TYPE: T CLOSED: 0014/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: FENTON STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10470
DEALER NAME: BOWEN SCARFF FORD & SALES CODE: F74025 P & A: 00600
REASON CODE: 0001 CAC - OTHER CONCERN/INQUIRY
SYMPTOM: 002000 STALL/QUIT'S ACCELERATION ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CRIBTIS CHRISTIN KEITH
ACTION DATA COMMENTS:

0014/001
1947.00 HALLEY RANGEL, OSM, SEATTLE
ATTN: TOM OLSON

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDIRECTED
DOCUMENT: ANALYST: CRIBTIS CHRISTIN KEITH
ACTION DATA COMMENTS:

00189001
12.41.18

ES02-027 23226

BEGINNING OF CONTACT

04/18/002 MASTER OWNER RELATIONS SYSTEM II 12.41.18

INFORMATION ISSUE CASE NBR: 025781081
 REGION: E1 ATLANTA ZONE: AS OPENED: 04/18/001
 VIN: 1FMYU011X1K1F0831 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] ME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BIRMINGHAM STATE: AL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
 MILEAGE: 3289
 DEALER NAME: TOWNSEND FORD INC SALES CODE: F21407 P & A: 0048
 REASON CODE: 2025 OAG - OTHER CONCERN/INQUIRY
 SYMPTOMS: 007088 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
 ACTION: OACT02 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
 DOCUMENT: ANALYST: CHRISTH CHRISTIN KEITH
 ACTION DATA/COMMENTS:

4/18/001
 14.88.01 DAVID WRIGHTMAN, OSM, ATLANTA
 ATTN: JIM STABLES

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
 ACTION: OACT04 - OPEN OAG TO PREVIOUS OWNER
 DOCUMENT: ANALYST: CHRISTH CHRISTIN KEITH
 ACTION DATA/COMMENTS:

14.84.01

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
 ACTION: DACT02 - CLNT. SAT. RES. TOOL UTILIZED - OAG OFFERED AND ACCEPTED
 DOCUMENT: ANALYST: GSH/DW DAVID WRIGHTMAN
 ACTION DATA/COMMENTS:

4/18/001
 14.88.02

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
 ACTION: OACT05 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
 DOCUMENT: ANALYST: CHRISTH CHRISTIN KEITH
 ACTION DATA/COMMENTS:

4/26/001
 14.88.04

BEGINNING OF CONTACT

04/18/002 MASTER OWNER RELATIONS SYSTEM II 12.41.19

INFORMATION ISSUE CASE NBR: 0544840572
 REGION: E1 ATLANTA ZONE: CS OPENED: 04/18/002
 VIN: 1FMYU011X1K1F0831 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] ME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SUMMERVILLE STATE: SC ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE:
 DEALER NAME: JONES FORD, INC. SALES CODE: F21291 P & A: 01025
 REASON CODE: 2024 PROD/COMP DEF/PERF - REGIONAL ASSISTANCE
 SYMPTOMS: 007088 STALL/QUITS ACCELERATION ALL ENGINE TEMP

E982-827 23231

ORIGIN: CACME - LEAD CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 214 - ADVISE CUSTOMER CAC WILL FOLLOW UP
DOCUMENT: ANALYST: NAWYNTER NATALIE WYNTER
ACTION DATA COMMENTS:

4/18/02
13.28.08 CUSTOMER SAYS: -- CX STATES THAT HE WAS ON THE INTERNET
CX STATES THAT VEHICLE SHUT OFF -- VEHICLE IS SHUTTING OFF
WHILE IN MOTION CX STATES THAT HE HAS TAKEN VEHICLE TO JOE
NEE FORD THEY REPAIRED VEHICLE AND CONCERN OCCURRED AGAIN
-- CX HAS VEHICLE CURRENTLY -- CX STATES THAT HE
IS DUE TO BRING VEHICLE BACK TO DEALER -- CX GOT VEHICLE
BACK TUESDAY OF THIS WEEK AND VEHICLE HAS SHUT OFF 3 TIMES IN
NINE PICKING UP FROM DEALER -- CX STATES THAT CONCERN IS
STILL BEING EXISTED AND HE FEELS THAT IT IS A SAFETY ISSUE
-- LEMON LAW -- CX ASKING BUY BACK OF VEHICLE
-- CX STATES THAT HE HOPES FORD CAN RESOLVE ISSUE FOR HIM
PER CUSTOMER, DEALER SAYS: --NONE CAG 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 THE FURTHER. -- IS THERE A TIME THAT IS MOST CON
VENIENT FOR ME TO CONTACT YOU? *****
CAG TO DEALER -- REQUESTED 24 HR OR 48 HR -- LEFT MESSAGE
FOR GARY HOOKS TO RECONTACT ME IN REGARDS TO CX CONC
CERN LEFT MY NUMBER AND EXT 1 888 854 0918 EXT 8081 -- A
DANGER CX THAT UNABLE TO REACH DEALER WILL LOOK INTO ISSUE A
ND RECONTACT INFERENCE CASE ID: 8408

ORIGIN: CACME - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: NAWYNTER NATALIE WYNTER
ACTION DATA COMMENTS:

14.48.48 CAG ADVISED: -- ATTEMPTED TO RECONTACT DLR CONSTANT BUSY
SIGNAL 3 ATTEMPTS MADE -- UNABLE TO REACH DEALER --
***** MADE CAG TO CX ***** INFORMED CX UNABLE TO RE
ACH DEALER -- INFORMED CX THAT I WILL ATTEMPT TO RECONTACT

CONSUMER AFFAIRS 08/18/02 MRFADPFG

08/18/02 MASTER OWNER RELATIONS SYSTEM # 18-41-18

INFORMATION ISSUE CASE HDR: 0844640872
REGION: IN ATLANTA ZONE: 08 OPENED: 04/18/02
VIN: 1FMYU01E1KFP9888 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/02

4/18/02
14.48.48 T BY END OF BUSINESS DAY APOLOGIZED

ORIGIN: CACME - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: NAWYNTER NATALIE WYNTER
ACTION DATA COMMENTS:

18.48.48 CAG ADVISED: -- ATTEMPTED TO RECONTACT DLR AT CX REQUEST
-- MADE CAG TO DEALER -- CONSTANT BUSY SIGNAL POSSIBL
E PHONE LINE PROBLEMS IN THE AREA
CUSTOMER SAYS: --NONE PER CUSTOMER, DEALER SAYS: --NONE

ORIGIN: CACME - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: NAWYNTER NATALIE WYNTER
ACTION DATA COMMENTS:

18.50.08 CUSTOMER SAYS: --NONE PER CUSTOMER, DEALER SAYS: --NON
E CAG ADVISED: -- MADE CAG TO GARY HOOKS 8/11 -- R
STURRING HIS VIN LEFT VIA MY EXT -- I LEFT VIN FOR GARY H
OOKS 8/11 REQUESTING HE RECONTACT CX OR MYSELF -- MA
D E CAG TO CX -- ADVISED CX UNABLE TO REACH DEALER ADVISE
D CX THAT I WILL RESEARCH ISSUE FURTHER TOMORROW AND RECONTA
CT THERE AFTER -- CX REQUESTING LOWER VEHICLE WHEN VEHICLE
LE IS IN AT DEALER CX SEEMS TO HAVE ISSUE RESOLVED

ORIGIN: CACME - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: NAWYNTER NATALIE WYNTER
ACTION DATA COMMENTS:

1882-027 23232

4185002

10.24.01 CUSTOMER SAYS: ---NONE PER CUSTOMER, DEALER SAYS: ---NONE
--- LOW COUNTRY DEALER GAC ADVISED: --- DEALER HAD CO
NTACTED ME VIA MY MACHINE AND LEFT MESSAGE FOR ME ADVISING M
E THAT THEY HAVE ONLY WORKED ON VEHICLE ONCE AND THAT THEY R
ECOMMEND THAT VEHICLE BE BROUGHT BACK TO SELLING DEALER IF
CX IS SEEKING REGIONAL ASSISTANCE ***** MADE O
BO TO DEALER (LOW COUNTRY FORD) ***** SPOKE WITH CHAD
SM - HE ADVISED ME TO HAVE CX BRING VEHICLE INTO DEALER
ON MONDAY APRIL 23RD AND DLR WILL ARRANGE LOANER FOR CX DLR
WILL KEEP VEHICLE FOR 3 DAYS TO ATTEMPT TO DUPLICATE CONCERN
--- CHAD ADVISED ME TO HAVE CX CONTACT HIM --- MADE O
BO TO CX --- INFORMED CX OF THE ABOVE ADVISED CX TO KEEP I
N CONTACT WITH CHAD AT LOW COUNTRY FORD ---APOLOGIZED ---
ADVISED CX THAT I WILL FOLLOW UP W/ HIM NEXT WEEK

CONSUMER AFFAIRS 09/16/00 MWFAXPR2

09/16/00 MASTER OWNER RELATIONS SYSTEM IN 10.41.10

INFORMATION ISSUE CASE NUM: 084440578
REGION: 21 ATLANTA SOURCE: CR OPENED: 04/16/00
VIN: 1F4YU18H1H05200 ENGINE: 1 VEH TYPE: T CLOSED: 04/16/00

ORIGIN: DEALER - DEALER COMMUNICATION PHONE
ACTION: DACTS - NO REPAIR PROCEDURE AVAILABLE AT THE TIME PER - OTHER
DOCUMENT: ANALYST: G-HOOKS GARY HOOKS
ACTION DATA/COMMENTS:

4185002

21.17.26 CLOSING THIS ISSUE, PER CSR CONVERSATION WITH LOWCOUNTRY FORD,
CUSTOMER IS HAVING REPAIRS PERFORMED WITH THEM.

ORIGIN: GAC/DE - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: NWYNTER NATALIE WYNTER
ACTION DATA/COMMENTS:

4349002

11.14.44 CUSTOMER SAYS: ---NONE PER CUSTOMER, DEALER SAYS: ---
NONE GAC ADVISED: --- MADE OBO TO CX ADVISED CX FOLLO
WING COYACT ---LEFT W/ME ADVISING CX THAT IF THERE IS ANY TH
ING FURTHER THAT WE CAN DO FEEL FREE TO RECONTACT CRG

CONSUMER AFFAIRS 09/16/00 MWFAXPR2

ERG2-027 23233

BEGINNING OF CONTACT

08189008 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 08189001
 REGION: 00 MEMPHIS ZONE: A1 OPENED: 08189001
 VIN: 1FMYU041X1N181878 ENGINE: 1 VEH TYPE: T CLOSED: 08189001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: LITTLE ROCK STATE: AR ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
 RELEASE: 2000
 DEALER NAME: FLETCHER-TATE FORD SALES CODE: F2557 P & A: 01480
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOM: 80798 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OAC100 - US CONCERN CASE SAME COMBINATION: PHONE
 ACTION: 711 - BOM - DEALER NEEDS INFORMATION AND WILL FOLLOW UP.
 DOCUMENT: ANALYST: MELANIE MISTY DELANDER
 ACTION DATA/COMMENTS:

08189001
 14:25:39 CUSTOMER SAYS: CUSTOMER WANTS TO GET A HOLD OF THE REG REP TO
 LOOK AT HIS VEHICLE. CUSTOMER WANTS TO KNOW WHAT OTHER AVENUES D
 OES HE HAVE BECAUSE THE DEALER THAT HE DEALS WITH CANNOT SE
 EM TO FIND THE CONCERN. (STALLING WHILE DRIVING) PER CUSTOM
 ER, DEALER SAYS: NONE. (C/O ADVISED: -WE WERE UNABLE TO RE
 ACH YOUR DEALERSHIP. - WE WILL RECONTACT YOUR DEALERSHIP AN
 D RECONTACT YOU WITH MORE INFORMATION - PLEASE PLACE CUSTOM
 ER INTO YOUR FOLLOW UP LOG -MADE C/O TO DEALER AND THE SERV
 ICE MGR IS NOT IN UNTILL TOMORROW -WILL FOLLOW UP WITH CU
 ST THRU REFERENCE CASE ID: 4768

CONSUMER AFFAIRS 08189008 MEMPHIS

BEGINNING OF CONTACT

08181802 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 08181801
 REGION: 00 KANSAS CITY ZONE: D1 OPENED: 08181801
 VIN: 1FM0U041X1K175332 ENGINE: 1 VEH TYPE: T CLOSED: 08181801

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: JEFFERSON CITY STATE: MO ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
 RELEASE: 1000
 DEALER NAME: MIKE KENON FORD, IN SALES CODE: F6000 P & A: 08000
 REASON CODE: 3608 C/O - OTHER CONCERN/INQUIRY
 SYMPTOM: 80798 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: EMAIL
 ACTION: OAC100 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

ENR2-027 23234

DOCUMENT: ANALYST: CHRISTIE CHRISTIN KEITH
ACTION DATA COMMENTS:

08/18/01
14.27.00 BERNADIE STOVESAND, CSM, KANSAS CITY
ATTN: MIKE KENOE

ORIGIN: DEALER - DEALER COMMUNICATION: EMAIL
ACTION: DA0618 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: V-KRUMER VIKORL KRUMER
ACTION DATA COMMENTS:

08/29/01
13.48.00 FORD MOTOR OFFERED OWNER APPRECIATION CERTIFICATE TO CUSTOMER, THEY ACCEPTED AND TRADED VEHICLE AT MIKE KENOE FORD INC CLOSING BY VIKORL KRUMER 08/29/01

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: EMAIL
ACTION: OAC002 - CHANGE OWNER APPRECIATION CERTIFICATION AMOUNT
DOCUMENT: ANALYST: P-TRIMON PAT TRIMONTI
ACTION DATA COMMENTS:

10/10/01
03.04.14 AMOUNT CHANGED FROM \$500 PER BERNADETTE STOVESAND CSM

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: EMAIL
ACTION: OAC002 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
DOCUMENT: ANALYST: CHRISTIE CHRISTIN KEITH
ACTION DATA COMMENTS:

11/02/01
13.43.13

CONSUMER AFFAIRS 08/18/002 NEWFA3778

BEGINNING OF CONTACT
08/18/002 MASTER OWNER RELATIONS SYSTEM IN 13.41.18

INFORMATION ISSUED CASE NR: 0873402851
REGION: 21 ATLANTA ZONE: D8 OPENED: 08/18/001
VE: 1FACJ04181K349718 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY: ROCKSB STATE: SO ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 454

MILEAGE: 4000

DEALER NAME: NORRIS FORD SALES CODE: P21894 P & A: 01008

REASON CODE: DSM DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 80788 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN DATA BASE COMMUNICATION: PHONE
ACTION: 883 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: ROYAL SUZETTE ROYAL
ACTION DATA COMMENTS:

9/18/001
20.05.15 CUSTOMER SAYS: -VEH STALLED ONCE ON HWY -WANT TO LET FORD KNOW THAT THIS HAD HAPPENED -VEH HAS NO OTHER CONCERNS AT THIS TIME PER CUSTOMER, DEALER SAYS: -NO PROBLEM FOUND O AC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME O F SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON A B (INTERMITTENT) CONCERN IS NOTICED INTERPRET CASE ID: 4482

2002-027 23236

CONSUMER AFFAIRS 08168008 4816AXPFR

1
BEGINNING OF CONTACT

08168008 MASTER OWNER RELATIONS SYSTEM III 15.01.98

INFORMATION ISSUE DATE NBR: 082888101
REGION: 10 RPR ZONE: K1 OPENED: 08288808
VIN: 1FMYL8N81H882107 ENGINE: 1 VEH TYPE: T CLOSED: 08288808

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLOOMFIELD STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 8001 MODEL: ESCAPE XLT 408
MILEAGE: 28008
DEALER NAME: SULLIVAN FORD INC SALES CODE: F47008 F & A: 08788
REASON CODE: 1147 DEALER SAYS WARRANTY COVERAGE
SYMPTOM: 80788 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: 04088 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: NDR900 NANCY DI RICO
ACTION DATA COMMENTS:

4889008
11.06.98 CUSTOMER SAYS: -THIRD TIME THE VEH DIED -THIS SAME CONCERN HAS OCCURRED MANY MANY TIMES -WOULD LIKE THIS RESOLVED-R REPAIRED OR BUY BACK PER CUSTOMER, DEALER SAYS: LINTON FORD IS WHERE THE VEH IS AT NOW FOR SERVICE OAC ADVISED: -I HAVE REVIEWED YOUR PROFILE ON OUR SYSTEM AND DETERMINED THAT YOU PRESENTLY HAVE A WARRANTY/DEP THAT MAY PROVIDE COVERAGE FOR THIS REPAIR. - PLEASE CONTACT THE SHOWRM AT YOUR LOCAL FORD DEALERSHIP FOR REVIEW -VEH IS AT LINTON FORD -FIND OUT P.O. BOX 1818 -LINTON, INDIANA -47441 813 847-8800 -WAS UNABLE TO SEND THIS INFO TO THE DLR AS THEY ARE NOT LISTED IN THE SYSTEM OR ON LINE -SULLIVAN FORD IS THE CLERK MASTER DLR TO WHOM THE CONTACT WAS SENT TO -ADV CX TH AT IT IS FORD'S GOAL TO REPAIR THE VEH -VEH IS WITHIN BUMPER TO BUMPER-NO PAYOFF ON THE VEH -IF THE CONCERN CAN NOT BE RESOLVED THEN FURTHER OPTIONS SHOULD BE ADDRESSED TO THE DLR REFERENCE CASE ID: 6418

CONSUMER AFFAIRS 08168008 4816AXPFR

1
BEGINNING OF CONTACT

08168008 MASTER OWNER RELATIONS SYSTEM III 15.01.98

EM82-827 23238

INFORMATION ISSUE CASE NO: 90748801
REGION: 16 PHILADELPHIA ZONE: 01 OPENED: 10/11/00
VIN: 1F8C0U171RPO889 ENGINE: 1 VEH TYPE: T CLOSED: 10/11/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BORDENTOWN STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7490

DEALER NAME: TOWN FORD, INC. SALES CODE: F1817 P & A: 0108
REASON CODE: 2088 PRODCOMP DUFFERS - VEHICLE QUALITY
SYMPTOM: 8058 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: GAOB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 091 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: PHANLEY ROBERT HANLEY
ACTION DATACOMMENTS:

10/11/00

SEDA, IS CUSTOMER SAYS: CUST SAYS HE HAS CHECKED THE NHTSA
WEB SITE AND NOW BELIEVES THE DOCUMENTED STALLING PROBLEM I
S FOR RELAY THAT SUPPLIES POWER TO THE COMPUTER. HE FO
UND 80 OTHER BULLETINS ON TH NHTSA WEB SITE. CUST
ST HAS WORKED IN BRNG OF A FORD OLDSHP MOST RECENTLY AT TOWN F
ORD, N.J. IN A MECHANIC HE SAYS. CUST SAYS HE WAS LAID OFF A
FEW YEARS AGO. CUST SAYS STALLING OCCURED TODAY A
BOUT 4 TIMES AT THE SAME SPOT. CUST HAS BEEN DEALING WITH TO
WN FORD ON THIS ISSUE. CUST WAS CHARGED 2.5 HRS LAB
OR FOR DIAGNOSIS AND HAD TO WAIT 2 HOURS FOR VEH TO BE RELE
ASED TO HIM. CUST HAS AN AFTER MARKET EXHAUST SYSTEM
THAT DLR SAID NULLIFIED HIS WARRANTY. CUST SAYS HE P
LANS TO GO TO CAPITAL CITY FORD, NJ NEXT WEEK SINCE TOWN HAS
NOT BEEN ABLE TO FIX PROBLEM IN 2 VISITS. PER CUSTOMER, DE
ALER SAYS: NT OHTD DUE TO TIME OF DAY. GAO ADVISED: - O
FMSERV NOT UNAVAILABLE - FORWARDED INFORMATION TO OMSERV
MGR - REQUESTED OMSERV MGR CONTACT CUSTOMER WITHIN 2 BUS
INESS DAYS REFERENCE CASE ID: 1040

CONSUMER AFFAIRS DEVS2001 MRFKPRB

BEGINNING OF CONTACT
09/29/00 MASTER OWNER RELATIONS SYSTEM IN 16.41.30

INFORMATION ISSUE CASE NO: 09084941
REGION: 31 ATLANTA ZONE: B1 OPENED: 09/29/00
VIN: TRFYL0H11R0D9196 ENGINE: 1 VEH TYPE: T CLOSED: 09/29/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CEDARTOWN STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2080

DEALER NAME: CEDARTOWN FORD MERO SALES CODE: F21678 P & A: 0088
REASON CODE: 0448 DEALERSHIP - REPAIR PROCEDURE
SYMPTOM: 80708 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: GAOB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 121 - SUPPORT DEALERS POSITION; EXPLAIN REPAIR PROCEDURE
DOCUMENT: ANALYST: STEWART TINA STEWART
ACTION DATACOMMENTS:

0903-027 23237

8/28/01

17.05.02 CUSTOMER SAYS: - CBT WANTS TO MAKE A COMPLAINT AGAINST KIM BLE FORD - PURCHASED VEH AT THIS DLR LAST YEAR - VEH HAS B
EEN AT DLR SEVERAL TIMES BECAUSE IT STALLS - DLR UNABLE TO
DUPLICATE CONCERN - CBT WANTS TO KNOW IF CAN GET DLR TO TAK
E VEH BACK BECAUSE IS AFRAID SHE IS GOING TO GET INTO AN ACC
IDENT - HAVNT SW DLR ABOUT GETTING THEM TO TAKE VEH BACK
@NAME?

THE DLR WAS FOR STALLING AND CHECK ENGINE LIGHT KEPT COMING
ON - HAS BEEN AT DLR 5 TIMES FOR VARIOUS CONCERNS - CBT WA
NTS OUT OF THIS VEH - HAVNT TAKEN VEH TO DLR AS YET AND THE
Y ARE NOT AWARE OF HER CONCERN PER CUSTOMER, DEALER SAYS:
- NONE. OAC ADVISED: - DEALERS ARE IN THE BEST POSITION
TO DETERMINE HOW YOUR VEHICLE IS REPAIRED AND ALWAYS FOLLOW
FORD GUIDELINES - WE SUPPORT THE DEALER'S DECISION INTERE
NCE CASE ID: 4799

CONSUMER AFFAIRS 08/18/02 MWFADPFB

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM IN 12.43.10

INFORMATION ISSUE CASE NR: 08064241
REGION: B1 ATLANTA ZONE: B1 OPENED: 08/18/01
VIN: 1FMYU04114D01888 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CEDARTOWN STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MOOR. YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 5000
DEALER NAME: CEDARTOWN FORD MERO SALES CODE: R81876 P & A: 0689
REASON CODE: 3008 OAC - OTHER CONCERN/INQUIRY
SYMPTOM: 607888 STALL/QUIT'S ACCELERATION ALL ENGINE TRIP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: C-KEITH CHRISTINA KEITH
ACTION DATA/COMMENTS:

08/18/01
12.46.11 FRED MYRICK, OSM, SDR, ATTN: JIM LEWIS

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: CA0018 - CORRECTION OF INFORMATION IN PREVIOUS ACTION
DOCUMENT: ANALYST: KEITH CHRISTINA KEITH
ACTION DATA/COMMENTS:

08/18/01
08.11.48 CORRECT ODOMETER READING IS 10274 MILES

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDESIGN
DOCUMENT: ANALYST: KEITH CHRISTINA KEITH
ACTION DATA/COMMENTS:

08/28/01
12.46.48

ER02-827 23238

CONSUMER AFFAIRS

09/18/02 MMFAKPR2

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 08578470
REGION: ZONE: OPENED: 09/17/001
VIN: 1RM1YU219KE74479 ENGINE: 1 VEH TYPE: T CLOSED: 09/17/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PELHAM STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 404
MILEAGE: 18000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 80NF PRODCOMP CURPERF - MULTIPLE REPAIR
SYMPTOMS: 807883 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 712 - ADVISE CUSTOMER CRG WILL FOLLOW-UP
DOCUMENT: ANALYST: NKORNOX NKEN NKORNOX
ACTION DATA/COMMENTS:

9/17/2001
17.37.14 CUSTOMER SAYS: -VEH STALL/ACCELERATING -WAS REPAIR BY
IMB - DLRSHP COULDN'T FIND THE PROBLEM -DLRSHP OFFER A
NEW VEH., BUT CUST WOULD HAVE TO PAY ABOUT \$8000 -THE 4TH
ME DLRSHP STATED THEY COULDN'T DO ANYTHING ABOUT IT -DLRSHP
IF WOULDNT GIVE CUST RECEIPT., PER CUSTOMER, DEALER SAYS:
COULDN'T FIND THE PROBLEM -WOULD REPLACE VEH FOR A DIFF
ERENCE OF \$8000 - DAG ADVISED: - CRG UNABLE TO REACH DEAL
ER - CRG WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCU
S ISSUE - FOLLOW UP WITH CUSTOMER INFERENCE CASE ID: 4809

ORIGIN: CAOM15 - CRG - PRIORITY GROUP COMMUNICATION: MAIL
ACTION: 10 - EXEC REP CONCUR WITH DEALERSHIP
DOCUMENT: ANALYST: LCURRIS LISA CURRIS
ACTION DATA/COMMENTS:

9/18/2001
09.28.27 CUSTOMER SAYS: "^^^" PRIORITY CONTACT EXECUTIVE OFFIC
ER "^^^" - WOULD LIKE THE PHONE NUMBER FOR THE REGIONA
L REP. - VEH STALLS WHEN GOING IN REVERSE, PARKING ETC.

#NAME?
TO THE DLRSHP S X FOR REPAIRS PER CUSTOMER, DEALER SAYS:
GEORGE SKAPERIDAS ; SALES MGRH DBD TO
GLADSTONE FORD INC = SPoke TO SM JOE SPVEY WHO EXPLANE
D THAT DLRSHP IS UNABLE TO IDENTIFY THE CONCERN = HAVE C
ONTACTED TECH HOTLINE AND THE FIRE = HAVE DRIVEN THE VEH
FOR A TOTAL OF 100 MILES VEH HAS STALLED ONCE =
THAT OCCURED WHEN THE VEH WAS SHIFTED FROM REVERSE TO DRIVE
AND BACK IN AN EXAGGERATED MANDOR = UNDER NORMAL DRIVING C
ONDITIONS THIS DOES NOT OCCUR = TEST DROVE THE VEH WITH
THE CX DRIVING AND WE WERE NOT ABLE TO GET IT TO STALL.
#NAME?

CONSUMER AFFAIRS

09/18/02 MMFAKPR2

09/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 08578470
REGION: ZONE: OPENED: 09/17/001

EM82-827 23238

10/16/2001
DISABLED AFTER A NEW VEH..... CX WOULD HAVE HAD TO PAY \$6,000.00
= CX DID NOT ACCEPT THIS OFFER. GAC ADVISED: = ADVISED CX
THAT THE REGIONAL RSP HAS MADE HER AN OFFER OF TRADE ASSIST
ANCE ON A VEH CX WOULD HAVE TO CONTRIBUTE \$6,000.00 TOWARD
THE BUY OUT. = ADVISED CX THAT A CONTACT NUMBER FOR TH
E REGIONAL RSP. WOULD NOT BE PROVIDED.

CONSUMER AFFAIRS 05/16/2002 158743792

BEGINNING OF CONTACT
05/16/2002 MASTER OWNER RELATIONS SYSTEM 8 13.41.38

INFORMATION ISSUE CASE NBR: 0082782479
REGION: 11 BOSTON ZONE: E1 OPENED: 10/16/2001
VIN: 1FMYL0E121K274479 ENGINE: 1 VEH TYPE: T CLOSED: 10/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PELHAM STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
RELEASE: 10800

DEALER NAME: GLADSTONE FORD INC SALES CODE: F11028 P & A: 02880
REASON CODE: 8088 PROCDOMP DUFFPERF - VEHICLE QUALITY
SYMPTOMS: 60788 STALL/CLUTS ACCELERATION ALL ENGINES TEMP

ORIGIN: GACSG - US CONSUMER CARE BASE COMMUNICATION MAIL
ACTION: 812 - CS-SUPPORT DEALERSHIP/REGIONS POSITION
DOCUMENT: ANALYST: TRIED TIRMA RED
ACTION DATA/COMMENTS:

10/16/2001
10.48.58 CUSTOMER SAYS: -VEH CURRENTLY AT THE DEALERSHIP FOR ALMOST ON
E MONTH -VEH STALLS WHILE DRIVING AND DEALERSHIP IS UNABLE TO

ERR2-827 23248

REPAIR THE VEH -RECEIVED A LETTER FROM FORD 10/02/01 BY
 ATTN BECAUSE THE VEH CANNOT BE REPAIRED FORD WILL BE REPLAC
 ING THE VEH -LETTER HAS TO BE RETURNED IN 10 DAYS -FROM
 DID ALL THE INFORMATION TO GM SECRETARY MRS LONGIA ON SUN
 DAY WHO GAVE IT TO THE MANAGER -CONTACTED THE GM ON MONDAY
 -MR GEORGE DOES NOT SEEM HE WANTS TO DO ANYTHING PER C
 CUSTOMER DEALER GAYE -GEORGE STATED HE DOES NOT KNOW ANY
 HING ABOUT THE LETTER AND THE SECRETARY DID NOT PROVIDE ANY
 INFORMATION TO HIM GAO ADVISED: - INFORMATION DOCUMENTS
 D -FORD SUPPORTS CLM REGION DECISION ++++++OBT
 O CLR+++++ -SPOKE WITH KENNETH FACUNA'S CRM W
 HO STATED THEY WERE WAITING ON A PACKAGE FROM FORD -THEY H
 AVE RECEIVED THE PACKAGE AND SOMEONE WILL BE CONTACTING THE
 CLM 10/19/01 -IS AWARE OF THE TIME CLM HAS TO RESPOND
 GANNEY
 NG HM TODAY INFERENCE CASE ID: 100

CONSUMER AFFAIRS 02/18/02 10/19/01

BEGINNING OF CONTACT

02/18/02 - MASTER OWNER RELATIONS SYSTEM 10.41.10

INFORMATION ISSUE CASE NR: 00000001
 REASON: 04 DENVER ZONE: C1 OPENED: 12/18/01
 YR: 1997 MAKE: FORD ENGINE: B VEH TYPE: T CLOSED: 12/18/01

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: ALBUQUERQUE STATE: NM ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE 3.0L 4M
 MILEAGE: 4700
 DEALER NAME: RICHARDSON FORD SALES CODE: F8801 P & A: 02007
 REASON CODE: 0001 OAC - OTHER CONCERN/INQUIRY
 SYMPTOM: 02700 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIG: OMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
 ACTION: 040103 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
 DOCUMENT: ANALYST: KEITH CHRISTEN KEITH
 ACTION DATA/COMMENTS:

10/19/01
 TEL: 303 MICHAEL BARBER, CRM, DENVER
 ATTN: WAYNE COOK

ORIG: OMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
 ACTION: 040103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
 DOCUMENT: ANALYST: KEITH CHRISTEN KEITH
 ACTION DATA/COMMENTS:

10/19/01
 10.41.10

0002-027 23241

CONSUMER AFFAIRS 09/18/02 NEWFAU76

1
BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 0788880
REGION: 14 SEATTLE ZONE: 01 OPENED: 04/02/01
VIN: 1FMYL0D4X1K08888 ENGINE: 1 VEH TYPE: T CLOSED: 04/02/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: PORTLAND STATE: OR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE 3LT 4X4
MILEAGE: 4888
DEALER NAME: THOMSON FORD OF SE SALES COOE: F74017 P & A: 0978
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 02788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CASES - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 711 - ECH - DEALER NEEDS INFORMATION(CRC WILL FOLLOW UP.
DOCUMENT: ANALYST: NEWBOD NANCY IS RUCO
ACTION DATA/COMMENTS:

4/8/01
16.4822 CUSTOMER SAYS: -HAVE EXPERIENCED A BRIEF STALL SENSATION T
WICE IN THE PAST WEEK -LOOKED AT THE RPM GAUGE AND VERIFIED
ID THAT THE RPM'S DROPPED FROM 3000+ TO <1000 AND WILDLY FLUCT
LATED FOR THE NEXT 5-10 SECONDS. THIS CONFIRMED THAT THERE W
AS A STALL. TWO DIFFERENT TIMES OF 8AM PURCHASED AT TWO DIFF
ERENT STATIONS. TRAVELLING ABOUT 80 MILES PER HOUR AND ACCO
SPATING DURING BOTH EVENTS. PER CUSTOMER, DEALER SAYS
NONE. CAC ADVISED: -CONGRATULATIONS ON THE RECENT PURCHA
SE OF YOUR NEW FORD ESCAPE -WE HAVE DOCUMENTED YOUR INFO AN
D FORWARDED IT TO THE CLASHIP -DANNON BEAVERTON FORD FOR F
URTHER REVIEW -OBC TO DLR AND ADVISED OF CUST CONCERN - WE
WILL STAY IN CONTACT WITH THE DEALERSHIP AND CONTACT YOU BA
CK WITH A RESOLUTION - PLACE CUSTOMER IN YOUR FOLLOW UP LOG
IS -THE SA IS DANIEL FULLER AT: (503) 644 - 1181 -FOLLOW UP
04/02/01 REFERENCE CASE ID: 6282

CONSUMER AFFAIRS 09/18/02 NEWFAU76

1
BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 1614881008
REGION: 13 NEW YORK ZONE: MI OPENED: 04/18/02
VIN: 1FMYL0D4X1K08888 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/02

LAST NAME: ORIGINAL STATUS: CLOSED

ENG2-827 23342

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HOLBROOK STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
RELEASE: 21008
DEALER NAME: BOB THOMAS FORD INC SALES CODE: F1800 P & A: 03941
REASON CODE: 2051 WARRANTY - RENTAL/DAKER COVERAGE
SYMPTOMS: 607003 STALL/QUIT/ACCELERATION ALL ENGINE TEMP

ORIGIN: CACER - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: VLATTY YVONNE LATTY
ACTION DATA COMMENTS:

4169008

10.29.14 CUSTOMER SAYS: -THE VEH HAS A STALLING PROBLEM -VEH IS GETTING TOWED TO THE BOB THOMAS FORD -NEED TO GET A LOANER WHILE VEH IS AT DLJ GETTING REP AIR PER CUSTOMER, DEALER SAYS: NONE -CSO BOB THOMAS FORD -ED LIEBEL, SERV ADVISOR -SPOKE WITH CUST DAUGHTER (ANNA) AND TOLD HER A LOANER IS PROVIDED IF THE REPAIR IS COVERED UNDER WARRANTY -THINKS SHE ALREADY GOTTEN A RENTAL CAC ADVISED: -I HAVE SPOKE WIT H YOUR DEALERSHIP AND THEY HAVE CONFIRMED THAT A LOANER/RENTAL IS A PROVISION OF YOUR CURRENT COVERAGE - PLEASE CONTACT ED LIEBEL, SERV ADVISOR OR THE SERV MGR DERRICK BERGMAN TO ARRANGE FOR A LOANER/RENTAL VEHICLE. MP REFERENCE CASE ID: 8887

CONSUMER AFFAIRS 09/18/02 MHPA/P/R

BEGINNING OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM IS 1341.18

INFORMATION ISSUE CASE NR: 134890843
REGION: 21 ATLANTA ZONE: C1 OPENED: 04/03/02
VIN: 1FMYU0179AUB028 ENGINE: 1 VEH TYPE: T CLOSED: 04/04/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DACULA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
RELEASE: 14038
DEALER NAME: TEAM FORD SALES CODE: FE1008 P & A: 00482
REASON CODE: 2088 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607003 STALL/QUIT/ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: CAC102 - OPEN ISSUE FOR OWNER AFFIRMATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: 7738PT PATRICK TREMONTI
ACTION DATA COMMENTS:

4483008

05.05.02 OSCAR ROBINSON CRM ATLANTA
ATTN: MIKE ZABARAO

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC002 - CUST. SAT. REPT. TOOL UTILIZED - OAC OFFERED AND ACCEPTED

8882-827 23243

DOCUMENT: ANALYST: M-ZABARA, TEAM FORD OF ATLANTA
ACTION DATA COMMENTS:

4/18/02
17.21.14 THIS PERSON WAS OFFERED A CAD AND HAS PURCHASED A NEW FORD V
EHICLE. CUSTOMER IS PLEASED WITH THIS DECISION. MZ
ZABARA SERVICE DIRECTOR

ORIGIN: CAMA - MARKETING ASSOCIATE COMMUNICATION: VISIT
ACTION: DACMS - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CHRISTI CHRISTIN KEITH
ACTION DATA COMMENTS:

4/18/02
14.28.22

CONSUMER AFFAIRS DE/16/02 14/03/02

BEGINNING OF CONTACT
05/18/02 MASTER OWNER RELATIONS SYSTEM # 13.41.12

INFORMATION ISSUE CASE NR: 187178221
REGION: 16 PHILADELPHIA CONC: P1 OPENED: 05/18/02
VIN: 1FMYU04111KPO8448 ENGINE: 1 VEH TYPE: T CLOSED: 05/18/02

LAST NAME: [REDACTED] STATE: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI
ADDRESS: [REDACTED]
CITY: LANCASTER STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 2500
DEALER NAME: KILLIP 2ND AUTO CO SALES CODE: F1808 P & A: 0181
REASON CODE: D84 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: GACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 882 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: ABRYAN ANSCORIE BRYAN
ACTION DATA COMMENTS:

8/18/01
08.17.18 CUSTOMER SAYS: -WHEN GOING DOWN HILL VEH SHUTS OFF-LOSSES B
RAKE STEERING -THIS HAS HAPPENED SIX THIS YEAR -VEH WAS I
N JUNE 4TH -DLR SAID ONLY REAR DEFROSTER HAD PROBLEM -VEH
WAS IN ALIGN 8TH FOR 4 DAYS -DLR SAID PROBLEM NOT DUPLICATE
D -AFRAID TO DRIVE VEH -LOVES VEH PER CUSTOMER, DEALER
SAYS: -NO PROBLEM FOUND DAC ADVISED: -INFORM WHY THE OE
ALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICA
TE THE CONCERN AT THE TIME OF SERVICE -ADVISE CUSTOMER TO
CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOT
OED REFERENCE CASE ID: 448

ORIGIN: GACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 882 - FIRESTONE TIRE - US INQUIRY
DOCUMENT: ANALYST: ABRYAN ANSCORIE BRYAN
ACTION DATA COMMENTS:

CUSTOMER SAYS: -VEH HAS WILDERNESS AT TIRES ON VEH -WANT
S TO KNOW IF THEY SHOULD BE REPLACED PER CUSTOMER, DEALER
SAYS: NONE CAD ADVISED: -15, 16 & 17 WICH WILDERNESS AT
TIRES ARE AUTHORIZED FOR REPLACEMENT BY FORD -CUST SHOULD
CONTACT DLR FOR FURTHER ASST

0882-827 22244

CONSUMER AFFAIRS 08/18/02 MMFAJPRG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM III 15:41:18

INFORMATION ISSUE CASE NR: 187788781
REGION: 13 NEW YORK ZONE: A1 OPENED: 08/18/01
VIN: 1FMYJ0H11K021488 ENGINE: 1 VEH TYPE: T CLOSED: 08/17/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: ROCHEVELT STATE: NY ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 04

RELEASE: 2000

DEALER NAME: BURNS FORD INC SALES CODE: F1307 P & A: 0388

REASON CODE: OMA DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 80988 STALL/CUTS ACCELERATION ALL ENGINE TEMP

OFFICE: OAKS - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 886 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

DOCUMENT: ANALYST: BFOK11 EVELYN FOX

ACTION ATTACHMENTS:

08/18/01

10:25:25 CUSTOMER SAYS - THREE WEEKS AFTER PURCHASE VEH WENT DEAD
PHANIP

-CLERK REMOVED THE REMOTE SYSTEM, HOWEVER THE SERV DEPT
LEFT ALL THE WIRES HANGING - I WOULD LIKE TO BE REIMBURSED
THE \$\$\$ FOR THE OPTION PER CUSTOMER, DEALER SAYS: BURNS
FORD CAN ADVISE - INFORM WHY THE DEALERSHIP CAN NOT RESO
LVE 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 INTERFERENCE CASE ID
: 4482

CONSUMER AFFAIRS 08/18/02 MMFAJPRG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM III 15:41:18

INFORMATION ISSUE CASE NR: 188770442
REGION: 01 ATLANTA ZONE: G1 OPENED: 08/18/02
VIN: 1FMYJ0H11K022904 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: ATLANTA STATE: GA ZIP: [REDACTED]

EN02-027 23248

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 4478
DEALER NAME: PEACHTREE FORD SALES CODE: PE1018 P & A: 02274
REASON CODE: 2505 OAC - OTHER CONCERN/INQUIRY
SYMPTOM: 05788 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKEITHS CHRISTIN KEITH
ACTION DATA COMMENTS:

8/16/2001
11.01.17 OSCAR ROBINSON, CRM, ATLANTA
ATTN: BARRY FROCK

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: CKEITHS CHRISTIN KEITH
ACTION DATA COMMENTS:

11.08.00

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: OAC008 - TRANSFER ISSUE
DOCUMENT: ANALYST: OROBENO ROBINSON, OSCAR (C)
ACTION DATA COMMENTS:

21.07.41 OAC SHOULD BE ISSUED TO PEACHTREE FORD - SALES CODE 21018.
CRM ENTERED SALES CODE FOR PEACH STATE FORD TRUCK SALES IN 8
RFR. PLEASE CORRECT TO PEACHTREE FORD - SALES CODE 21018.

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 7788PT PATRICIA TREMONTI
ACTION DATA COMMENTS:

8/30/00
08.30.40 NAME CHANGED TO MARY ELLEN PER OSCAR ROBINSON CRM

CONSUMER AFFAIRS 08/18/2002 MAFACPRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM # 18.41.18

INFORMATION ISSUE CASE NR: 1308770482
REGION: 81 ATLANTA ZONE: 01 OPENED: 08/18/2002
VIN: 1FM0L0H111R842704 ENGINE: 1 VEH TYPE: T CLOSED: 08/21/2002

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - PREPARED
DOCUMENT: ANALYST: CKEITHS CHRISTIN KEITH
ACTION DATA COMMENTS:

8/21/2002
18.18.48

ER82-827 23248

CONSUMER AFFAIRS 08/18/02 MMFA3793

BEGINNING OF CONTACT

08/18/02 MARTIN OWNER RELATIONS SYSTEM II 12.41.28

INFORMATION ISSUE CASE NO: 1888781241
REGION: 04 ORLANDO ZONE: A8 OPENED: 08/20/02
VIN: 1PMYU061E1KAKH077 ENGINE: 1 VEH TYPE: T CLOSED: 08/20/02

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 4D

MILEAGE: 12198

DEALER NAME: FORD OF CORAL GABLES SALES CODE: PBR04 P & A: 0288

REASON CODE: 808 PRODUCTION DEFECTS - VEHICLE QUALITY

SYMPTOM: 80788 STALL/QUIT/ACCELERATION ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE SAME COMMUNICATION: PHONE

ACTION: 804 - CS-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: PPRESTAN IPFAN PRESTAN

ACTION DATA COMMENTS:

8/20/02

11.01.02 CUSTOMER SAYS: CUST CALLING BACK ABOUT PREV ISSUE -CUST W

ANTS TO GET AN ANSWER PER CUSTOMER, DEALER SAYS: NONE CA

D ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST Y

CU - CONTACT CRM OR SERV MGR FOR ADDITIONAL INFORMATION -

DOCUMENTED INFORMATION REFERENCE CASE ID: N88

CONSUMER AFFAIRS 08/18/00 MFA03PRG

BEGINNING OF CONTACT
08/18/00 MASTER OWNER RELATIONS SYSTEM # 1841.18

INFORMATION ISSUE CASE NBR: 100488801
REGION: 04 ORLANDO ZONE: B1 OPENED: 10/28/01
VIN: 1FMYU0210KA1800 ENGINE: 1 VEH TYPE: T CLOSED: 10/28/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: LAPO STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 7815
DEALER NAME: WALKER FORD COMPANY SALES CODE: PEASE P.L.A. DIST
REASON CODE: BMS OAG - OTHER CONCERN/INQUIRY
SYMPTOM: 80008 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION VISIT
ACTION: OAC108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: OKETHE CHRISTIN KEITH
ACTION DATA/COMMENTS:

10/28/01
11.14.00 MICHAEL VINELIONE, OMA, ORLANDO
ATTN: DORSEY PETERMAN

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: D1A008 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: D-PETERM D-PETERM
ACTION DATA/COMMENTS:

10/27/01
18.88.84 CUST ACCEPT OAG MONEY ON 10-25-01 AND TOOK DELIVERY OF A NEW
8008 EXPLORER THANK LEFT UVA AND SALES DEPT.

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION VISIT
ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDHEMED
DOCUMENT: ANALYST: OKETHE CHRISTIN KEITH
ACTION DATA/COMMENTS:

11/02/01
18.88.48

CONSUMER AFFAIRS 08/18/00 MFA03PRG

BEGINNING OF CONTACT
08/18/00 MASTER OWNER RELATIONS SYSTEM # 1841.18

INFORMATION ISSUE CASE NBR: 1418081168
REGION: 44 PITTSBURGH ZONE: O1 OPENED: 04/28/02
VIN: 1FMYU0210KA1800 ENGINE: 1 VEH TYPE: T CLOSED: 04/28/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORTH CANTON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 18709

EA02-027 23248

Page 308 of 577
john02.txt

DEALER NAME: MULLINAX EAST INC SALES CODE: P4408 P & A: 08187
REASON CODE: 8808 OAO - OTHER CONCERN/INQUIRY
SYMPTOM: 89788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION MAIL
ACTION: OAO08 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CHRISTIE CHRISTEN KEITH
ACTION DATA COMMENTS:

4282008
11.21.08 HAFLYNN BOOLEY, CSM, PITTSBURGH
ATTR: ANITA BARRCO
CERTIFICATE APPROVED BY RICHARD BOND, CSM
ISSUE OF CERTIFICATE AFTER DAC ELIMINATION DATE OF
APRIL 1, 2008 APPROVED BY BRAN BRIDZ, P. V. OF
COORDINATOR

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION MAIL
ACTION: OAO04 - OPEN OAO TO PREVIOUS OWNER
DOCUMENT: ANALYST: CHRISTIE CHRISTEN KEITH
ACTION DATA COMMENTS:

11.24.07

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION MAIL
ACTION: OAO08 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 7788PT PATRICIA THROMONTI
ACTION DATA COMMENTS:

4282008
17.11.08 DATE OF SALE DEVIATION APPROVED BY RICK BOND DON

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION MAIL
ACTION: OAO108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - NEEDS MED
DOCUMENT: ANALYST: CHRISTIE CHRISTEN KEITH
ACTION DATA COMMENTS:

4282008
11.28.14

CONSUMER AFFAIRS 08184002 MRFAXP90

BEGINNING OF CONTACT
08184002 MAINTEN OWNER RELATIONS SYSTEM II 12.21.18

INFORMATION ISSUE CASE NR: 142180202
REGION: 75 SAN FRANCISCO ZONE: B1 OPENED: 08184002
VIN: 1FACJ0101048881 ENGINE: 1 VEH TYPE: T CLOSED: 08184002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DALY CITY STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2007 MODEL: 880APE XL7 4X4
RELEASE: 1900
DEALER NAME: SERRAMONTE FORD, IN SALES CODE: F7884 P & A: 07787
REASON CODE: 8808 PRODCOMP DUMPERF - VEHICLE QUALITY
SYMPTOM: 89788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC08 - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 688 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: STAMPFL BRACH TEMPLEBY
ACTION DATA COMMENTS:

2/18/08
11.21.12 CUSTOMER SAYS: YESTERDAY CUST TOOK SON TO SCHOOL AND ON W
AY HOME THE VEH STALLED OUT. CUST HAS NOT YET CONTACTED ME
R DLR. CUST WANTS TO KNOW IF THERE IS A RECALL ON THE VEH
. CUST STOPPED AT THE INTERSECTION AND THEN WHEN SHE WENT
TO ACCELERATE THE VEH STALLED OUT ON HER. PER CUSTOMER, DE
ALER SAYS: NONE. CAD ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CROWBERRY MGR - ADVISED
CUST THAT THERE ARE NO RECALLS ON THE VEH. REFERENCE CASE
ID: 4881

ERS2-027 23248

CONSUMER AFFAIRS

05/18/008 MAFAXPRO

BEGINNING OF CONTACT

05/28/008 MASTER OWNER RELATIONS SYSTEM III 15.41.08

INFORMATION ISSUE CASE NR: 148881981
REGION: 02 SOUTHWEST ZONE: A1 OPENED: 05/28/008
VIC: 1FMVU0180W0284E ENGINE: B VEH TYPE: T CLOSED: 06/08/001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: MANSFIELD STATE: TX ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2

RELEASE: 19978

DEALER NAME: DON DAVIS FORD, INC SALES CODE: F88048 P & A: 08417

REASON CODE: 8003 OAO - OTHER CONCERN/QUALITY

SYMPTOMS: BRYERS STALL/DUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAO108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: O-KEITH CHRISTINA KEITH
ACTION DATA/COMMENTS:

0528/001
18.00.08 ANNA BALJI, OEM, SOUTHWEST
ATTN: MIKE ZEPH

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAD008 - CUST. SAT. FEED. TOOL UTILIZED - OAO OFFERED AND ACCEPTED
DOCUMENT: ANALYST: O-CRAG01 CHRISTOPHER B. CRAIG
ACTION DATA/COMMENTS:

0528/001
19.01.08

ORIGIN: CMAA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAO108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REISSUED
DOCUMENT: ANALYST: O-KEITH CHRISTINA KEITH
ACTION DATA/COMMENTS:

0717/001
15.00.08

BEGINNING OF CONTACT

09182008 MASTER OWNER RELATIONS SYSTEM III 18:41:79

INFORMATION ISSUE CASE NR: 14828008
 REGION: 18 NEW YORK ZONE: G1 OPENED: 01/28/08
 VIN: 1FMCU041B1K1B149 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/08

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: CALDWELL STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
 MILEAGE: 11000
 DEALER NAME: LOMAN FORD OF PARS SALES CODE: F1848 P & A: 0807
 REASON CODE: 8008 WARRANTY - COVERAGE INQUIRY
 SYMPTOMS: 60788 STALL/QUITE ACCELERATION ALL ENGINE TEMP

ORIGIN: CACSM - US CONCERN CASE NAME COMMUNICATION: PHONE
 ACTION: SM - PROVIDE INFORMATION ACCORDING TO PHRASIOLOGY
 DOCUMENT: ANALYST: LDFRNO LAURIBANN DAND
 ACTION DATA COMMENTS:

1/30/08
 12:00:49 CUSTOMER SAYS: -WHILE DRIVG IN DRIVING ALONG THE ROAD AT 65 MPH VEH LOSES POWER -VEH JUST SHUTS OFF WITH NO INDICATION
 SNAKEY
 O TURN OR BRAKE THE VEH -CONCERNED DLR WONT FIND THE PROBL
 EM -CUST IS CONCERNED THAT THIS MAY BE A POST WARRANTY PROBL
 EM -CUST IS AFRAID THAT THIS MAY CAUSE AN ACCIDENT -THE LA
 ST TIME THIS HAPPENED WAS IN THE SUMMER -SEEMS TO BE AN INT
 ERMITTANT PROBLEM -ALL THE VEH AGES THE PROBLEMS BECOME REGU
 LAR -DLR INSISTS THAT IT IS A STALLING PROBLEM -CUST TRIED
 TO PUT THE VEH IN NEUTRAL AND START THE VEH -CUST HAD TO
 PULL OVER TO RE-START THE VEH -CUST WANTS THE INFO KEPT ON
 FILE PER CUSTOMER, DEALER SAYS: LOMAN FORD-STALL GAC
 ADVISED: - POSSIBLE WARRANTY/WRSP COVERAGE FOR YOUR CONCERN.
 SNAKEY
 CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WA
 RRANTY/WRSP WILL BE APPLICABLE INFERENCE CASE ID: 3408

BEGINNING OF CONTACT

09182008 MASTER OWNER RELATIONS SYSTEM III 18:41:79

INFORMATION ISSUE CASE NR: 148790171
 REGION: 44 PITTSBURGH ZONE: C2 OPENED: 06/07/08
 VIN: 1FMYU041B1K48407 ENGINE: 1 VEH TYPE: T CLOSED: 06/07/08

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 4M
 MILEAGE: 11004
 DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 08178
 REASON CODE: 8008 CI - 888
 SYMPTOMS: 60788 STALL/QUITE ACCELERATION ALL ENGINE TEMP

0902-827 23251

ORIGIN: CNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION MAIL
ACTION: 0108 - CREATE CLOSED INFO
DOCUMENT: ANALYST: DJACKEM CELESTE JACKSON
ACTION DATA/COMMENTS:

0778002
10.08.99 CI RECEIVED BSMI LETTER DATED 01/02/00 ON 08/08/99
CI CLOSING CASE CUSTOMER STATES CONCERN WITH VEHICLE
STALLING GOING DOWN A STEEP HILL. CUSTOMER HAS OPEN DSS
CASE.
CI SENT AGENCY CLOSING DSS LETTER FORD SOUND BY DECISION.
NO FURTHER ACTION PROPOSED.

CONSUMER AFFAIRS 09108002 BSMI/ACTED

BEGINNING OF CONTACT

09108002 MASTER OWNER RELATIONS SYSTEM III 13.01.99

INFORMATION ISSUE CASE NBR: ND1438001
REGION: 47 CINCINNATI ZONE: A1 OPENED: 10/08/00
VIN: 1FMCU0H1X1H081898 ENGINE: 1 VEH TYPE: T CLOSED: 10/08/001

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
RELEASE: 870
DEALER NAME: BEECHMONT FORD INC SALES CODE: F47004 P & A: 08000
REASON CODE: 2008 OAO - OTHER CONSPIRACIOUS
SYMPTOM: 007002 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION VISIT
ACTION: 0A010E - OPEN ISSUE FOR OWNER APPROPRIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: D-KEITH CHRISTINA KEITH
ACTION DATA/COMMENTS:

1008001
10.04.11 JUDY MC LAUGHLIN, CSM, CINCINNATI, ATTN: MARK WILLIAMS

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
ACTION: DACC0E - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: D-FISHER BEECHMONT FORD
ACTION DATA/COMMENTS:

1008001
10.08.00 I USED THE ACTION AND ACTION CATEGORY FOR A LACK OF BETTER
ONES. CUSTOMER TRADED IN VEHICLE FOR EXPLORER. I PERSONALLY
DROVE THE ESCAPE FOR 600 MILES WITH NO PROBLEMS FOUND. NOW
THE LINE, CUSTOMER IS NOW HAPPY.

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION VISIT

0902-027 23202

ACTION: GAOIS - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
DOCUMENT: ANALYST: DREWIE CHRISTIN RETH
ACTION DATA COMMENTS:

11/09/01
NLSYJH

CONSUMER AFFAIRS 06/16/002 MANUFACTURER

BEGINNING OF CONTACT
06/16/002 MASTER OWNER RELATIONS SYSTEM IN 13.41.18

INFORMATION ISSUE CASE NUM: 18083810
REGION: ZONE: OPENED: 11/07/000
VIN: 1FMYU0181K202972 ENGINE: 1 VIN TYPE: T CLOSED: 11/07/000

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
RELEASE: 1800
DEALER NAME: SALES CODE: P & A
REASON CODE: 808 PRO/COMP DUR/PRP - VEHICLE QUALITY
SYMPTOMS: 80783 STALL/OUTS ACCELERATION ALL ENGINE TEMP

OFFICE: GAOIS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED; THANK/POLOGIZE
DOCUMENT: ANALYST: DREWIE DAVE BOOTHIE
ACTION DATA COMMENTS:

11/7/000
17.16.00 CUSTOMER SAYS: SURVEY SENT CUST STATES -HAS A LOUD WHIST
LEAKING FROM THE TOP OF THE ROOF; CUST UNSURE IF IT IS THE
MOONROOF OR THE LUGGAGE RACKS; CUST FEELS VEH SHOULD BE RE
LATED BETTER INSIDE ROOF TO OUT DOWN ON NOISE -80-
-VEH STALLS WHEN ON AN INCLINE--6 RPM, THEN RED CL LIGHT
COMES ON -PROBLEM IS INTERMITTENT--IT HAS HAPPENED TWICE -
COULD BE BECAUSE OF FUEL LINE CONCERN -WILL BILL THE VEH IF
FIX NOT FOUND PER CUSTOMER, DEALER SAYS: BOB YOURSBERG
FORD, OH -NOTHING FOUND DURING DIAGNOSIS--COULD NOT DUPLICA
TE CONCERN -INSPECTED FUEL LINE--NOTHING FOUND GAO ADVISED
:- INFORMATION HAS BEEN FORWARDED TO APPROPRIATE DEPARTMENT
TS - THANK YOU CUSTOMER FOR PROVIDING US THEIR FEEDBACK IN
SERVICE CASE ID: 408

CONSUMER AFFAIRS 06/16/002 MANUFACTURER

8082-827 23253

BEGINNING OF CONTACT
097182002 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NBR: 1824270081
REGION: 48 DETROIT ZONE: C2 OPENED: 01/08/01
VIN: 1FMYU0412WKF8988 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: STEPLING HEIGHTS STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 00
DEALER NAME: JEROME-DUNCAN, INC. SALES CODE: F48048 P & A: 03084
REASON CODE: 8808 QAO - OTHER CONCERN/INQUIRY
SYMPTOMS: 80708 STALL/QUITE ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: QAO102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CHRISTHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

1/8/001
14.88.47 TANYA KROLL, CRM, DETROIT
ATTN: CRYSTAL RAMBER

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: QAO102 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
DOCUMENT: ANALYST: CHRISTHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

1/18/001
15.14.08

CONSUMER AFFAIRS 097182002 18FAXPRG

BEGINNING OF CONTACT
097182002 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NBR: 1824280082
REGION: 04 ORLANDO ZONE: 01 OPENED: 03/28/008
VIN: 1FMYU0314WCA0248 ENGINE: 1 VEH TYPE: T CLOSED: 03/28/008

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
RELEASE: 0300
DEALER NAME: AL PACIOER FORD SALES CODE: F64216 P & A: 04278
REASON CODE: 8808 QAO - OTHER CONCERN/INQUIRY
SYMPTOMS: 80708 STALL/QUITE ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: QAO102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

0982-827 23254

DOCUMENT: ANALYST: 7788PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

388/808
13.48.48 RONNIE WADHAM CSM ORLANDO
ATTN RICK KLOTZ

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAD885 - AWA P91 OFFER / ACCEPTED BY CUSTOMER
DOCUMENT: ANALYST: R-KLOTZ1
ACTION DATA/COMMENTS:

387808
13.88.28 THANK YOU FOR MY LAST Q&Q

ORIGIN: CAMA - MARKETING ASSOCIATE COMMUNICATION: VISIT
ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
DOCUMENT: ANALYST: CKETH8 CHRYSTIN KEITH
ACTION DATA/COMMENTS:

470808
12.23.18

CONSUMER AFFAIRS 08/18/2002 MHPACTPNS

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM N 13.41.18

INFORMATION ISSUE CASE NR: 1532251E71
REGION: 10 BDR ZONE: C1 DPINR: 5521/8061
VIN: 1FMYJ0D181KA79138 ENGINE: 1 VEH TYPE: T CLOSID: 0561/8001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: COAL TOWNSHIP STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2889
DEALER NAME: SYL WORKHACE FORD IN SALES CODE: F1874 P & A: 01840
REASON CODE: BSM PRODCOMP DUMPSPF - MULTIPLE REPAIR
SYMPTOM: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC108 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 884 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: RECCEST ROBERT BOULERTON
ACTION DATA/COMMENTS:

02/1/2001
08.40.48 CUSTOMER SAYS: CUST HAS A CONCERN WITH THE VEH SHUTS OFF A
ND THE VEH HAS BEEN TO THE DEALER 3 TIMES AND THE DEALER HAS
UNABLE TO DUPLICATE THE PROBLEM WHILE ACCELERATING THE VEH
WILL SHUT OFF. CUST PICKED UP THE VEH MAY 12 AND THE VEH
SHUT OFF ON MAY 14. NO WARNING LIGHTS ARE ILLUMINATED ON THE
DASH BOARD, NO ENGINE NOISE. CUST FEELS LINEARS OVERTAKING THE
VEH, BECAUSE THE VEH SHUT OFF WHILE ON A BUSY STREET AND TH
E VEH WAS ALMOST HIT IN THE REAR. PER CUSTOMER, DEALER SAYS
: OBO TO TOM SEN MGR @ WORKHACE FORD. - TECH HOTLINE CONTA
CTED FUEL PRESSURE IS WITHIN SPECIFICATIONS. - THE VEH NEVE
R STALLED, NEVER STALLED THE ZONE REP HAS BEEN CONTACTED THE
Y SAID NOT TO ATTEMPT A REPAIR BECAUSE CONCERN CANNOT BE DUF
LICATED. NO SYMPTOM CODES IN CASE. NO BSM NO THE DEALER TE
ST DROVE THE VEH FOR 40 MPH VEH DID NOT EXPERIENCE THE CONC
ERN. TOM SAID THE CUST SHOULD MAKE AN APPT WITH A SER TECH
AND THE CUST DRIVE THE VEH AND THE TECH CAN OBSERVE THE CONC
ERN TO BETTER DETERMINE THE ISSUE. CAC ADVISED: - SUPPORT

DP82-827 23285

REPAIR PROCEDURE COMPLETED BY DEALER - OSC TO TOM BBR MGR @
WORKAGE PCRD. - TECH HOTLINE CONTACTED FUEL PRESSURE IS W
THIN SPECIFICATIONS. - THE VEH NEVER STOPPED, NEVER STALLED
THE ZONE REP HAS BEEN CONTACTED THEY SAID NOT TO ATTEMPT A
REPAIR BECAUSE CONCERN CANNOT BE DUPLICATED. NO SYMPTOM CODE
IS IN CASE. NO BSM NO TSS DEALER TEST DROVE THE VEH FOR 48
MPH VEH DID NOT EXPERIENCE THE CONCERN. TOM SAID THE CUST
SHOULD MAKE AN APPT WITH A BBR TECH AND THE CUST DRIVE THE V
EH AND THE TECH CAN OBSERVE THE CONCERN TO BETTER DETERMINE
THE ISSUE. - ASSURED CUST VEH SAFETY IS PRIORITY AT FORD MD
T CO. - ADVISED CUST TAKING THE VEH TO ANOTHER FORD DLR W/L
L MAY NOT RELIEVE THE CONCERN BECAUSE THEY WILL NOT BE ABLE
TO DUPLICATE THE CONCERN. - ADVISED CUST IT IS FORD GOAL TO
REPAIR THE VEH. - ADVISED FORD CRD SUP WILL CONTACT WITH

CONSUMER AFFAIRS 09/18/02 MWFA0793

09/18/02 MASTER OWNER RELATIONS SYSTEM II 15.41.75

INFORMATION ISSUE CASE NBR: 158891571
PERSON: 10 BDR ZONE: C1 OPENED: 09/18/02
VIN: 1FMYUD4161KA79188 ENGINE: 1 VIN TYPE: 7 CLOSED: 09/18/02

09/18/02
09.05.08 N 84 HRS. INFERENCE CASE ID: 4826

ORIGIN: CACMOE - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 808 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: ODOUGLIN GUBTIN DOUGLIN
ACTION DATA COMMENTS:

09/18/02
13.10.50 CUSTOMER SAYS: - CSR THAT HE SPOKE WITH YESTERDAY STATED
THAT STALLING PROBLEM WITH VEH IS BECAUSE OF THE WAY HE DRIV
ES AND THIS IS WHAT MADE HIM UPSET - CUST STATES VEH CUTS O
FF ANYTIME OF DAY HOWEVER IT HAPPENS MOST OFTEN IN THE MORNI
NG - ALSO WHEN VEH WENT TO DLRSHP HE EXPECTED DLR TO KEEP V
EH UNTIL UNTIL IT WAS FIXED HOWEVER VEH WAS GIVEN BACK AND N
O PAPER WORK WAS WITH IT TO SHOW IF VEH WAS REPAIRED - CUST
SAYS DLRSHP HAS ALSO TOLD HIM TO TAKE VEH ELSEWHERE IF HE W
ANTS AND SAID TOLD HIS WIFE TO BRING BACK VEH NEXT MORNING EV
EN THOUGH DLR WAS OPEN AND WIFE HAD KIDS WITH HER - CUST STA
TES THAT HE WAS GIVEN A DIE FORM BY DLR AND HE WILL USE IT I
F NECESSARY - ALSO CUST WOULD LIKE TO BE COMPENSATED FOR TH
E INCONVENIENCE THIS HAS CAUSED BECAUSE HE HAS NOT BEEN DRIV
ING VEH PER CUSTOMER, DEALER SAYS: CAN NOT DUPLICATE CONC
ERN HOWEVER SCHEDULE AN APPOINTMENT GAD ADVISED: ***** SU
PERVISOR OSC (GUBTIN D. EXT.7087) ***** - OSC TO CUSTO
MGR ON (MAY.2001 @ 12:49 PM) - RESOLUTION RE: ADVISED CUST
T THAT OUR GOAL IS TO PROPERLY REPAIR VEH AND SUGGEST THAT H
E WORKS WITH DLR THAT HAS BEEN SERVING VEH; ADVISED CUST T
HAT FWD DOES NOT REIMBURSE FOR LOSS OR DOWNTIME OF VEH; ADVI
SED CUST CONTACT SA TO SCHEDULE APPT. TO ADDRESS CONCERN @
BEFORE ESCALATING TO DCS ROUTE - OSC TO DLRSHP SPOKE W/ TOM
SM AND ADVISED HIM OF CUSTOMER CONCERN AND ADVISED HIM THA
T I ADVISED CUST TO MAKE ANOTHER APPT. TO ATTEMPT TOP RESOLV
E ISSUE BEFORE CUST ESCALATES TO DCS *****
ISSUE CLOSED*****

CONSUMER AFFAIRS 09/18/02 MWFA0793

RESUME OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM II 15.41.75

EM2-827 23258

INFORMATION ISSUE CASE NUM: 120078451
REGION: 47 OHIO/MIAMI ZONE: A1 OPENED: 09/02/01
VIN: 1FMYU07181KA6887 ENGINE: 1 VEH TYPE: T CLOSED: 09/02/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: OHIO/MIAMI STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4

MILEAGE: 6337

DEALER NAME: MONTGOMERY FORD SALES CODE: F47000 P & A: 0289

REASON CODE: 8008 QAO - OTHER CONCERN/INQUIRY

SYMPTOM: 80788 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: DAD102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CHRISTIE CHRISTIN KETH
ACTION DATA COMMENTS:

09/02/01
14.38.07 JUDY MO LAUGHLIN, OMB, OHIO/MIAMI
ATTN: MARK WILLIAMS

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: DAD102 - OPEN QAO TO PREVIOUS OWNER
DOCUMENT: ANALYST: CHRISTIE CHRISTIN KETH
ACTION DATA COMMENTS:

14.54.00

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAD102 - UNABLE TO CONTACT CUSTOMER - INCORRECT CUSTOMER INFORMATION
DOCUMENT: ANALYST: K-KIALUBI KATY KIALUBI
ACTION DATA COMMENTS:

07/20/01
02.32.25 WE DONT KNOW ANYTHING ABOUT THIS PLEASE REVIEW

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: DAD103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CHRISTIE CHRISTIN KETH
ACTION DATA COMMENTS:

11/7/001
17.30.00

CONSUMER AFFAIRS 09/18/02 MIMFAUPRO

BEGINNING OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.10

INFORMATION ISSUE CASE NUM: 157482900
REGION: 21 ATLANTA ZONE: B1 OPENED: 04/17/00
VIN: 1FMYU0711KP17888 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/00

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 4x4

MILEAGE: 14800

DEALER NAME: TEAM FORD OF MARIET SALES CODE: F51005 P & A: 0284

REASON CODE: 3002 WARRANTY - COVERAGE INQUIRY

SYMPTOM: 80788 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC006 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 800 - PROVIDE INFORMATION ACCORDING TO PHONOLOGY
DOCUMENT: ANALYST: NDIRKOO NAWDY DI RICO
ACTION DATA COMMENTS:

EN02-027 23357

4178002
 08.14.02 VLOOMFOUCUSTOMER SAYS: -VEH STALLS INTERMITTENTLY UPON ACCEL
 ERATION -VEH HAS BEEN AT THE DLR MANY TIMES -I HAVE MY VE
 H NOW AND AM WAITING FOR MY APPT FOR THE PEE ON APRIL 30,200
 2 -WANTS VEH REPLACED AND WAS TOLD THAT FORD WILL NOT TAKE
 THE VEH BACK -REQ VEH WILL BOUGHT BACK FROM FORD PER CUSTO
 MER, DEALER SAYS: -TEAM FORD OF MARRETTA HAS SERVICED THE
 VEH -PEE WILL BE COMING IN ON THE 30TH OF APRIL TO LOOK BT
 O THE ISSUE CAO ADVISED: - POSSIBLE WARRANTY/REP COVERAGE
 FOR YOUR CONCERN - PLEASE TAKE YOUR VEHICLE TO THE PLAM D
 SALES/REP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DE
 TERMINE IF ANY WARRANTY/REP WILL BE APPLICABLE -ADV OK THAT
 IT IS FORD'S GOAL TO REPAIR THE VEH FIRST AND RESOLVE THE
 CONCERN -ADV OK THAT THE DLR HAS TAKEN THE NECESSARY STEPS
 TO GET THE PEE INVOLVED TO GO TO THE DLR TO INSPECT THE VEH
 #NAME?
 TH YOU TO RESOLVE THE CONCERN -IF THE CONCERN CAN NOT BE R
 ESOLVED, THEN FURTHER OPTIONS SHOULD BE DISCUSSED WITH THE D
 LR -CONCERN HAS BEEN DOO IN YOUR FILE AND FORWARDED TO THE
 DLR SUPERVISOR CASE ID: 3498

CONSUMER AFFAIRS 08182002 NINFAUPR8

BEGINNING OF CONTACT
 08182002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 184088180
 REGION: 41 CHICAGO ZONE: E8 OPENED: 10/11/2001
 VIN: 1FMYU0A111KE78008 ENGINE: 1 VEH TYPE: T CLOSED: 10/11/2001

LAST NAME: [REDACTED] STATUS CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
 ADDRESS: [REDACTED]
 CITY: DE PERE STATE: WI ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 044
 MILEAGE: 17880
 DEALER NAME: VAN BOXTEL FORD, IN SALES CODE: F41104 P & A: 08197
 REASON CODE: 8808 CAO - OTHER CONCERN/INQUIRY
 SYMPTOM: 40188 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
 ACTION: CAO/KR - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
 DOCUMENT: ANALYST: O-KRITHI CHRISTINA KEITH
 ACTION DATA/COMMENTS:

10/11/2001
 17.18.08 DENIK DOMPSTEN, CMA, CHICAGO; ATTN: DENNIS CARVER; CERTIF
 ICATE APPROVED BY (CROSETT)88, DON

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
 ACTION: DAC/88 - CUSTOMER PAID REPAIR MADE
 DOCUMENT: ANALYST: K-KAVANE VAN BOXTEL FORD
 ACTION DATA/COMMENTS:

10/18/2001
 11.40.34 CSM IS ISSUING CAO

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
 ACTION: CAO/108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
 DOCUMENT: ANALYST: CRISTHE CHRISTEN KEITH
 ACTION DATA/COMMENTS:

11/02/2001
 13.47.35

ER82-827 23288

CONSUMER AFFAIRS 05/18/2002 MMFA0PRG

BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15:41:18

INFORMATION ISSUE CASE NR: 188878007
REGION: 18 NEW YORK ZONE: E1 OPENED: 05082002
VIN: 1FMYUD41270518133 ENGINE: 1 VEH TYPE: T CLOSED: 05082002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PLAINFIELD STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL7 4x4
MILEAGE: 17000

DEALER NAME: MALCOLM FORD, INC. SALES CODE: F19028 P & A: 20887
REASON CODE: 6484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 60788 STALL/QUIT/ACCELERATION ALL ENGINE TEMP

ORIGIN: OACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 665 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JELFORD JILL BURKE
ACTION DATA COMMENTS:

6183002
15:18:54 CUSTOMER SAYS: -HAVING A CONCERN WITH THE VEH SHUTTING OFF
WHILE CUST IS DRIVING -HAS AN APPT FOR MAR 1308 -VEH HAS
ALREADY BEEN LOOKED AT THREE TIMES -THE VEH HAS SHUT OFF T
HREE TIMES THE CONCERN IS INTERMITTENT -THE VEH WILL SHUT O
FF WHEN THE VEH IS GOING 40MPH AND UNDER -SEEKING TO KNOW I
F THE CLR CAN NOT DIAGNOSIS THE CONCERN ON WED WHAT THE NEXT
STEPS ARE -SEEKING VEH REPAIR PER CUSTOMER, DEALER SAYS:

NAME?
CAG ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALER
SHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. -THEY WOULD
DAGNOST THE DEALERSHIP IN DIAGNOSING THE VEH-ROLE. - IF THE
Y CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABL
E TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONT
ACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED

CONSUMER AFFAIRS 05/18/2002 MMFA0PRG

BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM IN 15:41:18

INFORMATION ISSUE CASE NR: 1861770892
REGION: 18 NEW YORK ZONE: E1 OPENED: 05/17/2002

ERR2-827 23258

VIN: 1FMYU04184P18277 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BROOKLYN STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 9800
DEALER NAME: PREMIER FORD INC SALES CODE: F13011 P & A: 5336
REASON CODE: 8088 WARRANTY - DEFY WARRANTY COVERAGE
SYMPTOM: 80788 STALL/CUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: DAC28 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 438 - SUPPORT DEALER'S POSITION; REFER TO WSP MANUAL
DOCUMENT: ANALYST: SOABA SUSAN OBAOUNGAN
ACTION DATA/COMMENTS:

4/17/2008

11.08.08 VLOCN(CUSTOMER SAYS: - VEH BROKE DOWN, VEH QUIT WHILE DRIV-
ING AT ALL ENGINE TEMPERATURE - VEH WAS TOWED TO THE DLJ-
R SHP AND DLR SHP GOT THE PER TO LOOK AT THE ENGINE - CUST STA-
TED THAT DLR SHP DID NOT ASKED THEM ANY QUESTIONS, THEY JUST
DECIDED THAT VEH WAS NOT MAINTAINED PROPERLY AND WAS TOLD T-
O PICK UP THE VEH OTHERWISE THEY WILL BE CHARGED STORAGE FE-
E - CUST WOULD LIKE THE NUMBER FOR THE LEGAL DEPT PER C-
USTOMER, DEALER SAYS: - DLR SHP TOLD CUST THAT FORD INSPECT-
OR IT WAS NOT PROPERLY MAINTAINED AND TO PICK UP THE VEH
CAG ADVISED: - DEALERSHIP HAS DETERMINED THE VEHICLE WAS NO-
T MAINTAINED PROPERLY OR MISUSED - FORD SUPPORTS THE DIAGNO-
SIS OF THE DEALERSHIP - FORD WILL NOT PROVIDE FINANCIAL ASS-
ISTANCE TO THE COST OF THE REPAIR IMPERDENCE CASE ID: 4471

CONSUMER AFFAIRS 09/18/2008 MMFA0793

BEGINNING OF CONTACT

09/18/2008 MASTER OWNER RELATIONS SYSTEM II 18.41.19

INFORMATION BUREAU CASE NR: 10292001
REGION: 15 PHILADELPHIA ZONE: B1 OPENED: 10/29/01
VIN: 1FMYU04181K23448 ENGINE: 1 VEH TYPE: T CLOSED: 10/29/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HAVERTOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11800
DEALER NAME: KERRY FACROON AN SALES CODE: P1808 P & A: 01301
REASON CODE: 8484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80788 STALL/CUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: DAC28 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 885 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SPRESBOTT SUSAN PRESCOTT
ACTION DATA/COMMENTS:

10/29/2001

05.24.08 CUSTOMER SAYS: -AS PER EMAIL: -CUST STATES THAT HER VEH-
ICLE HAS STALLED THROU IN THE MIDDLE OF THE ROAD. -SHE HAS T

2082-827 23288

AKEN HER VEHICLE INTO THE DEALERSHIP FOR SERVICE AND THEY WERE UNABLE TO DUPLICATE THE STALLING CONCERN. -DEALER ALSO TOLD CUSTOMER THAT THERE HAS BEEN NO OTHER COMPLAINTS OF THIS NATURE.

IF IT HAPPENS AGAIN, PER CUSTOMER, DEALER SAYS: GAO ADVISES: - 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 REFERENCE CASE ID: 4488

CONSUMER AFFAIRS 08/18/02 MI404983

REASONING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 13-41-79

INFORMATION ISSUE CASE REF: 1751488801
PERSON: IN ATLANTA ZONE: D3 OPENED: 08/18/02
VIN: 1FUYL64181K0000 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GRANITE FALLS STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
RELEASE: 1994
DEALER NAME: ARMSTRONG FORD INC SALES CODE: FE1E11 P & A: 0104
REASON CODE: 2801 CI - ATTORNEY GENERAL
SYMPTOM: 00708 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OAHVY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATIONS MAIL
ACTION: DMG - OPERATE CLOSED INFO
DOCUMENT: ANALYST: APOBPRG ANNE ROBERTS
ACTION DATA COMMENTS:

08/18/02
08/20/02 ***AGENCY LETTER DATED 08/20/02 ***CI RECEIVED 08/21/02 ***
***CUSTOMER STATES VEHICLE IS UNSAFE TO DRIVE AND NO ONE FROM FORD'S HAS CONTACTED HIM.
***CUSTOMER REQUESTS REPLACEMENT VEHICLE
***CI SENDING CLOSING LETTER TO AG OFFICE ADVISING OF ACTION
OUTCOME/RESOLUTION OF ISSUE. ***LETTER ADVISING AGENCY:
CUSTOMER HAS OPTED FOR REVIEW BY DSS.
*** NO FURTHER ACTION PROPOSED***

CONSUMER AFFAIRS 08/18/08 MMFAKPR8

BEGINNING OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM IN 13.41.19

INFORMATION ISSUE CASE NBR: 1721432801
REGION: 21 ATLANTA ZONE: 06 OPENED: 08/17/08
VIN: 1FMYUD181K080520 ENGINE: 1 VEH TYPE: T CLOSED: 03/27/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: GRANITE FALLS STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
RELEASE: 14810
DEALER NAME: ARMSTRONG FORD INC SALES CODE: F81311 P & A: 0108
REASON CODE: 8008 CAG - OTHER CONCERN/INQUIRY
SYMPTOM: 807881 STALL/SHUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CHRISTIE CHRISTIN KEITH
ACTION DATA COMMENTS:

08/18/08
14.21.48 DAVID FRETTER, OAMA, ATLANTA
ATTN: TERRY MOORE

ORIGIN: OAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RECEIVED
DOCUMENT: ANALYST: CHRISTIE CHRISTIN KEITH
ACTION DATA COMMENTS:

4/28/2008
13.57.20

CONSUMER AFFAIRS 08/18/08 MMFAKPR8

BEGINNING OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM IN 13.41.19

INFORMATION ISSUE CASE NBR: 1721432801
REGION: 13 NEW YORK ZONE: H1 OPENED: 08/18/08
VIN: 1FMYUD181K080520 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN

1002-027 23282

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: FINELL STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 18000
DEALER NAME: FOUCH-KEEPERS FORD SALES CODE: F12817 P & A: 00884
REASON CODE: 809A PRODCOMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOM: 80788 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 788 - ADVISE CUST CRO WILL FOLLOW UP
DOCUMENT: ANALYST: PORZELLE PAMELA GREZZLE
ACTION DATA COMMENTS:

0718008
13.48.03 VLOS/CUSTOMER SAYS: -CUST HAD VEH IN THREE TIMES AT FOUCH-KEEPERS FORD FOR CONCERN AND THIS WILL BE THE FOURTH -CUST RECENT 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 INTEND ON FILING FOR NEW YORK LEMON LAW - I JUST WANT THIS RESOLVED OR TO GET INTO ANOTHER VEH OR FLOW THROUGH WITH ARBITRATION -CUST SEEKS REPAIR PER CUSTOMER, DEALER SAYS: -IN ONE CMO ADVISED: -I WOULD LIKE TO BE YOUR ADVOCATE IN THE SITUATION, TO ENSURE YOUR REQUEST RECEIVES PROMPT CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. -OBC TO DLR - CLOSED - CDR WILL FU WITH DLR AND CUSTOMER AT 8PMET AT CUSTOMER'S HOME NUMBER REFERENCE CASE ID: 8408

CONSUMER AFFAIRS 08/18/2008 11:54:00 PM

REASONING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM R 13.41.19

INFORMATION ISLE CASE NBR: 170070188
REGION: 10 SDR ZONE: R1 OPENED: 08/08/2008
VIN: 1FALJ01861K280474 ENGINE: B VEH TYPE: T CLOSED: 08/25/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: BLYTHE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 1048
DEALER NAME: BLYTHE FORD CENTER SALES CODE: F71417 P & A: 00482
REASON CODE: 8088 PRODCOMP DUR/PERF - VEHICLE QUALITY
SYMPTOM: 80788 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 488 - ADVISE CUST THAT THEY WILL RECEIVE INFO FROM DSB IN THE MAIL
DOCUMENT: ANALYST: MAPEL1 MARY APEL
ACTION DATA COMMENTS:

0828002
14.04.83 CUSTOMER SAYS: -BOARDED TO DRIVE THIS VEH, BEEN TO THE DLR NUMEROUS TIME BUT AND DLR HAD ATTEMPTED THREE DIFFERENT OF REPAIR BUT THE CONCERN STILL PRESENT. -ALREADY MAILED THE DSB APPLICATION. -REQUESTING FORD TO REPLACE ANOTHER VEH. PER CUSTOMER, DEALER SAYS: CMO ADVISED: -DEALERSHIP I

EM2-827 23263

IS IN THE BEST POSITION TO ASSIST YOU - DDB IS REVIEWING INF
ORMATION, WILL CONTACT YOU BY MAIL REFERENCE CASE ID: 18

23

CONSUMER AFFAIRS 05/18/2008 09:54:07PM

BEGINNING OF CONTACT

05/18/2008 MASTER OWNER RELATIONS SYSTEM IN 18:41:19

INFORMATION ISSUE CASE NR: 1702073201
REGION: 18 NEW YORK ZONE: A1 OPENED: 11/27/2004
VIN: 1FM0J0D4101KA48188 ENGINE: 1 VEH TYPE: T CLOSED: 11/27/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PLUMBING STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 8009
DEALER NAME: PHILBOR MOTORS, INC SALES CODE: P19078 P & A: 00894
REASON CODE: 0184 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

DIRSH: 04085 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 023 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: YANJUELI1 YANJUE BAMBULA
ACTION DATA/COMMENTS:

11/27/2001
18:41:21 CUSTOMER SAYS: -CUSTOMER NEEDS 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 FOU
ND NOTHING -ALL THREE STALLS HAVE BEEN IN THE SAME PLACE BU
T THEY ARE SPREAD APART IN TIME -CUSTOMER WANTS FORD TO BE NO
TIFIED ABOUT THE STALLING PROBLEM PER CUSTOMER, DEALER SA
YS: CANNOT DUPLICATE CONCERN; CAC ADVISED: - INFORM WHY
THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT D
UPLICATE THE CONCERN AT THE TIME OF SERVICE -ADVISE CUSTOM
ER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN I
S NOTICED ***CAC*** TO DLR - SPOKE WITH PETER WHITCOMBS WH
O ADVISED THAT HE WILL BE RUNNING ANOTHER CASE TO SEE IF TH
ERE IS ANY NEW INFORMATION AS PER BOM NO FOX JOB AID; PETER
WILL BE CONTACTING CUSTOMER TO DISCUSS IN FURTHER DETAIL; REFERE
NCE CASE ID: 4482

ERR2-027 23264

CONSUMER AFFAIRS 02/18/02 MAFAPR3

BEGINNING OF CONTACT

02/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.13

CONCERN ISSUE CASE NRP: 02B00101
REGION: 10 OR ZONE: LE OPENED: 02/02/01
VIN: 1FMYU04171K08737 ENGINE: 1 VEH TYPE: T CLOSED: 02/08/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HUNTINGTON STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 014
RELEASE: 789
DEALER NAME: TRISTE FORD LINCOLN SALES CODE: F4087 P & A: 0404
REASON CODE: 1073 PARTS - BACKORDER DELAY
SYMPTOM: 80786 STALL/CLTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 005 - ADVISE CUSTOMER ORG WILL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: CHALLENGER CHARMAINE ALLEN
ACTION DATA COMMENTS:

02B001

15.54.47 CUSTOMER SAYS: CUST HAS HAD VEH IN THE DLRSHP FOR THE PAST TWO YEARS - CUST SAYS THAT THE VEH IS IN THE DLRSHP FOR 8 TALLING CONCERNS - CUST WAS ADVISED THAT THERE IS A SHORTAGE ON THE CRANK SENSOR - CUST WOULD LIKE TO KNOW WHAT THE PART STATUS IS ON PART PER CUSTOMER, DEALER SAYS: NONE DAD ADVISED: - INFORM CUSTOMER WE WILL RESEARCH ISSUE FURTHER - ORG WILL RECONTACT CUSTOMER WITH UPDATE - ORG DLRSHP SPOKE WITH BRIGHT SM SAYS THAT THIS PART IS A DOD NATIONAL BACK ORDER - THIS INFO IS NOT IN BSH SITE

- PART INFO ***** - PART NUMBER R AND NAME 1872202N-AA CRANK POSITION SENSOR - ORDER NUMBER P81728 - ORDER DATE JAN 28/01 - DLRSHP P&A CODE 0484

***** NOTE TO NEXT ORG CUST HUNG UP PLEASE ADVISED CUST OF BELOW INFO - A MESSAGE WAS LEFT WITH CUST SECRETARY BUT JUST REPLY THIS INFO IF HE DOES CALL IN - ADVISED CUST THAT THE PART IS ON NATIONAL BACK ORDER AND THE DLRSHP AND RESEARCH DEPT WILL KEEP IN CONTACT WITH CUST IN REGARDS TO PART AVAILABILITY - ADVISED CUST TO STAY IN CONTACT WITH DLRSHP HAS CONTACT PERSON IS BRIGHT SM REFERENCE CASE ID: 4096

ORIGIN: OACMS - MANUAL - RESEARCH ORG COMMUNICATION: PHONE
ACTION: 405 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: HPARKER/ NATASHA JAMES PARKER
ACTION DATA COMMENTS:

02B001

17.29.28 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: DAD ADVISED:

CONSUMER AFFAIRS 02/18/02 MAFAPR3

02/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.13

CONCERN ISSUE CASE NRP: 02B00101
REGION: 10 OR ZONE: LE OPENED: 02/02/01
VIN: 1FMYU04171K08737 ENGINE: 1 VEH TYPE: T CLOSED: 02/07/01

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAD01E - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: PARKER TRISTE FORD LINCO

0202-027 23255

ACTION DATA COMMENTS:

1/7/01
05:02:02 PART ORDERED 1-24-01, PART RECEIVED 2-4-01, TRUCK REPAIRED O
N 2-8-01, DRIVING TO RECHECK. CALLED CUSTOMER ON 2-7-01.

CONSUMER AFFAIRS 06/18/02 165FA03PR0

BEGINNING OF CONTACT
06/18/02 MASTER OWNER RELATIONS SYSTEM IN 13.41.19

CONCERN ISSUE CASE NBR: 088400181
REGION: 10 SDR ZONE: LA OPENED: 01/18/01
VIN: 1FMYUD4171KD0727 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: HUNTINGTON STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MESSAGE: 1897
DEALER NAME: TRIER FORD LINCOLN SALES CODE: F46887 P.E.A: 0484
REASON CODE: SOME WARRANTY - MULTIPLE REPAIR
SYMPTOM: 007000 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: DACRS - US CONCERN CASE BASED COMMUNICATION ENHNL
ACTION: 198 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CFM
DOCUMENT: ANALYST: VOLARKE1 VANESSA CLARKE
ACTION DATA COMMENTS:

1/18/01
13:02:11 CUSTOMER SAYS: -MY NEW ESCAPE PERIODICALLY STALLS AFTER A
BRIEF IDLE - TODAY (1/18/01) WAS THE FOURTH TIME THIS HAS
HAPPENED TO ME - I TRIED TO RESTART IT IMMEDIATELY AFTER IT
DIED BUT HAD NO SUCCESS, WAITED 5 MINUTES AND TRIED AGAIN A
ND IT DID START - I NOTED THAT JUST BEFORE EACH INCIDENT, T
HE IDLE WAS NEAR OR BELOW THE MARK ON THE TACHOMETER. PER O
USTOMER, DEALER SAYS: DEALER REPORTED AN IGNITION CODE BUT
COULD NOT DUPLICATE CONDITION. - DEALER SAID THAT THE ICL

ER02-027 23204

IT COULD NOT BE INCREASED. CAC ADVISED: - VEHICLE UNDER BU
MPSER-TO-BUMPER WARRANTY - WILL FORWARD INFORMATION TO THE O
SALESHIP, WITH A COPY TO THE REGIONAL OFFICE - WILL REQUEST
T OMSERVICE MANAGER CONTACT CUSTOMER WITHIN 8 BUSINESS DAY
8 REFERENCE CASE ID: 4888

ORIGIN: DEALER - DEALER COMMUNICATION: EMAIL
ACTION: DAD01E - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: FINEST TRIER FORD LINCO
ACTION DATA COMMENTS:

1/17/2001
10.58.08 CALLED CUSTOMER AND MADE APT. FOR 01-17-01.

CONSUMER AFFAIRS 08188002 NMFAXPFB

BEGINNING OF CONTACT
08188002 MASTER OWNER RELATIONS SYSTEM # 1841.19

CONCERN ISSUE CASE NO: 038400761
REGION: 18 SDR ZONE: LR OPENED: 01/18/2001
VIN: 1FMYU04171K08797 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HUNTINGTON STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MESSAGE: 1287
DEALER NAME: TRIER FORD LINCOLN SALES CODE: F4887 P.A.: 04844
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC08E - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO OUR CONTACT CFM
DOCUMENT: ANALYST: VOLARKE1 VANESSA CLARKE
ACTION DATA COMMENTS:

1/18/2001
10.58.44 CUSTOMER SAYS: - MY NEW ESCAPE PERIODICALLY STALLS AFTER A
BRIEF IDLE - TODAY (1/18/01) WAS THE FOURTH TIME THIS HAS
HAPPENED TO ME - I TRIED TO RESTART IT IMMEDIATELY AFTER IT
DIED BUT HAD NO SUCCESS, WAITED 5 MINUTES AND TRIED AGAIN A
ND IT DID START - I NOTED THAT JUST BEFORE EACH INCIDENT, T
HE IDLE WAS NEAR OR BELOW THE MARK ON THE TACHOMETER. PER C
USTOMER, DEALER SAYS: DEALER REPORTED AN IKTION CODE BUT
COULD NOT DUPLICATE CONDITION. - DEALER SAID THAT THE IDL
E COULD NOT BE INCREASED. CAC ADVISED: - WE RECOMMEND THE
REPAIR BE PERFORMED BY A FORD/ALM DEALERSHIP - INFORMATION
WILL BE SENT TO OUR CUSTOMER SHOULD CONTACT CFM/SERV MGR I
NQUIRIES OF A TECHNICAL NATURE ARE GENERALLY REFERRED TO OUR
DEALERSHIPS. OUR DEALERSHIP STAFF ARE HIGHLY TRAINED EXP
ERTS WITH A FOCUS ON FORD AND LINCOLN/MERCURY PRODUCTS. IN
THE RARE CASE WHERE A STAFF MEMBER OF ANY DEALERSHIP IS UNAB
LE TO ANSWER A TECHNICAL QUESTION REGARDING ONE OF OUR PRODU
CTS, THERE ARE RESOURCES AVAILABLE EXCLUSIVELY TO THEM DIRECT
LY FROM FORD MOTOR COMPANY, WHERE ANSWERS MAY BE OBTAINED.

ORIGIN: CAC08E - MANUAL - PHONE CBR COMMUNICATION: EMAIL
ACTION: 824 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: VOLARKE1 VANESSA CLARKE
ACTION DATA COMMENTS:

13.58.19 CUSTOMER SAYS: MY PREFERRED DEALER IS TRIER FORD, COLUMBIA
CITY IN. IT'S ONLY 89 MILES VERSUS 78 TO TIPTON. WOULD YO
U MIND CHANGING YOUR MESSAGE TO TERRYBY THANKS PER CUST
OMER, DEALER SAYS: NONE CAC ADVISED: ADVISED CUSTOMER IN
PO WILL BE SENT TO TRIER FORD ON HIS BEHALF

ENG2-827 23257

CONSUMER AFFAIRS 08182002 MBFA00776

08182002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

CONCERN ISSUE CASE NBR: 080400181
REGION: 10 SDR ZONE LR OPENED: 01/182001
VIN: 1FMYU04171K08727 ENGINE 1 VEH TYPE: T CLOSED: 01/172001

CRIME DEALER - DEALER COMMUNICATION: EMAIL
ACTION: 0A0818 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: P8887 TRIER FORD LINCO
ACTION CATACOMMENTS:

1/172001
10.08.08

CONSUMER AFFAIRS 08182002 MBFA00776

BEGINNING OF CONTACT
08182002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

CONCERN ISSUE CASE NBR: 048008211
REGION: 16 PHILADELPHIA ZONE: 01 OPENED: 11/172001
VIN: 1FMCU04101K087088 ENGINE 1 VEH TYPE: T CLOSED: 11/172001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: KING OF PRUSSIA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
RELEASE: 128

ER02-027 23285

DEALER NAME: FORD OF THE MARIJ SALES CODE: F10000 P & A: 0307
REASON CODE: 8016 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807004 STALLS/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: DAD000 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RYLLIAN ROKANNA WILLIAMS
ACTION DATA COMMENTS:

11/17/001
11:36:09 CUSTOMER SAYS: -THE CAR STALLS OUT AT ACCELERATION AND AT
IDLE -I DO NOT WANT THE VEHICLE ANYMORE -I HAVE BROUGHT
IT TO THE DLR ONCE AND I AM BRINGING IT IN ON MONDAY PER CU
STONER, DEALER SAYS: MAIN LINE FORD CAD ADVISED: - WE R
BOOKING THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP -
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM
REPAIR MGR -A COPY WILL BE SENT TO OUR ENGINEERS FOR THEM TO
IMPROVE THE PRODUCT REFERENCE CASE ID: 4001

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAD000 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: J-LANZAR FORD MAIN LINE
ACTION DATA COMMENTS:

12/29/001
10.18:00 CUSTOMER STATES VEHICLE STALLED 2 TIMES IN 1800 MILES. UNABLE
TO VERIFY, DRIVEN BY OUR DEALERSHIP APPROX 800 MILES WITH
VOR INSTALLED AND HAVE NOT DUPLICATED CONCERN. CUSTOMER REFUS
ES TO DRIVE VEHICLE, AWAITING DECISION FROM DOM AS TO HOW F
ORD WOULD LIKE TO PROCEED.

ORIGIN: DAD000 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 100 - VEHICLE INFORMATION
DOCUMENT: ANALYST: NPAUL NORMAN PAUL
ACTION DATA COMMENTS:

12/10/001
17:05:42 CUSTOMER SAYS: I WAS TOLD THIS IS JIM MCGRAYS # IS HE THERE
? - I WOULD LIKE TO KNOW IF THE NOTES IN THE FILE SAY ANYTH
ING ABOUT YOU PAYING FOR A LOANER VEH PER CUSTOMER, DEALER
SAYS: NONE CAD ADVISED: ADVISED CUST AFTER DOM GIVES CLR

CONSUMER AFFAIRS 08/18/002 M8FAKPRG

08/18/002 MAINTEN OWNER RELATIONS SYSTEM 01 18.41.18

CONCERN ISSUE CASE REF: 048000011
REGION: 16 PHILADELPHIA ZONE: 01 OPENED: 11/17/001
VIN: 1FACJ0D4101K037000 ENGINE: 1 VEH TYPE: T CLOSED: 12/10/001

12/10/001
17:05:42 ANSWER GIVE US BACK A CALL TO SEE IF A REARRANGEMENT WOULD
BE AN OPTION

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAD010 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-LANZAR FORD MAIN LINE
ACTION DATA COMMENTS:

12/14/001
10:36:01 VEHICLE DRIVEN OVER 200 MILES. NEVER VERIFIED CONDITION FOR
D ENGINEERING FAXED OVER REPAIR PROCEDURE. PERFORMED REPAIR
PROCEDURE. CONTACTED CUSTOMER TO INFORM THEM THE VEHICLE I
S COMPLETE. I BELIEVE CUSTOMER HAS DECIDED TO TRADE VEHICLE
FOR NEW EXPLORER

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAD000 - CUST. SAT. FEED. TOOL UTILIZED - CAD OFFERED AND ACCEPTED
DOCUMENT: ANALYST: SARAH MITA MURPHY
ACTION DATA COMMENTS:

12/29/001
12:35:15 UPLOADED REQUEST FOR \$2000 CAD FOR CUSTOMER SATISFACTION.
STALLING CONCERN. MITA MURPHY

CONSUMER AFFAIRS 08/18/00 MMFA/PPB

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM # 16.41.18

CONCERN ISSUE CASE NR: 00004201
REASON: 10 SDR ZONE: P1 OPENED: 08/14/00
VIN: 1FMYU04181K21880 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SPRUCE PINE STATE: ND ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 400

DEALER NAME: CATALANO FORD SALES CODE: FORD P & A: 00784
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807806 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: DACTB - LB CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR CONTACT CRN
DOCUMENT: ANALYST: JAMES1 JENNIE JAMES
ACTION DATA/COMMENTS:

08/14/00
14.00.05 CUSTOMER SAYS: -CUST STATED THAT THE VEH STALLED YESTERDAY
(ACCELERATION) -CUST STATED THAT SHE TOOK THE VEH BACK TO
THE DLR/HP -CUST STATED THAT THE DLR/HP WAS RUDE AND GAVE
HER THE RUNAROUND -CUST STATED THAT HE/ SHE MADE HER FEEL LIKE
SHE DID NOT KNOW WHAT SHE WAS TALKING ABOUT -CUST WOULD LIKE
TO FILE A COMPLAINT AGAINST THE DLR/HP -CUST WOULD LIKE
TO KNOW IF SHE CAN TAKE HER VEH TO ANOTHER DLR/HP PER CU
STOMER, DEALER SAYS: CATALANO FORD
D -DLR/HP STATED THAT THERE IS NOTH
ING WRONG WITH IT -DLR/HP STATED THAT NO ONE IS AVAILABLE
TO PUT THE VEH ON THE DIAGNOSTIC MACHINE TO GET A ACCURATE R
EADING OF THE CONCERN QAD ADVISED: - WE RECOMMEND THE REPA
IR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL
BE SENT TO DLR, CUSTOMER SHOULD CONTACT ORANERY MGR INFERE
NCE CASE ID: 4805

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DACTB - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED
DOCUMENT: ANALYST: BWALLAC1 BRIAN WALLACE
ACTION DATA/COMMENTS:

08/09/01
10.15.47 PER JACK IN SERVICE, NOTHING WRONG WITH VEHICLE. OPERATING A
S DENIED BY WALLACE CBM

EA02-027 23270

BEGINNING OF CONTACT

05/18/90 MASTER OWNER RELATIONS SYSTEM R 13.41.19

CONCERN ISSUE CASE NR: 058201841
 REGION: 71 CALIFORNIA ZONE: 08 OPENED: 10089001
 VIN: 1FMYL0V12K050530 ENGINE: 1 VEH TYPE: T CLOSED: 10089001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:

ADDRESS: [REDACTED]

CITY: CHANDLER STATE: AZ ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 8901 MODEL: ESCAPE XLT 4X4

MILEAGE: 17000

DEALER NAME: BAUMHARDT FORD SALES CODE: F71178 P & A: 20818

REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOMS: 80788 STALL/QUITE ACCELERATION ALL ENGINE TEMP

ORIGIN: CA088 - US CONCERN CASE BASE COMMUNICATION: VISIT

ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT ORN

DOCUMENT: ANALYST: SROYAL, SUZETTE ROYAL

ACTION DATA/COMMENTS:

10/89001

13.40.08 CUSTOMER SAYS: -VEH HAS BEEN IN THE DEALERSHIP FOR 28 DAYS

#NAME?

-TIRE ON VEH WAS FAULTY AND IT TOOK VEH 10 DAYS TO REPLACE

#NAME?

GET OUT OF THIS VEH AND INTO SOMETHING DIFFERENT NOT HAPPY W

ITH THE ESCAPE PER CUSTOMER, DEALER SAYS: VEH IS READY F

OR PICK UP TODAY OAG ADVISED: - WE RECOMMEND THE REPAIR

BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE

SENT TO DLR, CUSTOMER SHOULD CONTACT GRMBSRV MGR INFERENCE

CASE ID: 4908

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT

ACTION: BACD12 - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT: ANALYST: A-CARRIO ANNE CARRIOCID

ACTION DATA/COMMENTS:

10/92001

17.51.02

BEGINNING OF CONTACT

05/18/90 MASTER OWNER RELATIONS SYSTEM R 15.41.18

CONCERN ISSUE CASE NR: 0582781182
 REGION: 11 BOSTON ZONE: A1 OPENED: 04829008
 VIN: 1FMCU04171K08448 ENGINE: 1 VEH TYPE: T CLOSED: 04829002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:

ADDRESS: [REDACTED]

CITY: HOPKINTON STATE: MA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 8901 MODEL: ESCAPE XLT 4X4

MILEAGE: 18000

DEALER NAME: FRAMINGHAM FORD SALES CODE: F11086 P & A: 08880

REASON CODE: 2208 SPECIAL LIAISON - EXECUTIVE REFERRAL

SYMPTOMS: 80788 STALL/QUITE ACCELERATION ALL ENGINE TEMP

ERN2-827 23271

ORIGIN: CABL - CONCERN AFFAIRS - SPECIAL UNION COMMUNICATION: MAIL
ACTION: BLAD - DECISION - SL CONCURS WITH DEALERSHIP
DOCUMENT: ANALYST: LAUBER1 LOVE SUBER
ACTION DATA COMMENTS:

4267002

18.10.12 CUSTOMER SAYS: "MERO REF'D. ROSS"41778"QUEST'S DAUGHTER
SAYS VEH STALLED WHILE GOING DOWNHILL. ALL POWER CEASED TO
FUNCTION & SHE WAS UNABLE TO STEER OR BRAKE. CUST SAYS LUCKI
LY SHE WAS ABLE TO GLIDE TO A STOP, PLACE THE VEH IN PARK &
RESTART VEH. CUST WAS ON THE INTERNET & NOTICED 80 SIMILAR
COMPLAINTS. CUST IS TAKING VEH TO DLR BUT WANTED TO INFORM
FWD OF CONCERN BECAUSE IT IS A SAFETY ISSUE. PER CUSTOM
ER, DEALER SAYS: CAC ADVISED: "SL CONTACTED CUST TO DI
SCUSS CONCERN & APOLOGIZE FOR HIS DAUGHTER'S EXPERIENCE. CU
ST INFORMED SL THAT VEH HAD BEEN REPAIRED & HADN'T IDENTIFIED
CONCERN BECISE. SL NOTED THAT DLR HAD CONSULTED THE TECH HO
TLINE. DLR WAS INFORMED THAT SOM HERRS TO RECALIBRATE THE P
CM. SL THANKED CUST FOR WRITING & ADVISED HIS CONCERN WOULD
BE DOCUMENTED.

CONCERN AFFAIRS 08182002 MFA/CPWB

BEGINNING OF CONTACT

08182002 MASTER OWNER RELATIONS SYSTEM R 18.41.18

CONCERN ISSUE CASE NR: 08000881
REGION: 86 KANSAS CITY ZONE: B1 OPENED: 08272001
VIN: 1FACUUM101K3Y0417 ENGINE: 1 VEH TYPE: T CLOSED: 08272001

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
RELEASE: 2410
DEALER NAME: WOODHOUSE FORD, INC SALES CODE: F8307 P & A: 0842
REASON CODE: 309A PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 807888 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: DACKB - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 408 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM
DOCUMENT: ANALYST: JYATIONS JANELLE WATONS
ACTION DATA COMMENTS:

08272001

20.10.01 CUSTOMER SAYS: -CUST STATED THAT THE VEH STALLED AGAIN- D
LR CAME AND PICKED UP THE VEH - VEH STALLED ON A BUSY PERIOD
NTAL STRBT THIS MORNING, THE HEADLIGHTS WERE ON AND SO WAS
THE RADIO- CUST WOULD LIKE SOMEONE FROM THE FORD COMPANY T
O CALL THE DLR AND SHE WOULD ALSO LIKE A CALL FROM THE FORD
HEAD OFFICE AND NOT CUSTOMER SERVICE- SHE FEELS THAT FORD I
S TAKING HER SAFETY TOO LIGHTLY PER CUSTOMER, DEALER SAYS:

#NAME#
CALL ME BACK- CAC ADVISED: - FORWARDED INFORMATION TO CR
MERRY MGR WITH COPY TO REGIONAL OFFICE - REQUESTED CUSMER
V MGR CONTACT CBR WITHIN 8 BUSINESS DAYS- IMPERIENCE CASE ID
1 1895

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT

0802-827 23272

ACTION: D40018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-RIESE CHAD REISE
ACTION DATA COMMENTS:

10/28/01

10.41.80 WE PICKED UP SANDRAS VEHICLE ON 08.28.01. AFTER REVIEWING
PREVIOUS REPAIRS TICKETS, T89'S AND 899'S, THE HOT LINE WAS U
SED, WE TOOK A LEAD ON A POSSIBLE ETAC RELAY. WHEN TESTED IT
FAILED IMMEDIATELY. WE REPAIRED THAT RELAY, WE BELIEVE THE VE
HICLE IS REPAIRED AT THIS TIME. CLOSED BY CHAD REISE SVCL M
GR.

CONSUMER AFFAIRS 02/18/2002 NMFAX/PWR

BEGINNING OF CONTACT

02/18/2002 MASTER OWNER RELATIONS SYSTEM IS 1841.10

CONCERN REFERENCE DATE NBR: 020200118
REGION: T1 CALIFORNIA ZONE: A1 OPENED: 01/18/2002
VIN: 1FMYU021030C11487 ENGINE: 1 VEH TYPE: Y CLOSED: 02/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: 898 VALLEY STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2980

DEALER NAME: 898 VALLEY FORD SALES CODE: F71447 P & A: 07028
REASON CODE: 1102 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 00786 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACMB - US CONSUMER CARE BASE COMMUNICATION: WRIT
ACTION: 791 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: JTAYLOR JULLIAN TAYLOR
ACTION DATA COMMENTS:

1/18/2002

12.18.26 CUSTOMER SAYS: -JAN 12- THE VEH WAS TOWED IN - PROBLEM W/IT
TH THE SENSOR - THE VEH WAS DYING OUT -CALLED OPR AND GOT A
RENTAL VEH -RETURNED THE VEH RENTAL ON MONDAY JAN 14 -THE
VEH WAS TOWED BACK TO THE YESTERDAY -WOULD LIKE TO GET LOA
NEN VEH PER CUSTOMER, DEALER SAYS: -BAD SENSOR HAVE TO
GET THE PART -CANT GET A RENTAL - DID NOT PURCHASE AN SSP
OAG ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS
SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERA
TION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE
A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? -IS
C TO CLR SPOKE WITH OPR - NATE -DONT KNOW WHAT IS WRONG WIT
H THE VEH IT WAS JUST TOWED IN THIS MORNING -THE VEH HAS NO
T BEEN DIAGNOSED AS YET -GOING TO HAVE 4-6 HOURS BEFORE WE
COULD LOOK AT THE VEH -ADVISED CUST THAT I WILL BE IN CON
TACT BY 4:00 EST REFERENCE CASE ID: 8808

ORIGIN: CACMB - MANUAL - PHONE CSR COMMUNICATION: WRIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JTAYLOR JULLIAN TAYLOR
ACTION DATA COMMENTS:

12.28.19 CUSTOMER SAYS: -FOLLOW UP AS PER HISTORICAL PER CUSTOMER,
DEALER SAYS: -NONE OAG ADVISED: -CSD TO CLR -SPOKE W/
TH AMANDA IN SERVICE -WANT TO SEE IF THE VEH HAS BEEN DIA
GNOSIS -GETTING WORKED ON RIGHT NOW -LEFT MESSAGE FOR BOB
(SERVICE ADVISOR TO CALL) -PROVIDED 888 # AND EXT 2144

CONSUMER AFFAIRS 02/18/2002 NMFAX/PWR

2002-027 23273

CONCERN ISSUE CASE NBR: 09090112
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 01/19/2008
VIN: 1FMYU02101K041487 ENGINE: 1 VEH TYPE: T CLOSED: 01/17/2008

ORIGIN: OWNER - MANUAL - PHONE OR COMMUNICATION: VISIT
ACTION: 214 - OUTSOURCED CALL TO DEALER
DOCUMENT: ANALYST: JTAYLOR JILLIAN TAYLOR
ACTION DATA COMMENTS:

1/17/2008
VLS:AS CUSTOMER SAYS: -FOLLOW UP AS PER HISTORICAL PER CUSTOMER,
DEALER SAYS: -NONE CAC ADVISED: -CBO TO DLR TO SPEAK W/
TH BOB (SERVICE ADVISOR) -FUEL PUMP COMING AND IT SHOULD BE
HERE THIS MORNING -VEH SHOULD BE READY TODAY IF EVERYTHING
GOES SMOOTHLY -HAD DIFFERENT CODES FROM LAST TIME -SPOKE
WITH THE CUST LAST NIGHT AND SHE ADVISED THAT SHE WOULD BE
OK TO SET AROUND WITH OUT HER VEH -VEH RAN FINE AFTER THE V
EH WAS TOWED IN -CBO TO CUST TO PROVIDE INFO

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: 34012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: N-JORDAN SUE VALLEY FORD
ACTION DATA COMMENTS:

1/19/2008
14:01:38 REPLACED FAULTY PCM COMPLETED ON 1-17-08. CUSTOMER HAS NOT
RETURNED SINCE REPAIR WAS MADE.
THANKS NATE JORDAN

CONSUMER AFFAIRS 09/19/2008 18:41:79

CONCERN ISSUE CASE NBR: 09090201
REGION: 72 SAN FRANCISCO ZONE: A8 OPENED: 12/08/2007
VIN: 1FMYL02111K062032 ENGINE: 1 VEH TYPE: T CLOSED: 12/09/2007

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HAYWARD STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 8400
DEALER NAME: VALLEY ISLE MOTORS SALES CODE: F7344 P & A: 07889
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 87788 STALL/QUIT'S ACCELERATION ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 109 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

8002-827 23274

DOCUMENT: ANALYST: NDSOLFRS MADINE DE BOURG
ACTION DATA COMMENTS:

12/29/01

15.03.29 CUSTOMER SAYS: -JUST SAYS: -I AM WAS TO CALL HER BACK ON 8
ATURDAY AND HE HADNT CALLED HER BACK. -ALMOST GOT HER IN A
SERIOUS ACCIDENT. -SHE DID NOT BUY THE VEH TO BE TRADED IN
2 MONTHS. -SHE HAS DONE MANY RESEARCHER ON THE ESCAPE AND
SHE FOUND OUT THAT THERE IS A STALLING PROBLEM IN THE ESC
APES. -JUST REQUEST TO SUPERVISOR PER CUSTOMER, DEALER S
AYS: -DLR TOLD HER THAT THEY COULD TRADE HER OUT OF THE VE
H BUT IT IS GOING TO BE THOUSAND OF DOLLARS LESS THAN WHAT S
HE PAID FOR. -CAG ADVISED: -WE RECOMMEND THE REPAIR BE PER
FORMED BY A FORD/AM DEALERSHIP. -INFORMATION WILL BE SENT T
O DLR, CUSTOMER SHOULD CONTACT CRAWFORD MGR. -CAG TO ELR SPO
KE TO ERIN BIRN MGR WHO SAYS THAT THEY OFFER TO TAKE THE CUS
T OUT OF THE VEH BUT SHE REFUSED. REFERENCE CASE ID: 4808

ORIGIN: CACMGR - MANUAL - PHONE CSR COMMUNICATION OTHER
ACTION: E88 - SUPERVISOR REFERRAL FOLLOWUP
DOCUMENT: ANALYST: JOHAN JUNAID ISHAN
ACTION DATA COMMENTS:

15.03.14 CUSTOMER SAYS: CUST SEEKING TRADE IN ASSISTANCE OVER AND B
EYOND THAT ALREADY PROVIDED. CURRENT OFFER IS \$2000 TOTAL
FOR VEHICLE. STALLING CONCERN. PER CUSTOMER, DEALER SAYS:
NONE. CAG ADVISED: -SGO TO SUPE QUE -MADE CAG TO DLRSHP
AND SPOKE WITH GM CHARLES WHO ADVISED ME THAT THE OFFER PROV
IDED BY FORD IS \$4000 AND \$18,000 WILL BE PAID BY DLRSHP FO
R A TOTAL OF \$22,000. THIS IS THE OFFER PROVIDED BY FORD.
CUST MAY ACCEPT OR DECLINE. -MADE CAG TO CUST ON 12/29/01 A
T 8:58PM LEFT VOICEMAIL. -NEXT CSR PLEASE ADVISED CUST OF N
OTES ABOVE. OFFER PROVIDED BY FORD CANNOT BE CHANGED BY ORD
. NO FURTHER TRADE IN ASSISTANCE WILL BE PROVIDED. ISSUE C
LOSED. NO FURTHER SUPE REQUESTS. <*****SUPE JUNAID>

CONSUMER AFFAIRS 01/12/02 MANUFACTURE

05/12/02 MASTER ORDER RELATIONS SYSTEM II 15.41.16

CONCERN ISSUE CASE NBR: 08035221
REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 12/29/01
VIN: 1FMYU0611K92202 ENGINE: 1 VEH TYPE: T CLOSED: 12/29/01

12/29/01

15.03.14 >*****SUPE JUNAID>

ORIGIN: CACMGR - MANUAL - PHONE CSR COMMUNICATION OTHER
ACTION: E84 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: EPCX11 EVELYN FOR
ACTION DATA COMMENTS:

12/29/01

15.34.47 CUSTOMER SAYS: CUST SEEKING TRADE IN ASSISTANCE OVER AND B
EYOND THAT ALREADY PROVIDED. CURRENT OFFER IS \$2000 TOTAL
FOR VEHICLE. STALLING CONCERN. PER CUSTOMER, DEALER SAYS:
CAG ADVISED: *****ADVISED CUST OF SUPERVISOR W/PO
NATION***** -SGO TO SUPE QUE -MADE CAG
TO DLRSHP AND SPOKE WITH GM CHARLES WHO ADVISED ME THAT TH
E OFFER PROVIDED BY FORD IS \$4000 AND \$18,000 WILL BE PAID B
Y DLRSHP FOR A TOTAL OF \$22,000. THIS IS THE OFFER PROVIDE
D BY FORD. CUST MAY ACCEPT OR DECLINE. -MADE CAG TO CUST O
N 12/29/01 AT 8:58PM LEFT VOICEMAIL. -NEXT CSR PLEASE ADVIS
ED CUST OF NOTES ABOVE. OFFER PROVIDED BY FORD CANNOT BE CH
ANGED BY ORD. NO FURTHER TRADE IN ASSISTANCE WILL BE PROVID
ED. ISSUE CLOSED. NO FURTHER SUPE REQUESTS. <*****SUPE
JUNAID>

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION OTHER
ACTION: DADR64 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: BUCHANAN BUCHANAN, BILINDA (S.)
ACTION DATA COMMENTS:

12/29/02

17.25.26 PER SUPERVISOR COMMENTS PLEASE CLOSE THIS CONTACT. FORD REP
HAS MADE CUSTOMER AN OFFER. PLEASE REFER TO THE SUPERVISOR C
ONTACT AND COMMENTS FOR FURTHER HANDLING.

ER02-037 23278

CONSUMER AFFAIRS 06/19/02 MRFAPR0

BEGINNING OF CONTACT
06/19/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NO: 079140289
REGION: BK KANSAS CITY ZONE: B1 OPENED: 10/11/00
VIN: 1FMYU04141K080597 ENGINE: 1 VEH TYPE: T CLOSED: 10/11/00

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: 8000
DEALER NAME: MCWULLEN FORD SALES CODE: FB888 P A A: 0788
REASON CODE: 4181 ICCD - RESOLUTION REQUIRED
SYMPTOM: 807881 STALL/CANTS ACCELERATION ALL ENGINE TEMP

OWNER: ICCD - ICCD COMMUNICATION PHONE
ACTION: 10002 - ICCD CONCERN RESOLUTION REQUIRED
DOCUMENT: ANALYST: ZMAGNUS ZANE MAGNUS
ACTION DATA COMMENTS:

10/11/00
11.05.24 CUSTOMER SAYS: -THE VEHICLE'S ENGINE STALLS. PER CUSTOMER, DEALER SAYS: -NO RECENT CONTACT. DAD ADVISED: THIS CUSTOMER WAS CONTACTED ON BEHALF OF THE ESCAPE ASSEMBLY PLANT THROUGHOUT 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 THE 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 1-888-663-8223 EXT 3823 (FOR DEALERSHIP USE ONLY). -THANK YOU IN ADVANCE FOR YOUR ASSISTANCE.

OWNER: DEALER - DEALER COMMUNICATION PHONE
ACTION: DAD 118 - ICCD-CUSTOMER DOES NOT WISH TO ADDRESS CONCERN AT THIS TIME
DOCUMENT: ANALYST: FB888 MCWULLEN FORD
ACTION DATA COMMENTS:

10/24/00
08.05.28 CUSTOMER STATED THAT THIS WAS NOT A CONCERN AT THIS TIME

CONSUMER AFFAIRS 06/19/02 MRFAPR0

BEGINNING OF CONTACT
06/19/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

0882-027 23278

CONCERN ISSUE CASE NR: 100002041
REGION: 04 ORLANDO ZONE: A2 OPENED: 01/18/02
VIN: 1FMYL02111KPB187 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
RELEASE: 1000

DEALER NAME: WORLD FORD/RECALL SALES CODE: FND000 FSA: 0480
REASON CODE: 9077 PRODCOMP DURSHIP - KNOWING FIX AT PRESENT
SYMPTOM: 00786 STALL/QUIT/ ACCELERATION ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 775 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: KALLEN1 KERRON ALLEN
ACTION DATA COMMENTS:

1/18/02

14.8608 CUSTOMER SAYS: -CALLED DLRSHP AND SPOKE TO SERVICE REP -W
OULD LIKE TO SPEAK DIRECTLY TO THE FACTORY SERVICE REP -HE
NOTE DOES NOT WORK PROPERLY APPROACHING FROM THE REAR OF THE
E VEH -INTERMITTENTLY OCCURS WHEN IN A PARKING LOT WITH OT
HER WITH VEH -DOES NOT HAPPEN WHEN THERE IS NO OTHER VEH
AROUND -VEH IDLES TOO LOW AND IN TRAFFIC STALLS -IS DEMO
INSTALLED MAINLY WHEN THE BRAKE IS APPLIED IMMEDIATELY AFTER
ACCELERATING -PINGING NOISE BETWEEN 4000-4500 RPM WHEN A
ACCELERATING -CUST SAYS NO CHANGE TO SITUATION -CLAS
HP SAYS HAS NEW FIX THAT WOULD ADDRESS 1 CONCERN -HAS BEEN
WAITING TO SPEAK TO FACTORY SERVICE REP-AND WOULD LIKE TO SE
T UP THE MEETING FOR CUSTOMER, DEALER SAYS: -HAS NEW F
IX THAT WOULD ADDRESS ONE CONCERN CAO ADVISED - FORD SERV
NETWORK HAS IDENTIFIED A POSSIBLE REPAIR PROCEDURE WE HAVE C
ONTACTED YOUR DEALERSHIP AND THEY ARE WILLING TO SCHEDULE AN
APPOINTMENT WITH YOU TO ATTEMPT THE POSSIBLE REPAIR PROCEDU
RE. - PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP -
-CST TO WORLD FORD/RECALL AND SPOKE TO KEN-SAM WHO
INFORMED ME THAT THERE IS A NEW FIX FOR THE VEH THAT WOULD
ADDRESS VEH STALLING AND MAY CORRECT PINGING -KEN ADVISED M
E THAT BECAUSE THERE IS A NEW FIX DLRSHP WILL PERFORM FIX AN
D NOT ESCALATE TO FACTORY SERVICE REP-THE IS PROCEDURE -K
EN ADVISED ME THAT DLRSHP WILL ADDRESS OTHER VEH CONCERNS W
TH CUST -INFORMED CUST OF ABOVE -CUST NOW REQU
ESTING LOANER VEH -CUST SAYS CAN BE REACHED AT DAY -
CST TO WORLD FORD/RECALL AND SAM KEN WAS NOT AVAILABLE -LEF
T MESSAGE WITH CUST REQUEST AND WILL EXPECT CALL FROM KEN -
WILL CONTACT CUST BY WPM TODAY REFERENCE CASE ID: 0014

CONSUMER AFFAIRS 02/15/02 MBFAUPRO

02/15/02 MASTER OWNER RELATIONS SYSTEM IS 18:41:10

CONCERN ISSUE CASE NR: 100002041
REGION: 04 ORLANDO ZONE: A2 OPENED: 01/18/02
VIN: 1FMYL02111KPB187 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/02

ORIGIN: CACMS - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: KALLEN1 KERRON ALLEN
ACTION DATA COMMENTS:

1/18/02

11.0119 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAO ADVISED: -CST TO WORLD FORD/RECALL-(202) 284-2000 -A
ND SPOKE TO KEN-SAM -KEN ADVISED ME THAT IT WOULD BE A GOOD
BUSINESS DECISION FOR FORD TO OFFER CUST A RENTAL VEH FOR
3 DAYS AT \$80/DAY-TOTAL OF \$240 -KEN ADVISED ME THAT PARTS H
AVE BEEN ORDERED FOR CUST AND SHOULD ARRIVE NEXT WEEK TUESDA
Y -CUST SHOULD RECEIVE CALL FROM THE DLRSHP -IF NOT CUST CA
N CONTACT ME LAST ADVISOR BY WEDNESDAY MORNING -CUST CAN
SET UP APPOINTMENT AS EARLY AS 7:30 AM TO REGISTER AND RENTA

0202-027 23277

L DEPT IS OPEN AT 8AM ----- CDD TO CUST LEFT MESSAGE F
OR CUST -ADVISED HM OF ABOVE

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: CAC024 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: G-MONTES CHARLES MONTESSONE
ACTION DATA COMMENTS:

VEHICLE
DEAL 14 HM CONTACTED CUSTOMER, CUSTOMER IS SUPPOSED TO BRING IN

CONSUMER AFFAIRS 02/18/008 MAFAXPRG

BEGINNING OF CONTACT
02/18/008 MASTER OWNER RELATIONS SYSTEM IN 1841.19

CONCERN ISSUE CASE NR: 1407871821
REGION: 88 KANSAS CITY ZONE A1 OPENED: 02/11/001
VIN: 1FMDU04111K09902 ENGINE: 1 VEH TYPE: T CLOSED: 02/11/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAINT JOSEPH STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL7 4X4
RELEASE: 2900
DEALER NAME: ANDERSON FORD OF ST SALES CODE: F03480 P & A: 01738
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 607880 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC028 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DL; CONTACT CRM
DOCUMENT: ANALYST: FORESH PAULOMENA GREEN
ACTION DATA COMMENTS:

02/18/001
11.18.00 CUSTOMER SAYS: VEH STOP AND HESITATE AT ACCELERATION -
ANDERSON FORD REPLACED THE CRANK SYSTEM - TOOK VEH BACK THIS
MORNING FOR THE SAME CONCERN. -ANDERSON FORD HAVE BEEN REBA
L NICE FOR CUSTOMER, DEALER SAYS: NONE CAC ADVISED: -
WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP
#NAME?
OPM8ERV M8R REFERENCE CASE ID: 4005

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: 0A0016 - FORD COVERED REPAIR MAKE - WARRANTY
DOCUMENT: ANALYST: F03480 ANDERSON FORD OF SALES IN
ACTION DATA COMMENTS:

02/18/001
1846.07 REPAIRED UNDER WARRANTY. WIRING TO CRANK SENSOR WAS REPAIR
D ACCORDING TO FORD HOTLINE.

ERR2-027 23276

CONSUMER AFFAIRS 05/18/2008 NMF/ACP/RS

BEGINNING OF CONTACT
05/18/2008 MASTER OWNER RELATIONS SYSTEM W 13:41:19

CONCERN ISSUE CASE NBR: 148550341
REGION: 24 ORLANDO ZONE: AE OPENED: 15/05/2001
VIN: 1FMYU03181K000898 ENGINE: 1 VEH TYPE: T CLOSED: 12/20/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MIAMI STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 8000
DEALER NAME: WORLD FORD/REYNOLLS SALES CODE: F8000 P & A: 04820
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807001 STALL/QUIT/ ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC036 - US CONCERN CASE SAME COMMUNICATION: PHONE
ACTION: 186 - ADVISE CUST INFO WILL BE SENT TO DL; CONTACT CRM
DOCUMENT: ANALYST: NTDMLIN NICHOLAS TOMLIN
ACTION DATA/COMMENTS:

12/20/2001
14855034 CUSTOMER SAYS: AS HAD A FEW CONCERNS DURING ACCELERATION
THE VEHICLE JUST BLOWED AND SORT OF HESITATING. ALSO ONE O
F THE MOTOR IN THE SEAT STOPPED WORKING WANTS TO HAVE IT TAK
EN CARE OF. PER CUSTOMER, DEALER SAYS: NONE GAS ADVISED:
#NAME?
SHIP - INFORMATION WILL BE SENT TO DL; CUSTOMER SHOULD CON
TACT ORINERY MGR REFERENC CASE ID: 4638

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: CAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-MONTES CHARLIE MONTES/JOHN
ACTION DATA/COMMENTS:

12/27/2001
14855034 WAITING ON ONE PART TO COMPLETE THE REPAIR

CONSUMER AFFAIRS 05/18/2008 NMF/ACP/RS

BEGINNING OF CONTACT
05/18/2008 MASTER OWNER RELATIONS SYSTEM W 13:41:19

CONCERN ISSUE CASE NBR: 1550812001
REGION: 10 SDP ZONE: PE OPENED: 05/18/2001

ERS2-827 23278

VIN: 1FMYL0316YK080701 ENGINE: 1 VEH TYPE: T CLOSED: 08282001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: SODA SPRINGS STATE: ID ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 8000
DEALER NAME: CARRIQU FORD, MERCU SALES CODE: P2880 P & A: 00777
REASON CODE: 2910 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 607883 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: LENCIL LAURA ENCL
ACTION DATA COMMENTS:

08282001
11.04.08 CUSTOMER SAYS: -VEH WILL STALL OUT IN THE MIDDLE OF TRAFFIC
IC -CUST FEELS THAT THIS IS A SAFETY ISSUE -VEH IS GETTING
POOR GAS MILEAGE -CUST STATES THAT HE NO LONGER WANTS
THIS VEHICLE -CUST WOULD LIKE TO GET INTO ANOTHER VEHICLE
FOR CUSTOMER, DEALER SAYS: BUTTERFIELD FORD - SANDY,
UTAH DAD ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED
BY A FORD/MLM DEALERSHIP - INFORMATION WILL BE SENT TO CLR,
CUSTOMER SHOULD CONTACT CARRIQU MGR -ADVISED CUST TO CONTACT
THE SALES MGR AT HIS SELLING DLRSHIP FOR FURTHER ASSISTANCE
IN GETTING OUT OF THE CURRENT VEH INTO SOMETHING ELSE
#NAME?
ID: 4908

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: D40078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: DORPMAN DEBRA DORPMAN
ACTION DATA COMMENTS:

17.51.48

CONSUMER AFFAIRS 08/28/08 MINIFAXPRG

BEGINNING OF CONTACT
08/18/08 MASTER OWNER RELATIONS SYSTEM II 18.41.38

CONCERN ISSUE CASE NR: 180088781
REGION: 81 ATLANTA ZONE: A1 OPENED: 11/14/2001
VIN: 1FMYL0316YK080701 ENGINE: 1 VEH TYPE: T CLOSED: 11/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: NERINAH STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 8709
DEALER NAME: MIKE FITZPATRICK F- SALES CODE: P1188 P & A: 01788
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 607883 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO CLR; CONTACT CRM
DOCUMENT: ANALYST: CLAM CHARITELLE LAM
ACTION DATA COMMENTS:

11/14/2001
18.19.11 CUSTOMER SAYS: 2001 ESCAPE FOR STALLING FOR THE 4TH TIME LAST
TIME IT STALL WHEN CUST TRY TO CROSS 8 LANES BROUGHT THE

ERR2-027 23288

VEHICLE TO DUNHP LAST THURSDAY THEY CALLED THIS AFTERNOON WHEN CUST PICK IT UP THEY CAN NOT GUARANTEE IT WOULD NOT HAPPEN AGAIN. THE DUNHP HAS DONE A GREAT JOB THEY ARE GOOD, CU BT STILL FEEL UNSAFE TO DRIVE. THEY ONLY GO BY THE PAPER W CRK BY FORD. -JUST PICK UP THE VEHICLE JUST WANT TO VAMP IE D IF THE PART DUNHP REPLACED WAS CORRECT JUST FOR ASSURANCE

NAME: LER BAYE -MIKE FITZPATRICK FORD LINCOLN MERCURY 828 BU LLSBRO DRIVE NERMAN, GA 30889 TEL: (770) 808-8878 -VE NICLI IS READY FOR PICK. CAG ADVISED: - INFORMATION WILL BE SENT TO DLJ, CUSTOMER SHOULD CONTACT CRAWBERRY NOR -ADV CUST IF CUST STILL FEEL OR STILL HAS A CONCERN CONTACT THE D LUNHP TO DIAGNOSE THE PROBLEM. -THERE IS NO RECALL CURRENT LY. REFERENCE CASE ID: 4008

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-HARDY DAVE HARDY
ACTION DATACOMMENTS:

11718004

1824.08 VEHICLE CONCERN WAS STALLING, UNABLE TO DUPLICATE CONCERN, D CONTACT WITH FORD FSE, INFORMATION FROM ENGINEERING TO REPAIR RELAY, REPAIR COMPLETED

CONSUMER AFFAIRS 02/18/02 NMF407PG

BEGINNING OF CONTACT

02/18/02 MASTER OWNER RELATIONS SYSTEM IN 1841.19

CONCERN ISSUE CASE REF: 18089901
REGION: 18 NEW YORK ZONE: C1 OPENED: 08/02/01
VIN: 1FMYLD417KBB0000 ENGINE: 1 VEH TYPE: T CLOSED: 09/02/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LINDROFT STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 7900
DEALER NAME: FITTERHOUSE-KERR PO SALES CODE: F18474 P S A: 8081
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 60788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC188 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLJ; CONTACT CRM
DOCUMENT: ANALYST: JAMSTEN JASON AUSTIN
ACTION DATACOMMENTS:

1808001

1821.08 CUSTOMER BAYE: CUST COMPANY LEASE THE VEHN CUST EXPERIENC I 80 MPH AND THE ENGINE SHUT OFF NOTHING WOULD WORK EVEN THE POWER STEERING CUST IN RIGHT LANE AND FULL OVER CAR STARTED AGAIN AND NEVER HAPPEN AGAIN PER CUSTOMER, D SALES BAYE: NONE CAG ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLJ, CUSTOMER SHOULD CONTACT CRAWBERRY NOR REFERENCE CASE ID: 4008

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: K-DRAZIN KEN DRAZIN
ACTION DATACOMMENTS:

1827204

1425.26 VEHICLE TOWED IN AND REPAIRED ON 02/11/01

0802-027 23251

CONSUMER AFFAIRS

08/18/02 MAF40776

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 15:41:18

CONCERN ISSUE CASE NO: 1016491871
REGION: 81 ATLANTA ZONE: D1 OPENED: 07/18/02
VIN: 1FMYLD418WK68888 ENGINE: 1 VEH TYPE: T CLOSED: 07/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: KNOXVILLE STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
RELEASE: 8009
DEALER NAME: LANCE CUNNINGHAM PO SALES CODE: F21215 P & A: 08118
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 80789 STALL/QUIT/ACCELERATION ALL ENGINE TEMP

ORIGIN: DACKS - US CONCERN CASE BASE DIRECTION: PHONE
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: FRILONE REBECCA WILKINSON
ACTION DATA COMMENTS:

7/18/02

18JL28 CUSTOMER SAYS: E-MAIL I PURCHASED THIS VEHICLE BACK IN MAR
2001, SINCE THEN MY CAR HAS DIED ON ME TWICE WHILE DRIV
ING. I WENT TO THE WEBSITE OF THE NATIONAL HIGHWAY TRANSPORTA
TION AND FOUND THAT THIS HAS ALSO HAPPENED TO OTHERS. I TRAD
ED IN AN EXPLORER, MY HUSBAND HAS AN F150, AND A FAMILY MEMB
ER OWNS A FORD DEALERSHIP. I AM VERY DISAPPOINTED THAT THIS
HAS HAPPENED SO SOON SINCE BUYING MY ESCAPE. I HAVE HAD IT L
OOKED AT FROM A LOCAL DEALERSHIP, AND THEY HAVE TOLD ME THAT
THEY CANT FIND ANYTHING WRONG WITH IT. I WOULD HATE TO TH
INK THAT I COULD BE DRIVING MY CAR ON THE INTERSTATE HAVE IT
DIE ON ME, AND SOMETHING TERRIBLE HAPPEN. BECAUSE I LOSE AL
L CONTROL OF THE CAR, IF YOU HAVE ANY SUGGESTIONS, I WOULD R
EALLY APPRECIATE IT. PER CUSTOMER, DEALER SAYS: OBO TO L
ANCE CUNNINGHAM FORD, SPOKE TO SERVICE DEPT - VEH WAS IN ON
07/18/01 WITH A CONCERN OF THE VEH DYING - DLR COULD NOT D
UPLICATE THE CONCERN OBO TO MORGAN COUNTY FORD - CUST HA
S NOT BEEN BACK SINCE THE VEH WAS PURCHASED - DLR IS WILLIN
G TO ASSIST IF THEY CAN GAO ADVISED - WE RECOMMEND THE RE
PAIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WL
L BE SENT TO DLR, CUSTOMER SHOULD CONTACT OPERMRY MGR IMPR
END CASE ID: 4808

ORIGIN: DEALER - DEALER DIRECTION: PHONE
ACTION: DACC18 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-MILLER JOHN MILLER
ACTION DATA COMMENTS:

7/18/02

18JL28 CUSTOMER IS GOING TO TAKE VEHICLE TO THE SELLING DEALER

CONSUMER AFFAIRS

08/18/02 MAF40776

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 15:41:18

CONCERN ISSUE CASE NO: 17007981
REGION: 28 MEMPHIS ZONE: C1 OPENED: 08/08/02
VIN: 1FMYLD418WK77179 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/02

LAST NAME: [REDACTED] STATUS: CLOSED

0802-027 23812

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: GAITHERS STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 8500
DEALER NAME: ESTABROOK MOTOR CO SALES CODE: F53075 P & A: 0894
REASON CODE: 4188 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 80788 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION; PHONE
ACTION: K0088 - ICCD CONCERN RESOLUTION REQUIRED
DOCUMENT: ANALYST: TSBWELL TAMBA SBEWELL
ACTION DATA/COMMENTS:

08/28/01
21.08.20 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE VEHICLE STALLING WHILE DRIVING. THE CUSTOMER STATED THIS HAS OCCURRED 12 TIMES BEGINNING ABOUT TWO WEEKS AGO. THE CUSTOMER HAS NEVER DONE AN OIL CHANGE ON THE VEHICLE. THE CUSTOMER NOTICED THE CONCERN MAINLY AFTER THE INITIAL START UP IN THE MORNING. THERE ARE NO NOISE ASSOCIATED WITH THIS CONCERN. THE CUSTOMER STARTS THE VEHICLE IMMEDIATELY AFTER THE VEHICLE STALLS WITH NO PROBLEMS. THE CUSTOMER DRIVES THE VEHICLE EVERY DAY. THE CUSTOMER NORMALLY WARMS UP THE ENGINE BEFORE DRIVING THE VEHICLE. THE CUSTOMER HAS NOT CHECKED THE BATTERY. THE CONCERN IS CONSTANT. THE CUSTOMER WILL TAKE THE VEHICLE TO THE DEALERSHIP AT HER OWN CONVENIENCE. PER CUSTOMER, DEALER SAY IS: NONE GAC ADVISED: ICCD OUTBOUND SURVEY COMPLETED.

ORIGIN: DEALER - DEALER COMMUNICATION; PHONE
ACTION: DAD084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: F53075 ESTABROOK MOTOR
ACTION DATA/COMMENTS:

08/28/01
13.89.20 FLEET OPERATIONS MANAGER CALLED AND SPOKE TO MRS. VALENTI. SHE STATED THAT WE WOULD HAVE TO SPEAK TO HER HUSBAND, LEFT MESSAGE. MR. VALENTI HAS NOT RETURNED CALLS AFTER 3 ATTEMPTS TO CONTACT HIM.

CONSUMER AFFAIRS 08/18/008 INF040770

BEGINNING OF CONTACT
08/18/008 MASTER OWNER RELATIONS SYSTEM III 18-41.18

REGION ISSUE CASE NBR: 081182751
REGION: 11 BOSTON ZONE: C1 OPENED: 10/24/01
VIN: 1FMYU04Y1KAM460 ENGINE: 1 VIN TYPE: T CLOSED: 10/24/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: DANVER STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4718
DEALER NAME: THOMAS FORD SALES SALES CODE: F11046 P & A: 0892
REASON CODE: 362L C1 - DEMAND LETTER
SYMPTOMS: 80788 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: QANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1D1 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROSEPK ANNE ROBERTS
ACTION DATA/COMMENTS:

10/24/01
13.89.17 ***DEMAND LETTER DATED 10/18/01 ** CI RECEIVED 10/24/01
***CUSTOMER STATES: VEHICLE STALLED IN THE MIDDLE OF TRAFFIC AND THE BRAKE FAILED TO OPERATE.
***CUSTOMER SENDS: REPURCHASE OF VEHICLE
***CI EMAILED A COPY OF LETTER TO THE REGIONAL OFFICE FOR

ERR2-027 23283

REVIEW. SENT CUSTOMER A FLISH LETTER.

ORIGIN: CMTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION OTHER
ACTION: C1810 - LETTER FORG TO REGION
DOCUMENT: ANALYST: AFIOBERG ANNE ROBERTS
ACTION DATACOMMENTS:

1005001
08.07.08 11
1004001
11:00:00
14:00:00

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION OTHER
ACTION: SAG078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: GRAPT GRAPT, COURTNEY (J.)
ACTION DATACOMMENTS:

1/14/08
16.09.01 WHEN CUSTOMER WAS EXPERIENCING CONCERN DEALER WAS UNABLE TO
DUPLICATE AND THEREFORE COULD NOT MAKE A REPAIR. SINCE THAT
TIME THE CUSTOMER HAS RETURNED TO THE DEALERSHIP FOR MAINTEN
ANCE AND A RECALL WITH NO INCIDENT. CUSTOMER HAS NOT READIRE
USED THIS PARTICULAR ISSUE. CLOSING ISSUE.

CONSUMER AFFAIRS 09/18/08 MBFA/PPB

BEGINNING OF CONTACT
09/18/08 MASTER OWNER RELATIONS SYSTEM III 13.41.18

REGION ISSUE CASE NR: 09482182
REGION: 10 SCR ZONE: F1 OPENED: 09/18/08
VIN: 1FMYU03181K031808 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 XL7 4X2
MILEAGE: 140
DEALER NAME: BOYD BROTHERS FORD, SALES CODE: F21512 P & A: 0300
REASON CODE: 2084 DBB - APPLICATION REQUEST
SYMPTOM: 8078H STALL/QUIT/ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC88 - US CONCERN DATABASE COMMUNICATION: PHONE
ACTION: 800 - CR-ADVISE CUST ORC TO DLR WILL BE MADE; DBB APP IS BEING SENT
DOCUMENT: ANALYST: ACLARK17 ALICIA CLARKE
ACTION DATACOMMENTS:

0/18/08
11.05.40 CUSTOMER SAYS: -VEH IS STALLING -AND OCCURENCE OF THIS P
ROBLEM -WANTS THE PROBLEM FIXED PER CUSTOMER, DEALER SA
YS: NONE CAO ADVISED: - REQUESTED DEALERSHIP TO CONTACT
CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DBB
APPLICATION - FORWARDED INFORMATION TO THE DEALERSHIP, WHT
HA COPY TO THE REGIONAL OFFICE REFERENCE CASE ID: 1078

ER02-027 23204

CONSUMER AFFAIRS 09/18/2002 MMFA3PRG

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM IS 18.01.18

REGION ISSUE CASE NBR: 091109001
REGION: 18 NEW YORK ZONE: 01 OPENED: 09/18/2002
VIN: 1FMYU0411K17088 ENGINE: 1 VEH TYPE: 7 CLOSED: 04/18/2003

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHERRY STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 1
DEALER NAME: MAPLECREST FORD SALES CODE: F13484 P & A: D1788
REASON CODE: MDL CI - DEMAND LETTER
SYMPTOM: 80888 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI 101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: BRICKELL STEVEN MICKELSON
ACTION DATA/COMMENTS:

4/18/2003
17.05.18 "NJ DEMAND LETTER DATED 04/18/03 CI RECEIVED 04/18/03"

CUSTOMER STATES: PROBLEM WITH VEHICLE STALLING AT AROUND 40 MPH

CUSTOMER REQUEST: FINAL RESOLUTION UNDER NEW JERSEY LEMON LAW.

"CI SCANNED COPY OF CUSTOMER LETTER TO REGIONAL OFFICE FOR REVIEW. CI SENT CUSTOMER AN ACKNOWLEDGMENT LETTER."
"THIS IS A NJ DEMAND"
"PLEASE SCHEDULE FINAL REPAIR"
10 DAYS TO REPAIR

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: C1318 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: BRICKELL STEVEN MICKELSON
ACTION DATA/COMMENTS:

17.05.18 18
4/18/2003
19:32:00
17:00:00

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAD012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: POHARIE, GIARELLO, PAUL (P.J.)
ACTION DATA/COMMENTS:

4/18/2003
19.04.18

CONSUMER AFFAIRS 09/18/2002 MMFA3PRG

BEGINNING OF CONTACT

09/18/2002 MASTER OWNER RELATIONS SYSTEM IS 18.01.18

REGION ISSUE CASE NBR: 092448741
REGION: 18 NEW YORK ZONE: 11 OPENED: 09/18/2002
VIN: 1FMYU04141004888 ENGINE: 1 VEH TYPE: T CLOSED: 02/12/2003

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BROOK STATE: NY ZIP: [REDACTED]

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 404
MILEAGE: 1000
DEALER NAME: QUALITY FORD OF NY SALES CODE: F1602 P & A: 0871
REASON CODE: BDL CI - DEMAND LETTER
SYMPTOM: 80P24 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: QANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION PHONE
ACTION: 0101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: MARCEL1 STEVEN MICHELSON
ACTION DATA COMMENTS:

10/12/01
14.862 ***DEMAND LETTER DATED 10/01/01 CI RECEIVED 10/12/01 ***
CUSTOMER STATES: PROBLEM WITH VEHICLE STALLING AT HIGHWAY SIDE
CUSTOMER REQUEST: REPAIR OF VEHICLE OR REFUND OF PURCHASE PRICE
CI FAXED A COPY OF LETTER TO REGION FOR THEIR REVIEW. CI SENT CUSTOMER AN ACKNOWLEDGMENT LETTER.

ORIGIN: QANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION PHONE
ACTION: 01210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: MARCEL1 STEVEN MICHELSON
ACTION DATA COMMENTS:

18.4424 13
10/10/01
18:42:00
18:40:00

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION PHONE
ACTION: DAB027 - CUST. SAT. FEED. TOOL UTILIZED - OAG OFFERED
DOCUMENT: ANALYST: MORTCHY LUONE MORTCHYAN
ACTION DATA COMMENTS:

10/14/01
11:47:59

CONSUMER AFFAIRS 09/19/2002 MMFA00PW8

09/16/2002 MASTER OWNER RELATIONS SYSTEM II 18:41:19

REGION ISSUE CASE NR: 082448741
REGION: 13 NEW YORK ZONE: 11 OPENED: 10/12/2001
VIN: 1FMYU02A149C04086 ENGINE: 1 VEH TYPE: T CLOSED: 10/14/2001

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION PHONE
ACTION: DAB026 - CUST. SAT. FEED. TOOL UTILIZED - OAG OFFERED AND ACCEPTED
DOCUMENT: ANALYST: MORTCHY LUONE MORTCHYAN
ACTION DATA COMMENTS:

10/12/01
14.862

1992-027 23286

CONSUMER AFFAIRS 08/18/02 MBFAKPR8

DESCRIPTION OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM W 13.41.79

REGION 8888 CASE NBR: 030880878
REGION: 27 WASHINGTON ZONE: E1 OPENED: 08/18/02
VRC: 1PBYU04141KA8878 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STEPHENS CITY STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 454
MILEAGE: 87006
DEALER NAME: WINCHESTER FORD, IN SALES CODE: P87464 P.A.: 0888
REASON CODE: SECL 01 - DEMAND LETTER
SYMPTOM: 80988 STALL/OUTS ACCELERATION ALL ENGINE TRIP

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: C/JACKSM CELISTE JACKSON
ACTION DATA/COMMENTS:

08/18/02
14.18:02 CI RECEIVED DEMAND LETTER DATED 08-08-02 ON 08-18-02 CUSTOMER STATED VEHICLE STALLS AT SPEEDS IN EXCESS OF 40 MPH, LOSTS POWER AND CONTROL, HESITATES AT STOP SIGNS AND LIGHTS, CUSTOMER REQUESTS FINAL RESOLUTION. CI FORWARDED CUSTOMER CONCERNS TO REGIONAL OFFICE AND SENT THE CUSTOMER A FLEM LETTER.

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: C/JACKSM CELISTE JACKSON
ACTION DATA/COMMENTS:

14.50:18 27
08/18/02
12:15:00
14:46:00

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: QAC075 - NO REPAIR PROCEDURES AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: SOLENCNS SHILVA CLEMENS
ACTION DATA/COMMENTS:

08/20/02
13.48:44 DEALERSHIP COULD NOT DUPLICATE THE CONCERN...

0862-827 23287

CONSUMER AFFAIRS 0918202 MBFAXPRG

BEGINNING OF CONTACT

0918202 MASTER OWNER RELATIONS SYSTEM IN 13-41-99

REGION ISSUE CASE NR: 049018041
REGION: 21 ATLANTA ZONE: B3 OPENED: 09182001
VIN: 1FMYLD4121KRW116 ENGINE: 1 VEH TYPE: T CLOSED: 09182001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLY 4X4
MILEAGE: 18000
DEALER NAME: CROSSROADS FORD, IN SALES CODE: F5108 P A: 0098
REASON CODE: 8801 CI - DEMAND LETTER
SYMPTOM: 607586 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: GANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: BRICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

0918201
13.19.99 ***DEMAND LETTER DATED 0918201 CI RECEIVED 0918201 ***

CUSTOMER STATES: VEHICLE STALLED AND STEERING COLUMN FROZE WHILE DRIVING DOWN HIGHWAY.
CUSTOMER BREK: FINAL RESOLUTION PURSUANT TO NORTH CAROLINA LEMON LAW.

CI FAXED A COPY OF LETTER TO REGION FOR THEIR REVIEW. CI SENT CUSTOMER AN ACKNOWLEDGMENT LETTER.

ORIGIN: GANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1810 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: BRICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

13.04.99

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DA027 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: FJONES123 PATRICIA JONES (PHONE 188)
ACTION DATA/COMMENTS:

0428201
10.44.01 AT THIS TIME WE CAN NOT VERIFY THE CONCERN. THE DEALERSHIP KEPT THE VEHICLE FOR THREE DAYS (148 MILES) TO VERIFY THE VEHICLE JUST CUTTING OFF WHILE DRIVING AND COULD NOT DUPLICATE. MRS. WILSON VERIFIED THAT SHE UNDERSTOOD THAT WE COULD NOT VERIFY THE CONCERN BUT WISHED TO PURSUE THIS ISSUE FURTHER IF SHE EXPERIENCES THE CONCERN AGAIN. NO ASSISTANCE CAN BE OFFERED AT THIS TIME.

CONSUMER AFFAIRS 0918202 MBFAXPRG

0918202 MASTER OWNER RELATIONS SYSTEM IN 13-41-99

REGION ISSUE CASE NR: 049018041
REGION: 21 ATLANTA ZONE: B3 OPENED: 09182001
VIN: 1FMYLD4121KRW116 ENGINE: 1 VEH TYPE: T CLOSED: 10032001

ORIGIN: GANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: GA2008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: SMITH288 BREKA SMITH
ACTION DATA/COMMENTS:

10032001

6982-827 23265

14.07.01 RECEIVED ADD. CORR. 10/08/01. SENT ACKNOWLEDGEMENT LETTER.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAD005 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: FJONE188 PATRICIA JONES (FJONE188)
ACTION DATA COMMENTS:

10/08/01

14.08.01 THE DEALERSHIP HAS NOT BEEN ABLE TO VERIFY THE CONCERN BUT O
NOW AND THEY FIXED IT. THE CUSTOMER DOESN'T WISH TO ADDRESS
THE ISSUE ANY FURTHER SINCE WE ARE NOT BUYING THE VEHICLE B
AOK. NO FURTHER ASSISTANCE CAN BE OFFERED AT THIS TIME.

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CAG008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA COMMENTS:

10/08/01

10.08.01 RECEIVED LETTER FROM CUSTOMER ON 10/08/01 DATED 08/20/01 ADVI
SING THEY HAVE INITIATED THE LEMON LAW IN NORTH CAROLINA. NO
ADDITIONAL INFORMATION PROVIDED. NO FADD LETTER SENT AS ONE
WAS SENT BY E. SMITH.

CONSUMER AFFAIRS 08/19/0002 MBFAXPR0

ADDRESS OF CONTACT

08/19/0002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

REGION NBR: CASE NBR: 049000001
REGION: 08 KANSAS CITY ZONE: B1 OPENED: 08/18/001
VIN: 1FMYUD4181KA04791 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/001

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MR:

ADDRESS:

CITY: OMAHA STATE: NE ZIP:

HOME PHONE:

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

RELEASE: 4100

DEALER NAME: ATCHLEY FORD INC SALES CODE: F0002 P & A: 07120

REASON CODE: 001.01 - DEMAND LETTER

SYMPTOM: 00000 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPS STEPHAN CHAMPION
ACTION DATA COMMENTS:

07/08/01

16.07.00 "CUSTOMER DEMAND LETTER DATED 06-18-01, CI RECEIVED
06-18-01"

"CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING.
CUSTOMER STATES THAT WHENEVER THIS HAPPENS, STEERING WHEEL
FREEZES UP. CUSTOMER'S PAST CONCERNS HAVE BEEN WITH BRAKES"
"CUSTOMER SEEKS REFUND OF PURCHASE PRICE AND FOR VEHICLE"
"SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER"

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPS STEPHAN CHAMPION

ER02-027 23299

ACTION DATA COMMENTS:

164800

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DA0074 - VEHICLE OPERATING CHARACTERISTIC - REPAIR ATTEMPTED
DOCUMENT: ANALYST: STALLER STUART TILLER
ACTION DATA COMMENTS:

0948001

1841.00 DEALERSHIP HAS BEEN UNABLE TO DUPLICATE CONCERN. THAT HAVE MADE REPAIRS IN HOPE IT WOULD ADDRESS THE CONCERN, HOWEVER AT NO TIME WERE THEY ABLE TO DUPLICATE THE CONCERN. I TRIED TO CONTACT CUSTOMER 4 TIMES TWICE EACH AND HOME AND WORK NUMBERS. LAST MESSAGE I ADVISED CUSTOMER NO ASSISTANCE AND SUGGEST OSS.

CONSUMER AFFAIRS 09182002 UNFACTIVE

REVIEW OF CONTACT

09182002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

REGION ISSUE CASE NO: 0911180001
REGION: 21 ATLANTA ZONE: 05 OPENED: 09082001
VIN: 1FMYLD111K070004 ENGINE: 1 VEH TYPE: T CLOSED: 09082001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: WYBOSTON SALEM STATE: NO ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 04

MESSAGE: 238

DEALER NAME: PARKWAY FORD INC SALES CODE: F81001 P & A: 0908

REASON CODE: 804 CI - DEMAND LETTER

SYMPTOM: 007008 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: GANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: 0181 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA COMMENTS:

308001

09082002 ***DEMAND LETTER DATED 09-08-01 ** CI RECEIVED 09-08-01 **
***NAVED ORIGINAL. **
***CUSTOMER STATES CONCERN WITH REAR WIPER, MOLDING NEAR FRONT DRIVERS SIDE DOOR AND ENGINE STALLING WHILE VEHICLE IS IN MOVING.
***CUSTOMER REQUEST: REFUND OF PURCHASE PRICE PAID FOR VEHICLE
***LEIGH LAW NORTH CAROLINA**
***CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW. SENT THE CUSTOMER A "BLUF" LETTER.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DA0074 - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED
DOCUMENT: ANALYST: 71190R DAVID JETTEN
ACTION DATA COMMENTS:

370001

1836.00 WIPER REPAIRED, NO PROBLEM FOUND ON ENGINE STALLS - COULD NOT DUP ISSUE, DOOR PLATE ON ORDER (DRR), ONE SVC VISIT ... NO LEIGH LAW ISSUE FOR N.C., SVC MGR TO CALL AND OFFER ANY ASSISTANCE IF ENGINE STALLS BECOME EVIDENT AND WHEN PART FOR DOOR ARRIVES.

ORIGIN: GANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: 0181 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA COMMENTS:

09182001

09.08.11

CONSUMER AFFAIRS 08/18/02 MRFAPR0

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

REGION ISSUE CASE NBR: 081790210
REGION: 41 CHICAGO ZONE: D8 OPENED: 08/18/02
VIN: 1FMYU0411K0B1108 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: PROSTA STATE: IA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 14000
DEALER NAME: MIKE FINN FORD, I SALES CODE: P41880 P & A: 20107
REASON CODE: INCL CI - DEMAND LETTER
SYMPTOM: 60788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OAHV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA COMMENTS:

8/18/02
18.48.18 **CUSTOMER DEMAND LETTER DATED 08-04-01, CI RECEIVED
08-10-01**
CUSTOMER IS ORIGINAL OWNER
**CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING.
THIS HAS HAPPENED TO THE CUSTOMER ON THREE SEPARATE
OCCASIONS**
CUSTOMER SEEKS FINAL RESOLUTION UNDER IOWA LIMON LAW
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER

ORIGIN: OAHV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI105 - LETTER PASSED TO REGION
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA COMMENTS:

12.07.25

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAD007 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: D-FLUDEN MIKE FINN FORD RIC
ACTION DATA COMMENTS:

8/24/02
11.17.41 UPDATED INFORMATION: 08/18/01 AN IED POWER RELAY, IDLE AIR B
Y-PASS VALVE, AND A PFE SENSOR HAVE BEEN ORDERED SO THAT DAN
MYERS OF FORD MOTOR COMPANY CAN DO A DIAGNOSIS AND POSSIBLE
FIX OF THE VEHICLE ALONG WITH THE HELP OF A SHOP TECHNICIA
N. WHEN THE PARTS ARE RECEIVED, DAN MYERS AND MARYANN REINE
R WILL BE NOTIFIED TO ARRANGE A DATE TO INSPECT AND WORK ON
THE VEHICLE AT MIKE FINN FORD.

CONSUMER AFFAIRS 08/18/02 MRFAPR0

08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

REGION ISSUE CASE NBR: 081790210
REGION: 41 CHICAGO ZONE: D8 OPENED: 08/18/02
VIN: 1FMYU0411K0B1108 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/02

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAD018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: TWATKINS WATSON, TODD (T.P.)
ACTION DATA COMMENTS:

10/18/02
18.48.47 VEHICLE HAS NOT ACTED UP OR STALLED SINCE LAST REPAIR ATTEM
T OF 8/20/01. FIELD QUALITY ENGINEER WORKED WITH VEHICLE TH
IS PAST FRIDAY TO VERIFY FIX. ENGINEER DID TESTS AND REPLAC

0802-827 23281

ED TWO PARTS AS PRECAUTION ONLY SINCE THIS IS LAST REPAIR AT
TEMPT. TODD WATSON, OEM, CHICAGO.

CONSUMER AFFAIRS 00160002 MSFACPR3

REGIONS OF CONTACT

00160002 MASTER OWNER RELATIONS SYSTEM W 10.41.10

REGION: 00160002 CASE REF: 000004071
REGION: 48 DETROIT ZONE: 02 OPENED: 00000001
VIN: 1PMYU04111K771004 ENGINE: 1 VEH TYPE: T CLOSED: 00000001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLK RAPIDS STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT-014
RELEASE: 0000
DEALER NAME: GRAND TRAVERSE AUTO SALES CODE: F4804 F & A: 0000
REASON CODE: 0001 CI - DEMAND LETTER
SYMPTOM: 00000 STALL/QUIT'S ACCELERATION ALL ENGINE TEMP

ORIGIN: QANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: EMAIL
ACTION: 0101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: DOWNING DENA SERIALS
ACTION DATA/COMMENTS:

000001
10.11.06 *****DEMAND LETTER DATED 000001 CI RECEIVED 000001
***CUSTOMER STATES: THAT VEH STALLS AND LEAVES CUST STRANDED
AND VEH HAS TO BE TOWED TO DEALER
***CUSTOMER WANTS REPAIR OR REFUND UNDER MI LEMON LAW
***CI FORW A COPY OF LETTER TO REGION FOR THEIR REVIEW AND
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: EMAIL
ACTION: 00000 - CUST. SAT. RES. TOOL UTILIZED - QAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: MURPHY MITCHELL HENNES

ER02-027 23202

ACTION DATA COMMENTS:

02.15.05 TRADE ASSIST OFFERED AND ACCEPTED BY THE CUSTOMER.

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION **COMMUNICATION:** EMAIL
ACTION: 01210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: DIERENB DEBRA GERENS
ACTION DATA COMMENTS:

4/26/01
14.05.05

CONSUMER AFFAIRS 02/19/02 MB/FAX/PRG

DESIGNERS OF CONTACT

02/19/02 MASTER OWNER RELATIONS SYSTEM II 1841.98

REGION ISSUE CASE NBR: 02820281
REGION: 18 NEW YORK ZONE: D1 OPENED: 02/17/01
VIN: 1FMYU0181K029288 ENGINE: 1 VEH TYPE: T CLOSED: 02/17/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: UNION STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 2000
DEALER NAME: WYMAN FORD, INC. SALES CODE: F13044 - P & A: 20854
REASON CODE: 8518 CI - NEW JERSEY DEMAND LETTER
SYMPTOM: 80786 STALLS/SHUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION **COMMUNICATION:** MAIL
ACTION: 01101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: DIERENB DEBRA GERENS
ACTION DATA COMMENTS:

8/17/01
12.25.05 *****NEW JERSEY DEMAND*****
*****DEMAND LETTER DATED 02/08/01 CI RECEIVED 02/17/01
*****CUSTOMER STATES THAT VEH HAS BEEN IN FOR ELECTRICAL CON
CERNS AND STALLING WHENEVER IT FEELS LIKE IT WHILE DRIV IS D
RIVING
*****CUSTOMER WANTS: FINAL REPAIR ATTEMPT UNDER NEW JERSEY LE
MON LAW WITHIN 15 DAYS OF RECEIPT OF THIS NOTICE
*****CI FAXED A COPY OF LETTER TO REGION FOR THEIR REVIEW A
ND SENT CUSTOMER AN ACKNOWLEDGMENT LETTER

ORIGIN: FIELD - FIELD ORGANIZATION **COMMUNICATION:** MAIL
ACTION: DA0018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: BEEPC PAUL CHARIELLO
ACTION DATA COMMENTS:

3/22/01
17.20.01 PER MIKE BRENNAN, VEHOL HAS BEEN REPAIRED UNDER WARRANTY

ORIGIN: FIELD - FIELD ORGANIZATION **COMMUNICATION:** MAIL
ACTION: DA0018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: BEEPC PAUL CHARIELLO
ACTION DATA COMMENTS:

6/22/01
10.04.01 PER MIKE BRENNAN, CUSTOMER IS IN CANADA WITH THE VEHICLE ON
VACATION. UNIT IS REPAIRED.

CONSUMER AFFAIRS 02/19/02 MB/FAX/PRG

8982-827 23230

08788008 MASTER OWNER RELATIONS SYSTEM 18.41.78

REGION ISSUE CASE NBR: 08788007
REGION: 78 NEW YORK ZONE: D1 OPENED: 08/17/80
VIN: 1FMYU01141K027880 ENGINE: 1 VEH TYPE: T CLOSED: 08/27/80

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION MAIL
ACTION: 01219 - LETTER PAGES TO REGION
DOCUMENT: ANALYST: JACKSON CELISTE JACKSON
ACTION DATA COMMENTS:

07/8001
11.20.18

CONSUMER AFFAIRS 08788008 M8FAJ0P82

BEGINNING OF CONTACT
08788008 MASTER OWNER RELATIONS SYSTEM 18.41.18

REGION ISSUE CASE NBR: 08788010
REGION: 34 ORLANDO ZONE: D1 OPENED: 11/18/80
VIN: 1PM0L01280P1847 ENGINE: 1 VEH TYPE: T CLOSED: 11/18/80

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M: [REDACTED]
ADDRESS: [REDACTED]
CITY: JACKSONVILLE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 8001 MODEL: ESCAPE XLT 4x4
MILEAGE: 28000
DEALER NAME: MIKE SHAD FORD SALES CODE: F8007 P & A: 0487
REASON CODE: 0311 C1 - FLORIDA NYDN
SYMPTOM: 80788 STALL/CUTE ACCELERATION ALL ENGINE TEMP

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION PHONE
ACTION: 01701 - OPEN REGION CONTACT

ER62-027 23294

DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA COMMENTS:

11/16/01
07.04.07 "FLORIDA LEMON DATED 11-08-2001"
"CS RECEIVED 11-14-2001"
"CUSTOMER STATES CONCERN WITH VEHICLE STALLING WHEN
BEING DRIVEN. THIS HAPPENS WHEN VEHICLE IS EITHER IN
MOTION OR STOPPED"
"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: PHONE
ACTION: DACC01 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: FRANKLIN WALKER, RICHARD (FLA.)
ACTION DATA COMMENTS:

11/28/01
09.41.01 FINAL COMPLETED ON 11/21/01. REPLACED IDLE AIR CONTROL AND
REPROGRAMMED PCM.

CONSUMER AFFAIRS 09/18/02 MWFA0098

RESUMING OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM B 18.41.18

REGION ISSUE CASE REF: 000278070
REGION: 11 BOSTON ZONE: E1 OPENED: 09/17/01
VIN: 1PMYU8E21K104079 ENGINE: 1 VEH TYPE: T OLD#ID: 09/17/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M [REDACTED]
ADDRESS: [REDACTED]
CITY: PELHAM STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 404
MILEAGE: 16000
DEALER NAME: GLADSTONE FORD INC SALES CODE: P11000 P & A: 0880
REASON CODE: 2004 DBB - APPLICATION REQUEST
SYMPTOM: 007001 STALL/OLTS ACCELERATION ALL ENGINE TEMP

ORIGIN: DACC01 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 000 - ADVISE CUSTOMER DBB TO CLR WILL BE MADE; DBB APP IS BEING SENT
DOCUMENT: ANALYST: NORMAN NIKEN NORMAN
ACTION DATA COMMENTS:

09/17/01
17.07.18 CUSTOMER SAYS: -CUST WANTS TO PROCEEDURE IN THE LEMON LAW.
- PER CUSTOMER, DEALER SAYS: NONE CMO ADVISED: - REQU
ESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS
#10000?
IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DBB ESCALATION -
FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE
REGIONAL OFFICE INFERENCE CASE ID: 106

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACC06 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: J-SPYER GLADSTONE FORD
ACTION DATA COMMENTS:

09/18/01
16.04.00 SPOKE WITH CUST SERVICE MGR AND PROCEEDED AS A RAV, FACET
DUE TO DEALER WITHIN 48HRS. DEALER HAS TRIED TO TRADE CUST T
O ANOTHER VEHICLE TO NO AVAIL. GENERAL SALES MANAGER IN CONT

ENR2-027 23285

ACT WITH CUST.011901 JB

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACC05 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: J-SPYER GLADSTONE FORD
ACTION DATA/COMMENTS:

0902001
09.04.05 WAITING FOR PAY PACKET FROM OEM

CONSUMER AFFAIRS 05/18/02 MMFA07PG

05/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.75

REGION ISSUE CASE NAME 090703470
REGION: 11 BOSTON ZONE: E1 OPENED: 05/17/02
VIN: 1FMYU0E121K274478 ENGINE: 1 VEH TYPE: T CLOSED: 05/02/02

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 331 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: FRANKLUT RONALD FRANKLUTH
ACTION DATA/COMMENTS:

0905001
12.09.02 CUSTOMER SAYS: - CUST CALLED IN TO CONFIRM A MESSAGE LEFT
BY CSR AND WAS WONDERING IF THE REGION OFFICE LEFT A MESSAGE
#NAME?
IF STILL UNSURE PER CUSTOMER, DEALER SAYS: - NONE AND A
DIVID:

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

10/18/01
12.11.02 CUSTOMER SAYS: CUSTOMER DOES NOT WANT TO PAY THE 6K DOLLARS
TO HAVE THE DEALER BUY BACK THE VEHICLE (PAY LEVEL AS OF NO
W) PER CUSTOMER, DEALER SAYS: CANNOT FIX BUT WHEN CAN BU
Y YOUR CAR BACK (PAYMENTS WOULD BE THE SAME)K DOLLARS WOULD
COST CUST TO BUY VEHICLE BACK AND TO CUST THAT IT WOULDNT
COST A CENT FOR CUST 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: DACC10 - UNABLE TO CONTACT CUSTOMER TO DATE
DOCUMENT: ANALYST: ROBERT ROBIN TAREL
ACTION DATA/COMMENTS:

10/09/01
17.06.03 ""E-MAIL FROM CUSTOMER'S FATHER GEORGE VIELICKA ADDRESSED
TO JACQUES HASHR RECEIVED 10/9/03""
E-MAIL STATES: VEHICLE HAS BEEN IN SHOP SEVERAL TIMES FOR
CONCERN WITH ENGINE CUTTING 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 \$1,000.00 PLUS ANOTHER YEAR OF PAYMENTS.
CUSTOMER BEES 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, CRM TO CALL ME WITH
STATUS.

CONSUMER AFFAIRS 05/18/02 MMFA07PG

05/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

ERR2-027 21286

REGION ISSUE CASE NBR: 08778079
REGION: 11 BOSTON ZONE: B1 OPENED: 08/17/01
VIN: 1FMYL02181K27479 ENGINE: 1 VEH TYPE: T CLOSED: 10/08/01

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DADDS - CUST SAT RSBY TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: ROBERT ROBIN TAMBEL
ACTION DATA/COMMENTS:

10/08/01
15:26:47 ***UPDATE***
RECEIVED MESSAGE FROM ALEX, CBM, THAT FORD IS REPLACING THE
VEHICLE. FSE WAS INVOLVED. ALEX SAID THAT INFORMATION WAS
UPLOADED TO RAY A FEW WEEKS AGO. CFS 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.

CONSUMER AFFAIRS 06/16/02 NMFAXPRG

1
BEGINNING OF CONTACT
06/16/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

REGION ISSUE CASE NBR: 0877142761
REGION: 27 WASHINGTON ZONE: G1 OPENED: 11/27/00
VIN: 1FMYL02181K278001 ENGINE: 1 VEH TYPE: T CLOSED: 11/27/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: YORKTOWN STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR
RELEASE: 2800
DEALER NAME: WILLIAMSBURG MOTORS SALES CODE: P27406 P & A: 08944
REASON CODE: BDL C1 - DEMAND LETTER
SYMPTOM: 80Y88 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CMNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPS STEPHAN CHAMPION
ACTION DATA/COMMENTS:

ERR2-827 23287

11/27/2001
18.06.02 "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 OFFICE FOR
FURTHER HANDLING"

ORIGIN: CANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1810 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA COMMENTS:

NL 18.87

ORIGIN: CACMO3 - MANUAL - TEAM LEADERS COMMUNICATION: OTHER
ACTION: 807 - ISSUE TRANSFERRED TO ANOTHER DEALER
DOCUMENT: ANALYST: WYNNMAN RICHARD WYNNMAN
ACTION DATA COMMENTS:

11/28/2001
18.41.20 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: DAD ADVISED
D: ISSUE TRANSFERRED TO DEALER WHERE ALL REPAIRS COMPLETED.
#NABST

CONSUMER AFFAIRS 007124002 MBFAJSPRQ

007124002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

REGION ISSUE CASE NUM: 0077142781
REGION: 27 WASHINGTON ZONE: Q1 OPENED: 11/27/2001
VIN: 1FMYL0B011K078001 ENGINE: 1 VEH TYPE: T CLOSED: 12/11/2001

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

12/11/2001
10.06.09 CLOSED PER DEALER.

CONSUMER AFFAIRS 0678202 MBFA0078

BEGINNING OF CONTACT

06718002 MASTER OWNER RELATIONS SYSTEM 18 12.41.18

REGION ISSUE CASE NBR: 071760321
REGION: TN SAN FRANCISCO ZONE: A2 OPENED: 01/11/2002
VIN: 1FMCU09101108219 ENGINE: 1 VEH TYPE: T CLOSED: 01/11/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: HONOLULU STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 8800
DEALER NAME: CUTTER FORD, INC. SALES CODE: F7804 P & A: 0780
REASON CODE: BSDL CI - DEMAND LETTER
SYMPTOMS: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: 0701 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA/COMMENTS:

1/11/2002

12.31.02 "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 OFFICE FOR
FURTHER HANDLING"

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C120 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA/COMMENTS:

12.41.18

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DA0012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: BUCHANAN1 BUCHANAN, BELINDA (R)
ACTION DATA/COMMENTS:

1/18/2002

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

CONSUMER AFFAIRS 0678202 MBFA0078

BEGINNING OF CONTACT

06782002 MASTER OWNER RELATIONS SYSTEM 18 12.41.18

REGION ISSUE CASE NBR: 078422001
REGION: MO MEMPHIS ZONE: A8 OPENED: 09/16/2001

8882-627 23200

VIN: 1PMYU041X1K088110 ENGINE: 1 VEH TYPE: T CLOSED: 08/13/01

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HOT SPRING STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 4000
DEALER NAME: FORD FORD LINCOLN SALES CODE: FMS47 P & A: 0768
REASON CODE: 80DL CI - DEMAND LETTER
SYMPTOM: 60789 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA/COMMENTS:

01/13/01
16.JUL.00 **CUSTOMER DEMAND LETTER DATED 08-07-01, CI RECEIVED
08-10-01**
**CUSTOMER STATES CURRENT CONCERNS ARE WITH THEIR VEHICLE
STALLING. CUSTOMER TOOK VEHICLE TO THE DEALERSHIP AND
WERE UNABLE TO DUPLICATE PROBLEM. CUSTOMER FURT CONCERNS
WERE THE 8 WINDOWS ON THE PASSENGER SIDE OF THE VEHICLE**
**CUSTOMER BEING REPLACEMENT VEHICLE UNDER ARKANSAS
LEMON LAW**
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI110 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA/COMMENTS:

17.08.19

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DA008 - CANCEL ISSUE
DOCUMENT: ANALYST: BIRDH DAW HUBER
ACTION DATA/COMMENTS:

01/14/01
13.JUL.99 THIS IS A DUPLICATE OF ANOTHER 04 ISSUE. DAN HUBER USE

CONSUMER AFFAIRS 08/13/01 16F43098

BEGINNING OF CONTACT
08/13/01 MASTER OWNER RELATIONS SYSTEM # 18.41.19

REGION ISSUE CASE NR: 0768142821
REGION: 78 SAN FRANCISCO ZONE: AR OPENED: 19918901
VIN: 1PMYU041X1K088110 ENGINE: 1 VEH TYPE: T CLOSED: 10/01/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LAHANA STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 10000
DEALER NAME: VALLEY ISLE MOTORS SALES CODE: PFS44 P & A: 0768
REASON CODE: 80DL CI - DEMAND LETTER
SYMPTOM: 60789 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA/COMMENTS:

10/01/01
19.JUL.99 **CUSTOMER DEMAND LETTER DATED 10-04-01**
CI RECEIVED 10-31-01

ER62-027 23389

"CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING
WHILE GOING DOWNHILL"
"CUSTOMER WANTS REPLACEMENT UNDER HAWAII LEMON LAW"
"SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER"
"SCANNED LETTER AND FORWARDED TO REGIONAL OFFICE FOR
FURTHER HANDLING"

ORIGIN: DUNITY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: 01290 - LETTER FORGOT TO REASON
DOCUMENT: ANALYST: SCHAMPE STEPHANIE CHAMPION
ACTION DATA COMMENTS:

11/18/01
07.07.02

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: D4009 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: BACERDE BETH DEPOE
ACTION DATA COMMENTS:

11/28/01
16.22.12 VEHICLE STALLS IN SHOP, 11/28/01.

CONSUMER AFFAIRS 0276202 MBFAXPRO

08/16/00 MASTER OWNER RELATIONS SYSTEM II 13.41.19

REGION ISSUE CASE NBR: 0788148821
REGION: 72 SAN FRANCISCO ZONE: AS OPENED: 10/21/00
VIN: 9WYU041X10P8224 ENGINE: 1 VEH TYPE: T CLOSED: 11/02/00

ORIGIN: DUNITY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C4000 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MCKELI STEVEN MCKELSON
ACTION DATA COMMENTS:

11/28/01
05.20.44 ***DI RECEIVED ADDITIONAL COPY OF 1084 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
ACTION: D4000 - FIELD - OPEN REGION ISSUE
DOCUMENT: ANALYST: JOCHER JASON BOHER
ACTION DATA COMMENTS:

11/28/01
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: D4000 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: JOCHER JASON BOHER
ACTION DATA COMMENTS:

11/28/01
17.12.07 DEALER AND DOM ARE WORKING WITH CUSTOMER IN TRYING HER OUT
OF HER ESCAPE INTO AN EMPLOYEE. THE CUSTOMER CONCERN HAS NOT
BEEN DUPLICATED.

EP82-027 23301

CONSUMER AFFAIRS 08/18/02 MMFAUPRG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:19

REGION ISSUE CASE NBR: 100871041
REGION: 24 ORLANDO ZONE: DE OPENED: 08/04/001
VIN: 1FMCU031470F4807 ENGINE: 1 VEH TYPE: T CLOSED: 08/24/001

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 402
MILEAGE: 4114
DEALER NAME: TALLAHASSEE FORD SALES CODE: F84827 P S A: 0404
REASON CODE: 3512 CI - GEORGIA DEMAND LETTER
SYMPTOM: 407598 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: QMNTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: 0101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROBER80 ANNE ROBERTS
ACTION DATA/COMMENTS:

08/20/01
18.18.28 DEMAND LETTER DATED 08/16/01 ***CI RECEIVED 08/20/01
***CUSTOMER STATES: ENGINE STALLS COASTING DOWNHILL, CAUSED
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 OFFICE FOR
REVIEW. SENT TO CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: QMNTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: 0A0016 - CORRECTION OF INFORMATION IN PREVIOUS ACTION
DOCUMENT: ANALYST: AROBER80 ANNE ROBERTS
ACTION DATA/COMMENTS:

18.18.48 CORRECT DEALERSHIP OF MYON IS THOMASVILLE SALES, IN THOMASVILLE, GEORGIA.

ORIGIN: QMNTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: 011818 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: AROBER80 ANNE ROBERTS
ACTION DATA/COMMENTS:

14.24.28
ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: 0A0037 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: JTARANT1 JENNIFER TARANTINO
ACTION DATA/COMMENTS:

08/20/01
17.08.08 I HAVE CALLED TWICE, BUT THERE IS NO ANSWERING MACHINE SET UP AT THE PHONE NUMBER. I WILL OVERNIGHT A LETTER IF I DO NOT GET IN TOUCH WITH HER TOMORROW. JT CEM

CONSUMER AFFAIRS 08/18/02 MMFAUPRG

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:19

REGION ISSUE CASE NBR: 100871041
REGION: 24 ORLANDO ZONE: DE OPENED: 08/04/001
VIN: 1FMCU031470F4807 ENGINE: 1 VEH TYPE: T CLOSED: 08/24/001

8002-827 23062

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: D4008 - SERVICE APPOINTMENT SCHEDULED
DOCUMENT: ANALYST: JTARANTO JENNIFER TARANTO
ACTION DATA COMMENTS:

0918001
10.15.00 I OVERPRINTED A LETTER TO THE CUSTOMER (APRIL NUMBER 0518
07000) BECAUSE WE WERE NOT ABLE TO REACH HER BY PHONE. IN
THE LETTER, I SCHEDULED HER FOR A FINAL ON SEPT. 6. JT OSM

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: D4008 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: JTARANTO JENNIFER TARANTO
ACTION DATA COMMENTS:

0918002
10.21.00 THE CUSTOMER DID NOT SHOW UP FOR THE FINAL, NOR DID SHE CALL
THE DEALERSHIP TO RESCHEDULE. JT OSM

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: D4008 - SERVICE APPOINTMENT SCHEDULED
DOCUMENT: ANALYST: JTARANTO JENNIFER TARANTO
ACTION DATA COMMENTS:

0918003
10.44.00 THE CUSTOMER OBVIOUSLY 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 08
FEBRUARY 12. JT OSM

CONSUMER AFFAIRS 0918008 NHPANPRG

BEGINNING OF CONTACT
0918008 MASTER OWNER RELATIONS SYSTEM II 10.41.10

REGION NR08 CASE NR: 100700402
REGION: 27 WASHINGTON ZONE: C1 OPENED: 09/14/00
VIN: 1FBJA08B1KBM477 ENGINE: 8 VEH TYPE: T CLOSED: 09/14/00

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: FORD XR5 402
RELEASE: 1979
DEALER NAME: BOB DAVIDSON FORD / SALES CODE: R7002 P & A: 0000
REASON CODE: MDL C1 - DEMAND LETTER
SYMPTOM: 00000 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: 0901 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TRAMESI ONE TRAMESI
ACTION DATA COMMENTS:

0914008
10.02.00
*** DEMAND LETTER DATED 09/08/00 *** CI RECEIVED 09/14/01
*** CUSTOMER STATES CONCERN WITH VEHICLE STALLING
*** DEALERSHIP VERIFIED CUSTOMER AS SUBSEQUENT OWNER ***
*** CUSTOMER REQUEST: REPLACEMENT

LR02-027 23303

*** PLEASE SCAN A COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW. SEND CUSTOMER A FLIM LETTER

ORIGIN: GANTV - CONSUMER AFFAIRS - COMPLAIN INTERVENTION COMMUNICATION; OTHER
ACTION: C1810 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TRANEZ; ONE TRANEZ
ACTION DATA/COMMENTS:

10.18.08

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION; OTHER
ACTION: D40018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: DRYMAN BARRYN HYMAN
ACTION DATA/COMMENTS:

8/7/08

08.07.08 THE DEALERSHIP MADE A REPAIR TO THIS VEHICLE ON FEBRUARY 6TH OF THIS YEAR AND THEY HAVE NOT HEARD FROM THE CUSTOMER SINCE.

CONSUMER AFFAIRS 08/18/08 MBP/ADP/IG

BEGINNING OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM # 184118

REGION BR/LS CASE NUM: 1871472121
REGION: 38 MEMPHIS ZONE: A8 OPENED: 08/18/08
VIN: 1FMYU08181KA14880 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/08

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
RELEASE: 0800
DEALER NAME: CRAW FORD LINCOLN SALES CODE: F888-1 P & A: 0887
REASON CODE: 8884 DSB - APPLICATION REQUEST
SYMPTOM: 807888 STALL/QUIT/ACCELERATION ALL ENGINE TEMP

ORIGIN: OAC08 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 883 - ON-ADVISE CURT DSO TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: JOSEPHUS JACINTA DESCHAUMAY
ACTION DATA/COMMENTS:

8/18/08

14.88.07 CUSTOMER SAYS: I HAVE SENT A LETTER TO FORD MOTOR COMPANY, IN REGARDS TO THE LEMON LAW TO REPLACE THE VEH. FORD RESPONDED BY SENDING A DSB APPLICATION. THE VIN HAS BEEN TO THE DLR THREE TIMES FOR THE SAME CONCERN. THE THIRD TIME, THE DLR REPLACED A PART IN THE VEH. DO I NEED TO CONTINUE THE PROCESS OF THE DSB PER CUSTOMER, DEALER SAYS: NONE. GAO ADVISE: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 8 BUSINESS DAYS - INITIATED MAKING OF DSB APPLICATION - FORD ADDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INTERFERENCE CASE ID: 1875

ORIGIN: DEALER - DEALER COMMUNICATION; PHONE
ACTION: D40018 - LINK TO WORK
DOCUMENT: ANALYST: J-WRIGLEY CRAW FORD
ACTION DATA/COMMENTS:

8/18/08

18.44.81 GAN HAS BEEN IN AT NORTH POINT FORD FOR REPAIRS. CUSTOMER IS HAPPY AT THIS TIME WITH REPAIRS MADE. CALLED CUSTOMER ON 08-18-01, PLEASE CLOSE JIM WRIGHT

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION; PHONE
ACTION: D40018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: SIMON DAN HUBER
ACTION DATA/COMMENTS:

ER02-027 23384

0216201
CUST IS CLOSING THIS CASE PER THE CUG. MORTS COMMENTS.
DAN RUBER ONE MEMPHIS

CONSUMER AFFAIRS 0216202 MEMFACPR3

BEGINNING OF CONTACT
0216202 MASTER OWNER RELATIONS SYSTEM IN 13.41.10

REGION ISSUE CASE NBR: 188791941
REGION: 34 ORLANDO ZONE: A2 OPENED: 0216202
VIN: 1FMYU0B11KAM027 ENGINE: 1 VEH TYPE: T CLOSED: 0216202

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 4DR
RELEASE: 12122
DEALER NAME: FORD OF CORAL GABLE SALES CODE: FM004 P & A DEMO
REASON CODE: 820L C1 - DEMAND LETTER
SYMPTOM: 82098 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: GJACK84 CELESTE JACKSON
ACTION DATA/COMMENTS:

0216202
REASON: CI RECEIVED DEMAND LETTER DATED 02/14/02 ON 02/19/02
CUSTOMER STATES: CONCERNING 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 CONCERN TO REGIONAL OFFICE AND SENT
THE CUSTOMER A FLBM LETTER.

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C110 - LETTER FORW TO REGION
DOCUMENT: ANALYST: GJACK84 CELESTE JACKSON
ACTION DATA/COMMENTS:

11.02.12

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAD027 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: M1818A MARY P ARVEN
ACTION DATA/COMMENTS:

0202002
10.01.02
ERNE, PLEASE CONTACT CUSTOMER.
THANKS,
MARY ARVEN

CONSUMER AFFAIRS 0216202 MEMFACPR3

0216202 MASTER OWNER RELATIONS SYSTEM IN 13.41.10

REGION ISSUE CASE NBR: 188791941
REGION: 34 ORLANDO ZONE: A2 OPENED: 0216202
VIN: 1FMYU0B11KAM027 ENGINE: 1 VEH TYPE: T CLOSED: 0202002

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: K0002 - KOD CUSTOMER - UPDATE INFORMATION ONLY
DOCUMENT: ANALYST: E-PER12 FORD OF CORAL GABLES

0202-027 23365

ACTION DATA/COMMENT:

2/20/02
11.11.02 spoke with customer looks like everything working properly at this time customer just not happy with veh. can not help customer. ERNE PEREZ SERVICE DIRECTOR.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: ESCAPE - FORD COVERED REPAIR MAKE - WARRANTY
DOCUMENT: ANALYST: MARVIN ARYDA, MARY (A.P.)
ACTION DATA/COMMENT:

2/21/02
11.11.02 VEHICLE WAS REPAIRED PRIOR TO DEMAND LETTER. CUSTOMER ADVISOR VEHICLE IS REPAIRED.

CONSUMER AFFAIRS 02/18/02 MMFAXPNS

BEGINNING OF CONTACT
02/18/02 MASTER OWNER RELATIONS SYSTEM# 7644.10

REGION ISSUE CASE NR: 146001511
REGION: 74 SEATTLE ZONE: A1 OPENED: 12/21/01
VIN: 1FMC0U419K087030 ENGINE: 1 VEH TYPE: T CLOSED: 12/21/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MURKETO STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 20000
DEALER NAME: HARRIS FORD INC SALES CODE: P74024 P.S.A: 05798
REASON CODE: 2501 CI - DEMAND LETTER
SYMPTOM: 60798 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: GAINV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA/COMMENT:

12/21/01
11.03.02 **CUSTOMER DEMAND LETTER DATED 10-01-2001**
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 PART PRICING
CUSTOMER ASKS REFUND OF PURCHASE PRICE FOR VEHICLE UNDER WASHINGTON LEMON LAW

0982-827 23388

****SENT CUSTOMER AN ACKNOWLEDGMENT LETTER****
****SCANNED LETTER AND FORWARDED TO REGIONAL OFFICE FOR FURTHER HANDLING****

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI119 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAPIR STEPHAN CHAMPION
ACTION DATA COMMENTS:

11.08.02

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC205 - CI DEMAND LETTER - CUSTOMER DOES NOT QUALIFY (SEATTLE REGION ONLY)
DOCUMENT: ANALYST: DWYER DAVID VEDNER
ACTION DATA COMMENTS:

0909002
11.01.02 VEHICLE HAS NOT BEEN DOWN FOR 30 DAYS AND HAS NOT BEEN TO A DEALERSHIP 4 OR MORE TIMES FOR THE SAME CONCERN. NO REPLACEMENT OR REPLACEMENT AT THIS TIME.

CONSUMER AFFAIRS 09/09/02 MBFA2PR2

BEGINNING OF CONTACT

09/16/02 MASTER OWNER RELATIONS SYSTEM IN 13.41.10

REGION ISSUE DATE NEW: 13/02/2001
REGION: 18 PHILADELPHIA ZONE: B1 OPENED: 18/07/2001
VIN: 1FMYLD41PK0734432 ENGINE: 1 VEH TYPE: T CLOSED: 18/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: MID LON STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
RELEASE: 1/00
DEALER NAME: BISHOP AND HOLLER SALES CODE: F1878 P & A: 00167
REASON CODE: 38DL CI - DEMAND LETTER
SYMPTOM: 89786 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SMOKEL STEVEN MICKELSON
ACTION DATA COMMENTS:

13/7/2001
11.06.16 DEMAND LETTER DATED: 1/8/01 *** CI RECEIVED: 18/7/01 *** CI
CUSTOMER STATES: PROBLEMS WITH ENGINE STALLING WHILE DRIVING.
*** CUSTOMER SEES NO SPECIFIC RESOLUTION BOURN. *** CI IS
BUT CUSTOMER FLEM LETTER, SCANNED TO REGION. *** ***

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI170 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMOKEL STEVEN MICKELSON
ACTION DATA COMMENTS:

13.08.04

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

17.05.04 VEHICLE STALLS WHEN BLOWING AT TIMES. DEALER HAS DONE EVERY REPAIR AND ADJUSTMENT AS PER FORD ONE MARK VALLEY. DEALER WOULD LIKE ME 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 KIAN JOHN KLINE HAS SPOKEN TO DME AND FORD HOTLINE ON SEVERAL OCCASIONS CONCERNING THIS VEHICLE AND HAS FOLLOWED ALL IT HIS INSTRUCTIONS.

0902-027. 23287

CONSUMER AFFAIRS

08/18/02 MWF03P8

08/18/02 MASTER OWNER RELATIONS SYSTEM IS 13.41.19

REGION ISSUE CASE NUM: 161047801
REGION: 16 PHILADELPHIA ZONE: E1 OPENED: 18072001
VIN: 1FMYL04181K08432 ENGINE: 1 VEH TYPE: T CLOSED: 18/11/02

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DADDY - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: JEREMIAH JOHN BISHOP
ACTION DATA COMMENTS:

18/11/02
10.04.02 DEALERSHIP TECHNICIAN HAS DONE EVERYTHING ACCORDING TO FORD H
OTLINE AND FORD DSE MARK VALESBY, AND CUSTOMER STILL SAYS TH
AT HIS ESCAPE STALLS AT TIMES. DEALER SPOKE TO DSE MARK VALE
SEY ON 10-11-02 AND INFORMED HIM OF CUSTOMER'S CONCERNS. DSE
E SAID THAT IF CUSTOMER WILL RETURN FOR THE 6TH REPAIR AFTER
PT, TO RUN ALL NEEDED TESTS, AND IF NOTHING SHOWS UP, TO PL
T IN A TECH REPAIR ASSISTANCE WITH THE DSE.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DADDY - CUST. SAT. REPT. TOOL UTILIZED - ESP PLAN OFFERED AND ACCEPTED
DOCUMENT: ANALYST: ANASHA ALLYSON NASH (ANASHA)
ACTION DATA COMMENTS:

18/08/02
17.15.02 ***ALLYSON NASH CENTER*** FSE MARK VALESBY INSPECTED VEHIC
LE AND PERFORMED REPAIR FOR STALLING CONCERN ON CUSTOMER'S E
SCAPE. CONTACTED DEALERSHIP TO OFFER ESP TO CUSTOMER TO RES
TORE CONFIDENCE IN VEHICLE. ESP OFFER ACCEPTED.

CONSUMER AFFAIRS

08/18/02 MWF03P8

RESUMING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM IS 15.41.19

REGION ISSUE CASE NUM: 164671841
REGION: 21 ATLANTA ZONE: E3 OPENED: 08/18/02
VIN: 1FMYL04181K08934 ENGINE: 1 VEH TYPE: T CLOSED: 08/13/02

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

0802-027 21396

DEALER NAME: PARKWAY FORD INC (SALES CODE: F51831 P & A: 30805
REASON CODE: RECL CI - DEMAND LETTER
SYMPTOM: 007808 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: C1151 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA COMMENTS:

07/18/01
15.15.47 "CUSTOMER LETTER DATED 08-04-2001, CI RECEIVED 07-18-2001"
"CUSTOMER IS ORIGINAL OWNER"
"CUSTOMER STATES REPEATED PROBLEMS WITH ENGINE STALLING.
CUSTOMER HAS HAD VEHICLE AT DEALERSHIP PREVIOUSLY FOR
SAME CONCERN. CUSTOMER ALSO STATES THAT WHEN THE ENGINE
HAS BEEN WARM (DRIVEN 15-20 MINUTES), THE DASHBOARD LIGHTS
REMAIN LT, AND THE RADIO CONTINUES TO PLAY"
"CUSTOMER SEEKS REFUND OF PURCHASE PRICE PAID FOR VEHICLE"
"CUSTOMER CITES WEST VIRGINIA LEMON LAW"
"SENT CUSTOMER FLEMING LETTER"

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: D40018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 711901 DAVID HETTER
ACTION DATA COMMENTS:

07/18/01
15.10.38 PER SVC MGR ... REPAIRED AND TESTED

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: C1116 - LETTER FORW TO REGION
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA COMMENTS:

7/18/01
15.04.30

CONSUMER AFFAIRS 00780808 NMFAX0710

08/18/00 MASTER OWNER RELATIONS SYSTEM # 15.41.79

REGION ISSUE CASE #/R: 1540473541
REGION: ST ATLANTA ZONE: D5 OPENED: 08/15/2001
VIN: WMYUD412W078004 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2001

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: C40008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: AROBER00 ANNE ROBERTS
ACTION DATA COMMENTS:

07/18/2001
15.09.24

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: C40018 - CORRECTION OF INFORMATION IN PREVIOUS ACTION
DOCUMENT: ANALYST: AROBER00 ANNE ROBERTS
ACTION DATA COMMENTS:

15.08.27 CI RECEIVED DUPLICATE LETTER DATED 7/12/01 FROM CUSTOMER. FA
00 LETTER SENT TO CUSTOMER

CONSUMER AFFAIRS 0818802 M8FA0PRG

BEGINNING OF CONTACT

0818802 MASTER OWNER RELATIONS SYSTEM IN 12.41.18

REGION 8802 CASE NRP: 188188171
REGION: 78 SAN FRANCISCO ZONE: A4 OPENED: 11/28/2001
VIN: 1FMYU0181105488 ENGINE: 5 VEH TYPE: T CLOSED: 11/29/2001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: OAKLAND STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 432

MILEAGE: 4000

DEALER NAME: MICHAEL STEAD'S HL SALES CODE: F7815 P & A: 0088

REASON CODE: 8801 CI - DEMAND LETTER

SYMPTOMS: 80788 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE

ACTION: C1101 - OPEN REGION CONTACT

DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION

ACTION DATA/COMMENTS:

11/28/2001

11.19.14 "CUSTOMER DEMAND LETTER DATED 11-19-2001"

"CI RECEIVED 11-28-2001"

"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 SEEMS FINAL RESOLUTION UNDER CALIFORNIA LEMON

LAW"

"WENT CUSTOMER AN ACKNOWLEDGEMENT LETTER"

"SCANNED LETTER AND FORWARDED TO REGIONAL OFFICE FOR

FURTHER HANDLING"

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE

ACTION: 01218 - LETTER FAXED TO REGION

DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION

ACTION DATA/COMMENTS:

12.18.08

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE

ACTION: D4067 - DOCUMENT ADDITIONAL INFORMATION

DOCUMENT: ANALYST: H-GIFFRO HILTOP FORD

ACTION DATA/COMMENTS:

12.11.01 THE 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 \$6,000.00. THE DECLINE
D THIS OFFER AND TOWED THE VEHICLE OUT OF OUR SHOP WITHOUT I
NFORMING ANY OF US. NO COMMUNICATION WHATSOEVER HAS BEEN
TO HILTOP 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

ERR2-827 23318

CONSUMER AFFAIRS 09188002 MWFAXPR2

09188002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

REGION ISSUE CASE NRP: 1882188771
REGION: 72 SAN FRANCISCO ZONE: A4 OPENED: 112298001
VIN: 1FMYU01801K084888 ENGINE: B VEH TYPE: T CLOSED: 18028001

OFFER: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DACC08 - QUIT. SAT. REBT. TOOL UTILIZED - OAC OFFERED AND RELATED
DOCUMENT: ANALYST: MPATRICK MIRANDA PATRICK
ACTION DATA COMMENTS:

1882001
17.49.14

CONSUMER AFFAIRS 09188002 MWFAXPR2

ISSUERS OF CONTACT
09188002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

REGION ISSUE CASE NRP: 1882011081
REGION: 84 ORLANDO ZONE: C8 OPENED: 08128001
VIN: 1FMYU01801K084888 ENGINE: B VEH TYPE: T CLOSED: 08128001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ORLANDO STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MESSAGE: 1
DEALER NAME: SUN STATE FORD INC SALES CODE: F84816 P.S.A: 0172
REASON CODE: 2811 OF - FLORIDA MVOR
SYMPTOM: 007988 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

EP82-827 23811

ORIGIN: COUNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: 0101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPE STEPHAN CHAMPION
ACTION DATA/COMMENTS:

8128001

18.18.00 "FLORIDA LEMON DATED 08-08-01, CI RECEIVED 08-18-01"
"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
IN FLORIDA"
"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: D400F - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: SOKORSKI SUZANNE DEBOR
ACTION DATA/COMMENTS:

8128001

18.04.00 SENT CUSTOMER A CERTIFIED LETTER FOR THE FINAL REPAIR ATTEMPT
TO BE PERFORMED AT SUN STATE FORD ON MONDAY SEPTEMBER 24 A
7 8 AM WITH BRAD KNIGHT. 828203, CRM

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: D400F - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - OTHER
DOCUMENT: ANALYST: 828203 SUZANNE SOKORSKI
ACTION DATA/COMMENTS:

8218001

17.05.00 CUSTOMER STATES THAT THE VEHICLE WAS REPAIRED AT THE THIRD REPAIR
ATTEMPT, BUT IT WAS AN INTERMITTANT PROBLEM THAT SHE DID
NOT KNOW WAS REPAIRED. SHE HAS BEEN OFFERED A \$75 PREMIUM
MONEY REF FOR CUSTOMER GOODWILL. 828203, CRM

CONSUMER AFFAIRS 08/18/02 MANUFACTURING

BEGINNING OF CONTACT

08/28/02 MASTER OWNER RELATIONS SYSTEM IN 78.41.18

REGION ISSUE CASE NBR: 172148188
REGION: 13 NEW YORK ZONE: H1 OPENED: 08/28/02
VIN: 1FMYJ04111K222222 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PLATTELL STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MESSAGE: 1
DEALER NAME: FORD/ROPER'S FORD I SALES CODE: F1887 P & A: 0824
REASON CODE: 2888 DSB - NO DSB AVAILABLE IN NEW YORK
SYMPTOM: 80788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CASES - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 000 - ADVISE CUSTOMER NO DSB PROCESS IN NY; ADVISE DSB WILL BE MADE TO DLR
DOCUMENT: ANALYST: FORZELLE PAMELA GRIZZLE
ACTION DATA/COMMENTS:

8128001

18.04.00 VENDOR/CUSTOMER SAYS: -CUSTOMER HAD VEH IN THREE TIMES AT FORD
ROPER'S FORD FOR CONCERN AND THIS WILL BE THE FOURTH -CLAR
RENT CONCERN - WHEN COMING TO A COMPLETE STOP AND PRESSING T
HE HAS 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
D ON FILING FOR NEW YORK LEMON LAW - I JUST WANT THIS RESOLV
ED OR TO GET INTO ANOTHER VEH OR FOLLOW THROUGH WITH ARBITRA
TION PER CUSTOMER, DEALER SAYS: -NONE DSG ADVISED - I
REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DA
YS - DSB UNAVAILABLE IN THE STATE OF NEW YORK - CSO TO DSA
LEADERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO STATE ARBI
TRATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A CO
PY TO THE REGIONAL OFFICE REFERENCE CASE ID: 104

8482-827 23312

ORIGIN: GACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: PERZZLE FANELA GRIZZLE
ACTION DATA COMMENTS:

07/29/02

18.18.07 VLODMUCUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS:
-NONE OAD ADVISED: -OBD TO DLR TO SPEAK WITH CHRISTINE WAL
DO OPM - I OPIED TO HELP RESOLVE CONCERN WITH CUST PRIOR TO
ABSTRACTION - MAUREEN HAS BEEN SCHEDULING AN APPOINTMENT TO
COME IN TO SEE ME SINCE THE 7TH OF JUNE THEN THE 8TH THEN
THE 9TH THEN THE 11TH AND SHE HAS NOT COME IN YET - THE FIRST
TIME SHE CAME IN WAS APRIL 25 @ 1000 MILES THEN ON MAY 11
PERFORMED TBS AND THEN MAY 21 I SPOKE WITH HER AND SHE WAS
HAVING PROBLEMS AGAIN BUT I HAVE NOT SEEN THE VEH AGAIN - TH
E MOST IMPORTANT THING IS THAT SHE GETS IT IN RIGHT NOW - IF

CONSUMER AFFAIRS 09/18/02 MANUFACTUR

09/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.19

REGION ISSUE CASE NBR: 1781487682
REGION: 13 NEW YORK ZONE: M1 OPIER: 09/18/02
VEH: 1PBYU04111K08888 ENGINE: 1 VEH TYPE: T CLOSED:

07/29/02

18.18.07 SHE WANTS TO BRING IT HERE I WILL BE MORE THAN HAPPY TO HEL
P HER OUT BUT I CAN NOT GET TO THE FACTORY INVOLVED IF SHE I
S NOT GOING TO SHOW UP ***** CSR WILL PU
WITH CUST TO INFORM THAT THIS HAS BEEN ESCALATED AND SOMEON
E WILL CONTACT HER FROM THE REGION TO RESOLVE CONCERN - CSR
WILL PU @ @HMET AN HOME NUMBER

ORIGIN: GACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 831 - OUTBOUND CALL TO POND/IMP/URY CUSTOMER
DOCUMENT: ANALYST: PERZZLE FANELA GRIZZLE
ACTION DATA COMMENTS:

18.18.08 VLODMUCUSTOMER SAYS: -I SPOKE WITH CHRISTINE TODAY AND I
TOLD HER I WAS CONCERNED WITH THE LACK OF COMMUNICATION - TH
BY 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 BETT
ER KNOWING THAT THERE ARE BRINGING SOMEONE REGIONAL INTO IT
@HMET

THERE ISLAND FOR ITS LIFE PER CUSTOMER, DEALER SAYS: -NO
NE OAD ADVISED: -OBD TO CUST TO INFORM THAT THIS HAS BEEN
ESCALATED TO THE REGION FOR REVIEW AND SOME ONE WILL BE IN C
ONTACT WITH HER

CONSUMER AFFAIRS 09/18/02 MANUFACTUR

0952-827 23313

BEGINNING OF CONTACT

0816202 MASTER OWNER RELATIONS SYSTEM III 12.41.12

PROPERTY ISSUE CASE REF: 080180241
 REGION: 21 ATLANTA ZONE: 22 OPENED: 0802001
 VIN: 1FMYUJ4121P07118 ENGINE: 1 VEH TYPE: T CLOSED: 0802001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: GARY STATE: IN ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4

RELEASE: 1/24/02

DEALER NAME: CROSSROADS FORD, IN SALES CODE: F21096 P & A: 0000

REASON CODE: 2002 CI - CONSUMER PROTECTION AGENCY

SYMPTOM: 60783 STALL/QUIT'S ACCELERATION ALL ENGINE TEST

ORIGIN: GARY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER

ACTION: 0100 - OPEN PRIORITY CONTACT

DOCUMENT: ANALYST: 01A0084 GELBSTE JACKSON

ACTION DATA COMMENTS:

0802001

11.27.01 **CPANO AG LETTER DATED 08/14/01** **CI RECEIVED 08/18/01
 CUSTOMER STATES: CONCERN 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 REFERING PARTY POSTCARD OF ACK. WILL SEND CLOSIN
 LETTER OF OUTCOME. **CI REQUEST CSM REVIEW & CONTACT CUSTOME
 DIRECTLY. PLEASE PROVIDE DETAILS OF ACTION TAKEN, RESOLUTION
 & CUSTOMER LEVEL OF SATISFACTION WR RESOLUTION.
 PRIORITY CASES HAVE A 12 DAY TIME FRAME GOAL FOR CLOSING

ORIGIN: GARY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER

ACTION: 0000 - CLOSE PRIORITY CONTACT

DOCUMENT: ANALYST: 01A0084 GELBSTE JACKSON

ACTION DATA COMMENTS:

0802001

12.22.02 CI CLOSING PER CSM'S NOTE:
 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 WISHED TO PURSUE THIS ISSUE FURTHER
 IF SHE EXPERIENCES THE CONCERN AGAIN. NO ASSISTANCE CAN BE
 OFFERED AT THIS TIME. CI SENT LETTER TO AGENCY STATING
 VEHICLE IS CURRENTLY OPERATING ACCORDING TO FORD'S SPECIF.
 NO FURTHER ACTION PROPOSED UNABLE TO DUPLICATE CONCERN.

CONSUMER AFFAIRS 0816202 MANUFACTURING

0816202 MASTER OWNER RELATIONS SYSTEM III 12.41.12

PRIORITY ISSUE CASE REF: 080180241
 REGION: 21 ATLANTA ZONE: 22 OPENED: 0802001
 VIN: 1FMYUJ4121P07118 ENGINE: 1 VEH TYPE: T CLOSED: 10/12/01

ORIGIN: GARY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER

ACTION: 0102 - REOPEN CONTACT

DOCUMENT: ANALYST: 01A0084 GELBSTE JACKSON

ACTION DATA COMMENTS:

10/12/01

10.06.01 CI RECEIVED A 2ND CPA COMPLAINT. THE CUSTOMER INFORMED THEM
 THAT THE VEHICLE IS AGAIN HAVING THE SAME CONCERN. CUSTOMER
 IS NOW REQUESTING THAT THE VEHICLE BE REPLACED. FORWARDED
 INFORMATION TO THE REGION. SENT AGENCY ACKNOWLEDGMENT
 POST CARD.

LETTER DATED 10-6-01 CI RECEIVED 10-15-01.

ER62-027 23314

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CAC008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: AR088PR0 ANNE ROBERTS
ACTION DATA/COMMENTS:

10982001

100607 CI RECEIVED LETTER DATED 10/18/01 ON 10/20/01 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: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CAC008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: CJA088M4 CELESTE JACKSON
ACTION DATA/COMMENTS:

10988001

100461 CI RECEIVED A DUPLICATE AND 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: DAC007 - CLERK, SAT. RESIT. TOOL UTILIZED - QAO OFFERED
DOCUMENT: ANALYST: FJ088189 PATRICIA JONES (FJ088189)
ACTION DATA/COMMENTS:

10088001

100468 CUSTOMER WAS OFFERED AN OAG FOR \$7000 AND ACCEPTED. NO FURT
HER ASSISTANCE IS NEEDED.

CONSUMER AFFAIRS 08/16/2008 MMFAKPRG

08/16/2008 MASTER OWNER RELATIONS SYSTEM IS 13.41.09

PRIORITY ISSUE CASE NBR: 0497180241
REGION: 01 ATLANTA ZONE: 08 OPENED: 08/02/2001
WH: 1FMYU04181K97116 BRANCH: 1 VEH TYPE: T CLOSED: 10/28/2001

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CAC008 - CLOSE PRIORITY CONTACT
DOCUMENT: ANALYST: CJA088M4 CELESTE JACKSON
ACTION DATA/COMMENTS:

10988001

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

ORIGIN: CANTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CAC008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: CJA088M4 CELESTE JACKSON
ACTION DATA/COMMENTS:

10818001

080465 CI RECEIVED LETTER DATED 10-15-01 ON 10-21-01 CUSTOMER
STATING SAME CONCERNS. ADDED LETTER TO FILE DUE TO ISSUE
RESOLVED AFTER LETTER DATED. NO FURTHER ACTION PROPOSED.

CONSUMER AFFAIRS 09/18/00 MMFA00792

BEGINNING OF CONTACT

09/18/00 MASTER OWNER RELATIONS SYSTEM II 18:41:28

PRIORITY ISSUE CASE NBR: 90088010
REGION: 47 CINCINNATI ZONE: A1 OPENED: 09/18/00
YR: 197406181K857R2 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/00

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: 80F1 MODEL: ESCAPE XLT 404

RELEASE: 107H

DEALER NAME: WALT BREWNEY-WEST H SALES CODE: F4702 F & A: 0189

REASON CODE: 8001 CR - ATTORNEY GENERAL

SYMPTOMS: 80788 STALL/CUTS ACCELERATION ALL ENGINE TEMP

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

ACTION: C180 - OPEN PRIORITY CONTACT

DOCUMENT: ANALYST: ARONBERG ANNE ROBERTS

ACTION DATA/COMMENTS:

9/18/00

08:48:08 ***AG LETTER DATED 09/18/01 ** CI RECEIVED 09/18/01 **

***CUSTOMER STATES VEHICLE STALLS OUT WHILE DRIVING, BATTERY LIGHT STAYS ON, AND MOONROOF LEAKS.

***CUSTOMER WISHES: REPAIR VEHICLE, REPLACE, REFUND PURCHASE COST.

**CI SENT REFERING PARTY POSTCARD ACKNOWLEDGEMENT 09/18/01

**CI REQUESTS OEM REVIEW & CONTACT CUSTOMER DIRECTLY. PLEASE

PROVIDE DETAILS OF ACTION TAKEN, RESOLUTION, & CUSTOMER LEV

EL OF SATISFACTION IN RESOLUTION. PRIORITY CASES HAVE A 18 DA

Y TIME FRAME GOAL FOR CLOSING.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT

ACTION: D4007 - DOCUMENT ADDITIONAL INFORMATION

DOCUMENT: ANALYST: MURPHY1 MURPHY, WALT (M.F.)

ACTION DATA/COMMENTS:

10:44:08 INFORMED CSM, JULY McLAUGHLIN OF THE CONCERN AND REPAIR HIST

ORY.

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

ACTION: C180 - CLOSE PRIORITY CONTACT

DOCUMENT: ANALYST: ARONBERG ANNE ROBERTS

ACTION DATA/COMMENTS:

9/18/00

10:08:00 PER OEM CUSTOMER HAS BEEN OFFERED A 675 REP OR A \$1000 CASH

CUSTOMER WILL MEET WITH OEM AND DEALERSHIP WEEK OF 10/1/01

TO DECIDE WHICH OFFER HE WILL ACCEPT. LETTER TO AG ADVISING

OF INFORMATION. BASED ON INFORMATION, NO FURTHER ACTION IS

PROPOSED.

CONSUMER AFFAIRS 09/18/00 MMFA00792

09/18/00 MASTER OWNER RELATIONS SYSTEM II 18:41:29

EP82-027 23318

PRIORITY ISSUE CASE NBR: 180222016
REGION: 47 COUNTR: ZONE: A1 OPENED: 08/18/01
VIN: 1FMYUD411K188798 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/01

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DADO27 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: JACLAUS MC LAUGHLIN, JUDY (JLE)
ACTION DATA COMMENTS:

082801
14:45:05 CSMEM DOUBLED CASE AND OPTIONS 9-27. RM CALLED CUSTOMER A
ND OFFERED HIM EITHER AN SMP (\$179,000) OR A BUSSO CAC. CUS
TOMER CALLED BACK IS COMING TO DEALER MONDAY EVENING TO RUN
THE NUMBERS AND LOOK AT VEHICLES.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DADO27 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: JACLAUS MC LAUGHLIN, JUDY (JLE)
ACTION DATA COMMENTS:

10/28/01
13:28:05 CUSTOMER CONCERN: STALLING @HILL DOWNHILL WITH AD ON. (CONCE
RN HAS NOW BEEN VERIFIED) CUSTOMER WAS OFFERED A BUSSO CAC
. CUSTOMER WENT TO DEALER 10-1 TO GET A TRADE IN VALUE AND L
OOK AT PURCHASING A NEW VEHICLE. AFTER VISITING DEALER CUSTOM
ER DECLINED CAC OFFER. REASON: ACCORDING TO THE CUSTOMER HE
THOUGHT HE WAS COMING IN TO GET A NEW VEHICLE AND BUSSO CAC
LAPS. ORLAUDY MC LAUGHLIN WAS SITTING IN FRONT OF SJL WHEN H
E CALLED CUSTOMER AND EXPLAINED WHAT THIS MEANT AND WHAT H
E HAD TO DO AND THE MONEY HAD TO BE SPENT ON A NEW FORD/AM V
EHICLE.

CONSUMER AFFAIRS 08/18/02 HMFAPRO

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:29

CASE NBR: CASE NBR: 08110029
REGION: 18 NEW YORK ZONE: E7 OPENED: 08/18/02
VIN: 1FMYUD411K188798 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: STATUS: OPEN
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: CHESTER STATE: NJ ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 28800
DEALER NAME: FULLERTON FORD SALES CODE: P18078 P & A: 8981
REASON CODE: 29101 DDB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR
SYMPTOM: 07988 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: DADO - PHONE GROUP COMMUNICATION: FAX
ACTION: DES108 - OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: BLISSISS SHAWN LEWIS
ACTION DATA COMMENTS:

ER82-027 23317

8/18/02
ORIGIN: CUSTOMER STATES CONCERN WITH VEHICLE HAVING STALLING PROBL-
EM. BK REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUS-
TOMER WANTS VEHICLE TO BE REPLACED.
8/18/02

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: D8800 - DEMARS MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGO1
ACTION DATA/COMMENTS:

8/22/02
18.07.27 DEALER NAME MICHAM FORD
DEALER NAME FULLERTON FORD
DEALER NAME ED GARNEY FORD
DEALER NAME

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: FAX
ACTION: D8807 - DBS - MAIL SENT - DBS
DOCUMENT: ANALYST: J786J ALLIE JOHNSON
ACTION DATA/COMMENTS:

8/31/02
18.11.05
SCHEDULED 7/18 FOR THE NEW YORK BOARD

CONSUMER AFFAIRS 08/18/02 18/FAX/F93

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18-01.78

DOB ISSUE CARE NRP: 084110801
REGION: 18 NEW YORK ZONE: 01 OPENED: 08/26/02
VIN: 1FMYL04111KP1788 ENGINE: 1 VEH TYPE: T CLOSED:

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: D8804 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGO1
ACTION DATA/COMMENTS:

8/26/02
11.05.16 ED GARNEY FORD

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: D8804 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: P40LDB4H PATRICIA MOLDENHAWER
ACTION DATA/COMMENTS:

8/29/02
15.44.15 FULLERTON FORD

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: D8804 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGO1
ACTION DATA/COMMENTS:

8/15/02
15.08.17 MICHAM FORD

CONSUMER AFFAIRS 05/18/2002 MMFA00PR3

BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM III 15.47.19

DOB ISSUE CASE NBR: 082820272
REGION: 27 WASHINGTON ZONE: E1 OPENED: 05/18/2002
VIN: 1FMYL04141K48878 ENGINE: 1 VEH TYPE: T CLOSED: 05/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STEPHEN CITY STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
RELEASE: 27318

DEALER NAME: WINCHESTER FORD, IN SALES CODE: F21464 P & A: 08282
REASON CODE: 83111 DSB-REP'D PURCH PRICE RQST-DLR CAN'T REPAIR
SYMPTOM: 80782 STALL/CLUTS ACCELERATION ALL ENGINE TRMP

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: FAX
ACTION: D88182 - OPEN-DEALER PROVIDED APPLICATION-YBS ORAL PRESENTATION
DOCUMENT: ANALYST: BRUCY C WEAKE
ACTION DATA/COMMENTS:

8/18/2002
12:42:58 CUSTOMER STATES CONCERN WITH VEHICLE HAVING PROBLEMS WITH
STALLING, LOSS OF POWER AND HESITATION. FIVE REPAIR
ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER DESIRS TO
HAVE VEHICLE REFUNDED.
SHARON

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: D88200 - DEMARS MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: J-RUPRO1 JESSICA BURROB
ACTION DATA/COMMENTS:

8/22/2002
15:05:51 DEALER NAME WINCHESTER FORD
DEALER NAME

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: D88907 - CSM - MAIL SENT - CSM
DOCUMENT: ANALYST: LNAIZE LAYERS NAIZE
ACTION DATA/COMMENTS:

8/22/2002
11:29:24 BOARD MEETING SCHEDULED FOR DOWNSIDE

ORIGIN: CADM - DEMARS COMMUNICATION: FAX
ACTION: D88924 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: PMOLDENH PATRICIA MOLDENHAUER
ACTION DATA/COMMENTS:

16:20:28 WINCHESTER FORD

CONSUMER AFFAIRS 05/18/2002 MMFA00PR3

05/18/2002 MASTER OWNER RELATIONS SYSTEM III 15.47.19

DOB ISSUE CASE NBR: 082820272
REGION: 27 WASHINGTON ZONE: E1 OPENED: 05/18/2002

EM62-827 23318

VIN: 1FMYU84M1KAB878 ENGINE: 1 VEH TYPE: T CLOSED: 04/11/02

ORIGIN: CAPS - FORD/EX GROUP COMMUNICATION: FAX
ACTION: DDB02 - PRIOR RESOLVE - VEHICLE REFUND-MEETS PRESUMPTION OF LIMON LAW
DOCUMENT: ANALYST: ELEWISS SHAWN LEWIS
ACTION DATACOMMENTS:

4/11/02
14.11.02 DATE OF LETTER TO CUSTOMER 04-11-02
40 DAY DELAY CODE 0
WE HAVE BEEN ADVISED THAT THE CUSTOMER HAS ACCEPTED A REFUND

ORIGIN: CAPS - CONSUMER AFFAIRS - DBS COMMUNICATION: FAX
ACTION: DDB02 - PRIOR RESOLVE AWARD COMPLETED
DOCUMENT: ANALYST: LNAIZE LAVRNE NAZZI
ACTION DATACOMMENTS:

4/18/02
12.12.18 0 04-12-02
CUSTOMER ACCEPTS REFUND OFFER FROM DBS, WITH MILEAGE CHANGE
\$ ASSESSED AT FIRST REPAIR OF 11,888MILES, MULTIPLIED BY .16
\$ A MILE. UPLOAD COMPLETED AND TRANSMITTED 4/18/02

CONSUMER AFFAIRS 02/18/02 MB/FAX/PR

BEGINNING OF CONTACT
02/18/02 MASTER OWNER RELATIONS SYSTEM R 12.41.19

DBS ISSUE CASE NR: 027388612
REGION: KS KANSAS CITY ZONE: AJ OPENED: 02/02/02
VIN: 1FMYU84M1KAB87841 ENGINE: 1 VEH TYPE: T CLOSED: 02/02/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MERRILL STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 400
MILEAGE: 7026
DEALER NAME: SHAWNEE MISSION FOR SALES CODE: F8819 P & A: 0689
REASON CODE: 00181 DBS-REPLACE/REFUND POST-CLR DANT REPAIR
SYMPTOM: 00786 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPS - FORD/EX GROUP COMMUNICATION: OTHER
ACTION: DDB108 - OPEN-OTHER PROVIDED APPLICATION-THE ORAL PRESENTATION
DOCUMENT: ANALYST: 20050W 0 WEAKS
ACTION DATACOMMENTS:

3/28/02
10.22.02 CUSTOMER STATES CONCERN WITH VEHICLE STALLING AND
HAVING MISSION PROBLEMS. THREE REPAIR ATTEMPTS HAVE BEEN

8082-827 23328

MADE ON THE VEHICLE. CUSTOMER SEEMS TO HAVE VEHICLE
REPLACED OR REFUNDED.
SHARON

ORIGIN: OADM - DEMAND COMMUNICATION: OTHER
ACTION: D8800 - DEMAND MAILE REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: GEMPL PILCITA LAZI
ACTION DATA/COMMENTS:

09/18/02
14.02.02 DEALER NAME SHAWNEE MISSION FORD

ORIGIN: OADB - CONSUMER AFFAIRS - DEM COMMUNICATION: OTHER
ACTION: D8807 - CSM - MAIL SENT - D88
DOCUMENT: ANALYST: ETCOMLN1 BRKA TOMLINSON
ACTION DATA/COMMENTS:

088902
15.02.02 THE ST. LOUIS BOARD MEETS ON 8-30-02.

ORIGIN: OADM - DEMAND COMMUNICATION: OTHER
ACTION: D8884 - DEMAND RECEIVES DEALER REPORT
DOCUMENT: ANALYST: RANDIST RONDA ANDERSON
ACTION DATA/COMMENTS:

17.02.04 SHAWNEE MISSION FORD

CONSUMER AFFAIRS 09/18/02 MBFAXPRO

09/18/02 MASTER OWNER RELATIONS SYSTEM IN 15.41.19

DOB ISSUE CASE NR: 037880212
REGIONS: IN KANSAS CITY ZONE: A1 OPENED: 08/20/02
VIN: 1FADL02N1K270641 ENGINE: 1 VEH TYPE: T CLOSED: 09/13/02

ORIGIN: OAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: D8800 - PRIOR RESOLVE - VEH REPLACEMENT MEETS PRESUMPTION OF LIMON LAW
DOCUMENT: ANALYST: E880W G WEAKS
ACTION DATA/COMMENTS:

078802
16.01.02 DATE OF LETTER TO CUSTOMER 09-12-02
40 DAY DELAY CODE 0
WE HAVE BEEN ADVISED THAT THE VEHICLE IS BEING REPLACED
WITH NO MILEAGE CHARGE PER STATE OF KANSAS.

ORIGIN: OADB - CONSUMER AFFAIRS - DEM COMMUNICATION: OTHER
ACTION: D8800 - PRIOR RESOLVE AWARD COMPLETED
DOCUMENT: ANALYST: ETCOMLN1 BRKA TOMLINSON
ACTION DATA/COMMENTS:

16.02.01 09-12-02
0
THE REPLACEMENT UPLOAD WAS COMPLETED ON 9-18-02.

CONSUMER AFFAIRS 0918008 MWFAP78

BEGINNING OF CONTACT
0918008 MASTER OWNER RELATIONS SYSTEM III 18.11.19

DOB ISSUE CASE NR: 08882781
REGION: 71 CALIFORNIA ZONE: 01 OPENED: 18/08/01
VIN: 1FMYU08181K057918 ENGINE: 1 VEH TYPE: T CLOSED: 18/08/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: TURIN STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 432
MILEAGE: 8083
DEALER NAME: FAIRWAY FORD SALES CODE: F71008 P.S.A.: 08478
REASON CODE: 28101 DEB-REPLACEMENT REQUEST-CLR UNABLE TO REPAIR
SYMPTOMS: 607883 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: PHONE
ACTION: DEB101 - OPEN-DEALER PROVIDED APPLICATION-NO ORAL PRESENTATION
DOCUMENT: ANALYST: 82880W O WEARS
ACTION DATA/COMMENTS:

18/8/01
11:25:40 CUSTOMER STATES CONCERNED WITH THE VEHICLE STALLING. CUSTOMER
WANTS THE VEHICLE TO BE REPLACED.

ORIGIN: CADM - DEMAND COMMUNICATION: PHONE
ACTION: DEB608 - DEMAND MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: 8-ZIELI SEAN ZIELINSKI
ACTION DATA/COMMENTS:

18/7/01
15:48:07 DEALER NAME FAIRWAY FORD
DEALER NAME

ORIGIN: CADDS - CONSUMER AFFAIRS - DEB COMMUNICATION: PHONE
ACTION: DEB507 - CRM - MAIL BIRTH - DEB
DOCUMENT: ANALYST: KGOOLDEN KANGOR GOLDEN
ACTION DATA/COMMENTS:

18/11/01
18:55:22 THE LAA 1 BOARD MEETS 01-08-02

ORIGIN: CADM - DEMAND COMMUNICATION: PHONE
ACTION: DEB604 - DEMAND RECEIVES DEALER REPORT
DOCUMENT: ANALYST: 8-ZIELI SEAN ZIELINSKI
ACTION DATA/COMMENTS:

18/16/01
10:48:10 FAIRWAY FORD

CONSUMER AFFAIRS 0918008 MWFAP78

0918008 MASTER OWNER RELATIONS SYSTEM III 18.11.19

DOB ISSUE CASE NR: 08882781
REGION: 71 CALIFORNIA ZONE: 01 OPENED: 18/08/01
VIN: 1FMYU08181K057918 ENGINE: 1 VEH TYPE: T CLOSED: 01/11/02

1802-827 23322

Page 362 of 877
john02.txt

ORIGIN: CADM - PHOENIX GROUP COMMUNICATION: PHONE
ACTION: DB2714 - RECORD DETAILS OF BOARD DISCOUNT - REPLACEMENT
DOCUMENT: ANALYST: S-LEWIS SHAWN LEWIS
ACTION DATA COMMENTS:

1/14/2002
18.22.10 LA1
1/16/2002
1/19/2002
0

YES
CONCERN: STALLING RESOLV
STR: REPLACE DISCOUNT: INFL THE OWNER TO PAY FOR 1.482 ML
USAGE, USE THE 180K FORMULA, RELEASE IS BASED ON THE FIRST 4
REPORTED REPAIR ATTEMPT. FIVE REPAIR ATTEMPTS HAVE FAILED TO
RESOLVE THE STALLING CONCERN. A SUBST. CONC. THAT RELATES TO
THE SAFETY OF THIS VEHICLE.

ORIGIN: CADM - DEMAND COMMUNICATION: PHONE
ACTION: DB2808 - ACCEPTANCE FORM RECEIVED-CALIFORNIA
DOCUMENT: ANALYST: S-ZIELH SEAN ZIELINSKI
ACTION DATA COMMENTS:

1/24/2002
18.21.20 01-24-2002

ORIGIN: CADM - CONSUMER AFFAIRS - DBS COMMUNICATION: PHONE
ACTION: DB2908 - DBS PAY/FAST UPLOAD COMPLETED
DOCUMENT: ANALYST: NGOLDEN KAMIE GOLDEN
ACTION DATA COMMENTS:

2/12/2002
18.22.15 02-12-2002
TRANSMITTED REPLACEMENT UPLOAD IN PAY/FAST ON 2-12-2002.

ORIGIN: CADM - DEMAND COMMUNICATION: PHONE
ACTION: DB2888 - DBS TO CLERK TO CONFIRM AWARD PERM
DOCUMENT: ANALYST: M-CONTRM MIKE CONTRERAS
ACTION DATA COMMENTS:

2/22/2002
18.22.22 LEFT ACTION PERFORMANCE MESSAGE ON 02/27/02.

CONSUMER AFFAIRS 02/12/2002 MAFACPRG

02/12/2002 MASTER OWNER RELATIONS SYSTEM III 18.41.10

DBS ISSUE CASE #/PR: 022802751
REGION: 71 CALIFORNIA ZONE: 01 OPENED: 12/28/2001
VIN: 1FMYLD011K027914 ENGINE: 1 VEH TYPE: T CLOSED: 02/22/2002

ORIGIN: CADM - DEMAND COMMUNICATION: PHONE
ACTION: DB2804 - CALIFORNIA - BOARD-DEBATED AWARD COMPLETED
DOCUMENT: ANALYST: M-CONTRM MIKE CONTRERAS
ACTION DATA COMMENTS:

2/22/2002
02.22.41 02-12-2002
0

1002-827 23323

CONSUMER AFFAIRS 09/16/08 MWFA3PRD

BEGINNING OF CONTACT

09/16/08 MASTER OWNER RELATIONS SYSTEM # 1644.18

DOB INQUIRY CASE #/REF: 084781131
REGION: 78 SAN FRANCISCO ZONE: 88 OPENED: 04/23/08
VIN: 1FMYU1BK408710 INQUIRY: B VEH TYPE: T CLOSED: 04/23/08

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: FAIRFIELD STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4DR

RELEASE: 4000

DEALER NAME: GREEN VALLEY FORD SALES CODE: F7841 P & A: 0777

REASON CODE: 89181 DSB-REPLACE/REPLND POST-CLR DANT REPAIR

SYMPTOMS: 08708 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: FAX

ACTION: DSB100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION

DOCUMENT: ANALYST: LYNLL71 LATASHA WELLS

ACTION DATA/COMMENTS:

4/28/08

1644.18 CUSTOMER STATES CONCERNS WITH VEHICLE STALLING, AND HAVING A LACK OF POWER.

CUSTOMER WANTS THE VEHICLE TO BE REPLACED OR REFUNDED.

ORIGIN: CADM - DENARS COMMUNICATION: FAX

ACTION: DSB200 - DENARS MAILED REQUESTS FOR DEALER REPORTS

DOCUMENT: ANALYST: JBURG081 JESSICA BURGOS

ACTION DATA/COMMENTS:

4/24/08

16.17.21 DEALER NAME GREEN VALLEY FORD

ORIGIN: CADM - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX

ACTION: DSB207 - CRM - MAIL SENT - DSB

DOCUMENT: ANALYST: MWYIC0478 MATTHEW WYICAWER

ACTION DATA/COMMENTS:

4/28/08

08.10.22 THIS CASE IS SCHEDULED FOR 6/18/08 SACRAMENTO BOARD.

ORIGIN: CADM - DENARS COMMUNICATION: FAX

ACTION: DSB204 - DENARS RECEIVES DEALER REPORT

DOCUMENT: ANALYST: JBURG081 JESSICA BURGOS

ACTION DATA/COMMENTS:

ERR2-027 23324

4702901
14.46.44 GREEN VALLEY FORD

CONSUMER AFFAIRS 09/16/00 NMFAXPR

09/16/00 MASTER OWNER RELATIONS SYSTEM II 18.41.19

DBS ISSUE CASE NR: 084721151
REGION: 72 SAN FRANCISCO ZONE: B3 OPENED: 04/26/00
VIN: 1FMYU06X1KAG2710 ENGINE: B VEH TYPE: T CLOSED: 08/18/00

ORIGIN: OAPB - FIDELITY GROUP COMMUNICATION FAX
ACTION: DBS714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: LWILLI1 LATASHA WILLIS
ACTION DATA COMMENTS:

09/16/00
14.40.54 SACRA
09/16/00
09/17/00
0

Y
CONCERN: STALLING, LACK OF POWER
REQUEST: REFUND OR REPLACE
DIAGNOSIS: REFUND OR REPLACE VEHICLE MILEAGE CHARGE
CALCULATED AT 1000 MILES, USING 100K FORMULA, BASED
ON RC977488, 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 CONCLUDES THAT THE CONTINUING
PROBLEMS OF STALLING AND LACK OF POWER REPRESENT A
SAFETY ISSUE OF A SUBSTANTIAL NON CONFORMITY.

ORIGIN: OADM - DEMARR COMMUNICATION FAX
ACTION: DBS808 - ACCEPTANCE FORM RECEIVED-CALIFORNIA
DOCUMENT: ANALYST: JBURSO1 JENNICA BURSO
ACTION DATA COMMENTS:

08/29/00
14.46.44 05-29-0001

ORIGIN: OADB - CONSUMER AFFAIRS - DBS COMMUNICATION FAX
ACTION: DBS808 - DBS PAYMENT UPLOAD COMPLETED
DOCUMENT: ANALYST: MMYBOWE MATTHEW MYBOWER
ACTION DATA COMMENTS:

09/14/00
10.04.48 09-14-0001
AWARD UPLOADED ON 09/14/01.

CONSUMER AFFAIRS 09/16/00 NMFAXPR

09/16/00 MASTER OWNER RELATIONS SYSTEM II 18.41.19

DBS ISSUE CASE NR: 084721131
REGION: 72 SAN FRANCISCO ZONE: B3 OPENED: 04/26/00
VIN: 1FMYU06X1KAG2710 ENGINE: B VEH TYPE: T CLOSED: 07/12/00

ORIGIN: OADM - DEMARR COMMUNICATION FAX
ACTION: DBS804 - CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: 088RA RONDA ANDERSON

0902-827 23325

ACTION DATA COMMENTS:

7/18/00 17:24:02 08-14-2001

CONSUMER AFFAIRS 08/18/00 18:40:10

BEGINNING OF CONTACT
08/18/00 MASTER OWNER RELATIONS SYSTEM II 1541.18

DOB ISSUE CASE REF: 00708000
REGION: 47 CINCINNATI ZONE: A1 OPENED: 08/18/00
VIN: 1FMYU041802E7089 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 2400
DEALER NAME: WALT SWISNEY-WEST H SALES CODE: F47008 P & A: 04808
REASON CODE: 08101 DOB-REPLACEMENT REQUEST-CLR UNABLE TO REPAIR
SYMPTOMS: 60788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OAPS - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DOB101 - OPEN-DEALER PROVIDED APPLICATION-NO CRAL PRESENTATION
DOCUMENT: ANALYST: ELEMERS SHAWN LEWIS
ACTION DATA COMMENTS:

08/18/00
11:28:07 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING AND
DOOR PROBLEMS. FIVE REPAIR ATTEMPTS HAVE BEEN MADE ON THE
VEHICLE. CUSTOMER WISHES VEHICLE TO BE REPLACED.
SHAWN

ORIGIN: OADB - CONSUMER AFFAIRS - DOB COMMUNICATION: MAIL
ACTION: DOB907 - DOB - MAIL, SENT - DOB
DOCUMENT: ANALYST: TFAYL081 TERRA TAYLOR

8002-027 23326

ACTION DATA COMMENTS:

09/09/02
09.12.02 THE CASE IS DUE BEFORE THE CINCINNATI BOARD ON 9-18-02.
THE COMPANY REPORT IS DUE ON 9-9-02 (REGION 47).

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: DB204 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: DB204 FELICITA LAZU
ACTION DATA COMMENTS:

09/09/02
17.08.14 WALT BRENDEY FORD

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: MAIL
ACTION: DB207 - INITIAL CALL MADE TO CUSTOMER
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA COMMENTS:

09/09/02
11.03.02 I LEFT A MESSAGE WITH THE CUSTOMER ADVISING HER OF
THE BOARD DATE AND LOCATION.

CONSUMER AFFAIRS 09/18/02 MFP/TPRS

09/18/02 MAINTENANCE RELATIONS (SYSTEM 8) 18.01.19

DBS ISSUE CASE NO: 09090002
REGION: 47 CINCINNATI ZONE: A1 OPENED: 09/18/02
VIN: 1FMYU041E1REY0001 ENGINE: 1 VEH TYPE: T CLOSED: 09090002

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: MAIL
ACTION: DB210 - OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA COMMENTS:

09/09/02
11.09.02 I TRIED TO REACH THE CUSTOMER AGAIN TODAY AND COULD NOT.
I WILL SEND A LETTER OUT TODAY.

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: MAIL
ACTION: DB211 - UNABLE TO CONTACT CUST - LETTER SENT
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA COMMENTS:

11.07.14

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: MAIL
ACTION: DB212 - INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA COMMENTS:

09/09/02
09.07.12 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: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: MAIL
ACTION: DB214 - COMPANY REPORT SUBMITTED
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA COMMENTS:

09/07/02

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DB215 - RECORD DETAILS OF BOARD DECISION - REPAIRS
DOCUMENT: ANALYST: BLEVINS SHAWN LEWIS
ACTION DATA COMMENTS:

09/09/02
18.18.17 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 CUB.

ENR2-827 23327

TOMBYS REQUEST BECAUSE IT FINDS THAT THE DEALERSHIP NEEDS
FURTHER OPPORTUNITY TO REPAIR THE STALLING CONCERN, AS PER

CONSUMER AFFAIRS 08/18/02 M5FAKPR8

08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

DBS ISSUE CASE NBR: 047082008
REGION: 47 OHIO/NATL ZONE: A1 OPENED: 08/18/02
VIN: 1FVYU04181K07083 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/02

08/28/02
18.16.17 THE WARRANTY HISTORY ON PAGE 4 IN THE CASE FILE THE BOARD
FINDS THAT THE DOOR CONCERN HAS BEEN REPAIRED AS PER THE WA-
RANTY HISTORY.
SHAWN

OFFICE: OADM - DEMAND COMMUNICATION; MAIL
ACTION: DBS01 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: PMOLDEN; PATRICIA MOLDENHAUER
ACTION DATA COMMENTS:

4/18/02
18.47.02

OFFICE: OADM - CONSUMER AFFAIRS - DBS COMMUNICATION; MAIL
ACTION: DBS11 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TTAYLOR; TERRA TAYLOR
ACTION DATA COMMENTS:

4/18/02
18.48.01 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.

OFFICE: OADM - CONSUMER AFFAIRS - DBS COMMUNICATION; MAIL
ACTION: DBS36 - REPAIRS SCHEDULED
DOCUMENT: ANALYST: TTAYLOR; TERRA TAYLOR
ACTION DATA COMMENTS:

4/17/02
08.48.01 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.

OFFICE: OADM - CONSUMER AFFAIRS - DBS COMMUNICATION; MAIL
ACTION: DBS00 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: TTAYLOR; TERRA TAYLOR
ACTION DATA COMMENTS:

4/24/02
11.05.02 I RECEIVED THE COMPLETED REPAIR ORDER FROM MATT VOLLRATH
SERVICE MGR AT WALT GREENEY FORD TODAY. THE REPAIRS WERE
COMPLETED ON 4/23/02 WITHIN 30 DAYS.

CONSUMER AFFAIRS 08/18/02 M5FAKPR8

ISSUING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

DBS ISSUE CASE NBR: 04822281
REGION: 21 ATLANTA ZONE: C3 OPENED: 08/18/01
VIN: 1FVYU01818R0883 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/01

LAST NAME: HOLDEN STATUS: CLOSED
TITLE: FIRST NAME: HEATHER MI
ADDRESS: 1010 LITTLE ROCK RD
CITY: BLOOMINGDALE STATE: GA ZIP: 31302
HOME PHONE: 912-7482180
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
RELEASE: 10540

ER62-027 23328

DEALER NAME: J.O. LEWIS MOTOR CO SALES CODE: F1200 P & A: 0487
REASON CODE: 29101 DSB-REPLACEMENT REQUEST-CLR UNABLE TO REPAIR
SYMPTOM: 60788 STALL/CLTS ACCELERATION ALL ENGINE TEMP

ORDER: OAPS - PHOENIX GROUP COMMUNICATION: FAX
ACTION: D81100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: ELEV800 SHAWN LEWIS
ACTION DATA/COMMENTS:

812001
18.08.00 CUSTOMER STATES CONCERN WITH VEHICLE HAVING STALLING PROBL-
EMS. FIVE REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE.
CUSTOMER WANTS VEHICLE TO BE REPLACED.
SHAWN

ORDER: OADM - DENVER COMMUNICATION: FAX
ACTION: D8800 - DENVER MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: JBLUR001 JESSICA BLUR008
ACTION DATA/COMMENTS:

048001
18.05.00

ORDER: OADS - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: D8807 - DSM - MAIL SENT - DSB
DOCUMENT: ANALYST: DOWNERS1 DAWSON OWENS
ACTION DATA/COMMENTS:

234001
18.05.00 BOARD DATE 048001.

ORDER: OAPS - PHOENIX GROUP COMMUNICATION: FAX
ACTION: D8800 - FROM RESOLVE - ESP
DOCUMENT: ANALYST: C-WEANS CHARISE WEANS
ACTION DATA/COMMENTS:

603001
18.05.00 WE HAVE BEEN ADVISED THAT THE CUSTOMER IS BEING PROVIDED WIT
H A FIVE YEAR/75,000 MILE PREMIUM CARE EXTENDED SERVICE PLAN
WITH A \$60 DEDUCTIBLE.

CONSUMER AFFAIRS 0518008 MFW00PRG

0518008 MASTER OWNER RELATIONS SYSTEM 18.01.10

DSB ISSUE CASE REF: 0480001
REGION: 21 ATLANTA ZONE: 03 OPENED: 0518001
VIN: 1FMYU8WV000000000 ENGINE: 1 VEH TYPE: T CLOSED: 0518001

ORDER: OADS - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: D8800 - FROM RESOLVE AWARD COMPLETED
DOCUMENT: ANALYST: DOWNERS1 DAWSON OWENS
ACTION DATA/COMMENTS:

048001
18.01.00 DFB E-MAILED RAY TO IMPLEMENT 675 PREMIUM/CARE ESP W/ \$60 OR
DUCTIBLE.

ORDER: OADM - DENVER COMMUNICATION: FAX
ACTION: D8800 - DENVER REQUESTS DEALER REPORT
DOCUMENT: ANALYST: JBLUR001 JESSICA BLUR008
ACTION DATA/COMMENTS:

14.04.00 J.O. LEWIS FORD

CONSUMER AFFAIRS 06/18/02 MMF02793

BEGINNING OF CONTACT

06/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

DOB ISSUE CASE NBR: 0611703801
REGION: 18 NEW YORK ZONE: II OPENED: 06/18/02
VIN: 1FMYU04111KBB788 ENGINE: 1 VEH TYPE: T CLOSED: 06/18/02

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 4M

MILEAGE: 879

DEALER NAME: MONAHAN FORD SALES CODE: P18441 P & A: 04108

REASON CODE: 29181 DEB-LEASE TERMINN REQUEST-DLR CAFT REPAIR

SYMPTOM: 20798 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: DAPR - PHOENIX GROUP COMMUNICATION: MAIL

ACTION: D85104 - OPEN-CAG, FORD 800# PROVIDED APPLICATION-YES ORAL PRESENTATION

DOCUMENT: ANALYST: BLW1888 SHAWN LEWIS

ACTION DATA COMMENTS:

6/18/02

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

ORIGIN: CAGM - DENVER COMMUNICATION: MAIL

ACTION: D88905 - DENVER MAIL REQUESTS FOR DEALER REPORTS

DOCUMENT: ANALYST: S-ZIELI SEM ZIELINSKI

ACTION DATA COMMENTS:

1/17/02

18.06.01

ORIGIN: CAGM - DENVER COMMUNICATION: MAIL

ACTION: D88264 - DENVER RECEIVES DEALER REPORT

DOCUMENT: ANALYST: PROLDENH PATRICIA MOLDENHAUER

ACTION DATA COMMENTS:

1/28/02

18.10.44 MONAHAN FORD

ORIGIN: CAGMS - CONSUMER AFFAIRS - DEN COMMUNICATION: MAIL

ACTION: D88967 - DEN - MAIL SENT - DEN

DOCUMENT: ANALYST: 4786AJ ALLISE JOHNSON

ACTION DATA COMMENTS:

1/28/02

18.06.08

SCHEDULED 2808 FOR THE NEW YORK BOARD.

8852-027 23338

CONSUMER AFFAIRS 02/18/2002 MMFA02PFB

02/18/2002 MASTER OWNER RELATIONS SYSTEM II 15:41:18

DBS ISSUE CASE NR: 021770801
REGION: 12 NEW YORK ZONE: N1 OPENED: 02/18/2002
VIN: 1FMYL0A111K02003 ENGINE: 1 VEH TYPE: T CLOSED: 02/18/2002

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION; MAIL
ACTION: DB8718 - RECORD DETAILS OF BOARD DECISION - REPAIRS
DOCUMENT: ANALYST: ALEWISS SHAWN LEWIS
ACTION DATA COMMENTS:

2/18/2002
12:26:47 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 FMI LEASE TERMINATION DENIED.
SHAWN

ORIGIN: CADM - DENVER COMMUNICATION; MAIL
ACTION: DB8801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: PLAZU FELICITA LAZU
ACTION DATA COMMENTS:

2/18/2002
17:28:45

ORIGIN: CADBS - CONSUMER AFFAIRS - DBS COMMUNICATION; MAIL
ACTION: DB8905 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: 4796AJ ALLIE JOHNSON
ACTION DATA COMMENTS:

2/18/2002
07:24:40

ORIGIN: CADBS - CONSUMER AFFAIRS - DBS COMMUNICATION; MAIL
ACTION: CAD009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 4796AJ ALLIE JOHNSON
ACTION DATA COMMENTS:

07:24:42 ROP 7794 FOR THE FUTHER REPAIR.

CONSUMER AFFAIRS 02/18/2002 MMFA02PFB

SCREENING OF CONTACT
02/18/2002 MASTER OWNER RELATIONS SYSTEM II 15:41:18

DBS ISSUE CASE NR: 020141001
REGION: 47 CHICAGO ZONE: BE OPENED: 02/08/2001
VIN: 1FMYL0A17K0A0000 ENGINE: 1 VEH TYPE: T CLOSED: 02/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: MASON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2000
DEALER NAME: INTERSTATE FORD INC SALES CODE: F47211 P & R: 22100
REASON CODE: 29121 DBS-REPLACE/REFUND POST-DLX QANT REPAIR
SYMPTOM: 80788 STALL/CUTE ACCELERATION ALL ENGINE TEMP

2002-027 23331

ORIGIN: GAGP - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DB9108 - OPEN-OTHER PROVIDED APPLICATION-NO CRAL PRESENTATION
DOCUMENT: ANALYST: SLEWISS SHAWN LEMAS
ACTION DATA/COMMENTS:

0822001
11.24.88 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING, LOSS
OF POWER, AND ELECTRICAL SYSTEM PROBLEMS. THREE REPAIR AT-
TEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEES REFUND
ON THE VEHICLE.
SHAWN

ORIGIN: DACM - DENARS COMMUNICATION: MAIL
ACTION: DB8800 - DENARS MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: J-SURGO1 JESSICA SURGOS
ACTION DATA/COMMENTS:

0822001
12.13.88

ORIGIN: CADSI - CONSUMER AFFAIRS - DB8 COMMUNICATION: MAIL
ACTION: DB8807 - GSM - MAIL SENT - DB8
DOCUMENT: ANALYST: JOHNNAT JULIE SCHWARTZ
ACTION DATA/COMMENTS:

0818801
08.28.88 COLISE BOARD DATE: 8-88

ORIGIN: ODEM - DENARS COMMUNICATION: MAIL
ACTION: DB8834 - DENARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: FLAZU FELICITA LAZI
ACTION DATA/COMMENTS:

07102001
12.26.80 INTERSTATE FORD

CONSUMER AFFAIRS 08/18/88 AMFAXPN2

08182002 MASTER OWNER RELATIONS SYSTEM # 12.41.10

DB8 18816 CASE NR: 080141881
REGION: 47 CINCINNATI ZONE: 88 OPENED: 08018001
VIN: 1FMYU0417WKA82888 ENGINE: 1 VEH TYPE: T CLOSED: 10/01/8003

ORIGIN: GAGP - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DB8714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: O-WEARS CHARIS WEARS
ACTION DATA/COMMENTS:

10182001
10.08.88 CONCERNS: STALLING & ELECTRICAL SYSTEM REQUESTS; REFUND PLUS
INCIDENTAL AND CONSEQUENTIAL DAMAGES, COLLATERAL CHARGES AND
ATTORNEY FEES. DECISION: RFR BASED ON THE WARRANTY HISTORY
THERE HAVE BEEN THREE REPAIR ATTEMPTS AND THE STALLING CON-
CERN REMAINS UNRESOLVED. THE BOARD COULD NOT DETERMINE WHETHER
OR NOT THE ELECTRICAL CONCERN WAS RESOLVED. THE BOARD DID
NOT AWARD INCIDENTAL DAMAGES AS NONE WERE DOCUMENTED IN THE
CASE FILE. ADDITIONALLY, THE BOARD DID NOT ADDRESS THE RE-
QUEST FOR CONSEQUENTIAL DAMAGES, COLLATERAL CHARGES OR ATTO-
RNEY FEES AS THOSE TYPES OF AWARDS ARE OUTSIDE THE BOARD'S J-
URISDICTION. COSTS TO FMC.

ORIGIN: GAGP - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DB8016 - CORRECTION OF INFORMATION IN PREVIOUS ACTION
DOCUMENT: ANALYST: S880W C WEARS
ACTION DATA/COMMENTS:

10282001
10.11.88 CORRECTING BOARD NAME

ORIGIN: GAGP - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DB8714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: S880W C WEARS
ACTION DATA/COMMENTS:

8882-827 23332

13.12.90 PLEASE SEE PREVIOUS CLOSING COMMENTS.

ORIGIN: QADBE - CONSUMER AFFAIRS - DEB COMMUNICATION MAIL
ACTION: DEBE11 - CUSTOMER DID NOT RETURN AIR FORM
DOCUMENT: ANALYST: JOCHNA17 JULIE SCHWARTZ
ACTION DATACOMMENTS:

10/17/90
10.46.51

CONSUMER AFFAIRS 05/18/90Z MMFAKPRG

05/18/90Z MASTER OWNER RELATIONS SYSTEM W 13.41.13

DEB ISSUE CASE NR: DEB141281
REGION: 47 QINDONATI ZONE: BE OPENED: 05/25/90
VIN: 1FMYL04171KAB999 ENGINE: 1 VEH TYPE: T CLOSED: 10/25/90

ORIGIN: QADM - DEBARE COMMUNICATION MAIL
ACTION: DEB008 - REJECTION FORM RECEIVED EXCEPT CALIFORNIA
DOCUMENT: ANALYST: FLAZU MELICITA LAZU
ACTION DATACOMMENTS:

10/25/90
11.12.11

CONSUMER AFFAIRS 05/18/90Z MMFAKPRG

BP82-027 23333

BEGINNING OF CONTACT
06/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.00

088 184/E CASE NBR: 06480300
REGION: 44 PITTSBURGH ZONE: C4 OPENED: 10/28/01
VIN: 1F3YU41H1H14881 ENGINE: 1 VEH TYPE: T CLOSED: 10/28/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WINTON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 1999
DEALER NAME: MALLINX EAST INC SALES CODE: F400E P & A: 08187
REASON CODE: 2821 DSS-REPLACEMENT FUND POST-DUR CANT REPAIR
SYMPTOM: 60788 STALL/OUTS ACCELERATION ALL ENGINE TEMP
ORIGIN: OAPS - PHONE GROUP COMMUNICATION OTHER
ACTION: D8108 - OPEN-OTHER PROVIDED APPLICATION-YES OPAL PRESENTATION
DOCUMENT: ANALYST: ELEVINS SHAWN LEWIS
ACTION DATA/COMMENTS:

10/28/01
10.28.00 CUSTOMER STATES CONCERN WITH VEHICLE HAVING STALLING PROBL-
EM. FOUR REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. C-
USTOMER BEING REFUND ON THE VEHICLE.
SHAWN

ORIGIN: CADM - DEMAND COMMUNICATION OTHER
ACTION: D8200 - DEMAND MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZIELI SEAN ZIELINSKI
ACTION DATA/COMMENTS:

10/31/01
10.30.07

ORIGIN: OADES - CONSUMER AFFAIRS - DSS COMMUNICATION OTHER
ACTION: D8307 - OSM - MAIL SENT - DSS
DOCUMENT: ANALYST: LSHILLY LUCY SHILLY
ACTION DATA/COMMENTS:

11/09/01
10.18.57 OCL 8 BOARD 1 187 - LUCY SHILLY

ORIGIN: CADM - DEMAND COMMUNICATION OTHER
ACTION: D8304 - DEMAND RECEIVE DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI SEAN ZIELINSKI
ACTION DATA/COMMENTS:

17.23.02 MALLINX EAST INC.

CONSUMER AFFAIRS 05/18/02 MFA/SPR

06/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.00

088 184/E CASE NBR: 06480300
REGION: 44 PITTSBURGH ZONE: C4 OPENED: 10/28/01
VIN: 1F3YU41H1H14881 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/01

ORIGIN: OAPS - PHONE GROUP COMMUNICATION OTHER
ACTION: D8904 - PRIOR RESOLVE - REPLACEMENT FUNDMENTS PRESUMPTION OF LEMON LAW
DOCUMENT: ANALYST: ELEVINS SHAWN LEWIS
ACTION DATA/COMMENTS:

11/07/01
11.06.47 WE HAVE BEEN ADVISED THAT CUSTOMER HAS ACCEPTED THE OPTION
OF REPLACEMENT OR REFUND.

ORIGIN: OADES - CONSUMER AFFAIRS - DSS COMMUNICATION OTHER
ACTION: D8900 - BOARD-DELETED AWARD COMPLETED
DOCUMENT: ANALYST: LSHILLY LUCY SHILLY

ERS2-627 23334

ACTION DATA/COMMENTS:

08/18/00
18.08.44

ORIGIN: CADMS - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: DSB10 - DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: KATHIE METRE, KELLY (LL)
ACTION DATA/COMMENTS:

3/18/00
18.10.08

CONSUMER AFFAIRS 08/18/00 18:08:44

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM III 18.41.78

DSB ISSUE CASE NUM: 078-48880
REGION: 73 SAN FRANCISCO ZONE: 01 OPENED: 88239001
VIN: 1FACU09101K0781 ENGINE: 1 VEH TYPE: T CLOSED: 03229001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] M: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAN JOSE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
RELEASE: 1000
DEALER NAME: PENINSULA FORD OF P SALES CODE: F72012 P & A: 0881
REASON CODE: 29121 DSB-REPLACED/UND POST-CLR DAPT REPAIR
SYMPTOM: 60783 STALL/CLITE ACCELERATION ALL ENGINE TEMP

ORIGIN: GAPG - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DSB100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: 8880W G WEAKE
ACTION DATA/COMMENTS:

8889001
18.41.80 CUSTOMER STATES CONCERN WITH THE VEHICLE STALLING AND HAVING LOSS OF POWER. ALSO, PROBLEMS WITH STEERING. TWO REPAIR ATTEMPTS. CUSTOMER WANTS THE VEHICLE TO BE REPLACED OR REPURCHASED.

ORIGIN: OADM - DEMARS COMMUNICATION: EMAIL
ACTION: DSB00 - DEMARS MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: JELUR081 JESSICA BURROS
ACTION DATA/COMMENTS:

3/27/00
18.48.24

ORIGIN: CADMS - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DSB07 - CSB - MAIL SENT - DSB
DOCUMENT: ANALYST: 4488AW ANDREA WILLIAMS
ACTION DATA/COMMENTS:

488201
08.28.09 SACRAMENTO BPD. 4-17-01

ORIGIN: OADM - DEMAND COMMUNICATION: EMAIL
ACTION: DDBEN - DEMAND RECEIVED DEALER REPORT
DOCUMENT: ANALYST: JBURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

18.01.11 PENINSULA FORD OF PALO ALTO

CONSUMER AFFAIRS 08/18/08 MMFA/PPR3

08/18/08 MASTER OWNER RELATIONS SYSTEM II 18.41.19

DOB ISSUE CASE NO: 07848280
REGION: 72 SAN FRANCISCO ZONE: S1 OPENED: 03/23/2001
VIN: 1FACU03161K07281 ENGINE: 1 VEH TYPE: T CLOSED: 05/08/2001

ORIGIN: DAPG - FORD/MSR GROUP COMMUNICATION: EMAIL
ACTION: DDB714 - RECORD DETAILS OF BOARD DECISION - REFUND/REPLACE
DOCUMENT: ANALYST: LWELL71 LATASHA WELLS
ACTION DATA/COMMENTS:

248201
11.18.18 CONCERN: STALLING, LOSS OF POWER, STEERING
REQUEST: REFUND/REPLACE
DIAGNOSIS: 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 USBA VALUE OR SAFETY ISSUE, THE CUSTOMER'S ORAL
PRESENTATION, # OF UNSUCCESSFUL REPAIR ATTEMPTS AND
THE CASE FILE. FORD MOTOR COMPANY 100% RESPONSIBLE. 12K
FORMULA.

ORIGIN: OADM - DEMAND COMMUNICATION: EMAIL
ACTION: DDB823 - ACCEPTANCE FORM RECEIVED-CALIFORNIA
DOCUMENT: ANALYST: JBURGOS1 JESSICA BURGOS
ACTION DATA/COMMENTS:

648201
18.02.17

ORIGIN: CADES - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: DDB812 - INCRIND CALL FROM CUSTOMER
DOCUMENT: ANALYST: AWILL99 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

6/28/2001
10.28.28 THE CUSTOMER HAS PICKED UP HER REFLIND CHECK.

ORIGIN: CADES - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: DDB818 - ACC 90 DAY DELAY CODE
DOCUMENT: ANALYST: AWILL109 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

10.48.50

ORIGIN: CADES - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: DAD007 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: AWILL109 ANDREA WILLIAMS
ACTION DATA/COMMENTS:

02/7/2001
18.01.27 PER RA/REAL AT DEALERSHIP, THE SIGNO RAV FORMS WERE SENT BA

CONSUMER AFFAIRS 08/18/08 MMFA/PPR3

08/18/08 MASTER OWNER RELATIONS SYSTEM II 18.41.19

ERR2-027 23338

DBS ISSUE CASE NBR: 078848280
REGION: 78 SAN FRANCISCO ZONE: 81 OPENED: 08282001
VIN: 1FACLAB161K287881 ENGINE: 1 VEH TYPE: T CLOSED: 08272001

08272001
18.01.87 CK TO FORD ON 88101.

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: D88888 - DBS - RAW/FAST UPLOAD COMPLETED
DOCUMENT: ANALYST: ANRL108 ANDREA WILLIAMS
ACTION DATA COMMENTS:

788204
11.03.88 ULOADED COMPLETED 88401

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: D88888 - RAW CHECK RECEIVED IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: MWYSOAVE MATTHEW WYSOAVE
ACTION DATA COMMENTS:

788201
08.05.88

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: D88810 - DEALER PAPERWORK RECD IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: MWYSOAVE MATTHEW WYSOAVE
ACTION DATA COMMENTS:

08.05.88

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: D88808 - LIEN HOLDER CHECK MAILED FROM CONSUMER AFFAIRS
DOCUMENT: ANALYST: MWYSOAVE MATTHEW WYSOAVE
ACTION DATA COMMENTS:

08.08.18

ORIGIN: CADSS - CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED
ACTION: D88804 - CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: 7781MG MIKE CONTRERAS
ACTION DATA COMMENTS:

10.01.87

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: D88818 - ADD 40 DAY DELAY CODE
DOCUMENT: ANALYST: 8511RW NOBLYN WHITFIELD
ACTION DATA COMMENTS:

882801
14.08.18

CONSUMER AFFAIRS 08182002 188FAC773

BEGINNING OF CONTACT
08182002 MASTER OWNER RELATIONS SYSTEM IS 18.01.18

DBS ISSUE CASE NBR: 180891041
REGION: 84 ORLANDO ZONE: 08 OPENED: 11072001
VIN: 1FACLAB141K748807 ENGINE: 1 VEH TYPE: T CLOSED: 11072001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: TALLAHASSEE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
RELEASE: 8082
DEALER NAME: TALLAHASSEE FORD SALES CODE: F8887 P & A: 8404
REASON CODE: 80111 D88-REPD PURCH PRICE REST-CLR OAPT REPAIR
SYMPTOMS: 807883 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: FAX
ACTION: D88108 - CAPS-FTQ, BBS, AG, ETC. PROVIDED APP-Y88 ORAL PRESENTATION
DOCUMENT: ANALYST: 8LEW888 SHAWN LEWIS
ACTION DATA COMMENTS:

8882-827 23327

11/7/01
11.20.01 CUSTOMER STATES CONCERN WITH THE VEHICLE HAVING A STALLING
PROBLEM 4 REPAIR ATTEMPTS. CUSTOMER WANTS THE VEHICLE TO BE
REPLACED.
AUDRY

ORIGIN: CADM - DENNIS COMMUNICATION FAX
ACTION: D8800 - DENNIS WALS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZIELH SEAN ZIELHNS
ACTION DATA/COMMENTS:

11/8/01
15.45.08

ORIGIN: CADSS - CONSUMER AFFAIRS - DES COMMUNICATION FAX
ACTION: D8807 - CRM - MAIL SENT - DES
DOCUMENT: ANALYST: D800788 DORIS SCOTT
ACTION DATA/COMMENTS:

11/9/01
11.11.05 CASE SCHEDULED FOR ALTA MONTE SPRINGS BOARD MEETING 12-12-01

ORIGIN: CADM - DENNIS COMMUNICATION FAX
ACTION: D8804 - DENNIS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-BURGO1 JESSICA BURGO
ACTION DATA/COMMENTS:

11/7/01
18.26.00 TALLAHASSEE FORD EAST

CONSUMER AFFAIRS 05/18/02 HMFAPTR

05/18/02 MASTER OWNER RELATIONS SYSTEM B 16.41.18

DES 9808 CASE REF: 1608071041
REGION: 24 ORLANDO ZONE DE OPENED: 11/09/01
VEH: 1FACU091-11KPM07 ENGINE 1 VEH TYPE T CLOSED: 11/28/01

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION FAX
ACTION: D8808 - PHCR RESOLVE - VEHICLE REFUND-METS PRESUMPTION OF LEMON LAW
DOCUMENT: ANALYST: SLEW888 SHAWN LEWIS
ACTION DATA/COMMENTS:

11/9/01
18.15.04 WE HAVE BEEN ADVISED THAT THE CUSTOMER HAS ACCEPTED A REFUND

ORIGIN: CADSS - CONSUMER AFFAIRS - DES COMMUNICATION FAX
ACTION: D8808 - PHCR RESOLVE AWARD COMPLETED
DOCUMENT: ANALYST: D800788 DORIS SCOTT
ACTION DATA/COMMENTS:

12/7/01
14.05.15

CONSUMER AFFAIRS 08/18/2002 MMFA02PRG

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM II 18:41:18

DEB ISSUE CASE NBR: 1871472121
REGION: 28 MEMPHIS ZONE: A1 OPENED: 08/18/2001
VIN: 1FMYU08181EA14880 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: SHERWOOD STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
RELEASE: 7009
DEALER NAME: NORTH POINT FORD SALES CODE: F8803 F & A: 0809
REASON CODE: 231D1 DSS-REPLACEMENT REQUEST-CLR UNABLE TO REPAIR
SYMPTOM: 82999 STALLOUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: DAPS - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: D88189 - OPEN-OTHER PROVIDED APPLICATION-NO ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWERS SHAWN LEWIS
ACTION DATA COMMENTS:

9/18/2001
10.05.18 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING, POWER
STEERING, AND BRUSHON LIGHT PROBLEMS. FOUR REPAIR ATTEMPTS
HAVE BEEN MADE ON THE VEHICLE. CUSTOMER ASKING VEHICLE TO BE
REPLACED.
SHAWN

ORIGIN: CADM - DENNIS COMMUNICATION: OTHER
ACTION: D88220 - DENNIS MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: MOLDENH PATRICIA MOLDENHALER
ACTION DATA COMMENTS:

9/18/2001
14.57.18

ORIGIN: CADSS - CONSUMER AFFAIRS - DEB COMMUNICATION: OTHER
ACTION: D88207 - CRM - MAIL SENT - DEB
DOCUMENT: ANALYST: MLEMMER MARCE KLEMBER
ACTION DATA COMMENTS:

10/12/2001
11.15.51 MARCE KLEMBER IS THE DR. LITTLE ROCK BOARD ON 10-09-03
1

ORIGIN: CADM - DENNIS COMMUNICATION: OTHER
ACTION: D88220 - DENNIS FOLLOW-UP CALL TO DEALER FOR DEALER REPORT
DOCUMENT: ANALYST: MOLDENH PATRICIA MOLDENHALER
ACTION DATA COMMENTS:

10/24/2001
18:06:40 LEFT A MESSAGE FOR DAVID

CONSUMER AFFAIRS 08/18/2002 MMFA02PRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM II 18:41:18

DEB ISSUE CASE NBR: 1871472121
REGION: 28 MEMPHIS ZONE: A1 OPENED: 08/18/2001

EM82-827 23336

VIN: 1FADU04181K028001 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/07

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: D82714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: B-LEWIS SHAWN LEWIS
ACTION DATA/COMMENTS:

10/18/07
11:27:00 CONCERN: STALLING/POWER STEERING/ FUEL
GT: REPLACE EMISSION LIGHT REASON: B
D. GRANTS FUEL OIL 3800 ML (1ST REPAIR STALLING 190K FORM
U/LA. SO. FOUND STALLING/POWER STEERING/EMISSION LIGHT CONC
RN UNRESOLVED AFTER NUMEROUS REPAIR ATTEMPTS & SUBSTANTIAL
NONCONFORMITY AFFECTING SAFETY; DECISION BASED ON WARRANTY
HISTORY

ORIGIN: DADM - ORIGIN COMMUNICATION: OTHER
ACTION: D82801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: T-MOLDER TRINA MOLDERNAUR
ACTION DATA/COMMENTS:

10/18/07
10:18:27

ORIGIN: CADES - CONSUMER AFFAIRS - DDB COMMUNICATION: OTHER
ACTION: D82880 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: M-LEWIS MARICE KLEMBER
ACTION DATA/COMMENTS:

11/22/07
09:22:06 BOARD AWARDED REFUND..UPLOAD 11-09-2007.

CONSUMER AFFAIRS 09/18/2002 MEXFAX716

BEGINNING OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM M 10.41.10

DDB ISSUE CASE NR: 140980482
REGION: TS SAN FRANCISCO ZONE: A4 OPENED: 08/27/02
VIN: 1FADU04181K028001 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: ACTION
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ANTIPOH STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 10/03
DEALER NAME: ANTIPOH FORD SALES CODE: F79431 P & A: D8288
REASON CODE: 28101 DDB-REPLACEMENT REQUEST-DUR UNABLE TO REPAIR
SYMPTOMS: 607928 STALL/LOITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: D82718 - OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: B-LEWIS SHAWN LEWIS
ACTION DATA/COMMENTS:

08/27/02
08:26:12 CUSTOMER STATES CONCERN WITH VEHICLE HAVING STALLING AND
JERKING PROBLEMS. THREE REPAIR ATTEMPTS HAVE BEEN MADE ON

ERR2-027 23340

THE VEHICLE. CUSTOMER BEING VEHICLE TO BE REPLACED.
SHAWN

ORIGIN: CADM - DEMARS COMMUNICATION; OTHER
ACTION: D88900 - DEMARS MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: PANDERF RONCA ANDERSON
ACTION DATA/COMMENTS:

889000
18.41.18

ORIGIN: CADSR - CONSUMER AFFAIRS - DBS COMMUNICATION; OTHER
ACTION: D88907 - CSM - MAIL SENT - DBS
DOCUMENT: ANALYST: MWYSCAVE MATTHEW WYSCAVE
ACTION DATA/COMMENTS:

890000
87.48.48 THIS CASE IS SCHEDULED FOR THE 4/30/02 PLEASANTON BOARD.

ORIGIN: CADM - DEMARS COMMUNICATION; OTHER
ACTION: D88904 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: CSMPL FELICITA LAZU
ACTION DATA/COMMENTS:

892000
88.34.81 ANTIOCH FORD.

CONSUMER AFFAIRS 08/18/02 MWYSCAVE

08/18/02 MASTER OWNER RELATIONS SYSTEM B 12.11.18

DBS ISSUE CASE REF: 140823482
REGION: 72 SAN FRANCISCO ZONE: A4 OPENED: 08/27/02
VIN: 1FMDU84181K08801 ENGINE: 1 VEH TYPE: T CLOSED:

ORIGIN: GAPS - PHOENIX GROUP COMMUNICATION; OTHER
ACTION: D88902 - PRIOR RESOLVE - VEHICLE REFUND-METS PRESUMPTION OF LEMON LAW
DOCUMENT: ANALYST: BLEWISS SHAWN LEWIS
ACTION DATA/COMMENTS:

892000
14.88.81 CUSTOMER HAS ACCEPTED A REFUND

ORIGIN: CADM - DEMARS COMMUNICATION; OTHER
ACTION: D88918 - DEMARS RECEIVES SIGNED PRIOR RESOLVE LETTER
DOCUMENT: ANALYST: JOSHUA JOE BICHANDH
ACTION DATA/COMMENTS:

4/18/02
12.47.53

ORIGIN: CADSR - CONSUMER AFFAIRS - DBS COMMUNICATION; OTHER
ACTION: D88907 - CSM - MAIL SENT - DBS
DOCUMENT: ANALYST: JWYCKOFF JOANETTA WYCKOFF
ACTION DATA/COMMENTS:

8/11/02
18.08.81 THIS FILE IS AT JOANETTA WYCKOFF DESK.

EN02-827 23341

CONSUMER AFFAIRS 09/16/02 UNFAKPRG

1
BEGINNING OF CONTACT
09/16/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

DBS HBU# CASE NBR: 148788701
REGION: 47 CINCINNATI ZONE: A1 OPENED: 01/16/02
VIN: 1FMYU041W388788 ENGINE: 1 VEH TYPE: T CLOSED: 01/16/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] ME
ADDRESS: [REDACTED]
CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 7500
DEALER NAME: WALT SWEENEY-WEST H SALES CODE: FAYOM P & A: 0180
REASON CODE: 8911 DBS-REPT PURCH PRICE POST-DLX CANT REPAIR
SYMPTOM: 807881 STALL/OLTS ACCELERATION ALL ENGINE TEMP

ORGR: GAPS - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DBS180 - OPEN-DEALER PROVIDED APPLICATION-YBS ORAL PRESENTATION
DOCUMENT: ANALYST: ELEVISE SHAWN LEWIS
ACTION DATA COMMENTS:

1/16/02
11.06.02 CUSTOMER STATES CONCERNS WITH THE VEHICLE HAVING A STALLING,
POWER STEERING AND BRAKE PROBLEM. CUSTOMER SENDS THE VEHICLE
TO BE REAPPROXIMATED.
ALDRY

ORGR: GADM - DESKOPS COMMUNICATION: EMAIL
ACTION: DBS205 - DESKOPS MALES REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: GREGG, FELICITA LAZU
ACTION DATA COMMENTS:

1/17/02
14.26.01
ORGR: GADS - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: DBS207 - CSM - MAIL SENT - DBS
DOCUMENT: ANALYST: TTAYLOR TERRA TAYLOR
ACTION DATA COMMENTS:

1/28/02
15.17.02 THE COMPANY REPORT DUE DATE IS FRIDAY 2-8-02.
THE CASE IS DUE BEFORE THE CINCINNATI BOARD ON 2-10-02
(REGION 47).

ORGR: GADM - DESKOPS COMMUNICATION: EMAIL
ACTION: DBS284 - DESKOPS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: GREGG, FELICITA LAZU
ACTION DATA COMMENTS:

1/28/02
17.14.02 WALT/SWEENEY FORD

CONSUMER AFFAIRS 09/16/02 UNFAKPRG

1
09/16/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

DBS HBU# CASE NBR: 1487881701
REGION: 47 CINCINNATI ZONE: A1 OPENED: 01/16/02
VIN: 1FMYU041W388788 ENGINE: 1 VEH TYPE: T CLOSED: 02/04/02

ER02-027 23342

ORIGIN: CADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: D8847 - RETAL CALL MADE TO CUSTOMER
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA/COMMENTS:

848008
15.08.05 I CALLED THE CUSTOMER TODAY AND GAVE HER THE BOARD DATE
AND LOCATION AND DISCUSSED HER VEHICLE CONCERNS.

ORIGIN: CADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: D8884 - COMPANY REPORT SUBMITTED
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA/COMMENTS:

848008
14.08.05

ORIGIN: DAPG - FINCENT GROUP COMMUNICATION: EMAIL
ACTION: D8876 - RECORD DETAILS OF BOARD DECISION - REPAIRS
DOCUMENT: ANALYST: S-LEWIS SHAWN LEWIS
ACTION DATA/COMMENTS:

8278008
17.01.05 CONCERNS: STALLING, FLUID LEAK, STEERING/PULLING TO LEFT, BF
AKES
REQUESTS: REFUND
DECISION: FURTHER REPAIR. THE BOARD ORDSYS AN FBE TO SUPER
VISE REPAIR FOR THE STALLING CONCERN WHICH THE BOARD FINDS H
AS NOT BEEN REPAIRED AS PER THE CUSTOMER PRESENTATION. THE B
CARD FINDS THAT THE FLUID LEAK, STEERING/PULLING TO THE LEFT
, AND BRAKE CONCERNS HAVE BEEN REPAIRED AS PER THE REPAIR HI
STORY IN THE CASE FILE ON PP. 8 & 9. THE BOARD DENIES THE CUS
TOMER'S REQUEST FOR A REFUND BECAUSE THE DEALERSHIP HAS NOT
HAD AN OPPORTUNITY TO ADDRESS THE STALLING CONCERN, AS PER T
HE DEALER REPORT ON P 7 IN THE CASE FILE.

ORIGIN: CADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: D88211 - CUSTOMER DID NOT RETURN AIR FORM
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA/COMMENTS:

8795002
08.11.04

CONSUMER AFFAIRS 08/11/2004 16:40:00

RENEWING OF CONTACT
08/11/2004 MASTER OWNER RELATIONS SYSTEM IN 13.41.19

DOB: 08/11/2004 CASE NO: 1481372571
REGION: 44 PITTSBURGH ZONE: C1 OPENED: 10/11/2001
VIN: 1FMYU041810F48864 ENGINE: 1 VEH TYPE: T CLOSED: 10/11/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PARSIPpany STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XL7 4X4
MILEAGE: 7870
DEALER NAME: ED MULLINAX FORD IN SALES CODE: F44877 P & A: D888
REASON CODE: 88101 DEB-REPLACEMENT REQUEST-DUR UNABLE TO REPAIR
SYMPTOMS: 80768 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: DAPG - FINCENT GROUP COMMUNICATION: OTHER
ACTION: D88760 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWIS06 SHAWN LEWIS
ACTION DATA/COMMENTS:

10/11/2001
15.02.05 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING, AND
ENGINE LIGHT PROBLEMS. FOUR REPAIR ATTEMPTS HAVE BEEN MADE
ON THE VEHICLE. CUSTOMER WANTS VEHICLE TO BE REPLACED.
SHAWN

ER82-027 23349

ORIGIN: CADM - DEMAND COMMUNICATION: OTHER
ACTION: D8880 - DEMAND MALE REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZIELN SEAN ZIELINSKI
ACTION DATA COMMENTS:

10/18/01
18.08.10

ORIGIN: CADM - DEMAND COMMUNICATION: OTHER
ACTION: D8884 - DEMAND RECEIVES DEALER REPORT
DOCUMENT: ANALYST: S-ZIELN SEAN ZIELINSKI
ACTION DATA COMMENTS:

10/18/01
14.38.48 ED MULLINAX/FORD

ORIGIN: CADM - CONSUMER AFFAIRS - DBS COMMUNICATION: OTHER
ACTION: D8887 - DBM - MAIL SENT - DBS
DOCUMENT: ANALYST: L-SHELLY LUCY SHELLY
ACTION DATA COMMENTS:

10/18/01
11.38.28 CCL 1 80HED FOR 19/18/01 LUCY SHELLY

CONSUMER AFFAIRS 08/18/02 MBFAC/PWG

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

DBS ISSUE CASE NO: 140187871
REGION: 44 PITTSBURGH ZONE: 01 OPENIX: 90/18/01
VIN: 1FMYLD181KFA0084 ENGINE: 1 VEH TYPE: T CLOSED: 11/01/0201

ORIGIN: CADM - DEMAND COMMUNICATION: OTHER
ACTION: D8888 - DEMAND RECEIVES DEALER REPORT
DOCUMENT: ANALYST: R-CHARLY RYAN CHARLIE
ACTION DATA COMMENTS:

11/18/01
18.88.18 LIBERTY FORD SOUTHWEST

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: D8874 - RECORD DETAILS OF BOARD DISCUSSION - REPLACE/REFUND
DOCUMENT: ANALYST: S-LEWIS SHAWN LEWIS
ACTION DATA COMMENTS:

11/18/01
14.38.07 CONCERN: STALLING REQUESTS; REPLACE DISCUSSION; RWI BASED ON
N THE STALLING CONCERN REMAINS UNRESOLVED FOR 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 RWI

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: D8810 - ORAL PRESENTATION DETAILS
DOCUMENT: ANALYST: S-LEWIS SHAWN LEWIS
ACTION DATA COMMENTS:

14.39.34

ORIGIN: CADM - DEMAND COMMUNICATION: OTHER
ACTION: D8880 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: S-ZIELN SEAN ZIELINSKI
ACTION DATA COMMENTS:

11/18/01
14.18.08

ORIGIN: CADES - CONSUMER AFFAIRS - DBS COMMUNICATION: OTHER
ACTION: D88818 - ADD 90 DAY DELAY CODE
DOCUMENT: ANALYST: L-SHELLY LUCY SHELLY
ACTION DATA COMMENTS:

1/1/02
16.42.18

CONSUMER AFFAIRS DEPTCODE 18MFAKPR2

08182008 MASTER OWNER RELATIONS SYSTEM II 13.41.19

DOB ISSUE CASE NBR: 145182571
REGION: 44 PITTSBURGH ZONE: D1 OPENED: 10/1/2004
VIN: 1FMYU04181K042954 ENGINE: 1 VEH TYPE: T CLOSED: 01/14/2008

OPEN: CADES - CONSUMER AFFAIRS - DES COMMUNICATION OTHER
ACTION: D8800 - BOARD-ORPHOTED AWARD COMPLETED
DOCUMENT: ANALYST: LIMBELY LUCY LIMBELY
ACTION DATA/COMMENTS:

1/14/2008
11.05.08

CONSUMER AFFAIRS 08182008 18MFAKPR2

BEGINNING OF CONTACT

08182008 MASTER OWNER RELATIONS SYSTEM II 13.41.19

DOB ISSUE CASE NBR: 1457888171
REGION: 44 PITTSBURGH ZONE: CE OPENED: 08/27/2008
VIN: 1FMYU04181K044177 ENGINE: 1 VEH TYPE: T CLOSED: 08/07/2008

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR
ADDRESS: [REDACTED]
CITY: STRONGSVILLE STATE: OH ZIP: [REDACTED]

5982-827 23345

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 1900
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: P44109 P & A: 02179
REASON CODE: 80121 DSB-REPLACE/REFUND POST-CLR DANT REPAIR
SYMPTOM: 80700 STALL/CLUTCH ACCELERATION ALL ENGINE TEMP

ORIGIN: DAPS - PHOENIX BR/CLP COMMUNICATION: PHONE
ACTION: D88104 - OPEN-OAG, FORD 8006 PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: BLUMBER SHAWN JENNE
ACTION DATA/COMMENTS:

8/7/02
08.08.02 CUSTOMER STATES CONCERN WITH VEHICLE HAVING STALLING PROBL-
EMS. FOUR REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE.
CUSTOMER WANTS EITHER REFUND OR REPLACEMENT ON THE VEHICLE.
SHAWN

ORIGIN: DADM - DENVER COMMUNICATION: PHONE
ACTION: D88200 - DENVER MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: B-ZELI/ SEAN ZELINSKI
ACTION DATA/COMMENTS:

8/28/02
10.20.02
ORIGIN: QADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: D88207 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: TWILLI22 TIA WILLIAMS
ACTION DATA/COMMENTS:

8/18/02
12.18.02 "REVIEW DATE: 8/18/02 COLUMBUS #1"
"REPORTS DUE: 8/18/02"
ORIGIN: CADM - DENVER COMMUNICATION: PHONE
ACTION: D88204 - DENVER RECEIVED DEALER REPORT
DOCUMENT: ANALYST: B-ZELI/ SEAN ZELINSKI
ACTION DATA/COMMENTS:

8/15/02
14.12.48 WILLIAMS FORD

CONSUMER AFFAIRS 08/18/02 MANUFACTURING

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

DSB ISSUE CASE NO: 148788171
REGION: 44 PITTSBURGH ZONE: 06 OPENED: 08/07/02
VIN: 1FMYU04181KAB477 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

ORIGIN: QADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: D88207 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: LSHILLY LUCY SHILLY
ACTION DATA/COMMENTS:

8/16/02
11.16.51 PITT BOARD ON 8/16/02 - LUCY SHILLY

ORIGIN: QADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: CA0008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: LSHILLY LUCY SHILLY
ACTION DATA/COMMENTS:

11.20.55 DISREGARD 8/16/02 CSM NOTE - THIS IS ASSIGNED TO TIA WILLIAMS
ML

ORIGIN: QADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: D88210 - OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: TWILLI22 TIA WILLIAMS
ACTION DATA/COMMENTS:

8/27/02
18.25.08 LM FOR CUSTOMER REQUESTING A RETURN PHONE CALL

EN62-827 23348

ORIGIN: OAPS - FORD/EX GROUP COMMUNICATION: PHONE
ACTION: D8800 - PRIOR RESOLVE - VEH REPLACEMENT LIMITS PRESUMPTION OF LIMON LAW
DOCUMENT: ANALYST: SLEWICK SHAWN LEWIS
ACTION DATA COMMENTS:

07/20/08
08.14.07 WE HAVE BEEN ADVISED THAT THE CUSTOMER HAS ACCEPTED A REPLACEMENT VEHICLE.

ORIGIN: OADS - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: D8800 - DSB PLAYFAST UPLOAD COMPLETED
DOCUMENT: ANALYST: TWILLI22 TIA WILLIAMS
ACTION DATA COMMENTS:

10.06.08 REPLACEMENT UPLOAD COMPLETED.

ORIGIN: OADS - CONSUMER AFFAIRS - DSB COMMUNICATION: PHONE
ACTION: D8800 - PRIOR RESOLVE AWARD COMPLETED
DOCUMENT: ANALYST: TWILLI22 TIA WILLIAMS
ACTION DATA COMMENTS:

11.01.11 REPLACEMENT UPLOAD COMPLETE.

CONSUMER AFFAIRS CUSTOMER INFORMATION

REGIONS OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.01.05

DSB ISSUE CASE NRFL 10088010
REASON: 47 ONCHNATI ZONE: A1 OPENED: 10/18/01
VEH #WYU04151N8702 ENGINE: 1 VEH TYPE: T CLOSED: 10/18/01

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ONCHNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MILEAGE: 12800
DEALER NAME: BOB TOWNSEND FORD SALES CODE: F4001 P & A: 0188
REASON CODE: 09121 DSB-REPLACE/REFUND POST-CUR GANT REPAIR
SYMPTOM: 00788 STALL/CRUISE ACCELERATION ALL ENGINE TEMP

ORIGIN: OAPS - FORD/EX GROUP COMMUNICATION: OTHER
ACTION: D88108 - OPEN-OTHER PROVIDED APPLICATION-YEB DRAL PRESENTATION
DOCUMENT: ANALYST: SLEWICK SHAWN LEWIS
ACTION DATA COMMENTS:

10/18/01
08.14.04 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBLEMS. FOUR REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEMS EITHER REFUND OR REPLACEMENT ON THE VEHICLE.
SHAWN

ORIGIN: OADM - DEBARS COMMUNICATION: OTHER
ACTION: D8800 - DEBARS MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: FLAZU FELICITA LAZU
ACTION DATA COMMENTS:

10/28/01
17.09.02
ORIGIN: OADS - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: D8807 - OSM - MAIL SENT - DSB
DOCUMENT: ANALYST: D8807 SLEWICK FAWELAK
ACTION DATA COMMENTS:

10/28/01
16.19.07
ONCHNATI, 1182.
ORIGIN: OADM - DEBARS COMMUNICATION: OTHER
ACTION: D8804 - DEBARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: D8807 FELICITA LAZU
ACTION DATA COMMENTS:

10/28/01
14.04.01 BOB TOWNSEND FORD

CONSUMER AFFAIRS

06/18/02 MMFA0770

06/18/02 MASTER OWNER RELATIONS SYSTEM III 13.01.10

D68 ISSUE CASE NR: 10088010
REGION: 47 OKONKATI ZONE: A1 OPENED: 10/18/01
VIN: 1FMYLD41B1K287878 ENGINE: 1 VEH TYPE: T CLOSED: 10088004

ORIGIN: DADM - DEMARS COMMUNICATION; OTHER
ACTION: D6884 - DEMARS RECEIVED DEALER REPORT
DOCUMENT: ANALYST: FLAZU FELICITA LAZU
ACTION DATA/COMMENTS:

10/30/01
13.03.44

ORIGIN: DADM - DEMARS COMMUNICATION; OTHER
ACTION: D6884 - DEMARS RECEIVED DEALER REPORT
DOCUMENT: ANALYST: FLAZU FELICITA LAZU
ACTION DATA/COMMENTS:

12.02.18 WALT SWENNEY FORD

ORIGIN: CAPG - FORD/EX GROUP COMMUNICATION; OTHER
ACTION: D68714 - RECORD DETAILS OF BOARD DECISION - REPLACEMENT
DOCUMENT: ANALYST: S-LEROS SHAWN LEWIS
ACTION DATA/COMMENTS:

11/08/01
15.01.15 CONCERN: STALLING, MOON ROOF, REAR WINDOW
REQUIRE: REPAIR OR REFUND DECISION:
R OR R. THE BOARD FINDS THAT THERE IS A SUBSTANTIAL NONCONFO
RITY 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. 8
IN THE CASE FILE

ORIGIN: DADM - DEMARS COMMUNICATION; OTHER
ACTION: D68801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: FLAZU FELICITA LAZU
ACTION DATA/COMMENTS:

11/20/01
15.06.07

CONSUMER AFFAIRS

06/18/02 MMFA0770

06/14/02 MASTER OWNER RELATIONS SYSTEM III 18.01.10

D68 ISSUE CASE NR: 10088010
REGION: 47 OKONKATI ZONE: A1 OPENED: 10/18/01
VIN: 1FMYLD41B1K287878 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/02

ORIGIN: CAD68 - CONSUMER AFFAIRS - D68 COMMUNICATION; OTHER
ACTION: D68800 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: EPAYILEK EILEEN PAVELIK
ACTION DATA/COMMENTS:

16/02

EP62-827 23248

11.46.89

ORIGIN: CADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: D8808 - RAV CHECK RECEIVED IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: KAITRE MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

091800E
13.44.88

ORIGIN: CADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: D8810 - DEALER PAPERWORK FILED IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: KAITRE MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

090800E
15.45.88

ORIGIN: CADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: D8888 - LIEN HOLDER CHECK MAILED FROM CONSUMER AFFAIRS
DOCUMENT: ANALYST: KAITRE MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

15.45.84

CONSUMER AFFAIRS 091800E MIFAKPRG

BEGINNING OF CONTACT

091800E MASTER OWNER RELATIONS SYSTEM III 13.41.19

DSB ISSUE CASE NR: 160801271
REGION: 10 SCR ZONE: 01 OFFICE: 0805001
VIN: 1P4U011K1K27138 ENGINE: 1 VEH TYPE: T CLOSED: 0805001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: OVAL TOWNSHIP STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 2000
DEALER NAME: BYL WORKING FORD BY SALES CODE: F18074 P & A: 01348
REASON CODE: 05111 DSB-FORD PURCH PRIOR POST-CLR CAVT REPAIR
SYMPTOM: 05700 STALL/CLATS ACCELERATION ALL ENGINES TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: D88108 - OPEN-OTHER PROVIDED APPLICATION-Y88 ORAL PRESENTATION
DOCUMENT: ANALYST: LNVLU71 LATASHA WILLIS
ACTION DATA/COMMENTS:

0802001
10.46.07 CUSTOMER STATES CONCERNS WITH VEHICLE STALLING.
CUSTOMER WANTS THIS VEHICLE TO BE REFINDED.

ORIGIN: CADM - DENVER COMMUNICATION: EMAIL
ACTION: D88200 - DENVER MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: JBLR001 JESSICA BURROS
ACTION DATA/COMMENTS:

0802001
12.47.87

ENE2-027 23348

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: D88267 - CSM - MAIL SENT - DSB
DOCUMENT: ANALYST: TTAYLO81 TERRA TAYLOR
ACTION DATA COMMENTS:

6/28/01
11.48.58 I SENT THE E-MAIL TODAY TO THE CSM AND FEE. THE CASE IS
DUE BEFORE THE VALLEY FORGE BOARD ON 7-8-01. THE REPORT IS
DUE 8-48-01.

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: D88211 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TTAYLO81 TERRA TAYLOR
ACTION DATA COMMENTS:

6/18/01
11.44.38 I CALLED TODAY AND SPOKE WITH THOMAS GRABOSKI-SERVICE MGR
AT BYL WORKACZ FORD. HE STATED THAT THE VEHICLE ONLY
STALLED ONCE AT DEALERSHIP. HE WILL SEND THE DEALER REPORT
SOON.

CONSUMER AFFAIRS 05/18/2002 M5FAKPP93

05/18/2002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

DSB ISSUE CASE NBR: 1088291871
REGION: 10 SEB ZONE: C1 OPENED: 05/08/2001
VIN: 1FMYU04181KA73196 ENGINE: 1 VEH TYPE: 7 CLOSED: 05/18/2001

ORIGIN: CADSB - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: D88211 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TTAYLO81 TERRA TAYLOR
ACTION DATA COMMENTS:

6/18/01
10.59.50 I SPOKE WITH THOMAS-SERVICE MGR AT BYL WORKACZ 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: D88247 - INITIAL CALL MADE TO CUSTOMER
DOCUMENT: ANALYST: TTAYLO81 TERRA TAYLOR
ACTION DATA COMMENTS:

11.28.05 I CALLED TODAY AND SPOKE TO MFL EBY IN REGARDS TO
HIS VEHICLE. HE STATED THAT HE TOOK HIS VEHICLE IN ALSO
ON 5-29-01 FOR THE SAME STALLING PROBLEM. HE FEEL DROVE
VEHICLE WITH GREG WORKACZ, GENERAL MANAGER AT BYL WORKACZ.
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: D88248 - DRS FORWARDS DEALER REPORT TO DEMAR8
DOCUMENT: ANALYST: TTAYLO81 TERRA TAYLOR
ACTION DATA COMMENTS:

6/14/01
11.35.18 I SENT THE DEALER REPORT FROM BYL WORKACZ FORD TO CANDY
AT DEMAR8 TODAY.

ORIGIN: CADSB - DEMAR8 COMMUNICATION: EMAIL
ACTION: D88244 - DEMAR8 RECEIVES DEALER REPORT
DOCUMENT: ANALYST: JBURGO81 JESSICA BURGO8
ACTION DATA COMMENTS:

6/16/01
11.07.58 BYL WORKACZ FORD

CONSUMER AFFAIRS 08/18/2008 18:40:00

08/18/2008 MASTER OWNER RELATIONS SYSTEM III 13:41:18

DBS ISSUE CASE NBR: 18828721
REGION: 10 SDR ZONE: 01 OPENED: 08/08/2007
VIN: 1FMYU0419R0A28188 ENGINE: 1 VIN TYPE: T CLOSED: 08/08/2007

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: DBS818 - INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA COMMENTS:

08/08/07
08.04.08 I RECEIVED A CALL FROM PETER BEY. 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 HANDLED BY THE BOARD AND GET HIS ATTORNEY INVOLVED.

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: DBS814 - COMPANY REPORT SUBMITTED
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA COMMENTS:

10.05.08 I SENT THE COMPANY REPORT TO CANDY AT DBS818 TODAY. THE CASE IS DUE BEFORE THE VALLEY FORGE BOARD ON 7-8-01.(REGION 10)

ORIGIN: CADSS - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DBS714 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: LWILLI71 LATASHA WILLIS
ACTION DATA COMMENTS:

7/9/2007
07.05.08 CONCERN STALLING
REQUEST: REFUND
DECISION: BOARD DIRECTS REFUND OR REPLACEMENT WITHOUT MILAGE CHARGE BASED ON DATE OF ONSET OF PROBLEM, F.I; AND WARRANTY HISTORY, F.A. CONCERN APPEARS TO BE UNRESOLVED.

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: DBS801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: 8881RW RACHEL WILKERSON
ACTION DATA COMMENTS:

7/23/2007
11.18.08

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: DBS888 - DBS PAYMENT UPLOAD COMPLETED
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA COMMENTS:

7/28/2007
11.01.08

CONSUMER AFFAIRS 08/18/2008 18:40:00

08/18/2008 MASTER OWNER RELATIONS SYSTEM III 13:41:18

DBS ISSUE CASE NBR: 18828721
REGION: 10 SDR ZONE: 01 OPENED: 08/08/2007
VIN: 1FMYU0419R0A28188 ENGINE: 1 VIN TYPE: T CLOSED: 07/28/2007

ORIGIN: CADSS - CONSUMER AFFAIRS - DBS COMMUNICATION: EMAIL
ACTION: DBS800 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: TTAYLOR1 TERRA TAYLOR
ACTION DATA COMMENTS:

7/28/2007
11.02.10 THE CASE HAS BEEN UPLOADED AND CAN NOW BE CLOSED.

CONSUMER AFFAIRS 08/26/2002 MAFAC093

RECORDING OF CONTACT

08/26/2002 MASTER OWNER RELATIONS SYSTEM IN 15:41:19

DOB ISSUE CASE NBR: 1598478011
REGION: 51 ATLANTA ZONE: B1 OPENED: 11/27/2001
VIN: 1PBYL54YX9P1808 ENGINE 1 VEH TYPE: T CLOSED: 11/27/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MARIETTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1800
DEALER NAME: JIM TOWELL'S WORLD SALES CODE: F71089 P S A 00478
REASON CODE: 86101 DSB-REPLACEMENT REQUIRED-DLR UNABLE TO REPAIR
SYMPTOM: 80988 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: OTHER
ACTION: D88189 - OPEN-OTHER PROVIDED APPLICATION-NO ORAL PRESENTATION
DOCUMENT: ANALYST:SEBOW C WEAKS
ACTION DATA COMMENTS:

11/27/2001
15:41:19 CUSTOMER STATES CONCERN WITH THE VEHICLE STALLING.
CUSTOMER WANTS THE VEHICLE TO BE REPLACED.

ORIGIN: CACM - DENNIS COMMUNICATION: OTHER
ACTION: D88200 - DENNIS MAILED REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST:J-BURRO1 JESSICA BURROES
ACTION DATA COMMENTS:

11/28/2001
14:08:07

ORIGIN: OADES - CONSUMER AFFAIRS - DSB COMMUNICATION: OTHER
ACTION: D88807 - OSM - MAIL SENT - DSB
DOCUMENT: ANALYST:ANILL109 ANDREA WILLIAMS

8002-827 23352

ACTION DATA COMMENTS:

1548001
11.14.88 ATLANTA BRD. 14802

ORIGIN: CADM - DENIARS COMBINATION OTHER
ACTION: DENIAR - DENIARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-BURGOI JESSICA BURGOI
ACTION DATA COMMENTS:

12.29.88 JAYTONVILLE WORLD FORD

CONSUMER AFFAIRS 09188002 MWFAXPRG

09188008 MASTER OWNER RELATIONS SYSTEM IF 12.41.10

DBS ISSUE CASE NUM: 1548-09011
REGION: 01 ATLANTA SCHEM: 01 OPINION: 11/17/88
VIN: 1FMYU041X1K18022 ENGINE: 1 VEH TYPE: Y CLOSED: 01/02/89

ORIGIN: CADM - PHOENIX GROUP COMBINATION OTHER
ACTION: DB8714 - RECORD DETAILS OF BOARD DECISION - REPLACE/FURD
DOCUMENT: ANALYST: S-LIVAS SHAWN LIVAS
ACTION DATA COMMENTS:

1/02/89
10.27.88 CONCERN: ENGINE STALLING REQUIRES 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. 8941K/10M FORMULA BASED ON THE FIRST REPAIR ATTEM
PT FOR THE CONCERN. BOARD DENIES REQUEST FOR REIMBURSEMENT O
F EXPENSES. NOTE: ATTORNEY FEES ARE OUTSIDE THE BOARD JURIS
DICTION

ORIGIN: CADM - CONSUMER AFFAIRS - DBS COMMUNICATION OTHER
ACTION: DA0087 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: AWELL108 ANDREA WILLIAMS
ACTION DATA COMMENTS:

01/02/89
02.01.89 REQUESTED FINANCE CONTRACT FROM ATTORNEY ON 1/10, 1/18 AND 2
1. THE FINANCE CONTRACT WAS NOT INCLUDED WITH PAPERWORK SE
NT TO DBS. NEVER RECEIVED FINANCE CONTRACT. THE CASE IS CL
OSED.

ORIGIN: CADM - CONSUMER AFFAIRS - DBS COMMUNICATION OTHER
ACTION: DB8811 - CUSTOMER DID NOT RETURN A/R FORM
DOCUMENT: ANALYST: AWELL108 ANDREA WILLIAMS
ACTION DATA COMMENTS:

02.02.89

CONSUMER AFFAIRS 09188008 MWFAXPRG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

DSB ISSUE CASE NBR: 180072840
REGION: 48 DETROIT ZONE: A1 OPENED: 01/08/02
VIN: 1FMYU0418TKD81188 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/02

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: JORDENHIN FORD SALES CODE: F48017 P A A: 02780
REASON CODE: E5111 DSB-REPD PURCH PRICE POST-CLR CANT REPAIR
SYMPTOM: 80788 STALL/CURTS ACCELERATION ALL, ENGINE TEMP

ORIGIN: DAPS - FHOENK GROUP COMMUNICATION: MAIL
ACTION: D88180 - OPEN-DEALER PROVIDED APPLICATION-YBS OVAL PRESENTATION
DOCUMENT: ANALYST: ELEVISSE CHAMN L8NS
ACTION DATA/COMMENTS:

182208
10.31.08 CUSTOMER STATES CONCERN WITH THE VEHICLE HAVING A STALLING
PROBLEM & REPAIR ATTEMPT. CUSTOMER WISH THE VEHICLE TO BE
REPURCHASED.
ALDRY

ORIGIN: OADM - DEMARS COMMUNICATION: MAIL
ACTION: D88890 - DEMARS MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: J.BURROO1 JESSICA BURROO
ACTION DATA/COMMENTS:

1/28/02
18.07.88
ORIGIN: OADM - CONSUMER AFFAIRS - DSB COMMUNICATION: MAIL
ACTION: D88897 - ODM - MAIL SENT - DSB
DOCUMENT: ANALYST: 1848WP WANNETTA HILL
ACTION DATA/COMMENTS:

1/28/02
18.03.80
CASE IS SCHEDULED FOR THE 1-84-08, E. LANSING BOARD
ORIGIN: OADM - DEMARS COMMUNICATION: MAIL
ACTION: D88895 - DEMARS FOLLOW-UP CALL TO DEALER FOR DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI BEAN ZIELINSKI
ACTION DATA/COMMENTS:

1/10/02
17.38.15

CONSUMER AFFAIRS 08/18/02 MWFADPR0

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.19

DSB ISSUE CASE NBR: 180072840
REGION: 48 DETROIT ZONE: A1 OPENED: 01/08/02
VIN: 1FMYU0418TKD81188 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/02

ORIGIN: OADM - DEMARS COMMUNICATION: MAIL
ACTION: D88894 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI BEAN ZIELINSKI
ACTION DATA/COMMENTS:

1/18/02
10.31.07 ED SCHMID FORD

ORIGIN: OADM - DEMARS COMMUNICATION: MAIL
ACTION: D88894 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: S-ZIELI BEAN ZIELINSKI
ACTION DATA/COMMENTS:

ER02-027 23384

10.07.86 JORGENSEN FORD

ORIGIN: QADSB - CONSUMER AFFAIRS - DES COMMUNICATION: MAIL
ACTION: D8884 - COMPANY REPORT SUBMITTED
DOCUMENT: ANALYST: WILLS WANNETTA HILL
ACTION DATA/COMMENTS:

11.48.01

ORIGIN: QADM - DESARB COMMUNICATION: MAIL
ACTION: D8884 - DESARB RECEIVES DEALER REPORT
DOCUMENT: ANALYST: B-ZELI: SEAN ZELINSKI
ACTION DATA/COMMENTS:

17/08/02

11.08.84 BOB THEODORE FORD

ORIGIN: QAPG - FIVEHILL GROUP COMMUNICATION: MAIL
ACTION: D8874 - RECORDS DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: B-LEWIS: SHAWN LEWIS
ACTION DATA/COMMENTS:

1/08/02

14.11.88 CONCERN: STALLING REQUISITE: REFUND DECISION: R/R BASED ON 8
TALLING UNRESOLVED PER DURT ORAL PRESENTATION DESPITE NO. OF
REPAIR ATTEMPTS. USNG 8 FORMULA MILEAGE CHG 25,000
BASED ON 1ST REPAIR OF STALLING CONCERN.

CONSUMER AFFAIRS 08/12/02 MAFAXPRO

08/12/02 MASTER OWNER RELATIONS SYSTEM III 18.41.18

DES ISSUE CASE NR: N8087840
REGION: 48 DETROIT ZONE: A1 OPENED: 01/08/02
VIN: 1FMYL81KND81138 ENGINE: 1 VEH TYPE: T CLOSED: 02/08/02

ORIGIN: QADM - DESARB COMMUNICATION: MAIL
ACTION: D88801 - ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA
DOCUMENT: ANALYST: B-ZELI: SEAN ZELINSKI
ACTION DATA/COMMENTS:

2/4/02

17.02.47

ORIGIN: QADSB - CONSUMER AFFAIRS - DES COMMUNICATION: MAIL
ACTION: D88800 - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: 184WP WANNETTA HILL
ACTION DATA/COMMENTS:

2/17/02

08.08.88

BR82-027 23355

CONSUMER AFFAIRS 08/18/08 MWFACPTD

BEGINNING OF CONTACT
08/18/08 MASTER OWNER RELATIONS SYSTEM III 18.41.18

DOB ISSUE CASE NO: 187748200
REGION: 21 ATLANTA ZONE: B1 OPENED: 08/18/08
VIN: 1FMYU08111KPT788 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/08

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 4DR
RELEASE: 14900

DEALER NAME: WADE FORD, INC. SALES CODE: F21004 P & A: 00478
REASON CODE: 28111 DEB-RSPD PURCH PRICE RGT-DLR CANT REPAIR
SYMPTOM: 60798 STALL/CRUTS ACCELERATION ALL ENGINE TRIP

ORIGIN: CAPS - FORD GROUP COMMUNICATION: EMAIL
ACTION: 088108 - OPEN-OTHER PROVIDED APPLICATION-NO ORAL PRESENTATION
DOCUMENT: ANALYST: EMMOW O WEAGB
ACTION DATA COMMENTS:

088202
10.24.01 CUSTOMER STATES CONCERN WITH VEHICLE HAVING PROBLEMS WITH
STALLING. SEVERAL REPAIR ATTEMPTS HAVE BEEN MADE ON THE
VEHICLE. CUSTOMER WANTS TO HAVE THE VEHICLE REPUNDED.
SHARON

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: 088202 - DEMARS WALS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: M-TRUDEE TREBAUDAU, NICHELLE
ACTION DATA COMMENTS:

088202
18.12.08

ORIGIN: CADS - CONSUMER AFFAIRS - DEB COMMUNICATION: EMAIL
ACTION: 088202 - DEM - MAIL SENT - DEB
DOCUMENT: ANALYST: ANILTOR ANDREA VILLIAMS
ACTION DATA COMMENTS:

088302
10.26.01 ATLANTA BRD. 08708

ORIGIN: CADM - DEMARS COMMUNICATION: EMAIL
ACTION: 088304 - DEMARS REQUESTS DEALER REPORT
DOCUMENT: ANALYST: M-TRUDEE TREBAUDAU, NICHELLE
ACTION DATA COMMENTS:

081808
18.47.08 WADE FORD

CONSUMER AFFAIRS 08/18/08 MWFACPTD

081808 MASTER OWNER RELATIONS SYSTEM III 18.41.18

8982-837 23358

DBS ISSUE CASE NR: 137748808
REGION: MI ATLANTA ZONE: B1 OPENED: 06/08/02
VIN: 1FMYU0811K017888 ENGINE: 1 VEH TYPE: T CLOSED: 06/10/02

ORIGIN: DAPS - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: D65708 - RECORD DETAILS BOARD DECISION - NO FURTHER ACTION
DOCUMENT: ANALYST: S-LENZE SHAWN LEWIS
ACTION DATA/COMMENTS:

07108002
10.16.02 CONCERN: STALLING REQUEST: REPLACEMENT OR REFLUND AND A
LL INCIDENTAL EXPENSES PLUS ATTORNEY FEES. DECISION: NFA
BOARD DENIES PWR REQUEST AND ALL INCIDENTAL EXPENSES. BOARD
NOTES NEITHER CUSTOMER NOR ATTORNEY WAS ABLE TO CONFIRM CONC
ERNS AS ONGOING. BOARD BASED DECISION ON DEALER AND COMPANY
REPORTS THAT INDICATE VEHICLE IS REPAIRED AND THIS SUPPORT
DECISION. ATTORNEY FEES REMBURSEMENT IS OUTSIDE BOARD'S JUR
ISD.

CONSUMER AFFAIRS 06/10/02 MWFAXPRG

BEGINNING OF CONTACT
06/10/02 MASTER OWNER RELATIONS SYSTEM B 12.41.18

DBS ISSUE CASE NR: 1540273410
REGION: 71 CALIFORNIA ZONE: B2 OPENED: 02/28/01
VIN: 1F60LD4131K054875 ENGINE: 1 VEH TYPE: T CLOSED: 02/28/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: MICHAEL MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: VICTORVILLE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 0318
DEALER NAME: FORTYFIVE FORD SALES SALES CODE: F71188 P & A: 0782
REASON CODE: 00101 DBS-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR
SYMPTOM: 807998 STALL/OUTS ACCELERATION ALL ENGINE TIME

ORIGIN: DAPS - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: D69104 - OPEN-CAG, FORD 800 PROVIDED APPLICATION-VSB ORAL PRESENTATION
DOCUMENT: ANALYST: SHAW C WEAKE
ACTION DATA/COMMENTS:

0602-827 23357

088901
11.17.01 CUSTOMER STATES CONCERN WITH THE VEHICLE HAVING FUEL ODOR.
ALSO, PROBLEMS WITH THE FUEL MILEAGE AND STALLING. CUSTOMER
WANTS THE VEHICLE TO BE REPLACED.

ORIGIN: CADM - DEMAND COMMUNICATION MAIL
ACTION: D8890 - DEMAND MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: JELFROE1 JESSICA BURDGE
ACTION DATA/COMMENTS:

071801
18.42.22

ORIGIN: CADM - DEMAND COMMUNICATION MAIL
ACTION: D8894 - DEMAND RECEIVES DEALER REPORT
DOCUMENT: ANALYST: ORSRA, RONDA ANDERSON
ACTION DATA/COMMENTS:

071801
18.44.00 FARVIEW FORD

ORIGIN: CAD09 - CONSUMER AFFAIRS - DBS COMMUNICATION MAIL
ACTION: D8897 - CRM - MAIL SENT - DBS
DOCUMENT: ANALYST: 9857TP THELMA PERRY
ACTION DATA/COMMENTS:

071801
10.28.25 CRM EMAIL SENT ON 05/01

SAN DIEGO BOARD REVIEW SCHEDULED ON 05/01

CONSUMER AFFAIRS 05/18/2002 MMFAK770

05/18/2002 MASTER OWNER RELATIONS SYSTEM # 13.41.10

DBS ISSUE CASE NO: 184073410
REGION: 71 CALIFORNIA ZONE: E2 OPENED: 05/25/2001
VIN: 1FADL34121K054675 ENGINE: 1 VEH TYPE: T CLOSED: 04/09/2001

ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION MAIL
ACTION: D8874 - RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND
DOCUMENT: ANALYST: 8880V O WEAKE
ACTION DATA/COMMENTS:

4/8/2001
18.00.01 CONCERN: 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.
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 NONCON-
FORMITY AFFECTING THE USE, VALUE AND SAFETY OF
THE VEHICLE. BUYBACK IS AT 1193 MILES (FIRST
REPAIR ATTEMPT ON FUEL SMELL AT 15-18-2000).
MILEAGE CALCULATED USING THE 185K FORMULA.

ORIGIN: CRM - DEMAND COMMUNICATION MAIL
ACTION: D8888 - ACCEPTANCE FORM RECEIVED-CALIFORNIA
DOCUMENT: ANALYST: ORSRA, RONDA ANDERSON
ACTION DATA/COMMENTS:

4/7/2001
05.07.01

ORIGIN: CAD09 - CONSUMER AFFAIRS - DBS COMMUNICATION MAIL
ACTION: D8896 - DBS - RAYFAST UPLOAD COMPLETED
DOCUMENT: ANALYST: 9857TP THELMA PERRY
ACTION DATA/COMMENTS:

4/8/2001
10.44.24 RAYFAST REPLACEMENT ULOADED 4/8/01

ERR2-027 23358

ORIGIN: CADM - DEMARS COMMUNICATION: MAIL
ACTION: D88904 - CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: 7181MD MIKE CONTRERAS
ACTION DATA/COMMENTS:

8/18/01
14.96.88

CONSUMER AFFAIRS 08/18/02 MRFA00798

08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.18

DBS ISSUE CASE NBR: 1848278410
REGION: 71 CALIFORNIA ZONE: E2 OPENED: 08288001
VIN: 1FMCU04191K084975 ENGINE: 1 VEH TYPE: T CLOSED: 08288001

ORIGIN: CAD88 - CONSUMER AFFAIRS - DBS COMMUNICATION: MAIL
ACTION: D88909 - LIEN HOLDER CHECK MAILED FROM CONSUMER AFFAIRS
DOCUMENT: ANALYST: TPERRY4 THERESA PERRY
ACTION DATA/COMMENTS:

D88901
14.18.18 LIENHOLDER CHECK MAILED ON 8/18/01

ORIGIN: CAD88 - CONSUMER AFFAIRS - DBS COMMUNICATION: MAIL
ACTION: D88910 - DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: D8810C DONNA CHABOT
ACTION DATA/COMMENTS:

8/18/01
18.08.40

ORIGIN: CAD88 - CONSUMER AFFAIRS - DBS COMMUNICATION: MAIL
ACTION: D88908 - PAY CHECK RECEIVED IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: D8810C DONNA CHABOT
ACTION DATA/COMMENTS:

18.46.08

CONSUMER AFFAIRS 08/18/02 MRFA00798

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.18

DBS ISSUE CASE NBR: 1851872801
REGION: 71 CALIFORNIA ZONE: E3 OPENED: 11/04/001

8782-827 23358

VIN: 1FMYU08181K088482 ENGINE: 1 VEH TYPE: T CLOSED: 11/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: RANCHO STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT GS
MILEAGE: 8987
DEALER NAME: PERRY FORD SALES CODE: F71103 P.A.A.: 01488
REASON CODE: 80111 DSB-REFD PURCH PRICE POST-CLR CANT REPAIR
SYMPTOM: 80783 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION PHONE
ACTION: D88109 - OPEN-COMFIRM PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: ZENNON O WEAKS
ACTION DATA COMMENTS:

11/29/01

11.27.01 CUSTOMER STATES CONCERNS WITH THE VEHICLE STALLING. THREE REPAIR ATTEMPTS. CUSTOMER WANTS THE VEHICLE TO BE REPURCHASED.

ORIGIN: CADM - DEMANDS COMMUNICATION PHONE
ACTION: D88900 - DEMANDS WANTS REQUIREMENTS FOR DEALER REPORTS
DOCUMENT: ANALYST: S-ZELH SEAN ZELINSKI
ACTION DATA COMMENTS:

11/29/01

14.02.02

ORIGIN: CADM - CONSUMER AFFAIRS - DSB COMMUNICATION PHONE
ACTION: D88227 - DEM - MAIL SENT - DSB
DOCUMENT: ANALYST: MCKENNA MARCO KLEINER
ACTION DATA COMMENTS:

11/18/01

14.42.02 MARCO KLEINER IS ONE SAN DIEGO BOARD CH 18-04-2001.

ORIGIN: CADM - DEMANDS COMMUNICATION PHONE
ACTION: D88228 - DEMANDS FOLLOW-UP CALL TO DEALER FOR DEALER REPORT
DOCUMENT: ANALYST: S-ZELH SEAN ZELINSKI
ACTION DATA COMMENTS:

11/18/01

18.25.18

CONSUMER AFFAIRS 09/18/02 MISAPPROB

09/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.18

DSB ISSUE CASE NR: 1461072821
REGION 71 CALIFORNIA ZONE E1 OPENED: 11/08/2001
VIN: 1FMYU08181K088482 ENGINE: 1 VEH TYPE: T CLOSED: 11/18/2001

ORIGIN: CADM - DEMANDS COMMUNICATION PHONE
ACTION: D88228 - DEMANDS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: R-ANDREY RONDA ANDERSON
ACTION DATA COMMENTS:

11/18/01

12.42.02 PERRY FORD

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION PHONE
ACTION: 088714 - RECORD DETAILS OF BOARD DECISION - REPLACEMENT FUND
DOCUMENT: ANALYST: S-LEWIS SHAWN LEWIS
ACTION DATA COMMENTS:

12/10/01

12.07.01 CONCERNS: STALLING . REQUESTS: REFUND + RENTAL FE.
BB DECISION: AFTER CAREFUL CONSIDERATION OF THE CASE FILE,
ADDITIONAL INFORMATION AND ORAL PRESENTATION, THE BOARD FIND
S THAT THE CONCERN STILL EXISTS. THE BOARD AWARD THE CUSTOM

8862-827 23388

BY THE OPTION OF REPLACEMENT OR REFLND. THE BOARD BASES ITS
1 DECISION UPON THE FINDING THAT THE CONCERN CONSTITUTES A S
UBSTANTIAL NONCONFORMITY AFFECTING THE USE VALUE AND SAFETY
OF THE VEHICLE. BUYBACK IS AT 25.44 MILES (FIRST REPAIR A
TTMENT ON 7/25/91) MILEAGE CALCULATION BASED ON 120,000 FOR
MILA. THE BOARD ALSO AWARDS THE CUSTOMER REIMBURSEMENT OF FI
RINTAL FEES AS PROVEN THROUGH PRODUCTION OF INVOICES

ORIGIN: CADSS - CONSUMER AFFAIRS - DIS. COMMUNICATION: PHONE
ACTION: D88208 - PAY CHECK RECEIVED IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: KMETRIS MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

188208
12.41.90

ORIGIN: CADSS - CONSUMER AFFAIRS - DIS. COMMUNICATION: PHONE
ACTION: D88210 - DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
DOCUMENT: ANALYST: KMETRIS MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

248208
14.12.10

CONSUMER AFFAIRS 05/18/2002 16:40:00

05/18/2002 MASTER OWNER RELATIONS SYSTEM R 13.41.10

DIS ISSUE CASE NUM: 182172821
REGION: 71 CALIFORNIA ZONE: E1 OPENED: 11/08/2001
VIN: 1F7YU8H9W028488 ENGINE: 1 VEH TYPE: T CLOSED: 05/18/2002

ORIGIN: CADSS - CONSUMER AFFAIRS - DIS. COMMUNICATION: PHONE
ACTION: D88209 - LIEN HOLDER CHECK MAILED FROM CONSUMER AFFAIRS
DOCUMENT: ANALYST: KMETRIS MITRE, KELLY (K.L.)
ACTION DATA/COMMENTS:

248209
14.14.85

ORIGIN: CADSS - CONSUMER AFFAIRS - DIS. COMMUNICATION: PHONE
ACTION: D88218 - ADD 90 DAY DELAY CODE
DOCUMENT: ANALYST: MCLIMBER MARCOE KLEMBER
ACTION DATA/COMMENTS:

257202
08.02.88

ORIGIN: CADSS - CONSUMER AFFAIRS - DIS. COMMUNICATION: PHONE
ACTION: D88217 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MCLIMBER MARCOE KLEMBER
ACTION DATA/COMMENTS:

2714808
12.01.10 UPLOAD IN SYSTEM 01-11-2002.

ORIGIN: CADM - DEBARS COMMUNICATION: PHONE
ACTION: D88205 - ACCEPTANCE FORM RECEIVED-CALIFORNIA
DOCUMENT: ANALYST: M-CONTRIS MIKE CONTRERAS
ACTION DATA/COMMENTS:

12.07.84

ORIGIN: CADM - DEBARS COMMUNICATION: PHONE
ACTION: D88204 - CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED
DOCUMENT: ANALYST: M-CONTRIS MIKE CONTRERAS
ACTION DATA/COMMENTS:

2822008
10.22.15

CONSUMER AFFAIRS 08/18/02 MMFA0772

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

DSB ISSUE CASE NBR: 1787480301
REGION: 71 CALIFORNIA ZONE: 03 OPENED: 04/28/008
VIN: 1FACU641X1K28817 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: PENDING
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: REDONDO BEACH STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M4
MILEAGE: 29908

DEALER NAME: PEYTON CRAMER FORD SALES CODE: FTHER P & A: GRM
REASON CODE: 88101 DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR
SYMPTOMS: 80708 STALL/CUTS ACCELERATION ALL ENGINE TEMP

ORDER: OAP2 - PHOENIX GROUP COMMUNICATION: FAX
ACTION: D88108 - OPEN-OTHER PROVIDED APPLICATION-NO ORAL PRESENTATION
DOCUMENT: ANALYST: ELIYAS SHAWN LEWS
ACTION DATA COMMENTS:

4/28/02
0811.01 CUSTOMER STATES CONCERN WITH VEHICLE HAVING STALLING AND H-
AND START PROBLEMS. FIVE REPAIR ATTEMPTS HAVE BEEN MADE ON
THE VEHICLE. CUSTOMER WISHES VEHICLE TO BE REPLACED.
SHAWN

ORDER: OADM - DESMARE COMMUNICATION: FAX
ACTION: D88202 - DESMARE MAILS REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: O882FL FELIOTA LAZLI
ACTION DATA COMMENTS:

4/28/02
18.04.11

ORDER: CAD88 - CONSUMER AFFAIRS - DSB COMMUNICATION: FAX
ACTION: D88807 - DSM - MAIL SENT - DSB
DOCUMENT: ANALYST: O888EP (ELIEN) PANYELIK
ACTION DATA COMMENTS:

4/30/02
18.05.05
LOS ANGELES 2, 625.

ORDER: OADM - DESMARE COMMUNICATION: FAX
ACTION: D88824 - DESMARE RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-BURGCH JESSICA BURGOS
ACTION DATA COMMENTS:

5/18/02
18.41.28 PEYTON CRAMER FORD

CONSUMER AFFAIRS 08/18/02 MMFA0772

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

DSB ISSUE CASE NBR: 1787480301
REGION: 71 CALIFORNIA ZONE: 03 OPENED: 04/28/008
VIN: 1FACU641X1K28817 ENGINE: 1 VEH TYPE: T CLOSED:

ENR2-827 23882

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: FAX
ACTION: DBR716 - RECORD DETAILS OF BOARD DECISION - REPAIRS
DOCUMENT: ANALYST: ELEMERS SHAWN LEWIS
ACTION DATA/COMMENTS:

082002
11.4L83I CONCERNING STALLING, HARD START
REQUEST: 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

CONSUMER AFFAIRS 00128202 MAFKCP90

BEGINNING OF CONTACT
00128202 MASTER OWNER RELATIONS SYSTEM III 10.41.10

DOB: 1961/08/08 CASE NO: 178047018
REGION: 10 SDR ZONE: R1 OPENED: 08/21/2008
VIN: 1FBLJ01B91K00474 ENGINE: B VEH TYPE: 7 CLOSED: 08/21/2008

LAST NAME: [REDACTED] STATE: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BLYTHE STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4DR
MESSAGE: 9274
DEALER NAME: BLYTHE FORD CENTER SALES CODE: FT1417 P & A: 00483
REASON CODE: 881H DEN-REPLACEMENT REQUEST-OUR UNABLE TO REPAIR
SYMPTOM: 80764 STALL/QUIT'S ACCELERATION ALL ENGINE TIME

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: DBR700 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: ELEMERS SHAWN LEWIS
ACTION DATA/COMMENTS:

08/21/08
08:47:47 CUSTOMER STATES CONCERNING WITH VEHICLE HAVING STALLING PROBL-
EMS. THREE REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE.
CUSTOMER WISHES VEHICLE TO BE REPLACED.
SHAWN

ERR2-027 23363

OFFICE: CADM - DEBARS COMMUNICATION: EMAIL
ACTION: DEB009 - DEBARS MAIL REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: M-TRUDEE TREAUDEAU, MICHELLE
ACTION DATA/COMMENTS:

08/19/08
14.07.07

OFFICE: CADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DEB007 - CSM - MAIL SERT - DSB
DOCUMENT: ANALYST: BUTLER, BRENDA LITTLE
ACTION DATA/COMMENTS:

08/27/08
08.13.04 THE LA RE BOARD IS BEE.

OFFICE: CADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DEB011 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: BUTLER, BRENDA LITTLE
ACTION DATA/COMMENTS:

09/18/08
11.32.08 THE CUSTOMER HAS BEEN TO THE DEALER 4 TIMES FOR THE STALL. 8
TIMES THE CONCERN COULD NOT BE DUPLICATED AND 1 TIME AN ICE
AIR VALVE WAS REPLACED.

CONSUMER AFFAIRS 08/18/08 MFWA0793

08/18/08 MASTER OWNER RELATIONS SYSTEM III 12.01.10

DSB ISSUE CASE REF: 1750070188
REGION: 10 SDR ZONE: FT OPENED: 08/18/08
VIN: 1FUAU1B11R30474 ENGINE: B VEH TYPE: T CLOSED: 08/18/08

OFFICE: CADSS - CONSUMER AFFAIRS - DSB COMMUNICATION: EMAIL
ACTION: DEB012 - INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: BUTLER, BRENDA LITTLE
ACTION DATA/COMMENTS:

09/18/08
14.07.10 THE VEHICLE IS NO LONGER STALLING. THE DSB ADVISED THE CUSTOMER
OF THE LA RE BOARD REVIEW.

OFFICE: CADM - DEBARS COMMUNICATION: EMAIL
ACTION: DEB008 - DEBARS FOLLOW-UP CALL TO DEALER FOR DEALER REPORT
DOCUMENT: ANALYST: M-TRUDEE TREAUDEAU, MICHELLE
ACTION DATA/COMMENTS:

09/18/08
10.01.08

OFFICE: CADM - DEBARS COMMUNICATION: EMAIL
ACTION: DEB004 - DEBARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: M-TRUDEE TREAUDEAU, MICHELLE
ACTION DATA/COMMENTS:

08/19/08
10.06.00 BLYTHE FORD CENTER

OFFICE: CAPS - FORD GROUP COMMUNICATION: EMAIL
ACTION: DEB708 - RECORD DETAILS BOARD DECISION - NO FURTHER ACTION
DOCUMENT: ANALYST: B-Lewis SHAWN LEWIS
ACTION DATA/COMMENTS:

468008
14.44.10 CONCERN: STALLING REQUEST: REPLACE, DECISION: N.
P.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 SA DID NOT RECEIVE
ANY INFORMATION FROM THE OTHER CONCERNING THE CASE FILE I
NFORMATION.

CONSUMER AFFAIRS 08180001 IMPAKPMS

BEGINNING OF CONTACT
08180002 MASTER OWNER RELATIONS SYSTEM III 18.41.18

LEGAL ISSUE CASE NR: 047400001
REGION: 18 PHILADELPHIA ZONE: D1 OPENED: 11/07/01
VIN: 1PMCU04121K28984 ENGINE: 1 VEH TYPE: T CLOSED: 11/23/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] PERM NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: NEWARK STATE: DE ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 04
MILEAGE: 27348
DEALER NAME: CHAPMAN FORD SALES SALES CODE: F1815 P & A: 91408
REASON CODE: 0788 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 07808 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP208 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: AREABLEY ALICIA AREABLEY
ACTION DATA COMMENTS:

11/07/01
18.02.00 *****ATTORNEY DEMAND LETTER*****

RPO11/07/01
ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES THAT HIS CLIENT'S VEHICLE HAS SEVERAL
PROBLEMS.
"ATTORNEY DEMANDS THAT FORD BUY BACK HIS CLIENT'S VEHICLE"

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP208 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: KSHACK KELLY SHACK
ACTION DATA COMMENTS:

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

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1801 - UPDATER/ADD/000 CASE
DOCUMENT: ANALYST: ADROGGE AMY DROGGE
ACTION DATA COMMENTS:

11/08/01
08.55.37 LPA MADE AN OUTBOUND CALL TO THE SERVICE MANAGER AT CHAPMAN
FORD AND LEFT A VOICE MESSAGE.

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP222 - INFORMATION CALL/FAX WITH DEALER
DOCUMENT: ANALYST: ADROGGE AMY DROGGE
ACTION DATA COMMENTS:

08.58.17 LPA SPOKE WITH CHAPMAN FORD. THE VEHICLE WAS LAID AT THE DE
ALERSHIP 10-30-01 P.O. #181881 FOR A LOSS OF POWER/STALLING

CONSUMER AFFAIRS 08180001 IMPAKPMS

08180002 MASTER OWNER RELATIONS SYSTEM III 18.41.18

LEGAL ISSUE CASE NR: 047400001
REGION: 18 PHILADELPHIA ZONE: D1 OPENED: 11/23/01
VIN: 1PMCU04121K28984 ENGINE: 1 VEH TYPE: T CLOSED: 11/23/01

11/23/01
08.52.17 CONCERN. THE DEALERSHIP WAS NOT ABLE TO DUPLICATE/VERIFY TH
E CONCERN. THE CUSTOMER STATED THE CONCERN EXISTED AROUND 4
5-40 MPH. THE CONCERN WOULD ORIGINALLY EXHIBIT AND THEN NOP

ER02-027 23365

T OCCUR UNTIL 1 MONTH LATER. THE INTERVALS OF THE CONDITION ARE BECOMING MORE FREQUENT. THE VEHICLE WAS ALSO BROUGHT TO THE DEALERSHIP ON 07/04/01 FOR THE SAME CONCERN. THE DEALERSHIP WAS UNABLE TO DUPLICATE/VERIFY THE CONCERN. THE SERVICE DEPARTMENT CONTACTED FORD TECHNICAL HOTLINE. THE HOTLINE REQUESTED THE DEALER TRY TO DUPLICATE THE CONCERN. THE DEALER CHECKED OUT THE GROUNDS AROUND THE BATTERY, POWER RELAY SYSTEM, ETC. THEY DID THE VEHICLE TO EXHIBIT THE 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 BRACK CONTACTED THE DEALERSHIP AND INFORMED HIM THE PROBLEM (STALLING/ LOSS OF POWER) RE-OCCURRED. THE DEALERSHIP WAS INFORMED BY TECH HOTLINE TO INSTALL A FLIGHT RECORDER BEFORE PURSUING THE ISSUE ANY FURTHER. THEY NEEDED TO FIND THE ROOT OF THE CAUSE. THE CUSTOMER REFUSED TO HAVE THE FLIGHT RECORDER INSTALLED. THEY DID NOT FEEL THEY SHOULD BE RESPONSIBLE FOR HITTING A BUTTON AFTER THE CONCERN EXISTED. IT COULD BE A SAFETY ISSUE FOR THE DRIVER. AS A GOODWILL GESTURE, THE DEALERSHIP WAIVED THE DEPOSIT FOR THE FLIGHT RECORDER AND THE CUSTOMER STILL REFUSED TO HAVE IT INSTALLED. THE DEALER DOES NOT FEEL 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: LP1000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: ADDRESS ANY OTHER
ACTION DATA/COMMENTS:

11/27/01

12.12.10 CASE CLOSED 11/28/01. 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 TAKEN UNLESS THE FLIGHT RECORDER IS INSTALLED IN THE VEHICLE. THE ISSUE MUST BE PROPERLY ADDRESSED. NO FEDERAL OR STATE LAWS HAVE BEEN VIOLATED. THE REQUEST FOR A REFUND HAS BEEN DECLINED.

CONSUMER AFFAIRS 05/18/02 MAFACPRG

05/18/02 MASTER OWNER RELATIONS SYSTEM # 12.41.12

LEGAL ISSUE CASE NBR: 047402201
REGION: 18 PHILADELPHIA ZONE: D1 OPENED: 11/27/01
VIN: 1FACJG11212B4804 ENGINE: 1 VEH TYPE: T CLOSED: 05/18/02

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1001 - UPDATED/CCO CASE
DOCUMENT: ANALYST: MCLEARY'S MOLLY KILSEY
ACTION DATA/COMMENTS:

07/18/02

12.03.11 SENT COPY OF FILE TO OGO -- KATHLEEN MUNOZ

800-627-2338

CONSUMER AFFAIRS 09/16/02 18:54:09

BEGINNING OF CONTACT

09/16/02 MASTER OWNER RELATIONS SYSTEM III 11.41.19

LEGAL ISSUE CASE NR: 280421701
REGION: 23 KANSAS CITY ZONE: B1 OPENED: 07/02/01
VIN: 1FMYJ04181KMB1Y86 ENGINE: 1 VEH TYPE: T CLOSED: 07/30/01

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: 8000

DEALER NAME: ATCHLEY FORD INC SALES CODE: F9002 P & A: 07180

REASON CODE: 0728 LEGAL - ACCIDENT

SYMPTOM: 90788 STALL/OUTS ACCELERATION ALL ENGINE TSNP

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

ACTION: LP900 - OPEN LEGAL CONTACT - PRODUCT LIABILITY

DOCUMENT: ANALYST: AREABLE1 ALICIA DEANLEY

ACTION DATA/COMMENTS:

7902001

11.29.41 ----- DEALER REQUEST LETTER -----

REQD 07/30/01

DEALER/REP CONTACT: MIKE SHANEYFELT 402.571.6088

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: CHABOT THOM CHABOT

ACTION DATA/COMMENTS:

11.13.48 CONTACT JIM BAUER AT ATCHLEY FORD. STATES THIS IS A "COOPY DEAL". SEEMS TO HIM THIS IS BUYER'S REMORSE. STATES THAT CUSTOMER BROUGHT VEHICLE IN ON 6/16/01, 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, 8:30, 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 FIR WAS FILED, SHE STATED NO.

0832-027 23367

CONSUMER AFFAIRS 05/18/2002 18:41:19

05/18/2002 MASTER OWNER RELATIONS SYSTEM III 18:41:19

LEGAL ISSUE CASE NBR: 000481791
REGION: 85 KANSAS CITY ZONE: B1 OPENED: 07/30/2001
VIN: 1FRYU04181K881788 ENGINE: 1 VEH TYPE: T CLOSED: 07/30/2001

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

7/30/2001

18:21:54 CALLED CUSTOMER, LAM ON HOME ANSWERING MACHINE, CALLED WORK NUMBER, EXT 3098, WOMAN STATED SHE WAS NOT THERE TODAY, SHE DECLINED TO TAKE MESSAGE AS SHE WASNT SURE CUSTOMER WOULD GET THE MESSAGE. (JULIAN)

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

7/31/2001

10:01:58 LAM 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: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP318 - DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND
DOCUMENT: ANALYST: TCHABOT THOM CHABOT
ACTION DATA/COMMENTS:

8/28/2001

08:45:58 LAM ON CUSTOMER HOME ANSWERING MACHINE TODAY AT 8:45AM, CALLED WORK NUMBER, SHE IS NOT IN AGAIN. LAM WITH MAN WHO ANSWERED HER EXTENSION. AS CUSTOMER HAS FAILED TO FIND ALL CALLS AND REALSHIP CANNOT FIND ANYTHING WRONG WITH THE VEHICLE TO SUBSTANTIATE HER COMPLAINTS, I AM DECLINING ANY ASSISTANCE AND ADVISING TO REFER TO INSURANCE COMPANY.

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

12:48:18
WOULD APPRISE HER OF DECISION. LETTER REBULD DECLINING ANY ASSISTANCE AND REFERRING HER TO INSURANCE COMPANY. TRIED TO CALL CUSTOMER BACK, LINE BUSY. FILE REMAINING CLOSED.

CONSUMER AFFAIRS 05/18/2002 18:41:19

BIRTHDATE OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM III 18:41:19

LEGAL ISSUE CASE NBR: 0513201082
REGION: 13 NEW YORK ZONE: 01 OPENED: 04/19/2002
VIN: 1FRYU04181K881788 ENGINE: 1 VEH TYPE: T CLOSED: 04/19/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: LIVINGSTON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE.XLT 4X4
MILEAGE: 10421

882-827 23358

DEALER NAME: ELITE FORD, INC. SALES CODE: F16341 F & A: 0006
REASON CODE: 6789 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 82788 STALL/LITE ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP308 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MCKELNEY MOLLY KIRBY
ACTION DATA/COMMENTS:

4718208

14.9.18 *****ATTORNEY DEMAND LETTER*****
REC'D 04/18/18

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: LP308 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: BERRIN MICHELLE HULL
ACTION DATA/COMMENTS:

4289008

09.11.18 ADVISED ATTORNEY WE HAVE REC'D CASE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: C40019 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TPRAZIER TERRETTA PRAZIER
ACTION DATA/COMMENTS:

4289008

14.08.18 "APPROVAL TO OFFER A VEHICLE REPLACEMENT" AA

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: Q4008 - OFFER
DOCUMENT: ANALYST: BERRIN MICHELLE HULL
ACTION DATA/COMMENTS:

4289008

08.08.18 CUSTOMER HAS BEEN OFFERED A REPLACEMENT VEHICLE. LETTER SENT
T ON 4/8/2018.

CONSUMER AFFAIRS 08/18/2018 MMFA01193

08/18/2018 MASTER OWNER RELATIONS SYSTEM III 13.01.18

LEGAL ISSUE CASE NUM: 081380108
REGION: 18 NEW YORK ZONE: 01 OPENED: 04/18/2018
VIN: 1FMYU0119R0274748 ENGINE: I VEH TYPE: T CLOSED: 08/18/2018

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP1708 - ATTORNEY ACCEPTS OFFER ON BEHALF OF CLIENT
DOCUMENT: ANALYST: BERRIN MICHELLE HULL
ACTION DATA/COMMENTS:

0818008

18.01.18

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP1008 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: BERRIN MICHELLE HULL
ACTION DATA/COMMENTS:

18.04.18 CASE HAS BEEN UPLOADED AND CUSTOMER WILL WORK WITH DEALERSHIP
IN ORDER TO GET THE MATTER RESOLVED.

CONSUMER AFFAIRS DEPARTMENT MANUFACTURERS

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:33

LEGAL ISSUE CASE NUM: 08718078
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/14/02
VIN: 1FMYU0418R088187 ENGINE: 1 VEH TYPE: T CLOSED: 03/14/03

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: ELIZABETH STATE: PA ZIP: [REDACTED]
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7910
DEALER NAME: BABS CHARAPP FORD SALES CODE: F44014 F & A: 67480
REASON CODE: 0788 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 08788 STALL/DIFTS ACCELERATION ALL ENGINE TRIP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP001 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MCKELMAYZ MOLLY KELSEY
ACTION DATA COMMENTS:

07/14/02
11.11.02 *****ATTORNEY DEMAND LETTER*****
REC'D 08/14/02
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: OTHER
ACTION: LP001 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: REAVISER RUTH DAWE
ACTION DATA COMMENTS:

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

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TFRASER THERETTA FRASER
ACTION DATA COMMENTS:

4/18/08
18.06.08 "APPROVAL TO OFFER A VEHICLE REPLACEMENT" RA

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA0008 - OFFER
DOCUMENT: ANALYST: REAVISER RUTH DAWE
ACTION DATA COMMENTS:

4/18/08
18.07.08 OFFER REPLACEMENT VEHICLE - SEND ATTORNEY LETTER

0902-027 23378

CONSUMER AFFAIRS 08/18/2008 MIFA/PFR

08/18/2008 MASTER OWNER RELATIONS SYSTEM II 13.41.18

LEGAL ISSUE CASE NR: 1857180732
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/14/2008
VIN: 1FMYU0612HJ086187 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/2008

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: 08036 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TPRAZIER TERRETTA PRAZIER
ACTION DATA/COMMENTS:

4/16/2008
14.06.01 **APPROVAL TO OFFER A VEHICLE REFUND**

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: 08036 - OFFER
DOCUMENT: ANALYST: RDAVIES RUTH DAVIS
ACTION DATA/COMMENTS:

4/16/2008
18.57.02 CLIENT WANTS A REFUND - SENT ATTORNEY REFUND OFFER LETTER

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: 14903 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: RDAVIES RUTH DAVIS
ACTION DATA/COMMENTS:

4/16/2008
18.00.01 ORDERED REFUND FROM RAY

CONSUMER AFFAIRS 08/18/2008 MIFA/PFR

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM II 13.41.18

LEGAL ISSUE CASE NR: 128482181
REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 08/28/2008
VIN: 1FMYU04187C088491 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: M
ADDRESS: [REDACTED]
CITY: REASTERVILLE TRENDS STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
RELEASE: 788
DEALER NAME: MCGOFFERTY FORD SALES CODE: P1801 P & A: D132
REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOMS: 00785 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ERR2-827 23371

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP908 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: ABEALE1 ALMA BEALEY
ACTION DATA/COMMENTS:

11/20/02
02.02.02 *****ATTORNEY DEMAND LETTER*****
REC'D 02/20/02
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: LP908 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: KSHACK KELLY SHACK
ACTION DATA/COMMENTS:

11.02.02 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:

14.02.07 LPA DENIED REQUEST AS THE VEHICLE HAS HAD TWO STALLING
CONCERNING CUSTOMER HAS ESP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1901 - UPDATES/DOO CASE
DOCUMENT: ANALYST: MCKELMEYS MOLLY KELMEY
ACTION DATA/COMMENTS:

3/18/2002
19.03.06
SENT COPY OF FILE TO OGC - KATHLEEN MURPHY

CONSUMER AFFAIRS 00/19/2002 NS/FAX/PRB

BEGINNING OF CONTACT
08/19/2002 MASTER OWNER RELATIONS SYSTEM III 18.41.19

LEGAL ISSUE CASE NBR: 1457831701
REGION: 47 CINCINNATI ZONE: A1 OPENED: 08/19/2002
VIN: 1FMYU044NKH088768 ENGINE: I VEH TYPE: T CLOSED: 08/19/2002

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 4X4
RELEASE: 9999
DEALER NAME: WALY SWINNEY-WEST H SALES CODE: F47008 P & A: 01900
REASON CODE: 0786 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 827888 STALL/QUIT/ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP908 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MCKELMEYS MOLLY KELMEY
ACTION DATA/COMMENTS:

2/25/2002
13.16.04 *****ATTORNEY DEMAND LETTER*****
REC'D 02/25/02
ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES HIS CLIENTS VEHICLE HAS MULTIPLE DEFECTS.
"ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENTS VEHICLE."

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP908 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: LTURNER LARGISA TURNER
ACTION DATA/COMMENTS:

09/27/2002
DEAR JIM ***LPA CALLED AND ACKNOWLEDGED CASE WITH ATTORNEY'S ASSISTAN
T.

0882-827 23372

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

4/18/02
08.55.51 ***LFA SUPPORTS BOARD DECISION FOR REPAIR. LFA SENT ATTORNEY
CLOSING LETTER DATED 04/04/02.

CONSUMER AFFAIRS 08/18/02 AMFAXPRG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 15.41.19

LEGAL ISSUE CASE NR: 147886431
REGION: 44 PITTSBURGH ZONE: AB OPENED: 08/14/02
VIN: 1FMYUD411KD08912 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PINLEYVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 14911
DEALER NAME: G. HARPER FORD, INC SALES CODE: F4444 P & A: 8888
REASON CODE: D785 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOMS: 08783 STALL/SHUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP205 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MCGILVERE MOLLY KELSEY
ACTION DATA COMMENTS:

0/14/02
12.57.23 *****ATTORNEY DEMAND LETTER*****
RECD 02/14/02
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: OTHER
ACTION: LP305 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: REAVISIA RUTH DAVIS
ACTION DATA COMMENTS:

0/15/02
09.55.09 LEFT MESSAGE FOR ATTORNEY - IN RECEIPT OF CASE - WILL RESEARCH
HAND RECONTACT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: G40015 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TPRAZIER TERRETTA FRAZIER
ACTION DATA COMMENTS:

4/18/02
15.34.48 **APPROVAL TO OFFER A VEHICLE REPLACEMENT**TA

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: G40028 - OFFER
DOCUMENT: ANALYST: REAVISIA RUTH DAVIS
ACTION DATA COMMENTS:

4/18/02
14.25.52 OFFER REPLACEMENT VEHICLE - SENT LETTER TO ATTORNEY

CONSUMER AFFAIRS 08/18/02 AMFAXPRG

EN02-827 23373

LEGAL ISSUE CASE NBR: 147088421
REGION: 44 PITTSBURGH ZONE: A3 OPENED: 08/14/02
VIN: 1FMYU04119H088013 ENGINE: 1 VEH TYPE: T CLOSED: 04/10/03

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: 040018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TFRADER, TERNETTA FRADER
ACTION DATA/COMMENTS:

4/10/03
14.40.25 "APPROVAL TO OFFER A VEHICLE REFUND"

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: 040008 - OFFER
DOCUMENT: ANALYST: RDAVIES, RUTH DAVIS
ACTION DATA/COMMENTS:

4/15/03
16.26.25 ATTORNEY SAID CLIENT WOULD ONLY TAKE REFUND - SEND REFUND
OFFER LETTER

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

6/9/03
11.14.59 OFFERED REFUND FROM RAV

CONSUMER AFFAIRS 08/15/02 NMF40793

ISSUING OF CONTACT
08/15/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

LEGAL ISSUE CASE NBR: 190880708
REGION: 27 WASHINGTON ZONE: D1 OPENED: 08/15/02
VIN: 1FMYU08143080846 ENGINE: 1 VEH TYPE: T CLOSED: 08/15/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: BALTSORE STATE: MD ZIP: [REDACTED]
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MESSAGE: 7892
DEALER NAME: BOB BELL FORD SALES CODE: P2708 F.A.A: 0008
REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 80768 STALL/QUIT/ACCELERATION ALL ENGINE TEMP

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP205 - OPEN LEGAL CONTACT - ATTORNEY DEMAND

8882-827 23374

DOCUMENT: ANALYST: NIKELIYE MOLLY KELSEY
ACTION DATA COMMENTS:

071800Z
14.04.18 *****ATTORNEY DEMAND LETTER*****
RCDD 08180Z
ATTORNEY ALLEGES DEFACTIVE VEHICLE
ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFACTIVE
"ATTORNEY DEMANDS A FORD REPRESENTATIVE CONTACT HIM TO
DISCUSS THIS MATTER."

ORIG: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP808 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: C.JONES GABBANDR JONES
ACTION DATA COMMENTS:

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

ORIG: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP808 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: C.JONES GABBANDR JONES
ACTION DATA COMMENTS:

071800Z
18.08.17 IN THE INTEREST OF CUSTOMER SATISFACTION, WILL EXPLORE OPTIO
NS WITH TL AND MAKE OFFER TO ATTY.

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

17.00.18 "APPROVAL TO OFFER A VEHICLE REPLACEMENT"GW

CONSUMER AFFAIRS 08180Z 18FAXPRG

081800Z MASTER CYRNER RELATIONS SYSTEM III 1841.79

LEGAL ISSUE CASE NRP: 180800708
REGION: 27 WASHINGTON ZONE: D1 OPENED: 081800Z
VIR: 1FMYU03141KPB0848 ENGINE: 1 VEH TYPE: T CLOSED: 081800Z

ORIG: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: C.JONES GABBANDR JONES
ACTION DATA COMMENTS:

071800Z
18.08.20 ATTY HAS ACCEPTED OFFER ON BEHALF OF CLIENT.

CONSUMER AFFAIRS 09/18/008 MMFA00PR8

BEGINNING OF CONTACT

09/18/008 MASTER OWNER RELATIONS SYSTEM III 18.41.18

LEGAL ISSUE CASE NR: 1700410881
PERSON: 16 PHILADELPHIA ZONE: D1 OPENED: 11/01/001
VIN: 1FMYUD4119C27918 ENGINE: 1 VEH TYPE: T CLOSED: 11/01/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: LANCASTERSHIP STATE: PA ZIP: [REDACTED]
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
RELEASE: 18782
DEALER NAME: CARMAN FORD INC SALES CODE: F10819 P.S.A: 01828
REASON CODE: 9788 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 80788 STALL/CUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP908 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: ASBABLE1 ALICIA REABLEY
ACTION DATA/COMMENTS:

11/1/001

15.428 *****ATTORNEY DEMAND LETTER*****
REC7110101

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: LP308 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: KBHACK KELLY SHACK
ACTION DATA/COMMENTS:

18.1444 LFA ADVISED ATTY FORD WILL RE-CONTACT WITH DETERMINATION
AFTER INVESTIGATION IS COMPLETE

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1808 - OFFER REP. MULTIPLE REPAIRS/CHEAT MERIT LAW (LAWYER)
DOCUMENT: ANALYST: KBHACK KELLY SHACK
ACTION DATA/COMMENTS:

11/29/001

11.4420 LFA OFFERED GOODWILL ESP OR OAD

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

11/29/001

12.0905 LFA WAS ADVISED THE CUSTOMER HAS REJECTED THE OAC OFFER

CONSUMER AFFAIRS 09/18/008 MMFA00PR8

09/18/008 MASTER OWNER RELATIONS SYSTEM III 18.41.18

ER62-027 22878

LEGAL ISSUE CASE NBR: 1780410001
REGION: NJ PHILADELPHIA ZONE: D1 OPENED: 11/01/2001
VIN: 1FMYU04111K89719 ENGINE: 1 VEH TYPE: T CLOSED: 03/25/2002

ORDER: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1001 - UPDATED/ADDED CASE
DOCUMENT: ANALYST: MKELSEYS MOLLY KELSEY
ACTION DATACOMMENTS:

3/25/02
11.03.15 "FORWARDED TO OGC - KATHLEEN MUNCE"

ORDER: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP1001 - UPDATED/ADDED CASE
DOCUMENT: ANALYST: MKELSEYS MOLLY KELSEY
ACTION DATACOMMENTS:

4/25/02
17.05.09 "FORWARDED COPY OF FILE TO OGC 4/20/02"

CONSUMER AFFAIRS 09178002 NMFAXPFR

DESCRIPTION OF CONTACT
09178002 MASTER OWNER RELATIONS SYSTEM B 18.01.18

LEGAL ISSUE CASE NBR: 1780871001
REGION: PS SAN FRANCISCO ZONE: A1 OPENED: 09/17/2001
VIN: 1FMYU02141K89719 ENGINE: 1 VEH TYPE: T CLOSED: 09/17/2001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR

ADDRESS:
CITY: STOCKTON STATE: CA ZIP:

HOME PHONE:
MODEL YEAR: 8801 MODEL: ESCAPE XLS 404

MESSAGE: 0374
DEALER NAME: BIG VALLEY FORD SALES CODE: F7249 P & A: 07748

REASON CODE: 0980 LEGAL - LEMON LAW CLAIM
SYMPTOM: 00789 STALL/QUIT'S ACCELERATION ALL ENGINE TEMP

ORDER: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: BEABLEY ALICIA BEABLEY
ACTION DATACOMMENTS:

ER02-027 23377

0178001
10.44.00 *****ATTORNEY DEMAND LETTER*****

REC'D 01/17/01
ATTORNEY ALLEGES DEFECTIVE VEHICLE.
ATTORNEY ALLEGES THAT HIS CLIENTS VEHICLE HAS SEVERAL
PROBLEMS.
"ATTORNEY DEMANDS THAT A FORD REPRESENTATIVE CONTACT HIM TO
DISCLOSE THIS MATTER."

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP988 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: 8488LS LEAH GALE
ACTION DATA/COMMENTS:

0182001
17.03.10 LPA SPOKE TO ATTORNEY AND ADVISED THAT WE ARE IN RECEIPT OF
HIS LETTER/REQUEST.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP988 - INFORMATION CALL/FAX WITH DEALER
DOCUMENT: ANALYST: 8488OP CATHERIN PAPALIA
ACTION DATA/COMMENTS:

0182001
18.01.02 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 09182002 MMFAKPRG

0916000 MASTER OWNER RELATIONS SYSTEM II 10.41.10

LEGAL ISSUE CASE NR: 1790871801
REGION: 78 SAN FRANCISCO ZONE: A1 OPENED: 09/17/00
VEH: 1FMYL82141K482115 ENGINE: 3 VEH TYPE: T CLOSED: 11/02/00

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 8488OP CATHERIN PAPALIA
ACTION DATA/COMMENTS:

11/02/00
10.02.00 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: LP1801 - UPDATED/ADD CASE
DOCUMENT: ANALYST: MKELBYE MOLLY KELSEY
ACTION DATA/COMMENTS:

0182000
10.02.01 SENT COPY OF FILE TO OIG - KATHLEEN MUNOZ

CONSUMER AFFAIRS 08/18/08 MRFAPFRG

BEGINNING OF CONTACT
08/18/08 MASTER OWNER RELATIONS SYSTEM II 18.41.18

LEGAL ISSUE CASE NR: 120870081
REGION: 18 NEW YORK ZONE: 01 OPENED: 08/18/08
VEH: 1FMYU0281K00000 ENGINE: B VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: ACKNOWLEDGE
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: JACKSON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 414
RELEASE: 1
DEALER NAME: DAYTON FORD INC SALES CODE: F18487 P & A: 2008
REASON CODE: 0708 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 087208 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP003 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MKELSEYS MOLLY KELSEY
ACTION DATA COMMENTS:

08/18/08
10.08.12 *****ATTORNEY DEMAND LETTER*****
RECD 08/18/08
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: LP003 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: MWYSCAWE MATTHEW WYSCAWE
ACTION DATA COMMENTS:

11.21.10 LPA COMMENTS:
MADE OUTBOUND CALL TO CUSTOMER.

CONSUMER AFFAIRS 08/18/08 MRFAXPRG

BEGINNING OF CONTACT
08/18/08 MASTER OWNER RELATIONS SYSTEM II 18.41.18

RAY ISSUE CASE NR: 080880482
REGION: 71 CALIFORNIA ZONE: 01 OPENED: 08/08/08

EP03-027 23378

VIN: 1FMYU0111K000780 ENGINE: 1 VEH TYPE: T CLOSED: 04082008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: ALBUQUILLO STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 40i
MESSAGE: 17899
DEALER NAME: TUTTLE-CLICK FORD SALES CODE: F71089 P & A: 8289
REASON CODE: 0888 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 80788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARFAX - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV410 - OPEN CASE FOR PRE-LITIGATION REFUND - OWNED
DOCUMENT: ANALYST: J-PADEN JUSTINO PADENIOS
ACTION DATA/COMMENTS:

4/2/2008
08.21.10 08-07-2008

8288078
18178
8478
NO COMMENTS ADDED

ORIGIN: CARFAX - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV411 - RECORD CHECK REMIANCE FOR PRE-LITIGATION REFUND
DOCUMENT: ANALYST: GLENDOLEE GLENDOLEE GLENDOLEE
ACTION DATA/COMMENTS:

4/2/2008
16.01.20 04-07-2008

4582008
8305
4887
18881
8478728
8478738
8478727
MICHAEL SANDERS ATTY
JILL E JAMISON
COMPASS BANK

CONSUMER AFFAIRS 08182008 88FAX1786

BEGINNING OF CONTACT
08182008 MASTER OWNER RELATIONS SYSTEM M 18.41.18

RAY ISSUE CASE NO: 08178008
REGION: 47 CONCERN: 1 ZONE: A1 OPENED: 08082008
VIN: 1FMYU0111K000780 ENGINE: 1 VEH TYPE: T CLOSED: 04082008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: GOSHEN STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 40i
MESSAGE: 18101
DEALER NAME: KINGS FORD INC SALES CODE: F4078 P & A: 8177
REASON CODE: 888 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 80788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARFAX - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV301 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: LINDSEY LAKETA MOORE
ACTION DATA/COMMENTS:

8/1/2008
18.05.02 04-17-2008

8888204

8888-827 23388

18858
8827

ORIGIN: DAFAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY808 - RECORD CHECK ISSUANCE FOR DSB REFUND
DOCUMENT: ANALYST: HANSEN EYVETTE HANSEN
ACTION DATA COMMENTS:

572008
10.17.04 05-08-2008
572008
18,787
9,690
881407
881408
SHAREPAK CREDIT UNION
KENDRA COUCH

CONSUMER AFFAIRS 05/18/08 MFTADPRG

BEGINNING OF CONTACT
05/18/08 MASTER OWNER RELATIONS SYSTEM III 15.41.18

RAY ISSUE CASE NBR: 088288781
REGION: 71 CALIFORNIA ZONE: G1 OPENED: 08/28/08
VEH 1FHYU08181R08781 ENGINE 1 VEH TYPE: T CLOSED: 08/28/08

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: TUSTIN STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR
MILEAGE: 8174
DEALER NAME: DAVID WILSON'S FORD SALES CODE: FF1064 F & A: 00781
REASON CODE: DSB RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 807882 STALL/CLATS ACCELERATION ALL ENGINE TEMP

ORIGIN: DAFAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY808 - OPEN CASE FOR DSB REPLACEMENT - LEASED
DOCUMENT: ANALYST: L WILSON WILSON, LINDA
ACTION DATA COMMENTS:

812808
10.05.08 08-14-2008
808018
17475
8847
2808280
NO COMMENTS ADDED

ORIGIN: DAFAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY811 - RECORD CHECK ISSUANCE FOR DSB REPLACEMENT
DOCUMENT: ANALYST: HANSEN EYVETTE HANSEN
ACTION DATA COMMENTS:

458808
11.07.08 04-04-2008
458808
18,722
847380
DAVID WILSON'S FORD OF CRANEE

8982-827 23381

CONSUMER AFFAIRS 08/18/02 MANUFACTUR

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.18

RAY ISSUE CASE NBR: 088481101
REGION: 11 BOSTON ZONE: E1 OPENED: 12/14/2001
VEH: 1FMYU0412M068721 ENGINE: 1 VEH TYPE: T CLOSED: 12/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BARNSTEAD STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 2400

DEALER NAME: BILL DUBE FORD SALES CODE: F11844 P & A: 0808
REASON CODE: 088 RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOM: 80788 STALL/OLTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY08 - OPEN CASE FOR PRE-ARBITRATION REPLACEMENT - OWNED
DOCUMENT: ANALYST: K-TERO1 KEN TERO
ACTION DATA/COMMENTS:

12/14/2001
14,25,32 12-14-2001
088108
17,376
2408
0825

RLA88488
NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY16 - RECORD CHECK INQUIRY FOR PRE-ARBITRATION REPLACEMENT
DOCUMENT: ANALYST: 0168021 CLARA FEED
ACTION DATA/COMMENTS:

12/17/2001
12,25,33 12-14-2001
12/17/2001
12,379
088884
BILL DUBE FORD

CONSUMER AFFAIRS 08/18/02 MANUFACTUR

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.18

RAY ISSUE CASE NBR: 01688002
REGION: 16 NEW YORK ZONE: L1 OPENED: 01/28/2002
VEH: 1FAYL0214000187 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/2002

LAST NAME: [REDACTED] STATUS: CLOSED

ERN2-827 23382

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BANGOR STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 24045
DEALER NAME: DAVE FORD FORD (IN SALES CODE: F1883 F & A: 0038)
REASON CODE: 0825 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 82788 STALL/OUTS 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:

1/25/02
11.41.28 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV118 - RECORD CHECK INSURANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: NTHOMAS16 MADINE THOMAS
ACTION DATA/COMMENTS:

1/21/02
08.44.28

CONSUMER AFFAIRS 08/18/02 MFAKPRG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 18.41.18

RAV ISSUE CASE NR: 080141861
REGION: 47 CINCINNATI ZONE: BE OPENED: 18052001
VIN: 1FMYU04171KA8988 ENGINE: 1 VEH TYPE: T CLOSED: 18052001

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: 8000
DEALER NAME: INTERSTATE FORD (NO SALES CODE: F4721) F & A: 82100
REASON CODE: 0825 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RV1801 - OPEN CASE FOR LEGAL SETTLEMENT (OSC) REFUND - OWNED
DOCUMENT: ANALYST: D-LEAVY DAVID LEAVY
ACTION DATA/COMMENTS:

18/05/01
18.18.18 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RV1811 - RECORD CHECK INSURANCE FOR LEGAL SETTLEMENT (OSC) REFUND
DOCUMENT: ANALYST: DREDD1 OLARA REDD

ENR2-827 23363

ACTION DATA/COMMENTS:

12/7/2001
11.26.02

CONSUMER AFFAIRS 02/18/2002 1814XUPRO

BEGINNING OF CONTACT
02/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.12

RAY ISSUE CASE NBR: 027281071
REGION: 06 SOUTHWEST ZONE: E1 OPENED: 02/18/2002
VIN: 1FAJL01801K28286 ENGINE: B VEH TYPE: T CLOSED: 02/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PORT SAN HOUSTON STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 17100
DEALER NAME: JORDAN FORD, LTD. SALES CODE: F28086 P & A: 04646
REASON CODE: 028 RAY - UNABLE TO REPAIR (SCRAP, DONATE ONLY)
SYMPTOM: 027286 STALL/GURTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: GOUTHIERY GWINDOLY GUTHERY
ACTION DATA/COMMENTS:

02/18/2002
18.01.12 VEHICLE SALVAGED, ALL WARRANTIES CANCELLED.

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: EVANSSEN EYVETTE HANDBERRY
ACTION DATA/COMMENTS:

02/18/2002
18.07.00

CONSUMER AFFAIRS 0918008 MBFA0PRG

BEGINNING OF CONTACT
0918008 MASTER OWNER RELATIONS SYSTEM II 18.41.18

PAY ISSUE CASE NO: 98800000
REGION: 44 PITTSBURGH ZONE: 04 OPENED: 1803001
VIN: 1FVYU8428KF10001 ENGINE: 1 VEH TYPE: T CLOSED: 1803001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: MENTOR STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MESSAGE: 1803

DEALER NAME: MARK THOMAS FORD, (SALES CODE: P4402 P & A: 0275

REASON CODE: 0289 PAY - NUMBER OF REPAIR ATTEMPTS

SYMPTOM: 80789 STALL/CRUISE ACCELERATION ALL ENGINE TEMP

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

ACTION: PAY01 - OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED

DOCUMENT: ANALYST: L-M00008 LARITA MCCOBBLE

ACTION DATA/COMMENTS:

1803001
18.03.47 NO COMMENTS ADDED

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

ACTION: PAY01 - RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REFUND

DOCUMENT: ANALYST: 090001 CLARA KIDD

ACTION DATA/COMMENTS:

180308
10.08.01

CONSUMER AFFAIRS 0918008 MBFA0PRG

BEGINNING OF CONTACT
0918008 MASTER OWNER RELATIONS SYSTEM II 18.41.19

PAY ISSUE CASE NO: 0718101441
REGION: 71 CALIFORNIA ZONE: 02 OPENED: 1004001
VIN: 1FVYU18X1K074008 ENGINE: 8 VEH TYPE: T CLOSED: 1004001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: SANTA FE SPRINGS STATE: CA ZIP: [REDACTED]

ERS2-027 2386

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
RELEASE: 0808
DEALER NAME: MOODY & MILLS FORD SALES CODE: F71008 P & A: 08442
REASON CODE: 0888 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 807285 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: Y-LAWTON YICKI LAWTON
ACTION DATA/COMMENTS:

10848001
18.08.05 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: CPREDD1 CLARA PREDD
ACTION DATA/COMMENTS:

10858001
18.17.04

CONSUMER AFFAIRS 08/18/08 NEWFAVRS

MEMORANDUM OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

RAV ISSUE CASE NUM: 078488888
REGION: 78 SAN FRANCISCO ZONE: B1 OPENED: 08/08/07
VIN: 1FMDU08181K027281 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/08

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: SAN JOSE STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2

RELEASE: 10805

DEALER NAME: PENNELLA FORD OF P SALES CODE: F78018 P & A: 08891

REASON CODE: 0888 RAV - NUMBER OF REPAIR ATTEMPTS

SYMPTOMS: 807285 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV308 - OPEN CASE FOR DIB REFUND - LEASED
DOCUMENT: ANALYST: LND0088 LARITA MODOGILE
ACTION DATA/COMMENTS:

0898001
17.54.09

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV308 - RECORD CHECK ISSUANCE FOR DIB REFUND
DOCUMENT: ANALYST: QAREDD1 CLARA PREDD
ACTION DATA/COMMENTS:

07183001

ERR2-027 23386

18.48.08

CONSUMER AFFAIRS 02190208 1819A3PFB

SECTION OF CONTACT
02190208 MASTER OWNER RELATIONS SYSTEM II, 18.41.18

RAV ISSUE CASE NR: 180871041
REGION: 84 ORLANDO ZONE: 08 OPENED: 18/08/01
VIN: 1FACLD8144N04807 ENGINE: 7 VEH TYPE: T CLOSED: 18/08/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NE: [REDACTED]
ADDRESS: [REDACTED]
CITY: TALLAHASSEE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 6082
DEALER NAME: TALLAHASSEE FORD SALES CODE: F0827 P & A: 0804
REASON CODE: 088 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: SERVIC STALLCUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV901 - OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED
DOCUMENT: ANALYST: GOUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

18/08/01
18.08.18

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV904 - CANCEL CASE FOR DSB PRIOR RESOLVE REFUND
DOCUMENT: ANALYST: GOUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

18/01/001
18.48.08

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV901 - OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED
DOCUMENT: ANALYST: GOUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

10.08.07

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV911 - RECORD CHECK URNANCE FOR DSB PRIOR RESOLVE REFUND
DOCUMENT: ANALYST: CREDITI CLAFIA RECD
ACTION DATA/COMMENTS:

1/09/02
11.48.48

1082-027 23367

CONSUMER AFFAIRS 08/18/00 MEMPHIS

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM II 18.41.18

RAY ISSUE CASE NBR: 18027821
REGION: 47 OKCRNATI ZONE: BE OPENED: 08/18/00
VIN: 1FNUJ0871K394118 ENGINE: 8 VEH TYPE: T CLOSED: 08/18/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: WYNDYSVILLE STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2

RELEASE: 2900

DEALER NAME: EASTBATE FORD INC SALES CODE: F47214 P & A: 0100

REASON CODE: 0888 RAY - NUMBER OF REPAIR ATTEMPTS

SYMPTOM: 80788 STALL/DUTS ACCELERATION ALL ENGINE TEMP

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

ACTION: RAY201 - OPEN CASE FOR DSB REPAIR - OWNED

DOCUMENT: ANALYST: LACODDOL LAKETA MODOOLE

ACTION DATA COMMENTS:

08/18/00

14.18.09

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

ACTION: C4001 - ADD ADDITIONAL SYMPTOM CODE

DOCUMENT: ANALYST: LACODDOL LAKETA MODOOLE

ACTION DATA COMMENTS:

14.18.48

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

ACTION: RAY208 - RECORD CHECK INQUIRY FOR DSB REPAIR

DOCUMENT: ANALYST: HANDESSER EYVETTE HANDESSER

ACTION DATA COMMENTS:

08/18/00

10.01.28

CONSUMER AFFAIRS 08/18/00 MEMPHIS

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM II 18.41.18

RAY ISSUE CASE NBR: 181472181
REGION: 28 MEMPHIS ZONE: AE OPENED: 18042001
VIN: 1FMYU08121K14480 ENGINE: 1 VEH TYPE: T CLOSED: 18042001

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]

ADDRESS: [REDACTED]

CITY: SHEPHOOD STATE: AR ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2

RELEASE: 7000

6882-027 23968

DEALER NAME: FORD FORD LINCOLN SALES CODE: F8841 P & A: 0887
REASON CODE: 0888 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 00788 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY201 - OPEN CASE FOR DMS REFUND - OWNED
DOCUMENT: ANALYST: K-NITRE KELLY NITRE
ACTION DATA COMMENTS:

12/48001
12.11.12 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY201 - RECORD CHECK ISSUANCE FOR DMS REFUND
DOCUMENT: ANALYST: CREDDI CLARA REDD
ACTION DATA COMMENTS:

12/14001
01.05.04

CONSUMER AFFAIRS 09188002 MWFAXPRG

BEGINNING OF CONTACT
09/18/2011 MASTER OWNER RELATIONS SYSTEM III 12-01-12

RAY ISSUE CASE NO: 1078010021
REGION: 48 DETROIT ZONE: A1 OPENED: 10/19/2011
VIN: 1FMYU01151K078480 ENGINE: 1 VEH TYPE: T CLOSED: 10/10/2011

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: DETROIT STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 20000
DEALER NAME: JORGENSEN FORD SALES CODE: F88017 P & A: 08790
REASON CODE: 0888 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 00788 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RY1801 - OPEN CASE FOR LEGAL SETTLEMENT (DGC) REFUND - OWNED
DOCUMENT: ANALYST: D-LEAVY DAVID LEAVY
ACTION DATA COMMENTS:

10/10001
10.08.12 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RY1811 - RECORD CHECK ISSUANCE FOR LEGAL SETTLEMENT (DGC) REFUND
DOCUMENT: ANALYST: CREDDI CLARA REDD
ACTION DATA COMMENTS:

10/15001
11.01.09

BR02-027 23300

CONSUMER AFFAIRS 09182002 MHPAXPRG

BEGINNING OF CONTACT

09182002 MASTER OWNER RELATIONS SYSTEM III 11.01.10

RAV ISSUE CASE NBR: 1305772051
REGION: 47 COUNTRTY: ZONE: 01 OPENED: 09182002
VIN: 1FACU8H11K027041 ENGINE: 1 VEH TYPE: T CLOSED: 09182002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: LOUISVILLE STATE: KY ZIP: [REDACTED]

HOME PHONE: 858288988

MODEL YEAR: 2001 MODEL: ESCAPE XL7 4X2

RELEASE: 9480

DEALER NAME: STAR FORD AT OGDON'S SALES CODE: F4700 P S A: 02860

REASON CODE: 0088 RAV - NUMBER OF REPAIR ATTEMPTS

SYMPTOMS: 007988 STALL/OUTS ACCELERATION ALL ENGINE TEMP

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

ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: SHANBERRY EYVETTE HANBERRY

ACTION DATACOMMENTS:

09182002

11.26.03

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

ACTION: RAV118 - RECORD CHECK (ISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: SHANBERRY EYVETTE HANBERRY

ACTION DATACOMMENTS:

09182002

09.20.10

CONSUMER AFFAIRS 09/16/02 M5FA07PG

BEGINNING OF CONTACT

09/16/02 MASTER OWNER RELATIONS SYSTEM II 13.41.18

RAV ISSUE CASE NBR: 149018813
REGION: 18 NEW YORK ZONE: IT OPENED: 0828/00
VIN: 1FMYU01171N82200 ENGINE: 1 VEH TYPE: T CLOSED: 0828/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: HALLATUCK STATE: CT ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 404

MESSAGE: 12917

DEALER NAME: MILLER FORD INC SALES CODE: F3808 P & A: 0848

REASON CODE: 0828 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER

SYMPTOM: 80708 STALLCUTS ACCELERATION ALL ENGINE TEMP

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

ACTION: RAV108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: V-LANTON VION LANTON

ACTION DATA COMMENTS:

09/16/02

08.31.02 NO COMMENTS ADDED

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

ACTION: RAV112 - RECORD CHECK BALANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: EHANSSER EYVETTE HANDBERRY

ACTION DATA COMMENTS:

2/4/2002

08.28.02

CONSUMER AFFAIRS 09/16/02 M5FA07PG

BEGINNING OF CONTACT

09/16/02 MASTER OWNER RELATIONS SYSTEM II 13.41.18

RAV ISSUE CASE NBR: 149241871
REGION: 08 SOUTH/WEST ZONE: E1 OPENED: 0828/00
VIN: 1FMYU01111N08848 ENGINE: 1 VEH TYPE: T CLOSED: 0828/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: ARTHUR MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: SAN ANTONIO STATE: TX ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLS 402

MESSAGE: 12976

DEALER NAME: BLUESONNET MOTORS, SALES CODE: F8708 P & A: 04379

REASON CODE: 0828 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER

SYMPTOM: 80708 STALLCUTS ACCELERATION ALL ENGINE TEMP

ERS2-827 23361

ORDER: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: P-PCLOOO PERIOD: PCLOOOBR
ACTION DATA COMMENTS:

0888002
18.48.28 NO COMMENTS ADDED

ORDER: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV118 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: SHANDEER EYVETTE HANDEERY
ACTION DATA COMMENTS:

4888008
10.48.28

CONSUMER AFFAIRS 08/18/2008 MMFAKPRG

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM II 18.41.38

RAV ISSUE: CASE NO: 1489488791
REGION: 11 BOSTON ZONE: A1 OPENED: 11/27/07
VIN: 1FMYU04101KP1884 ENGINE: 1 VEH TYPE: T CLOSED: 11/02/2007

LAST NAME: [REDACTED] STATE: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BRUNTON STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2007 MODEL: ESCAPE XLT 404
MESSAGE: 18818
DEALER NAME: JACK MADDEN FORD SA SALES CODE: F11007 P & A: 08188
REASON CODE: 0888 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORDER: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: CRED01 CLARA REED
ACTION DATA COMMENTS:

11278001
18.48.27

ORDER: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: CRED01 CLARA REED
ACTION DATA COMMENTS:

11298001
08.48.27

EM82-027 23382

CONSUMER AFFAIRS 08/18/02 MBFACPRG

BEGINNING OF CONTACT
DEPT0000 MASTER OWNER RELATIONS SYSTEM R 18:41:19

RAY ISSUE CASE NBR: 180880218
REASON: 47 ORIGINATI ZONE: A1 OPENED: 01/24/02
VIN: 1FMYU04H9K0R7678 ENGINE: 1 VEH TYPE: T CLOSED: 01/24/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ORIGINATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 12800

DEALER NAME: BOB TOWNSEND FORD SALES CODE: F47081 P & A: D1868
REASON CODE: 0288 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 807883 STALL/CUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLE COMMUNICATION: MAIL
ACTION: RAY001 - OPEN CASE FOR DSB REFUND - OWNED
DOCUMENT: ANALYST: SMUTHERY GWENDOLY GUTHERY
ACTION DATA COMMENTS:

1808802
18.42.01

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLE COMMUNICATION: MAIL
ACTION: RAY008 - RECORD CHECK INSURANCE FOR DSB REFUND
DOCUMENT: ANALYST: WTHOMAS MADINE THOMAS
ACTION DATA COMMENTS:

1808802
10.11.02

CONSUMER AFFAIRS 08/18/02 MBFACPRG

8982-827 23883

BEGINNING OF CONTACT

0518002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

RAY ISSUE CASE NUM: 188291271
 REGION: 10 SDR ZONE: 01 OPENED: 08/08/01
 VEH: 1F7YU0418KAZ9188 ENGINE: 1 VEH TYPE: T CLOSED: 08/04/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR

ADDRESS: [REDACTED]

CITY: COAL TOWNES-SP STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M

MESSAGE: 8889

DEALER NAME: SYL WORKACE FORD IN SALES CODE: F18874 P & A: 01840

REASON CODE: 0888 RAY - NUMBER OF REPAIR ATTEMPTS

SYMPTOM: 007888 STALL/OUTS ACCELERATION ALL ENGINE TEMP

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

ACTION: RAY201 - OPEN CASE FOR DSB REFUND - OWNED

DOCUMENT: ANALYST: GOUTHERY GIVENDOLY GOUTHERY

ACTION DATA/COMMENTS:

08/20/01

10.05.08

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

ACTION: RAY201 - CANCEL CASE FOR DSB REFUND

DOCUMENT: ANALYST: TROBNER1 THOMAS BORNER

ACTION DATA/COMMENTS:

08/21/01

11.02.00

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

ACTION: RAY201 - OPEN CASE FOR DSB REFUND - OWNED

DOCUMENT: ANALYST: TROBNER1 THOMAS BORNER

ACTION DATA/COMMENTS:

11.08.05

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

ACTION: RAY204 - CANCEL CASE FOR DSB REFUND

DOCUMENT: ANALYST: SWALTERS STEFAN WALTER

ACTION DATA/COMMENTS:

02/29/01

12.17.05

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

ACTION: RAY204 - OPEN CASE FOR DSB REFUND - OWNED

DOCUMENT: ANALYST: SWALTERS STEFAN WALTER

ACTION DATA/COMMENTS:

12.25.11

CONSUMER AFFAIRS 0518002 N8FAXPRG

0518002 MASTER OWNER RELATIONS SYSTEM II 13.41.18

RAY ISSUE CASE NUM: 188291271
 REGION: 10 SDR ZONE: 01 OPENED: 08/08/01
 VEH: 1F7YU0418KAZ9188 ENGINE: 1 VEH TYPE: T CLOSED: 08/04/01

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

ACTION: RAY208 - RECORD CHECK ISSUANCE FOR DSB REFUND

DOCUMENT: ANALYST: OREO01 OLARA REED

ACTION DATA/COMMENTS:

05/28/01

08.09.44

CONSUMER AFFAIRS DEPTCODE: MNPADPR3

1
BEGINNING OF CONTACT

DEPTCODE MASTER OWNER RELATIONS SYSTEM 18.01.19

RAY ISSUE CASE NR: 18027840
REGION: 46 DETROIT BOWE: A1 OPENED: 08/11/2008
VIN: 1FMYU0412RDM148 ENGINE: 1 VEH TYPE: T CLOSED: 08/11/2008

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: CITY: DETROIT STATE: MI ZIP: HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 8900
DEALER NAME: JOHNSON FORD SALES CODE: F48017 P & A: 08780
REASON CODE: USE RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 08780 STALL/OUTS ACCELERATION ALL ENGINE TEMP

OFFER: QARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAYSON - OPEN CASE FOR DMS REFUND - OWNED
DOCUMENT: ANALYST: CHAMBER EYVETTE HANSEN/RY
ACTION DATA/COMMENTS:

07/11/2008
12.08.19

OFFER: QARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAYSON - RECORD CHECK BILLANCE FOR DMS REFUND
DOCUMENT: ANALYST: CHAMBER EYVETTE HANSEN/RY
ACTION DATA/COMMENTS:

3/18/2008
02.08.19

8002-827 23385

CONSUMER AFFAIRS 08/18/02 15:41:19

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM 15.41.19

PLV ISSUE CASE NR: 188488171
REGION: 72 SAN FRANCISCO ZONE: A1 OPENED: 08/28/02
VIN: 1FVYU0181K264880 ENGINE: B VIN TYPE: T CLOSED: 08/28/02

LAST NAME: STATUS: CLOSED

TITLE: FIRST NAME: MR:

ADDRESS: CITY: OAKLAND STATE: CA ZIP: HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLS-03

MILEAGE: 884

DEALER NAME: MICHAEL STRACH'S HL SALES CODE: F72018 P & A: 0888

REASON CODE: 0888 PLV - REPAIR NOT ACCEPTABLE TO CUSTOMER

SYMPTOM: 80788 STALL/QUIT/ACCELERATION ALL ENGINE TEMP

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

ACTION: RAV801 - OPEN CASE FOR DSB REFLND - OWNED

DOCUMENT: ANALYST: NTHOMAS18 NAOMIE THOMAS

ACTION DATA/COMMENTS:

08/27/02

08/27/02

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

ACTION: RAV808 - RECORD CHECK BALANCE FOR DSB REFLND

DOCUMENT: ANALYST: BHANBERRI EYVETTE HANBERRY

ACTION DATA/COMMENTS:

08/28/02

10/24/02

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

ACTION: RAV808 - RECORD ADDITIONAL FUNDS

DOCUMENT: ANALYST: BHANBERRI EYVETTE HANBERRY

ACTION DATA/COMMENTS:

08/28/02

12/26/02 ADDITIONAL FUNDS

CONSUMER AFFAIRS 08/18/02 15:41:19

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM 15.41.19

8882-827 23306

RAY ISSUE CASE NUM: 18217281
REGION: 71 CALIFORNIA ZONE: B1 OPENED: 01/28/02
VIN: 1FMYU081YK088482 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RANONA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 8887
DEALER NAME: PERRY FORD SALES CODE: F71108 F & A: 01489
REASON CODE: 0288 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: #07883 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY201 - OPEN CASE FOR DSS REFUND - OWNED
DOCUMENT: ANALYST: J-PADIER JUSTINO PADRINOS
ACTION DATA/COMMENTS:

1/28/02
11:15:29 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY208 - RECORD CHECK BALANCE FOR DSS REFUND
DOCUMENT: ANALYST: NRYDMAN MADRE THOMAS
ACTION DATA/COMMENTS:

1/28/02
11:30:09

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY208 - RECORD ADDITIONAL FUNDS
DOCUMENT: ANALYST: GOUTHRY GWYNDOLY GOUTHRY
ACTION DATA/COMMENTS:

2/8/02
10:48:39 ADDITIONAL FUNDS

CONSUMER AFFAIRS 02/12/02 18FANPRG

BEGINNING OF CONTACT
02/12/02 MASTER OWNER RELATIONS SYSTEM UI 18:41:50

RAY ISSUE CASE NUM: 18228481
REGION: E1 ATLANTA ZONE: C1 OPENED: 02/26/02
VIN: 1FMYU081YK088482 ENGINE: 1 VEH TYPE: T CLOSED: 02/26/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: KENNESAW STATE: GA ZIP: 30144
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 17937
DEALER NAME: CARLEY PAUL FORD SALES CODE: F71027 F & A: 02877
REASON CODE: 0288 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: #07883 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: SHANBERG EYVETTE HANBERG
ACTION DATA/COMMENTS:

8962-027 23387

1689008
16.03.00

ORIGR: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CA001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: CHANSSER EYVETTE HANSSBRY
ACTION DATA/COMMENTS:

16.05.48

ORIGR: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: CHANSSER EYVETTE HANSSBRY
ACTION DATA/COMMENTS:

1619008
09.02.19

CONSUMER AFFAIRS 0619008 MRFACPRG

BEGINNING OF CONTACT

0619008 MATTER OWNER RELATIONS SYSTEM 16.41.18

RAY ISSUE DATE NBR: 1787818881
REGION: 16 BOR ZONE: D1 OPENED: 01/08/2002
VIN: 1FMYU04101K171844 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: FINLEYVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M
MESSAGE: 1900
DEALER NAME: DEAN ONEIL FORD INC SALES CODE: PA4002 P & A: 0702
REASON CODE: 888 RAY - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGR: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY409 - OPEN CASE FOR PRE-LITIGATION REFUND - OWNED
DOCUMENT: ANALYST: L-MCCOBB LAKITA MCCOBBLE
ACTION DATA/COMMENTS:

1688008
17.02.48 NO COMMENTS ADDED

ORIGR: CARAY - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY411 - RECORD CHECK ISSUANCE FOR PRE-LITIGATION REFUND
DOCUMENT: ANALYST: WTHOMAS MADINE THOMAS
ACTION DATA/COMMENTS:

1619008
10.02.08

ER02-027 2398

CONSUMER AFFAIRS 08/18/02 IMPACTPS

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM W 13.41.18

RAV ISSUE CASE NR: 1774082141
REGION: 75 SAN FRANCISCO ZONE: A1 OPENED: 08/08/02
VIN: 1FMCU041K1K87890 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:

ADDRESS: [REDACTED]

CITY: BRIGHTWOOD STATE: CA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

WARRANTY: 12048

DEALER NAME: LITHIA FORD OF CONC SALES CODE: F7828 P S A: 02804

REASON CODE: 0280 RAV - NUMBER OF REPAIR ATTEMPTS

SYMPTOMS: 80788 STALL/CUTS ACCELERATION ALL ENGINE TEMP

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

ACTION: RAV108 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: L-WILSON WILSON, LINDA

ACTION DATA/COMMENTS:

08/28/02

12.55.59 NO COMMENTS ADDED

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

ACTION: RAV118 - RECORD CHECK REBUNCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: HANSSER EYETTE HANSSERPY

ACTION DATA/COMMENTS:

04/18/02

11.49.53

CONSUMER AFFAIRS 08/18/02 IMPACTPS

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM W 13.41.18

INFORMATION ISSUE CASE NR: 0360840822
REGION: 21 ATLANTA ZONE: B1 OPENED: 03/08/02

8802-827 23388

VIN: 1FMYU012K2K20200 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/08

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ACONORTH STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4DR
MILEAGE:
DEALER NAME: TEAM FORD OF MARSH SALMS CODE: F81005 P & A: 00348
REASON CODE: 1108 AWA - VEH CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 807481 STALL/CURTS AT IDLE COLD ENGINE

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: JBART JERRY BARTMAN
ACTION DATA/COMMENTS:

08/28/08
17.08.14 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
INAMEY
LIKE FORD TO COVER THE DIFFERENCE (\$10 PER DAY) PER CUSTOMER
DEALER SAYS: CAC ADVISED: - CAC TO TEAM FORD OF MAR
SHETA, SPOKE TO MR ROBERT GUZMAN GM AND CONFIRMED THAT CAC
WILL COVER THE ADDITIONAL COST OF A RENTAL FOR UP TO 600 -
PLEASE LOG ON TO WWW.GCDEALER.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.
INAMEY
GCDEALER.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 1 888 364 0310 EXTN 2
648 REFERENCE CASE ID: 0284

ORIGIN: CAC002 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 827 - INQUIRY FROM DEALER
DOCUMENT: ANALYST: JBART JERRY BARTMAN
ACTION DATA/COMMENTS:

4/8/08
18.08.14 CUSTOMER SAYS: - SEE PREVIOUS DOCUMENTATION - MR GUZMAN W
OULD LIKE TO KNOW HOW TO GO ABOUT GETTING A COMMITMENT CODE

CONSUMER AFFAIRS 08/18/08 NMFANPRG

08/18/08 MASTER OWNER RELATIONS SYSTEM II 18.01.18

INFORMATION ISSUE CASE NR: 032040282
REGION: 81 ATLANTA ZONE: 51 OPENED: 08/28/08
VIN: 1FMYU012K2K20200 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/08

4/8/08
18.08.14 FOR A RENTAL PER CUSTOMER, DEALER SAYS: CAC ADVISED: -
WILL HAVE MY COLLEAGUE (NANA) CONTACT MR GUZMAN WITH MORE I
NFO
++++ - PLEASE LOG
ON TO WWW.GCDEALER.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 AWA COM
MITMENT CODE REQUEST FORM CAN BE FOUND ON WWW.GCDEALER.COM I
N THE CUSTOMER SATISFACTION SECTION, UNDER THE HEADING OF AF
TER WARRANTY ASSISTANCE. IT CAN ALSO BE FOUND I N 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: CAC002 - MANUAL - PHONE CBR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: NALI NURLEI SABA ALI
ACTION DATA/COMMENTS:

EN02-027 23486

14.43.80 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
 D: CAG TO THE DLR AND SPOKE WITH THE OWNER --MR ROBERT GLEZMAN
 AN WHO SAID THAT THE CAG WILL NEED TO COVER THE RENTAL CHARGE
 FOR THE CUST FOR ONLY \$10 PER DAY FOR 7 DAYS -- THE
 CDR EXPLAINED TO MR GLEZMAN THE PROCESS OF PRODUCING A COMMIT
 TMENT CODE VIA GO DLR .COM -- PLEASE LOG ON TO WWW.CODDEALER
 R.COM TO GET A COMMITMENT CODE. PLEASE INCLUDE: THE DEALERSH
 IP P & A CODE, THE LAST FOUR DIGITS OF THE REPAIR ORDER NUM
 BER, THE LINE NUMBER, THE CAG-AUTHORIZED AMOUNT, THE COMPLET
 E VM, AND THE REPAIR DATE. - THE AWA COMMITMENT CODE REQU
 EST FORM CAN BE FOUND ON WWW.CODDEALER.COM IN THE CUSTOMER SA
 TISFACTION SECTION, UNDER THE HEADINGS 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 09182002 MMFAXPFG

09182002 MASTER OWNER RELATIONS SYSTEM III 18.41.98

INFORMATION ISSUE DATE NBR 09084088
 REGION: 21 ATLANTA ZONE: 81 OPENED: 09082002
 VIN: 1FV7YU0820R008985 ENGINE: 1 VEH TYPE: T CLOSED: 04082002

ORIGIN: CACNR - MANUAL - PHONE CDR COMMUNICATION: PHONE
 ACTION: 881 - AWARD SERVICE LOANER
 DOCUMENT: ANALYST: ADDON: ANSON DIXON
 ACTION DATA COMMENTS:

488002
 09.08.22 DEALER P AND A CODE 00849
 AMOUNT OF AWA 100
 LAST FOUR OF P.D. # 8236
 LINE 81
 COMMITMENT CODE M01CU
 CAG PARTICIPATION 100
 DID DEALER INITIATE CONTACT? N
 CDR NAME JBART
 TEAM LEADER NAME BRIDGMAN
 WAS REQUEST DUE TO PARTS DELAY ISSUE? N
 CUSTOMER SAYS: COMMITMENT CODE REQUESTED VIA E-MAIL PER C
 USTOMER, DEALER SAYS: NONE CAG ADVISED: CAG PROVIDED CO
 MMITMENT CODE

ORIGIN: CACNR - MANUAL - PHONE CDR COMMUNICATION: PHONE
 ACTION: 881 - AWARD SERVICE LOANER
 DOCUMENT: ANALYST: ADDON: ANSON DIXON
 ACTION DATA COMMENTS:

4842002
 11.08.04 DEALER P AND A CODE 00848
 AMOUNT OF AWA 70
 LAST FOUR OF P.D. # 8286
 LINE 81
 COMMITMENT CODE M01NV
 CAG PARTICIPATION 100
 DID DEALER INITIATE CONTACT? N
 CDR NAME JBART
 TEAM LEADER NAME BRIDGMAN
 WAS REQUEST DUE TO PARTS DELAY ISSUE? N
 CUSTOMER SAYS: DLR ADVISED OF WRONG AMOUNT, NEW COMMITMENT
 CODE REQUESTED PER CUSTOMER, DEALER SAYS: NONE CAG ADVI
 SED: CAG PROVIDED COMMITMENT CODE P A CODE: 00848 NAME:

ERR2-827 23481

CINDY BILSKOV REPAIR ORDER: 08999 LINE NUMBER: 01 REP
AIR DATE 08/20/02 DOLLAR_AMOUNT: 70.00 VEHICLE IDENTIFI
CATION NUMBER: 1FMYU0212K000000

CONSUMER AFFAIRS 08/15/2002 08:40:07

BEGINNING OF CONTACT

08/15/2002 MASTER OWNER RELATIONS SYSTEM R 13.41.18

INFORMATION ISBLR CASE NBR: 042001202
REGION: 01 ATLANTA ZONE: 01 OPENED: 08/15/2002
VIN: 1FMYU0212K000000 ENGINE: 1 VEH TYPE: T CLOSED: 08/10/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WOODSTOCK STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MOBL YEAR: 2002 MODEL: ESCAPE XLT 4DR
MILEAGE:

DEALER NAME: TEAM FORD OF MARKET SALES CODE: F91005 P & A: 00348
REASON CODE: 1108 AWA - VEH CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 027401 STALL/CLUTS AT IDLE COLD ENGINE

ORIGR: CAC008 - US CONSUMER CASE BASE COMMUNICATION: PHONE
ACTION: 702 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: 0808111 CYNTHIA SMITH
ACTION DATA COMMENTS:

0109202
11:40:27 CUSTOMER SAYS: -VEH PURCHASED 5 WEEKS AGO AND THE VEH TOTALLY SHUTS OFF AT 40 AND 50 MILES AN HOUR -CLR WILL COVER \$15 PER DAY FOR THE LOANER VEH -CUST IS REQUESTING COVERAGE FOR \$10 PER DAY FOR 21 DAYS, WITH REGARD TO THE LOANER VEH PER CUSTOMER, DEALER SAYS: -NONE OAC 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 SHOP FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY (\$85.75, \$85.75), NUMBER OF DAYS AS WELL AS TOTAL AMOUNT OF COMPENSATION.

##9447
NOTE ON MILEAGE COSTS. IF THE CUSTOMER RENTS A VEHICLE WITH A DAILY COST GREATER THEN THE DAILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE. -CRO TO CLR SPOKE TO ROBERT GLEZMAN 8AM WHO ADVISED THIS IS A GOOD CLUT AND WE SHOULD PROVIDE ASSISTANCE -CRO PROVIDED -CYNDY - 2108 - \$10 X 21 DAY \$ = \$210 INTERPREN CASE ID: 0854

ORIGR: CAC008 - MANUAL - PHONE 081 COMMUNICATION: PHONE
ACTION: 001 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: ADDON1 ANSON DIXON
ACTION DATA COMMENTS:

0809202
15:40:05 CUSTOMER SAYS: COMMITMENT CODE REQUESTED VIA EMAIL PER CUSTOMER, DEALER SAYS: NONE OAC ADVISED: OAC PROVIDED COMMITMENT CODE PACODE: 00348 NAME: CINDY BILSKOV REPAIR ORDER: 08342 LINE NUMBER: 02 REPAIR DATE: 08/15/2002 DOLLAR_AMOUNT: 100.00 VEHICLE IDENTIFICATION NUMBER: 1FMY

CONSUMER AFFAIRS 08/15/2002 08:40:07

08/15/2002 MASTER OWNER RELATIONS SYSTEM R 13.41.18

INFORMATION ISBLR CASE NBR: 042001202
REGION: 01 ATLANTA ZONE: 01 OPENED: 08/15/2002
VIN: 1FMYU0212K000000 ENGINE: 1 VEH TYPE: T CLOSED: 08/10/2002

08/15/2002

ESB2-027 23482

CONSUMER AFFAIRS 04140002 00010000

BEGINNING OF CONTACT
04140002 MASTER OWNER RELATIONS SYSTEM IN 10:41:30

INFORMATION ISSUE CASE NR: 041700070
FBIHQ: 71 CALIFORNIA ZONE: A1 OPENED: 04/10/00
VIN: 1FMYL0P1000000000 ENGINE: 1 VEH TYPE: T CLOSED: 04/10/00

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: 2001 MODEL: ESCAPE XLT 402
MILEAGE: 1
DEALER NAME: SBI VALLEY FORD SALES CODE: FT1447 P & A: 07002
REASON CODE: 0005 PRODCOMP DUPURSF - VEHICLE QUALITY
SYMPTOMS: 007401 STALL/QUIT AT IDLE COLD ENGINE

OFFER: 04000 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 000 - ADVISE QUIT TO CONTACT PROPER DEPARTMENT
DOCUMENT: ANALYST: STAVARRS ISLE YAVARRS
ACTION DATA/COMMENTS:

4/10/00
14:06:46 VLOC/ITCUSTOMER SAYS: QUIT WANTS TO SPEAK TO BUYP QUIT WAN
TS A REPLACEMENT VEH QUIT 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 2 WEEKS QUIT SAYS THAT DL
FISH IS PROVIDING A RENTAL RIGHT NOW QUIT FEELS THAT PAPER

0002-027 23463

ONE SHOULD BE EXPEDITED SOONER AND DLJ HAS THE EXACT VEH A
THE DLJHP CUST IS STAYING AT HER MOM'S HOUSE SEE SEE 0188
CUST JUST HAD BABY AND IS IN PAIN PER CUSTOMER, DEALER
SAYS: CUST MR HILIER IS IMPATED AND HE HAS THE REPLACEMENT
FORM AND DOES NOT HAVE THE PAPERWORK FROM FORD CUST SAY BT
HAT MR HILIER SAYS THAT HE RE SUBMITTED PAPER WORK AND IS WA
TING FOR FORD TO SEND HIM PAPERWORK CUST SAY THAT THE VEH
IS AT DLJHP AND REPLACEMENT VEH IS ALSO AT DLJHP CAC ADV
ISE: REFER CUSTOMER TO 1-800-822-5188 FOR ASSISTANCE CAC
ADVISE CUST THAT THIS WILL BE REFERRED TO JOANNE IN SLIP REF
AS PER CUST REQUEST REFERENCE CASE ID: 1882

CONSUMER AFFAIRS 08/18/02 MAF00090

RECORDS OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.10

INFORMATION ISSUE CASE REF: 0808077E
ISSUE: 10 SCR SCHE: 08 OPENED: 08/18/02
VEH: 1F1YUR118KAS888 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: TALLULAH STATE: LA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4DR
RELEASE: 18846
DEALER NAME: COUNTRY FORD SALES CODE: F8198 P.S.A: 08718
REASON CODE: 08H DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807401 STALL/QUIT AT IDLE/COLD ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 883 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MANDAL POMPA MANDAL
ACTION DATA COMMENTS:

08/18/02
18.07.01 CUSTOMER SAYS: - THE VEH IS AT THE DLJHP, VEH KEEPS STA
LLING, THIS IS THE 11TH TIME FOR THE SAME REASON - C
UST WANTS 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.
#NAME?
BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER
R TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS
NOTICED - CAC TO THE DLJHP SPOKE WITH THE DEALER PRIN
CIPLE JAMES HE TRANSFERRED THE CALL TO SM TOMMY, TOMMY ST
ATED THEY COULD NOT DUPLICATE THE PROBLEM YET, THE VEH HAD
BEEN TO THE DLJHP 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 DUPLI
CATE THE PROBLEM, THEY CANNOT PROVIDE A LOANER UNDER 88P UNT
IL THE PROBLEM IS DIAGNOSED, MASTER TECH CALLED TECH HOT
LINE, THEY WILL TEST DRYE THE VEH AGAIN TOMORROW AND IF TH
EY FIND SOME PROBLEM WILL PROVIDE A LOANER - ADVISE
ED CUST ACCORDING SM TOMMY AND TO STAY IN CONTACT WITH THE
DLJHP TELL THEM THEY FIND THE PROBLEM - CUST HUNG UP WHILE S
PEAKING WITH HER - REFERENCE CASE ID: 4482

882-827 23484

CONSUMER AFFAIRS 06/18/02 NMFACPRG

BEGINNING OF CONTACT

06/18/02 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

INFORMATION ISSUE CASE NBR: 067248271
REGION: ZONE: OPENED: 10/05/00
VEH: 1P9YU05170K46460 ENGINE: 1 VEH TYPE: T CLOSED: 10/25/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: CHARLOTTE STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 02
VLEAD: 180
DEALER NAME: SALES CODE: P & A
REASON CODE: 0624 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 629481 STALLOUTS AT IDLE COLD ENGINE

ORIG: DACHS - US CONCERN CASE BASE COMMUNICATIONS PHONE
ACTION: 629 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: LOPRALDO LEAH OPRALDO
ACTION DATA COMMENTS:

10/25/01
17.03.02 CUSTOMER SAYS: -HEARD THAT FORD IS REIMBURSING CUST THAT
HAVE PROBLEMS W/ VEH THAT'S STALLING - DAUGHTER'S CAR IS ST
ALLING PER CUSTOMER, DEALER SAYS: CAC ADVISED: -INFORM
M WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CA
NNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE -ADVISE
CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CON
CERN IS NOTICED REFERENCE CASE ID: 4488

ORIG: DACHS - MANUAL - PHONE OR COMMUNICATIONS PHONE
ACTION: 629 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: SICHING SICHING 02/26/02
ACTION DATA COMMENTS:

03.41.02 CUSTOMER SAYS: -CUST HEARD ON CNN THAT FORD WILL BE REFUND
ING CUSTS WITH VEH'S 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 WA
NTS TO KNOW HOW SHE CAN GET REFUNDED FOR THE PROBLEM -CUST
IS VERY UPSET THAT FORD IS NOT DOING ANYTHING ABOUT HER PROB
LEM -DPL CANNOT DUPLICATE THE PROBLEM PER CUSTOMER, DEALE
R SAYS: NONE CAC ADVISED: ***REQ FROM LEAH-BLUF SICHING
EXT 629*** -ADVISED CUST FORD NOTIFIED CUST BY MAIL REGARD
ING ANY CUSTOMER SATISFACTION PROGRAM OR FIELD SERVICE ACTIO
N ON THE VEH -VEH DOES NOT HAVE ANY CSP AND PBA, -DPL CAN
ONLY RESOLVE ISSUE WHEN DUPLICATED AT THE TIME OF SERVICE

CONSUMER AFFAIRS 06/18/02 NMFACPRG

BEGINNING OF CONTACT

06/18/02 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

INFORMATION ISSUE CASE NBR: 131290212
REGION: 02 SOUTHWEST ZONE: NE OPENED: 01/11/00
VEH: 1P9YU05170K46460 ENGINE: 1 VEH TYPE: T CLOSED: 01/21/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: CONROE STATE: TX ZIP: [REDACTED]

ER02-027 23485

HOME PHONE: 800-821091
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402
MESSAGE: 0001
DEALER NAME: GULLO FORD MERCURY SALES CODE: L67042 P & A: 0478
REASON CODE: 809A PRODUCTION DUMPER - REGIONAL ASSISTANCE
SYMPTOM: 807491 STALL/OUTS AT IDLE COLD ENGINE

ORIGIN: CAC018 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 729 - ADVISE CUST CND WILL FOLLOW UP
DOCUMENT: ANALYST: MYBANA MARLYN YBANA
ACTION DATA COMMENTS:

1818002

DL41.07 CUSTOMER SAYS: - CUST STATED THAT THEY ARE SEVERE PROBLEM WITH THE VEH. CUST STATES THE VEH ABS LIGHT CAME ON AND BRAK E LIGHT ALSO CAME ON AND THE VEH SHUT OFF IMMEDIATELY WHILE DRIVING. - CUST STATES THAT THEY TOOK THE VEH TO HILLCRIST FORD LINCOLN-MERC. - CUST STATES THAT THE VEH WAS REPAIRED AND AGAIN SAME THING HAPPENED JANUARY 8,2002. - CUST STATE S THAT THIS TIME THEY TOOK IT TO GALLOW FORD AND THE DUMPER F COULD NOT VERIFY THE CONCERN. CUST STATES THAT THIS CONCERN HAPPENS WITHIN 10 MINUTES OF DRIVING. - CUST STATES THAT THEY AGAIN CAME BACK ON JANUARY 15,2002 AND THIS TIME THE D D LISHIP WAS ABLE TO DETERMINE THE PROBLEM AND REPLACED SOME W ORK @ GALLOW FORD. - CUST STATES THEY WERE PHONE 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 HE WOULD NOT GET BACK WITH HIM. - 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 E: - GULLO FORD-MERCURY OF DONALD - (408) 758 - 7781 (DOW) MARK STYVEN, IS NOT IN YET. CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR ISSUE IS RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH H THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT F OR ME TO CONTACT YOU? REFERENCE CASE ID: 8408

ORIGIN: DEALER - DEALER COMMUNICATION: EMAIL
ACTION: 840018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-DANSEP ROBERT DANSEP/FIELD CHRISTOPH
ACTION DATA COMMENTS:

1844.07 REPAIRED BAD GROUND FOR VEHICLE CUSTOMER TOOK POSSESSION OF

CONSUMER AFFAIRS 09182002 N8FAXPRO

09182002 MASTER OWNER RELATIONS SYSTEM II 12.41.16

INFORMATION ISSUE CASE NBR: 181800212
REGION: 08 SOUTHWEST ZONE: F8 OPENED: 01/01/2002
VIN: 1FMYU01X0KAT9790 ENGINE: 7 VEH TYPE: T CLOSED: 01/01/2002

1818002

1844.07 VEHICLE THROUGH CHRIS.

CONSUMER AFFAIRS 00182002 181FAKPRG

BEGINNING OF CONTACT

06/18/00 MASTER OWNER RELATIONS SYSTEM III 13.41.18

INFORMATION ISSUE CASE NBR: 182330188
REGION: 48 DETROIT ZONE: A8 OPENED: 01/21/00
VIN: 1FMYU84182N844889 ENGINE: 1 VEH TYPE: T CLOSED: 01/21/00

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] HR: [REDACTED]

ADDRESS: [REDACTED]

CITY: MILAN STATE: MI ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2002 MODEL: ESCAPE XLT 4M

RELEASE: 1800

DEALER NAME: GENE BUTMAN FORD SA SALES CODE: F8498 P & A: 0284

REASON CODE: 3025 PROCDOMP DU/PERF - VEHICLE QUALITY

SYMPTOM: 807481 STALL/OUTS AT IDLE COLD ENGINE

ORIGIN: CAC088 - US CONCERN CASE BASE COMBINATION: PHONE

ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: EPOX11 EVELYN FOX

ACTION DATA COMMENTS:

1/21/00

08.12.08 CUSTOMER SAYS: -OVER THE WEEKEND DLRSHP TRIED TO DUPLICATE CONCERN AND THEY COULD NOT GET IT TO DO -I HADNT 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 DLRSHP 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 C CUSTOMER, DEALER SAYS: GENE BUTMAN FORD - CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/UM DEALERSHIP - (INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRAWFORD HIGH PREFERENCE CASE ID: 488)

CONSUMER AFFAIRS 08/18/02 MMFAJPR3

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 10.41.18

INFORMATION ISSUE CASE NBR: 108810678
REGION: DE DENVER ZONE: A1 OPENED: 08/28/02
VIN: 1FMCU04182K387700 ENGINE: 1 VEH TYPE: T CLOSED: 08/28/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LITTLETON STATE: CO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 300
DEALER NAME: COURTESY FORD SALES CODE: F58009 P & A: 03170
REASON CODE: 2822 WARRANTY - COVERAGE INQUIRY
SYMPTOM: 807801 STALL/CLUTCH AT IDLE COOL ENGINE

ORIGIN: CACHS - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 898 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: LEAKER LARRY BAKER
ACTION DATA/COMMENTS:

08/28/02
10:38:09 CUSTOMER SAYS: WHY WOULD MY ESCAPE DIE/STOP IN TRAFFIC FOR
NO REASON PER CUSTOMER, DEALER SAYS: NONE CAD ADVISED:
#NAME?
E TAKE YOUR VEHICLE TO THE FIRM DEALERSHIP OF YOUR CHOICE T
O HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/YES
P WILL BE APPLICABLE INFERENCE CASE ID: 8409

CONSUMER AFFAIRS 08/18/02 MMFAJPR3

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 12.41.18

INFORMATION ISSUE CASE NBR: 1708070482
REGION: ZONE: OPENED: 08/14/02
VIN: 1FMCU08182K3878200 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: KNEE STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 800

EN02-027 2348J

DEALER NAME: SALES CODE: P & A:
REASON CODE: 4108 ICDD - CUSTOMER INFORMATION ONLY
SYMPTOM: 807401 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: ICDD - ICDD COMMUNICATION SURVEY
ACTION: ICDD01 - ICDD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LINDSE LAYERS HICKS
ACTION DATA/COMMENTS:

07140008

18.01.01 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE
STALLING

DEALER SAYS: NONE

CAO ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICDD 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 DET
AIL CASES WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS 08/16/00 MRFAXPRG

BEGINNING OF CONTACT
08/16/00 MASTER OWNER RELATIONS SYSTEM III 18.41.18

CONCERN ISSUE CASE NO: 048100001
REGION: 44 PITTSBURGH ZONE 02 OPENED: 18/10/01
VIN: 1FMYU01108014001 ENGINE: 1 VEH TYPE: T CLOSED: 18/10/01

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: P
ADDRESS:
CITY: ROCHESTER STATE: NY ZIP:
HOME PHONE:
MODEL YEAR: 8002 MODEL: ESCAPE XLS GT
MILEAGE: 800
DEALER NAME: BROOKPORT FORD SALES CODE: F44180 P & A: 0008
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 807401 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: 04008 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NIBROWN NICOLE BROWN
ACTION DATA/COMMENTS:

18/10/01

12.02.49 CUSTOMER SAYS: -CUST WOULD LIKE TO HAVE HER VEH FIXED.
-CUST HAD HER RADIO ON FOR ABOUT 8 MINUTES AND WHILE THE EN
GINE WAS OFF. -THEN WHEN CUST ATTEMPTED TO START HER VEH,
THE VEH WOULD NOT START LAST NIGHT -ROADSIDE ASSISTANCE
S 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 DLR/HP. -THEN CUST DRO
VE THE VEH TO THE DLR IT DID NOT DRIVE THE SAME AGAIN. THE S
PARKS WERE NOT CATCHING AND THERE WAS A NOISE IN THE ENGINE

1802-827 23400

ISSUE
FUEL GAUGE MALFONED. -CUST'S CHILDREN ARE ALL UNDER THE AGE OF FIVE SO SHE IS CONCERNED WITH THEIR SAFETY. CUST WANTS 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 DIAGNOSTIC AND CUST WAS ADVISED NO CODES APPEARED THAT INDICATED THERE IS A PROBLEM. CMO ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRAWFORD MOR *** CMO MADE CMO TO THE DLR AND LEFT MESSAGE FOR PHIL GARAPOLO SM ABOUT CUST'S CONCERN. -PLEASE NOTE CMO RAN GAUGE AND SAW NO REPAIR HISTORY IN REFERENCE CASE ID: 4805

CONSUMER AFFAIRS DE182002 INPA30PR8

09182002 MASTER OWNER RELATIONS SYSTEM III 13:41:18

CONCERN ID: 024 CASE NO: 945188001
REGION: 44 PITTSBURGH ZONE: 88 OPENED: 18182001
VEH: 1FMYU81102K218001 ENGINE: 1 VEH TYPE: T CLOSED: 18308001

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACTS - NO REPAIR PROCEDURE AVAILABLE AT THE TIME PER - OTHER
DOCUMENT: ANALYST: P-GAROLO BROOKPORT FORD
ACTION DATA/COMMENTS:

18308001
07.08.09 VEH IS BEING EVALUATED AND TESTED

ENG-827 23418

BREKING OF CONTACT

05/18/08 MASTER OWNER RELATIONS SYSTEM R 13.41.18

CONCERN ISSUE CASE NBR: 18078801
 REGION: 10 BDR ZONE: D8 OPENED: 12/21/04
 VIN: 1FMYL0418000481 ENGINE: 7 VEH TYPE: T CLOSED: 12/14/07

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: FIDOLEY STATE: WV ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4

MILEAGE: 170

DEALER NAME: DIEHL'S FORD SALES SALES CODE: F4488 P & A: 07348

REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 80781 STALL/CLUTS AT IDLE COLD ENGINE

ORIGIN: CASES - US CONCERN CASE BASE COMMUNICATOR: PHONE
 ACTION: 789 - ADVISE CUST INFO WILL BE SENT TO CLP CONTACT ORN
 DOCUMENT: ANALYST: PAUL PATRICK HUI
 ACTION DATA/COMMENTS:

12/21/04
 05/18/08 CUSTOMER SAYS: THE VEH STALLS ON ME YESTERDAY. THEY TONED I
 T YESTERDAY PER CUSTOMER, DEALER SAYS: NONE GAO ADVISED:
 #99987
 BHP - INFORMATION WILL BE SENT TO CLP. CUSTOMER SHOULD CON
 TACT ORN SERV MGR REFERENCE CASE ID: 4801

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
 ACTION: 84001E - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: ABOOTT ANTHONY GRAHAM SCOTT
 ACTION DATA/COMMENTS:

1/18/08
 13.08.18

BREKING OF CONTACT

05/18/08 MASTER OWNER RELATIONS SYSTEM R 13.41.18

CONCERN ISSUE CASE NBR: 1408178181
 REGION: 47 ORONMATH ZONE: D1 OPENED: 11/02/07
 VIN: 1FMYL04180001804 ENGINE: 7 VEH TYPE: T CLOSED: 11/02/07

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: 2008 MODEL: ESCAPE XLT 4X4

MILEAGE: 840

DEALER NAME: SYBLY FORD INC SALES CODE: F4707 P & A: 08708

REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 80781 STALL/CLUTS AT IDLE COLD ENGINE

8882-827 23411

ORIGIN: DACRS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 108 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CPM
DOCUMENT: ANALYST: CAMPBELL TERRY CAMPBELL
ACTION DATA COMMENTS:

1128001

11.28.05 CUSTOMER SAYS: -CUST VEH IS STALLING WHILE ITS MOVING -
CUST SAYS THERE'S 40 COMPLAINTS ON MYTBA -CUST SAYS THE VEH
STALLS WHEN ON THE HIGHWAY. PER CUSTOMER, DEALER SAYS: -I
ONE CND ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CU
STOMER SHOULD CONTACT CPM/CPM MGR REFERENCE CASE ID: 4938

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACRS - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-PPOLI SYBELYFORD
ACTION DATA COMMENTS:

1128001

05.17.01 JOHN BANTA (PSE) CAME IN AND DID REPAIRS VEHICLE ROAD TESTED
DONE WAITING CUSTOMER PICK-UP

CONSUMER AFFAIRS 09/18/2008 N86FA2P16

RESEARCH OF CONTACT

09/18/2008 MASTER OWNER RELATIONS SYSTEM II 14.41.10

REASON ISSUE CASE NBR: 045780072
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 09/18/2008
VIN: 1FMYU02683K044982 (44982) 1 VEH TYPE: T CLOSED: 04/10/2008

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: 2008 MODEL: ESCAPE XLT 400
MILEAGE: 1116
DEALER NAME: 608 VALLEY FORD SALES CODE: F71447 P & A: 0708
REASON CODE: 400A PRODCOMP DURPERP - REGIONAL ASSISTANCE
SYMPTOM: 800H1 STALL/CRYS AT IDLE COLD ENGIN

ORIGIN: DACRS - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 771 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: YKUMAR VIKAS KUMAR
ACTION DATA COMMENTS:

4109002

10.07.08 VLODIT/CUSTOMER 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 THE CAR FOR ONLY
1 WEEK IN THE PAST 2 MONTHS PER CUSTOMER, DEALER SAYS:

REASON
R APPROVAL FROM FORD CUSTOMER SERVICE DAC 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
C/MGR/CPM MGR WILL CONTACT YOU AS SOON AS THEY HAVE MORE INFO

8002-827 23412

ISSUATION *** OBO TO DLNHPF - BYD MGR - NATE - WE ARE AWARE OF THE CUST. YES, WE ARE DOING A PAY FOR HIS VEH. WE HAVE A REPLACEMENT VEH BUT WE ARE WAITING FOR THE PAPERWORK FROM THE REGION. WE DONT KNOW WHEN THE PAPERWORK WILL COME. WE HAVE NO ETA ON THE PAPERWORK BUT WE ARE SURE THAT THE CUST IS DEFINITELY GETTING A NEW REPLACEMENT VEH. *** REFERED TO THE REG. THRU TL - WINSTON - REFERENCE CASE ID: 6408

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DACCMS - CUST SAT BEST TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: KTAYLOR KEN TAYLOR
ACTION DATA COMMENTS:

4/15/08
17.06.17 VEHICLE BEING REPLACED.

CONSUMER AFFAIRS 0918008 MEXAUPRG

BEGINNING OF CONTACT

0918008 MASTER OWNER RELATIONS SYSTEM H 18.41.10

PERSON ISSUE CASE NBR: 1818008
PERSON: 26 SOUTHWEST ZONE: NE OPENED: 04/18/08
VIN: 1FMYU0220K0A7898 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/08

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: CONROE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4DR
RELEASE: 0801
DEALER NAME: FINEST FORD-MERCO SALES CODE: L7187 P & A: 07018
REASON CODE: 30RA PRODCOMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOM: 87401 STALL/CUTS AT IDLE COLD ENGINE

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: MYGANA MARILYN YSANA
ACTION DATA COMMENTS:

1818008
14.18.08 CUSTOMER SAYS: -*****OBO TO THE CUST*****
***** - CUST STATES THAT THE SELLING DEALERSHIP IS TWO HOURS AWAY FROM HER. PER CUSTOMER, DEALER SAYS: FINEST FORD FORD-MERCO, INC. (800) MAURICE GRANT, STATES THAT THEY WILL TRY TO INITIATE A CONTACT TO THE REG THROUGH THEIR CRM AND GO FROM THERE. CUST CALL HIM. CAO ADVISES: - WE SPOKE TO THE SERVICE DEPARTMENT AND HAVE CONFIRMED THAT YOUR VEHICLE HAS NOW BEEN TO THE DEALERSHIP MULTIPLE TIMES - WE HAVE DOO UNBENTED YOUR CONCERN AND WILL SEND A COPY TO YOUR DEALERSHIP REQUESTING FURTHER TECHNICAL ASSISTANCE - YOUR OBSERV ME R WILL CONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION - ADVISED CUST THAT SHE WILL NEED TO SPEAK TO HER SELLING DEALERSHIP TO SEE WHAT ELSE THEY CAN HELP HER WITH. REFERENCE CASE ID: 6408

CONSUMER AFFAIRS 0918008 MEXAUPRG

BEGINNING OF CONTACT
06/16/02 MASTER OWNER RELATIONS SYSTEM III 18.41.36

INQUIRY ISSUE CASE NR: 148280812
REGION: 24 ORLANDO ZONE: AR OPENED: 06/20/02
VIN: 1FMYU0100KAB8488 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MIAMI BEACH STATE: FL ZIP: 33133
HOME PHONE: [REDACTED]
MOOR. YEAR: 2002 MODEL: ESCAPE XLS 402
MESSAGE:
DEALER NAME: BEACH FORD SALES CODE: FMSD1 P & A: 8408
REASON CODE: 800 PRODCOMP DUMPFRF - VEHICLE CHARACTERISTIC
SYMPTOM: 87488 STALL/CLUT AT IDLE NOT ENGINE

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 816 - ADVISE CUSTOMER CRD WILL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: NIVERA, NORM NIVERA
ACTION DATA/COMMENTS:

8160008
12.11.04 CUSTOMER SAYS: VEHICLE TAKEN INTO DEALERSHIP STEERING WH
DEL. HARD VEHICLE AT DEALERSHIP FOR 8 DAYS VEHICLE CLUT
AND STALLS VEHICLE RPM GO TO 0 TODAY VEHICLE STILL SHUT
NO DOWN VEHICLE IS NOT SAFE TO DRIVE CUST WANTS TO HAVE
VEHICLE REPLACED WANTED ANOTHER ESCAPE INDEPENDENTLY AND
HAD NO PROBLEM WITH VEHICLE TEST DRIVE IN MY VEHICLE DID NO
T CLUT BUT RPM DID GO DOWN PER CUSTOMER, DEALER SAYS
: IT IS NORMAL THAT RPM GOES DOWN TEST DRIVE IN MY VEHICLE
DID NOT CLUT BUT RPM DID GO DOWN CAC ADVISED: - ADV
ISE CUSTOMER CRD WILL RESEARCH THE SITUATION FURTHER - A RES
EARCH ANALYST WILL CONTACT YOU WITHIN THREE BUSINESS DAYS TO
PROVIDE YOU WITH AN UPDATE CSD TO DEALERSHIP SPOKE TO WILL
BE SUPERVISOR AGREED TO TEST DRIVE ANOTHER 2002 ESCAPE WITH
CUST IN IT. INCIDENCE CASE ID: 888

ORIGIN: CACMS - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 449 - RESEARCH REQUEST RECEIVED
DOCUMENT: ANALYST: JQUELADA, JENNIFER QUELADA
ACTION DATA/COMMENTS:

2212008
08.01.10 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

ORIGIN: CACMS - MANUAL - RESEARCH OR COMMUNICATION: PHONE
ACTION: 408 - RESEARCH CONCLUDED - DEALER MUST CLOSE
DOCUMENT: ANALYST: JQUELADA, JENNIFER QUELADA
ACTION DATA/COMMENTS:

8160008
11.01.17 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE

CONSUMER AFFAIRS 06/16/02 MIFA0793

06/16/02 MASTER OWNER RELATIONS SYSTEM III 18.41.18

INQUIRY ISSUE CASE NR: 148280812
REGION: 24 ORLANDO ZONE: AR OPENED: 06/20/02
VIN: 1FMYU0100KAB8488 ENGINE: 1 VEH TYPE: T CLOSED:

8160008
11.01.17 D: RESEARCH ADDO: - CSD TO DLRSHP - SPOKE WITH SM - ROB
R ADVISED OF AN 8SM THAT MAY HELP WITH THE CUST'S VEH - SM
ADVISED THEY ARE CURRENTLY LOOKING INTO IT - CSD TO CUST
- LEFT MESSAGE ON CUST'S MACHINE - ROBR ADVISED THAT SM IS
CURRENTLY LOOKING INTO NEW REPAIR PROCEDURE & HOPE THAT VEH
GETS REPAIRED TO CUST'S SATISFACTION - LEFT CUST'S 1-800 NUM
BER & CUST'S FILE NUMBER

CONSUMER AFFAIRS 09/18/02 MMFAJPR3

BEGINNING OF CONTACT

09/18/02 MASTER OWNER RELATIONS SYSTEM B 14.41.18

INFORMATION ISSUE CASE NGR: 080241878
REGION: 47 CINCINNATI ZONE: F1 OPENED: 09/17/02
VIN: 1F3PYLD4122K001007 ENGINE: 1 VEH TYPE: T CLOSED: 09/17/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: CROSS LANSB STATE: WV ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2002 MODEL: ESCAPE XLT 4x4

MILEAGE: 1000

DEALER NAME: BERT WOLFE FORD NO SALES CODE: FTR04 P & A: 0100

REASON CODE: 3085 PRODDOOP DURPERF - VEHICLE QUALITY

SYMPTOM: 0848E STALL/OUTS AT IDLE NOT ENGINE

ORIGIN: QADSR - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 008 - ADVISE INFO WILL BE SENT TO DLR CONTACT CSM

DOCUMENT: ANALYST: MMATZANK MARLITT MATZANK

ACTION DATA/COMMENTS:

4/7/02

09/27/02 CUSTOMER SAYS: THE VEHICLE HAS JUST CUT OUT WHILE AT CRUISE
NO THIS IS THE SECOND TIME THIS HAS DONE THIS THE VEHICLE
WAS BROUGHT IN 09/17/02 FOR THIS ISSUE TODAY IT DID IT AG
AIN CUSTOMER IS GETTING CONCERNED ABOUT THIS THERE ALREADY NO
TICES ON THE NHTSA WEBSITE ABOUT THIS CONCERN IN THE ESCAPE
FOR CUSTOMER, DEALER SAYS: QAD 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/AM DEALERSHIP - INFORMATION WILL BE S
ENT TO DLR, CUSTOMER SHOULD CONTACT CRAWFORD FOR FURTHER INFO
CASE ID: 8531

888-827 2345

CONSUMER AFFAIRS 08/18/2002 18:41:19

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18:41:19

INFORMATION ISSUE DATE NEW 08/18/2002
REGION: B1 ATLANTA ZONE: B1 OPENED: 01/30/2002
VIN: 1FMYU81X2HAG888 ENGINE: 1 VEH TYPE: T CLOSED: 01/30/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: KENNESAW STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402
MILEAGE: 10000
DEALER NAME: JIM TOWELL'S WORLD SALES CODE: F11028 P & A: 02478
REASON CODE: 3028 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 887428 STALL/CRUISE AT IDLE NOT ENGINE

ORIGIN: DACHS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR, CONTACT ORN
DOCUMENT: ANALYST: MIAZANK MARLIT MIAZANKI
ACTION DATA/COMMENTS:

1808028
1808028 CUSTOMER SAYS: THE VEHICLE JUST CUT OUT THE CUSTOMER WAS CALLING TO FIND OUT IF THERE WAS A RECALL ON THIS. CUSTOMER DOES NOT FEEL THIS IS SAFE WANTS THIS DOCUMENTED PER CUSTOMER, DEALER SAYS: HAS NOT BEEN TO DEALER FOR THIS ISSUE. CAC ADVISE: - ADVISE CUSTOMER THAT THE VEHICLE WOULD HAVE TO BE DIAGNOSED - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LEN DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT ORN REPAIR INTERFERENCE CASE ID: 4881

CONSUMER AFFAIRS 08/18/2002 18:41:19

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM IN 18:41:19

8702-027 23416

INFORMATION ISSUE CASE NR: 0879180812
REGION: 13 NEW YORK ZONE: N1 OPENED: 08/08/00
VIN: 1FACJ04102002881 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MAUBATUCK STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1700
DEALER NAME: MILLER FORD INC SALES CODE: P0888 P & A: D0848
REASON CODE: 1108 ANA - VIN CRITERIA, REQUEST ANA FROM REPAIR
SYMPTOM: 607482 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: DACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - PROVIDE INFORMATION ACCORDING TO PHRASOLOGY
DOCUMENT: ANALYST: AFAIROLD ANDRENE FAIRCLOUGH
ACTION DATA/COMMENTS:

08/08/00
18:41:46 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. ON FORD PROVIDE CUST WITH FORD EXPL
ORDER CX STATED THAT THIS IS THE SECOND ESCAPE AND FORD RESP
ACE AND PROVIDED CUST NEW AND THE NEW ONE THE SAME CONCERN.
CUST STATED THE VEH STALLS ON HOT ENGINE. PER CUSTOMER
R, DEALER SAYS: NONE GAC ADVISED: - PLEASE ALLOW THE DEA
LERS THE OPPORTUNITY TO INSPECT THE VEHICLE AND ADDRESS
YOUR CONCERN. - UNTIL THE VEHICLE IS INSPECTED BY A FORD DE
ALEPHIP. - WE ARE UNABLE TO DISCUSS ANY FORM OF ASSISTANCE

CONSUMER AFFAIRS 08792002 18FAXUPG

REOPENING OF CONTACT
08792002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NR: 0724801848
REGION: 16 PHILADELPHIA ZONE: P1 OPENED: 08/18/00
VIN: 1FMYL0418R0287488 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: READING STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 8447
DEALER NAME: WANDERBACH FORD SALES CODE: P1881 P & A: 81383
REASON CODE: 808 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 607482 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: GACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DL; CONTACT CRM
DOCUMENT: ANALYST: RICHARD PIERRE RICHARD
ACTION DATA/COMMENTS:

0882-027 22417

07182002

EQJY.GE CUSTOMER SAYS: CLUT IS CALLING BECAUSE THE VEH IS HAVING A STALLING CONCERN -THE CLUT HEARD THAT THERE IS A SERVICE BULLETIN ON THE VEH IN REF TO THE CONCERN PER CUSTOMER, O
SALER SAYS: CAC ADVISED: -WE RECOMMEND THE REPAIR BE P
ERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT
TO OUR CUSTOMER SHOULD CONTACT CRIMERY MGR REFERENCE CASE
ID: 4881

CONSUMER AFFAIRS 087182002 IMPACTPRO

BEGINNING OF CONTACT
087182002 MASTER OWNER RELATIONS SYSTEM III 12.41.18

INFORMATION ISSUE CASE NR: 128647801
REGION: 18 PHILADELPHIA ZONE: 51 OPENED: 04/22/2002
VIN: 1FMCU0112KAK8251 ENGINE: 1 VEH TYPE: 7 CLOSED: 04/22/2002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: MOORESVN STATE: DE ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 5200

DEALER NAME: GARNET FORD INC SALES CODE: F18087 P & A: 01272

REASON CODE: 04M DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 0574M STALL/CLUTS AT IDLE HOT ENGINE

ORIGIN: CACRS - US CONCERN CASE NAME COMMUNICATION: EMAIL

ACTION: 688 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: ANALYST: PFINNOK PATRICK FINNOK

ACTION DATA/COMMENTS:

4/22/2002

12.25.04 CUSTOMER SAYS: MY ESCAPE ENGINE JUST CLUTE FOR THE 4TH TIME IN THE 5 MONTHS IVE 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 REPEXCE MY EXISTING CASE NUMBER FOR MORE INFO: 18887251 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 (INTERMETTENT) CONCERN IS NOTICED REFERENCE CASE ID: 4482

1882-027 23415

CONSUMER AFFAIRS 04/19/02 181FAXPRG

BEGINNING OF CONTACT

04/19/02 MASTER OWNER RELATIONS SYSTEM III 12.41.19

INFORMATION ISSUE CASE NBR: 1827581072
REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 04/17/02
VIN: 1FMYJ04188K01718 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: FRASIERVILLE TREVOS STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4M

MILEAGE: 179

DEALER NAME: JOHN KENNEDY FORD SALES CODE: F18048 P & A: 01832

REASON CODE: 808 PROXCOMP DURPERF - VEHICLE QUALITY

SYMPTOM: 807HE STALL/QUIT AT IDLE HOT ENGINE

OFFER: 04028 - US CONCERN CASE BASE COMMUNICATION: EMAIL

ACTION: 858 - ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM

DOCUMENT: ANALYST: LEAKER, LARRY SWAGER

ACTION DATA/COMMENTS:

4/17/02

14:25:43 CUSTOMER SAYS: VEHICLE STALLED ON HIGHWAY. WAS TOLD BY FORD SERVICE DEPARTMENT THAT IT WAS OXYGENATED GAS. I FEEL THAT I MIGHT HAVE BOUGHT A LEMON. PER CUSTOMER, D
EALER SAYS: OXYGENATED GAS USED OAC ADVISED - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRR/SWAGNER
NOR -OAC TO CUST TO DISCUSS AND CLARIFY.... LEFT VOICE MESSAGE AT 2:20PM EDT...FOR CUST TO CALL ORG.... NEXT CSR
....ADVISE DEALER IS IN BEST POSITION TO ASSIST AND ADDRESS REPAIR/MECHANICAL CONCERNS. REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 04/19/02 181FAXPRG

BEGINNING OF CONTACT

04/19/02 MASTER OWNER RELATIONS SYSTEM III 12.41.19

CONCERN ISSUE CASE NBR: 0461120702
REGION: 27 WASHINGTON ZONE: D1 OPENED: 04/03/02

EM2-827 23419

VIN: 1FMYU01B4W4W110 ENGINE: 1 VEH TYPE: T CLOSED: 08262008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CALIFORNIA STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
MILEAGE: 4080
DEALER NAME: WALCOPF FORD, INC. SALES CODE: F07047 P & A: 00148
REASON CODE: 1165 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 80748 STALL/OUTS AT IDLE, HOT ENGINE

ORIGIN: CACBS - US CONCERN CASE BASE - COMMUNICATION: VISIT
ACTION: 791 - PROVIDE CLST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: JACOBUS JACINTA ORDHALSBAY
ACTION DATA COMMENTS:

08262008

11.27.08 CUSTOMER SAYS: -WHILE SPOUSE WAS DRIVING VEH LET SATURDAY,
IT CUT OFF A FEW TIMES -VEH WAS TOWED TO DLRNRP. -NEEDS
A RENTAL, DLR IS WAITING FOR A PART -SPK TO THE SRV MGR WH
O STATES, TO CONTACT THE CRD IN ORDER TO OBTAIN APPROVAL. P
ER CUSTOMER, DEALER SAYS: -HOME DAC ADVISED: -I WOULD
LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR R
EQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO REE
BARCH THIS FURTHER. -IS THERE A TIME THAT IS MOST CONVENIE
NT FOR ME TO CONTACT YOU? 08262008 BETWEEN 2-2:50 PM IS DA
YTIME INFORMATION CASE ID: 5806

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAD012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-STRICK SCOTT STRICKLER
ACTION DATA COMMENTS:

08262008

15.14.17 VEHICLE REPAIRED AND PICKED UP ON 08262008

CONSUMER AFFAIRS 08262008 15141717

BEGINNING OF CONTACT
08262008 MASTER OWNER RELATIONS SYSTEM W 15.14.17

CONCERN NUMBER CASE NUMBER ORIGINATOR
REGION: 21 ATLANTA ZONE: 81 OPENED: 08262008
VIN: 1FMYU01B4W4W110 ENGINE: 1 VEH TYPE: T CLOSED: 08262008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALPHARETTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLS 4X2
MILEAGE: 1800
DEALER NAME: TEAM FORD AT NORTH SALES CODE: F11021 P & A: 03908
REASON CODE: 4102 IOCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 80748 STALL/OUTS AT IDLE, HOT ENGINE

ORIGIN: IOCD - IOCD COMMUNICATION: PHONE
ACTION: IOCD01 - IOCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: MCREACHIN JONATHAN MCREACHIN
ACTION DATA COMMENTS:

08262008

15.15.08 VLOOM/CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE
ENGINE STALLING. THIS STALLING OCCURS ON WARM ENGINE WHEN T

BR82-027 23426

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. THE 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 OCCURRENCE. 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 CAD ADVISED: THE 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 ARE SENDING YOU THE CONTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS THIS ISSUE AT YOUR DEALERSHIP IN THE NEAR FUTURE. *****JONATHAN*****

CONSUMER AFFAIRS 08/18/02 18:41:39

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM III 18:41:39

INFORMATION ISSUE CASE NO: 080781948
REGION: 31 ATLANTA ZONE: 31 OPENED: 08/18/02
VIN: 1FACU8H1X0K48888 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

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 408
MILEAGE: 11008
DEALER NAME: KIRTH HAWTHORNE FORD SALES CODE: F81400 P & A: 00815
REASON CODE: 1108 AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOM: 87408 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CAGM - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 864 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: SPASPERB CHERRY RAMPERBAUD
ACTION DATE COMMENTS:

08/18/02
08:04:46 CUSTOMER SAYS: -VEH STALLED OUT WITH CUST WAS DRIVING 40 MI
HRS -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 INTER-
MITTENT PROBLEM -VEH HAS BEEN AT THE DLR FOR A WEEK -CUST
WANTS THE VEH FIXED CORRECTLY -CUST WANTS TO KNOW IF THIS
IS A KNOW PROBLEM -CUST WENT ON THE INTERNET AND FOUND OTH-
ER PEOPLE EXPERIENCING THE SAME CONCERN PER CUSTOMER, DE-
ALER SAYS: -DLR SERVICED VEH FOR THIS CONCERN AT 800 MILE
S -DLR SAID THIS IS NOT A COMMON PROBLEM -DLR CONTACTED T
HE FACTORY THEY PROVIDED INSTRUCTIONS TO REPAIR THE VEH
CAD ADVISED: - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE
#NAME?
NOS CASE ID: 4718

CONSUMER AFFAIRS 08/18/02 MRFA0793

1
BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:19

INFORMATION ISSUE CASE NR: 082308291
REGION: 10 SDR ZONE: D1 OPENED: 18/11/001
VIN: 1FMCU04172KA10148 ENGINE: 1 VEH TYPE: T CLOSED: 18/11/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: MONONGAHELA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 434
MESSAGE: 0303
DEALER NAME: MONONGAHELA FORD CO SALES CODE: F4428 P.S.A: 07521
REASON CODE: 0445 DEALERSHIP - REPAIR PROCEDURES
SYMPTOM: 80793 STALLOUTS AT IDLE ALL ENRGY TEMP

ORIGIN: 04036 - US CONSUMER CASE BASE COMMUNICATIONS PHONE
ACTION: 181 - SUPPORT DEALERS POSITION; EXPLAIN REPAIR PROCEDURES
DOCUMENT: ANALYST: JEFFREY JACQUELINE PUMPER
ACTION DATE/COMMENT:

18/11/001
10:46:08 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 DEALER 3 TIMES FOR THE CONCERN == HE WAS ADVISED THAT THEY ARE AWARE OF THE 8001 WITH THE SAME CONCERN HOWEVER, NOT THE EXACT == HE PICKED UP THE VEH ON 12/01 FOR THE CUTTING OUT AND IT'S STILL DOING IT == HE WAS TOLD BY THE OWNER OF THE DEALER TO CONTACT FORD AND LOOK INTO THE LEMON LAW PER CUSTOMER, DEALER SAYS == THEY HAVE RUN TESTS AND HAVE WORKED WITH THE == AS PER ORG FRANK K 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 == GAC ADVISED == EXPLAIN & SERVICE MANAGERS COMMENTS TO CUSTOMER. DOCUMENT INFORMATION #NAME? ADVISED THAT THEY DID REPAIR PROCEDURES THAT WAS RECOMMENDED BY THE TECH HOT LINE ON 18/01 == HE ALSO STATED THAT ON THE 2ND VISIT THEY DID REPAIR THIS TO THE ZONE REP == HE ADVISD THAT HE WILL BE IN CONTACT WITH THE ZONE REP TODAY AND DISCUSS THE CONCERN AND SEE WHAT CAN BE DONE FOR THE CUSTOMER REGARDING THE CUTTING OUT == HE ADVISED THAT HE WILL BE IN CONTACT WITH THE CUSTOMER BEFORE THE END OF THE DAY (HE WILL BE LOOKING INTO THE LEMON LAW PROCEDURE) == GAC ADVISED THE CUSTOMER OF THE CONVERSATION AND THAT FRANK WILL BE IN CONTACT WITH HIM. REFERENCE CASE ID: 1808

CONSUMER AFFAIRS 08/18/02 MRFA0793

1
BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:19

INFORMATION ISSUE CASE NR: 082308291
REGION: 10 SDR ZONE: D1 OPENED: 18/11/001
VIN: 1FMCU04172KA10148 ENGINE: 1 VEH TYPE: T CLOSED: 18/11/001

LAST NAME: [REDACTED] STATUS: CLOSED

ERR3-027 23422

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MONONGAHELA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MOORL YEAR: 2002 MODEL: ESCAPE XLT 4X4
RELEASE: 2002
DEALER NAME: MONONGAHELA FORD CO SALES CODE: P4489 P & A: 07891
REASON CODE: 8058 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 807488 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 616 - CS-SUPPORT DEALER(S)/REP/REGION'S POSITION
DOCUMENT: ANALYST: VLATTY YVONNE LATTY
ACTION DATA/COMMENTS:

8/27/2001

RELEASE 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 H
IS VEH AT DLR FOR THEM TO DRIVE PER CUSTOMER, GEN.
ER SAYS: -FRANK THOMAS -DIST REP WANTS VEH TO
STAY AT DLR FOR AN UNDETERMINED TIME FOR A TECHNICI
AN TO TEST DRIVE TO DUPLICATE THE PROBLEM GAO ADVISED
: - INFORMATION DOCUMENTED - FORD SUPPORTS DEFERRED DECI
SION -CUST ORD IS UNABLE TO PROVIDE DISTRICT REP TE
LEPHONE NUMBER -DISTRICT REP WORKS DIRECTLY WITH THE
SERVICE DEPT - PLEASE STAY IN TOUCH WITH BERRY WERTON
PARTS AND SERVICE DIRECTOR FOR FURTHER ASSISTANCE

CONSUMER AFFAIRS CONSUMER MANAGER

BEGINNING OF CONTACT

ORIGIN: MASTER OWNER RELATIONS SYSTEM # 15.01.19

INFORMATION ISSUE CASE NO: 04008002
REGION: 44 PITTSBURGH ZONE: A3 OFFICER: 04008002
VIN: 1PMYLD41129B42899 ENGINE: 1 VEH TYPE: T CLOSED: 04008002

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MONROESVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MOORL YEAR: 2002 MODEL: ESCAPE XLT 4X4
RELEASE: 1400

DEALER NAME: G. HARPER FORD, INC SALES CODE: P4484 P & A: 02899
REASON CODE: 8017 PRODCOMP DURPERF - KNOWING FIX AT PRESENT
SYMPTOM: 807488 STALL/CUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACBS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 785 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: BELHOUJ BRAD BELHOUJ
ACTION DATA/COMMENTS:

4/29/02

RELEASE CUSTOMER SAYS: VEH HAS A STALL PROBLEM, -THROTTLE BODY A
ND COMPUTER RELATED REPAIRS WERE MADE -VEH BEGAN TO BUCKLE
AND SHIVER AND A COIL WAS REPLACED -DISPTS THESE REPAIR
ATTEMPTS THE STALL CONTINUES. -WANTS THE FOOD -WOULD
ALSO LIKE A LOANER UNTIL FORD DEVELOPS A REPAIR PROCEDURE FO

SR02-027 23423

R THIS PROBLEM PER CUSTOMER, DEALER SAYS: THIS HAPPENS TO ABOUT 10% TO ALL OF ESCAPEE -DLR IS ATTEMPTING TO CONTACT A FIELD REP -SM BEAN HAS ISOLATED CLST'S ISSUE TO MISC N AND IS WAITING FOR REPLY -CAG ADVISED: -CSD TO DLR SPOKE WITH SM BEAN WHO REPORTS THE FOLLOWING: -ISSUE HAS BEEN ISOLATED 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 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) REFERENCE CASE ID: 8409

CONSUMER AFFAIRS 05/16/02 MFWA3P2

BEGINNING OF CONTACT
05/16/02 MASTER OWNER RELATIONS SYSTEM IN 15.41.19

INFORMATION ISSUE CASE NR: 05024082
REGION: 21 ATLANTA ZONE: 01 OPENED: 05/23/02
VIN: 1FMYU031X2000888 ENGINE: 1 VEH TYPE: T CLOSED: 05/29/02

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS: [REDACTED]
CITY: ACWORTH STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
RELEASE: 8000

DEALER NAME: TEAM FORD OF MARKET SALES CODE: F51001 P & A: 00248
REASON CODE: 044 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 007486 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 063 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: APATEL ANISHA PATEL
ACTION DATA COMMENTS:

05/29/02
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. -BYO MGR HAS TO DRIVE IT FOR THE WEEKEND AND CONTACT FORD TO FIND OUT WHAT NEEDS TO BE REPAIRED. -CLST'S CONCERN IS THAT CONCERN HAPPENS EVERY 8-10 DAYS AND VEH HAS BEEN TO DLR 6-7 TIMES FOR THIS CONCERN PER CUSTOMER, DEALER SAYS: NONE CAG 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 -CSD TO DLR-SPOKE WITH BYO 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. BYO DIRECTOR WHO IS CERTIFIED MASTER TECHNICIAN IS DRIVING VEH FOR THE WEEKEND TO PINPOINT CONCERN.

BYO MGR
CH WITH BYO MGR REGARDING ISSUE. REFERENCE CASE ID: 4482

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JBART JERRY BARTMAN
ACTION DATA COMMENTS:

0502-027 23434

3896002
14.4804 CUSTOMER SAYS: - SEE PREVIOUS DOCUMENTATION - CLUT IN BTI
LL HAVING THE PROBLEMS WITH THE VEH - VEH KEEPS DYING ON TH
E CLUT (WHO WANTS THE VEH REPLACED) PER CUSTOMER, DEALER SA

CONSUMER AFFAIRS 08/28/2002 MMFAXPRG

08/18/2002 MASTER OWNER RELATIONS SYSTEM # 12.41.19

INFORMATION ISSUE CASE NBR: 080840882
REGION: 21 ATLANTA ZONE: B1 OPENED: 08282002
VIN: 1FMYU091K2G000000 ENGINE: 1 VEH TYPE: T CLOSED: 08282002

08282002
14.4804 YR: - CAO ADVISED: - CBO TO TEAM FORD OF MARIETTA - LE
FT A MESSAGE FOR MR ROBERT GUZMAN 87M

ORIGIN: CAOMIS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JBART JERRY BARTMAN
ACTION DATA COMMENTS:

14.0428 CUSTOMER SAYS: - SEE PREVIOUS DOCUMENTATION - MR ROBERT G
UZMAN 87M KINDLY RETURNED MY CALL AND INDICATED THAT HE'D CO
NTACT CLUT TO DISCUSS THE ISSUE PER CUSTOMER, DEALER SAYS:
CAO ADVISED: - CBO TO TEAM FORD OF MARIETTA - MR GUZMA
N WAS UNAVAILABLE - CALLED MR GUZMAN'S DIRECT NUMBER 878 881
4891 BUT COULDN'T GET HOLD OF HIM - I WILL CALL DURING A
GAIN LATER THIS AFTERNOON

ORIGIN: CAOMIS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JBART JERRY BARTMAN
ACTION DATA COMMENTS:

17.0343 CUSTOMER SAYS: - SEE PREVIOUS DOCUMENTATION PER CUSTOMER,
DEALER SAYS: CAO ADVISED: - CBO TO TEAM FORD OF MARIET
TA - SPOKE TO MR ROBERT GUZMAN 87M WHO CONFIRMED THAT THERE
ARE INTERMITTENT STALLING PROBLEMS - 758 HAS BEEN PERFORM
ED - FUEL PUMP HAS BEEN INSTALLED, VEH HAS BEEN TEST DRIVEN
EXTENSIVELY - MR GUZMAN PROMISED TO INSPECT THE VEH AGAIN A
NO HOPEFULLY THIS TIME DURING WILL BE ABLE TO GET THE VEH TO
AOT UP

CONSUMER AFFAIRS 08/18/2002 MMFAXPRG

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM # 12.41.19

INFORMATION ISSUE CASE NBR: 0808481182
REGION: 18 NEW YORK ZONE: D1 OPENED: 04282002
VIN: 1FMYU091K2G000000 ENGINE: 1 VEH TYPE: T CLOSED: 04282002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: FLORENCE PARK STATE: NJ ZIP: [REDACTED]

8882-827 23425

HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 404
MILEAGE: 3148
DEALER NAME: ED CARNEY FORD INC SALES CODE: P4054 P & A: 22009
REASON CODE: 084 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 807488 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CAD36 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 829 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: WATSON NORDA WATSON
ACTION DATA COMMENTS:

488308

18.12.18 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 SAYS THAT SHE TOOK THE VEH INTO THE DLR/SH AND THEY ADVISED HER THAT IT IS AN INTERMITTENT CONCERN AND FORD IS AWARE OF IT.

ISSUES
CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - FOR THE VEH IDLE 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 AN INTERMITTENT CONCERN IS NOTICED IMPRINCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/2008 MEFAXPRO

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM IN 18.41.18

INFORMATION ISSUE CASE NR: 080801542
REGION: 10 SDR ZONE: N8 OPENED: 08/18/2008
VIN: 1FMYU081720B07879 ENGINE: 1 VEH TYPE: Y CLOSED: 08/18/2008

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: LENOIR STATE TX ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2008 MODEL: ESCAPE XLT 402

MILEAGE: 8000

DEALER NAME: MIKE ORAN FORD-MER SALES CODE: P2448 P & A: 08320

REASON CODE: 3028 PRODUCTION DEFECTS - VEHICLE QUALITY

SYMPTOM: 807488 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CAD36 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR, CONTACT ORN

DOCUMENT: ANALYST: BROWN PATRICK BROWN

ACTION DATA COMMENTS:

6/18/2008

18.12.18 CUSTOMER SAYS: - CUST IS HAVING PROBLEMS WITH THE VEHICLE STALLING. - THE VEHICLE WOULD STALL GOING DOWN HILLS. - CUST WOULD LIKE TO KNOW IF THERE IS ANY PBA ON THE VEHICLE. - CUST WOULD LIKE TO KNOW WHAT TO DO. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDIT/SALES MGR IMPRINCE CASE ID: 4861

ER02-027 23426

CONSUMER AFFAIRS 09/18/02 HNFADP92

BEGINNING OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM B 15:41:19

INFORMATION ISSUE CASE NBR: 0407021048
REGION: 21 ATLANTA ZONE: A1 OPENED: 08/02/02
VIN: 1FMYU0682HAR848 ENGINE: 1 VEH TYPE: T CLOSED: 09/02/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALBETTL STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4DR
MESSAGE: 10009
DEALER NAME: JOHN BLENGLEY FORD SALES CODE: F21059 P & A: 0607
REASON CODE: 826 PRODDCMP DURFIMP - VEHICLE QUALITY
SYMPTOM: 087483 STALL/CUTS AT IDLE ALL ENGINE VIB

ORIGIN: CADSR - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 088 - ADVISE INFO WILL BE SENT TO DLR; CONTACT ORN
DOCUMENT: ANALYST: MAROELL JOYNE MAROELLE
ACTION DATA COMMENTS:

BY:088
11.05.02 VLD0790421048 R SAYS: -CUST SAYS THE VEH IS STALLING. -CU
ST SAYS VEH WAS TAKEN TO DLR/IMP IN DEC. -CUST SAYS REPAIRS
WERE MADE. -CUST SAYS VEH STALLED LAST WEEK. -CUST SAYS O
THER CUST HAVE HAD THE SAME CONCERNS AND WILL LIKE TO KNOW W
HEN FORD WILL BE ADDRESSING THIS MATTER. -CUST SAYS DID CON
TACT THE NHTSA SITE AND FOUND THE THE MATTER IS BEING INVEST
IGATED AS WELL. CUST SAYS IS SEEKING RESOLUTION FROM FORD.
#NAME?

SAYS: - CAD ADVISED: - WE RECOMMEND THE REPAIR BE PERFOR
MED BY A FORD/ALM DEALER/IMP - INFORMATION WILL BE SENT TO D
LR, CUSTOMER SHOULD CONTACT CRMSERV MGR . ORN ADVISE CUST
OF THE ABOVE . ORN OFFERED CUST ESP BEING A TREATED CUST
CUST REFUSED AND ADVISE SHE WILL LIKE THE VEH REPAIRED FOR O
COURSE IT'S SAFTY. EXPERIENCE CASE ID: 4897

ER02-827 23427

CONSUMER AFFAIRS 04/18/02 MFAFAPRO

REMARKS OF CONTACT
04/18/02 MASTER OWNER RELATIONS SYSTEM II 10.41.10

INFORMATION ISSUE CASE NBR: 0402181002
REGION: 02 SOUTHWEST ZONE: 01 OPENED: 04/18/02
VBI: 1FACUJ0111808978 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: DUNCANVILLE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
RELEASE: 4800
DEALER NAME: WESTWAY FORD SALES CODE: F8019 P & A: 0200
REASON CODE: SMR DEALERSHIP - MULTIPLE REPAIR
SYMPTOM: 20748 STALLS/SHUTS AT IDLE ALL ENGINE TEMP

CRIME: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAD080 - CUST. SAT. REST. TOOL UTILIZED - SRP PLAN OFFERED AND ACCEPTED
DOCUMENT: ANALYST: S108WD WALTER E DAWSON
ACTION DATA COMMENTS:

4/18/02
11.00 18 ** SPECIAL LIAISON - INTERNAL REFERRAL - APRIL 17, 2002 **
CUSTOMER'S VEHICLE IS HAVING A STALLING CONCERN UPON START-UP.
THE DEALERSHIP HAS MADE ONE REPAIR ATTEMPT (PERFORMED 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 800 TO 600 RPM'S THUS RESOLVING THE STALL ISSUE. IN AN EFFORT TO RETAIN OWNER LOYALTY, FORD PROVIDED THE CUSTOMER WITH A 3 YEAR MAINTENANCE-ONCE SRP PLAN AT NO COST. NO FURTHER ACTION REQUIRED.

CONSUMER AFFAIRS 04/18/02 MFAFAPRO

REMARKS OF CONTACT
04/18/02 MASTER OWNER RELATIONS SYSTEM II 10.41.10

INFORMATION ISSUE CASE NBR: 0402340002
REGION: 18 PHILADELPHIA ZONE: 01 OPENED: 02/28/02
VBI: 1FACUJ04108K47828 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR.
ADDRESS: [REDACTED]
CITY: MIRA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
RELEASE: 8800

0402-027 23428

DEALER NAME: DUNPHY MOTORS INC SALES CODE: F19011 P & A: 01987
REASON CODE: 8808 OAC - OTHER CONCERN/INQUIRY
SYMPTOM: 807483 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CRISTHE CHRISTIN KEITH
ACTION DATA/COMMENTS:

2299002

11.04.19 PACIFICA CARRIERS, OSM, PHILADELPHIA
ATTN: JIM SANDS

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: CRISTHE CHRISTIN KEITH
ACTION DATA/COMMENTS:

11.05.20

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC008 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: CRISTHE CHRISTIN KEITH
ACTION DATA/COMMENTS:

11.05.20 CERTIFICATE APPROVED BY J MO FARR

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CRISTHE CHRISTIN KEITH
ACTION DATA/COMMENTS:

2999002

10.29.08

CONSUMER AFFAIRS 05/19/2008 10:00:00 AM

BEGINNING OF CONTACT

05/19/2008 MASTER OWNER RELATIONS SYSTEM III 10.41.19

INFORMATION ISSUE CASE NO: 040001302
REGION: 21 ATLANTA ZONE: 51 OPENED: 05/19/2008
VIN: 1FV7U2B70KB48019 ENGINE: 1 VEH TYPE: T CLOSED: 05/26/2008

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: 2008 MODEL: ESCAPE XLT 402

MILEAGE: 1640

DEALER NAME: TEAM FORD OF MARIET SALES CODE: F19008 P & A: 02849

REASON CODE: 8017 PROBLEMS/ DIVERSE - KNOWING FIX AT PRESENT

SYMPTOM: 807483 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: OAC008 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 708 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

DOCUMENT: ANALYST: MURKEY MELISSA HURNEY

ACTION DATA/COMMENTS:

4889002

05.26.08 CUSTOMER SAYS: CUST SAYS HIS WIFE CALLED THE DOW YESTERDA

Y AND WAS TOLD THAT THE LAST DOCUMENTED INFO WAS ON THE 10TH

- CUST SAYS THIS IS NOT CORRECT - THE VEH STALLS AT DLR FOR

A MONTH...NOW WAITING FOR FORD ZONE. VEH STALLS BETWEEN 30-

60 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

ER82-027 23428

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 REFERENCE CASE ID: 5401

CONSUMER AFFAIRS 00182008 00182008 00182008

BEGINNING OF CONTACT

00182008 MASTER OWNER RELATIONS SYSTEM 00182008 10-41-99

INFORMATION ISSUE CASE NR: 000082481
REGION: 13 NEW YORK ZONE: KY OPENED: 0004/0008
VIN: 1FMCU0178KA4118 ENGINE: 1 VEH TYPE: T CLOSED: 0004/0008

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: 2002 MODEL: ESCAPE XLT 4x4

MILEAGE: 1000

DEALER NAME: TEMPLEY FORD INC-OR SALES CODE: P18146 F & A: 00746

REASON CODE: 8046 PRODCOMP DURPERF - VEHICLE QUALITY

SYMPTOM: 80746 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CACR08 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 006 - OB-ADVISE CUSTOMER OF DEALER'S RESPONSE

DOCUMENT: ANALYST: JOSEPHUS JACINTA DECHALUBAY

ACTION DATA COMMENTS:

344208

10/18/99 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 NICKOLAKIS 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 DLRSHP FOR OVER 40 DAYS THE ENGINE WAS REPLACED AND THE REPLACEMENT ENGINE FAILED JAN 2002 AND VEH WAS TOWED TO SELLING DLRSHP THE ENGINE IS BEING REPLACED FOR THE THIRD TIME DLR HAS NOT BEEN ABLE TO REPAIR VEH VEH HAS BEEN AT DLRSHP FOR TWO WEEKS. PER CUSTOMER, DEALER SAYS: NONE OAC ADVISED: - ADVISE PER DEALERSHIP CONVERSATION -OBD TO DLR- -SPK TO FRANK GASPARDI, CRM #NAME?

TALLED A NEW ENGINE -ENGINE IS BEING REPLACED FOR THE 3RD TIME -HAVING BEEN WORKING WITH SEV ENGINEER -FORD REP. WILL REIMBURSE CUST FOR THE 3RD -STILL WAITING FOR AN ENGINE #NAME?

IS TO TAKE SPECIFIC LEGAL ACTION AGAINST VEHICLE MANUFACTURER & FOR NOT HONORING A NEW VEHICLE WARRANTY; ALL 50 STATES IN THE U.S. HAVE LEMON LAWS, ALTHOUGH THE LAWS VARY FROM STATE TO STATE - TO THE EXTENT YOUR STATE LAW ALLOWS, FORD MOTOR COMPANY REQUIRES THAT YOU FIRST SEND US A WRITTEN NOTIFICATION OF ANY DEFECTS OR NON-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 10000 EXECUTIVE PLAZA DRIVE DEARBORN, MICHIGAN 48111 REFERENCING CASE ID: 1040

ERS2-027 23430

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:19

INFORMATION ISSUE CASE NO: 08008042
REGION: 18 NEW YORK ZONE: K1 OPENED: 08/18/02
VIN: 1FACU06172AR4480 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] NIC: [REDACTED]
ADDRESS: [REDACTED]
CITY: CLIFTON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4dr
RELEASE: 2190
DEALER NAME: TEMPLY FORD INC-DR SALES CODE: F18148 P.S.A. DTMS
SEARCH CODE: 80FA FRCDCOMP EUVPRFF - REGIONAL ASSISTANCE
SYMPTOMS: 88748 STALL/QUIT AT 1/2E ALL ENGINE TEMP

ORIGIN: QACMS - US CONCERN CASE BASIC COMMUNICATION: PHONE
ACTION: 788 - ADVISE CUST DRD WILL FOLLOW UP
DOCUMENT: ANALYST: LINDSE LINDON KNS
ACTION DATA/COMMENTS:

08/18/02
18:05:48 CUSTOMER SAYS: CUSTOMER CALLING FROM THE DEALERSHIP -VEH
ROLEDED A WEEK AFTER PURCHASE IN THE MIDDLE OF THE HIGHWAY
#NAME?
VEHICLE CRASHED THREE TIMES -NO LONGER NEEDS THE VEHICLE -W
ANTS TO BE IN ANOTHER ESCAPE -DEALER WANTS LOANER BACK -VE
HICLE HAS BEEN TO THE DEALER FOR THE FIRST TIME -VEHICLE W
AS AT VERO BEACH IN FLORIDA -ALSO WANTS EXTENSION ON THE LO
ANER -SALES CONSULTANT (JON DAPPEL): CUSTOMER SHOULD BE
GIVEN A NEW VEHICLE -DISCUSSED ISSUE WITH SERVICE MANAGER
RM -SERVICE MANAGER/RM WILL BE DISCUSSIN ISSUE WITH FMO
#NAME?
I'M HAPPY PER CUSTOMER, DEALER SAYS: -PARK AVENUE FORD
IN NEW JERSEY -CONTACT DRD CMO ADVISED: - I WOULD LIKE TO
BE YOUR ADVOCATE IN THIS SITUATION, TO ENSURE YOUR REQUEST
RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH T
HIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR
ME TO CONTACT YOU? #####
#NAME?
RAGERS/RM WILL CONTACT REGIONAL IF SEES IT NECESSARY -INFOR
MED CUSTOMER AND SALES CONSULTANT THAT FMO 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
20 PM REFERENCE CASE ID: 8408

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:19

INFORMATION ISSUE CASE NO: 08008042
REGION: 18 NEW YORK ZONE: K1 OPENED: 08/18/02
VIN: 1FACU06172AR4480 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

ORIGIN: QACMS - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: R14 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LINDSE LINDON KNS
ACTION DATA/COMMENTS:

08/18/02
18:05:48 CUSTOMER SAYS: -WANTS ANOTHER VEHICLE -VEHICLE IS NOT FI
XED -HAS TO DISCLOSE ISSUE WITH WIFE -CALL BACK AT 7:00 AM
D DISCLOSE ISSUE PER CUSTOMER, DEALER SAYS: -NONE CMO AD

ISSUE: -CSC TO DEALER -SPOKE WITH CSM/SERVICE MANAGER (PA
NK DABP/RND) -CUSTOMER'S VEHICLE WAS SHIPPED FROM DEALER I
N FLORIDA -VEHICLE IS WORKING FINE -DEALER IS HAVING PROBL
EMS RETRYING LOANERS FROM CUSTOMER -DEALER IS AWAITING ANS
WERS FROM REGIONAL REGARDING CUSTOMER AND LOANER ISSUE -TSM
IS SALES CONSULTANT (JOB) JUST WANTED TO KEEP CUSTOMER HAPPY
AND CALM AND THAT'S WHY HE WAS STRONGLY ON CUSTOMER'S SIDE

OPENLY FIXED ***** -CSC
TO CUSTOMER @ 12:35 PM -SPOKE WITH MR RICHARD RUDICK (SPOU
RIS) -INFORMED CUSTOMER THAT THE VEHICLE IS READY TO BE PICK
ED UP -INFORMED CUSTOMER THAT FINE'S POSITION IS TO WORK WIT
H SELF AND DEALER TO ENSURE THAT THE VEHICLE IS PROPERLY FIX
ED -INFORMED CUSTOMER THAT THE VEHICLE HAS BEEN REPAIRED

ORIGIN: CACMOR - MANUAL - PHONE DMR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCUARY CUSTOMER
DOCUMENT: ANALYST: LUNGE LINDA KING
ACTION DATA/COMMENTS:

18.09.08 CUSTOMER SAYS: -DOES NOT WISH TO HAVE THE VEHICLE -WANTS
A NEW FORD ESCAPE -WANTS FMO TO KNOW THAT SHE WILL NOT GO B
ACK IN THE VEHICLE PER CUSTOMER, DEALER SAYS: -NONE CA
ADVISED: -CSC TO CUSTOMER -SPOKE WITH MRS RUDICK -INFORME
D CUSTOMER THAT HER FILE IS BEING DISCUSS WITH THE REGIONAL

CS POSITION AT THIS TIME IS TO WORK WITH HER AND THE DEALER
TO ENSURE THAT THE VEHICLE IS PROPERLY PERFORM REPAIR -SPOK
ED CUSTOMER THAT THE VEHICLE HAS BEEN REPAIRED

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: D40012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F-SERPAR PARK AVENUE FORD
ACTION DATA/COMMENTS:

14.09.08 VEHICLE WAS TRANSPORTED UP FROM FLORIDA. PARK AVE FORD BOUGH
T VEHICLE BACK FROM HER AND GEM GAVE A \$800.00 OWNER APPROV

CONSUMER AFFAIRS 0818082 MIFAPR08

0818082 MASTER OWNER RELATIONS SYSTEM III 19-41-19

INFORMATION ISSUE CASE NO: 08000848
REGION: 18 NEW YORK ZONE: K1 OPENED: 03/18/08
VIN: 1FMOU0812K084800 ENGINE: 1 VEH TYPE: 7 CLOSED: 08/28/08

14.09.08 ATION CERT. AND CUSTOMER PURCHASED NEW ESCAPE

ORIGIN: CACMOR - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 448 - AS PER TEAM LEADER
DOCUMENT: ANALYST: MOARSON MATHEW CARSON
ACTION DATA/COMMENTS:

16.10.08 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
O ADVISED: AS PER TEAM LEADER SHARNA DEVERGOLD -ADVISED ME
THAT THE ISSUE HAS BEEN RESOLVED THROUGH THE REGION -JUST W
AS PROVIDED A \$6,800 OWNER APPROXION CERTIFICATE -CUST WILL
NOT BE RECEIVING ANY FURTHER ASSISTANCE -NO FURTHER RESEAR
CH IS NECESSARY ***** ISSUE CLOSED *****

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NO: 08762001
PERSON: 44 PITTSBURGH ZONE: CE OPENED: 08/18/02
VIN: 1PMYU04188CA5833 ENGINE: 1 VEH TYPE: 7 CLOSED:

LAST NAME: ██████████ STATUS: OPEN
TITLE: ██████████ FIRST NAME: ██████████ MR: ██████████
ADDRESS: ██████████
CITY: LAKWOOD STATE: OH ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2002 MODEL: ESCAPE XL7 4x4
RELEASE: 18000
DEALER NAME: LIBERTY FORD SOUTHW SALES CODE: P4124 F & A: 0876
REASON CODE: 307A PRODCOMP DURPERT - REGIONAL ASSISTANCE
SYMPTOM: 6074B STALL/OLTS AT IDLE ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 788 - ADVISE CUST OFO WILL FOLLOW UP
DOCUMENT: ANALYST: DSHORPAT DEONARINE SHORATTAN
ACTION DATA COMMENTS:

071802
N/A. 02 CUSTOMER SAYS: -CUST VEH HAS STALLED ON HER ABOUT 8 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 GOOD PER CUSTOMER, DR
ALER SAYS: NONE. CAG ADVISED: - I WOULD LIKE TO BE YOUR A
DVOGATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES P
ROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER
IL - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONT
ACT YOU? ----- A
DVICE CUST THAT CSR WILL FOLLOW-UP ON MONDAY BETWEEN 8 AND
8 PM REFERENCE CASE ID: 8408

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DSHORPAT DEONARINE SHORATTAN
ACTION DATA COMMENTS:

082208
12.14.08 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: LIBERTY FORD
SOUTHWEST, INC. CAG ADVISED: CSC TO DLR-----
----- (44) 808 - 8900 -DELORES KNOR-----
@NANET

ORIGIN: CACMS - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DSHORPAT DEONARINE SHORATTAN
ACTION DATA COMMENTS:

12.28.04 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAG ADVISE
D: CSC TO DLR-----44082800

08148082 MASTER OWNER RELATIONS SYSTEM II 13.41.10

INFORMATION ISSUE CASE NR: 082782081
REGION: 44 PITTSBURGH ZONE: 02 OPENED: 08/18/02
VIN: 1FMYU0410BKAA885 ENGINE: 1 VEH TYPE: T CLOSED:

SCHEDULE

12.28.04 EXT 548 -SERVICE DIRECTOR HAS LOOKED AT VEH AND EVERYTHING
IS FINE -TURNS
SPED TO SERVICE DIRECTOR -OIL WARNING -THERE IS A TSB O
N VEH FOR THIS CONCERN 08-0-6-INTERMITTENT ENGINE QUIT OR
IDLE DIP -TSB WAS PERFORMED -VEH SHOULD BE FINE NOW

ORIGIN: CACMR - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORUMS/CURY CUSTOMER
DOCUMENT: ANALYST: DMBORAT DECHAMUS BHEDRATTAN
ACTION DATACOMMENTS:

12.21.05 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAO ADVISE
D: CSD TO CUST -LEFT MESSAGE FOR CUST ADVISE CUST THERE
WAS TSB ON VEH FOR THIS CONCERN 08-0-6-INTERMITTENT ENGI
NE QUIT OR IDLE DIP -TSB WAS PERFORMED -VEH SHOULD BE FI
NE NOW

CONSUMER AFFAIRS 08188002 MMFAXPRE

BEGINNING OF CONTACT

08188002 MASTER OWNER RELATIONS SYSTEM II 13.41.10

INFORMATION ISSUE CASE NR: 088510082
REGION: 15 PHILADELPHIA ZONE: B1 OPENED: 01/28/02
VIN: 1FMYU0410BKAA1081 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI

ADDRESS: [REDACTED]

CITY: SWARTHMORE STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2000 MODEL: ESCAPE XLT 4X4

MILEAGE: 4800

DEALER NAME: SPRINGFIELD FORD IN SALES CODE: F16028 P & A: 01471

REASON CODE: 3025 PRODCOMP DURPERF - VEHICLE QUALITY

SYMPTOMS: 607488 STALL/CLUTE AT IDLE ALL ENGINE TEMP

ORIGIN: CAC38 - LB CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 688 - ADVISE INFO WILL BE SENT TO CLR; CONTACT CRM

ER62-627 23434

DOCUMENT: ANALYST: VIKASH VIKRAM SINGH
ACTION DATACOMMENTS:

151800E
151800E CUSTOMER SAYS: *****BC FROM FOCUS
***** - VEH STALLED WHILE DRIVING DOWN THE HILL. - VEH
TAKEN TO THE DLJ & THE CONCERN WAS DUPLICATED. - RECEIVED
CALL FROM DLJ REQUESTING TO BRING THE VEH B/C CONCERN OCC
URED ONCE ONLY SINCE THE VEH HAD 1700 MILES PER CUSTOMER, D
EALER SAYS: - BRING THE VEH BACK. OAC ADVISED: - WE RECOM
MEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP. - I
NFORMATION WILL BE SENT TO DLJ, CUSTOMER SHOULD CONTACT CR
MBSERV MGR. REFERENCE CASE ID: 4281

CONSUMER AFFAIRS 08/16/2008 MMFAQPRO

BEGINNING OF CONTACT
08/16/2008 MASTER OWNER RELATIONS SYSTEM IN 13.41.19

INFORMATION ISSUE CASE NO: 087038942
REGION: 81 ATLANTA ZONE: D9 OPENED: 08/16/2008
VIN: 1FMYU04116G079987 ENGINE: 1 VEH TYPE: T CLOSED: 08/16/2008

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: 2008 MODEL: ESCAPE XLT 4X4
MILEAGE: 800
DEALER NAME: MOORESVILLE FORD MG SALES CODE: F21725 P & A: 04180
REASON CODE: 8045 PRODCOMP CURPDEF - VEHICLE QUALITY
SYMPTOM: 807498 STALL/OUTS AT IDLE ALL ENGINE TEMP

DRIVER: OAC139 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 809 - ADVISE INFO WILL BE SENT TO DLJ; CONTACT CRM
DOCUMENT: ANALYST: MERRIMMER MELISSA BRENNER
ACTION DATACOMMENTS:

151800E
151800E CUSTOMER SAYS: - WITH FORD'S ASSISTANCE JUST RECENTLY TRAD
ED THEIR 2001 ESCAPE IN FOR A 2008 ESCAPE. - THE 2001 ESCAP
E COULD NOT BE FIXED; THE VEH WOULD SIMPLY SHUT OFF WHILE DR
IVING. - NOW, THE SAME THING HAS HAPPENED WITH THE 2008 ESC
APE AS WELL. - THIS MORNING WHILE DRIVING VEH (SOME APPROX
40 MPH) IT CUT OFF AND LOST ALL THE POWER FUNCTIONS ... HAD
TO LET THE VEH SIT FOR 2 - 3 MINS AND IT STARTED UP AGAIN.
#NAME?
IR REGIONAL REP. - JUST DOES NOT WANT THE VEH ... GAVE FO
RD A CHANCE TO RECTIFY THE SITUATION (AT CUST'S FINANCIAL LO
SS) AND YET AGAIN, HAS AN UNRELIABLE VEH. PER CUSTOMER, DE
ALER SAYS: - JUST HAS BEEN DEALING WITH "TANDY" (GM) AND A
LBO "STEVE" (SER MGR). OAC ADVISED: - WE RECOMMEND THE REP
AIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL
BE SENT TO DLJ, CUSTOMER SHOULD CONTACT CRMBSERV MGR - OUR
GOAL IS TO WORK WITH YOU AND YOUR SERVICE DEALERSHIP TO P
ROPERLY REPAIR YOUR VEHICLE. THE DEALERSHIP IS IN THE BEST PO

ER82-827 23435

CTION TO ASSIST YOU WITH THIS AND OTHER CONCERNS. ** CB
R WILL CONTACT DLR ON MON. MARCH 18/02 AND WILL FOLLOW UP W/
TH THE CUST ** INFERENCE CASE ID: 4881

OPQR: DACR02 - MANUAL - PHONE OR COMBINATION PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: MERRIMAN MELISSA BREMER
ACTION DATA COMMENTS:

0218002
12.19.02 CUSTOMER SAYS: ***** FOLLOWING UP WITH CLERK *****
***** PER CUSTOMER, DEALER SAYS: MOOREVILLE FORD MER
CURRY, NC. 181 EAST PLAZA DR. MOOREVILLE, NC 28115 T
EL: (704) 684-1380 (A) ADVISED: ***** MADE CIG TO

CONSUMER AFFAIRS 0218002 MRFAPRO

0218002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

INFORMATION NBL# CASE RESP: 0218002-02
REGION: 01 ATLANTA ZONE: 02 OPENED: 0218002
VIN: 1FMYL04118K070881 ENGINE: 1 VEH TYPE: T CLOSED: 0218002

0218002
12.19.02 CLERK ***** - SPOKE TO "BRETHERN MAYHORN" (CR) -
WILL FIND OUT MORE INFO FROM REGION REP AND THE SERV DPL -
WILL TRY TO GET THE PROCESS GOING AND WILL HAVE AN CIG TO O
UST (PROVIDED CUST'S DAY & HOME NUMBERS. ***** MAD
E CIG TO CUSTOMER ***** - NO ANSWER AT CUST'S DAY #
- LEFT MESSAGE AT CUST'S HOME # STATING "BRETHERN MAYHORN" (
CR) WILL CONTACT HIM.

CONSUMER AFFAIRS 0218002 MRFAPRO

BEGINNING OF CONTACT
0218002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

1802-027 23438

INFORMATION ISSUE CASE NBR: 1818471088
REGION: NY WASHINGTON ZONE: D1 OPENED: 04/18/08
VIN: 1PNUC4412KAT988 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/08

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: ALDIANDRIA STATE: VA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4

RELEASE: 800

DEALER NAME: WORLD OF FORD SALES CODE: F57008 P & A: 00149

REASON CODE: 8081 WARRANTY - RENTAL/LOANER COVERAGE

SYMPTOM: 887488 STALL/CRUISE AT IDLE ALL ENGINE TEMP

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 718 - ADVISE CUSTOMER OF DEALER'S RESPONSE

DOCUMENT: ANALYST: MYDANA MARLYN YSAMA

ACTION DATA/COMMENTS:

4/18/08

04/18/08 CUSTOMER SAYS: -CUST STATES THAT THE VEH IS CURRENTLY AT THE DEALER BECAUSE THE VEH WOULD SHOULD SHUT OFF. THIS HAPPENS WHILE THEIR DRIVING AND THEY ALMOST GOT INTO AN ACCIDENT 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 OF FORD SALES- THEY ARE NOT THE SELLING DEALER THEY ARE LOANERABLE TO GIVE THEM LOANER ASSISTANCE. (SA) ROSE. (AO) AD VISED: -I HAVE SPOKE WITH YOUR DEALER AND THEY HAVE CONFIRMED THAT A LOANER/RENTAL IS A PROVISION OF YOUR CURRENT COVERAGE. -PLEASE CONTACT (PROVIDE THE EMPLOYEE NAME) TO ARRANGE FOR A LOANER/RENTAL VEHICLE. -THANK YOU FOR PROVIDING ME THIS OPPORTUNITY TO SPEAK WITH YOUR SERVICE DEALER ON YOUR BEHALF. -CSR: PLEASE ENSURE THAT YOU DOCUMENT YOUR CONVERSATION WITH THE ORIGIN IN THE DEALER SAYS FIELD. -CSR TO THE DEALER STATES THAT ONCE THEY HAVE DETERMINED THE CONCERN AND ITS A COVERED COMPONENT AND VEH IS NEEDED FOR OVER A DAY THEN THEY WILL BE PROVIDED WITH A LOANER VEH.

CONCERN AND VEH NEEDS TO STAY OVER NIGHT. INFERENCE CASE: D: 8887

CONSUMER AFFAIRS 08/18/08 MIFA000

BEGINNING OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM B 18/11/08

INFORMATION ISSUE CASE NBR: 1321091008
REGION: NY NEW YORK ZONE: H1 OPENED: 08/08/08
VIN: 1PNUC4412KAT988 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/08

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: MORRIS STATE: NY ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4

RELEASE: 800

DEALER NAME: MORRIS FORD SALES CODE: F5808 P & A: 8888

REASON CODE: 8088 PRODUCTION DEFECT - VEHICLE QUALITY

SYMPTOM: 887488 STALL/CRUISE AT IDLE ALL ENGINE TEMP

ORIGIN: CAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: DOCKERY NICOLE DOCKERY

ACTION DATA/COMMENTS:

8882-827 23437

8/18/02
061149 CUSTOMER SAYS: -VEH NEEDS TO BE TOWED TO DUMPER -AT STAR
TUP I HEARD I CLICK -VEH STALLED WHEN I WENT TO THE STORE
#NAME#
REPAIRS PER CUSTOMER, DEALER SAYS: -NONE CAG ADVISED
#NAME#
IP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTA
CT CHRYSLER MGR REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 02/18/02 061149

8/18/02 MASTER OWNER RELATIONS SYSTEM IN 061149

INFORMATION ISSUE CASE NR: 149711188
REASON: 44 PITTSBURGH ZONE: AR OPENED: 08/18/02
VIN: 1FMYU041M2FA6888 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: ROCHESTER STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
RELEASE: 2002
DEALER NAME: SHULTS FORD, INC. SALES CODE: F41088 P & A: 01782
REASON CODE: 8025 PRODCOMP DUMPERF - VEHICLE QUALITY
SYMPTOM: 807483 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 025 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CPM
DOCUMENT: ANALYST: SHARIE SHIRA JAMES
ACTION DATA/COMMENTS:

8/18/02
11.14.04 CUSTOMER SAYS: ** CUST SAYS VEH HAS STALLED ON HER CX **
CUST SAYS VEH IS CURRENTLY AT FORD DUMPER FOR SERVICE **
CUST SAYS DLR HAS BEEN UNABLE TO DUPLICATE CONCERN ** SEND
ME INFO AS PER LEMON LAW ** WANTS TO KNOW WHAT FORD'S POSI
TION IS ON THE LEMON LAW PER CUSTOMER, DEALER SAYS: *
* NONE ** CAG ADVISED - WE RECOMMEND THE REPAIR BE PERFO
RMD BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO
DLR, CUSTOMER SHOULD CONTACT CHRYSLER MGR REFERENCE CASE ID:
4891

0982-027 23438

CONSUMER AFFAIRS 05/18/02 MBP/CP/MS

BEGINNING OF CONTACT

05/18/02 MASTER OWNER RELATIONS SYSTEM III 15.41.19

INFORMATION ISSUE CASE NBR: 148281098
REGION: 19 SOF1 ZONE: K2 OPENED: 04/18/02
VIN: 1FMYU041M2G219081 ENGINE: 1 VEH TYPE: 7 CLOSED: 04/18/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: HONAKER STATE: VA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 7575

DEALER NAME: BOSTO FORD SALES, SALES CODE: F47488 P & A: 51979

REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 807408 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: C2C88 - US CONSUMER DATA BANK COMMUNICATION PHONE

ACTION: 828 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: ANALYST: CONSUMER CHELSEY L DROHBI

ACTION DATA/COMMENTS:

4/18/02

18.05:41 CUSTOMER SAYS: VEH DIES, CUTS WHILE DRIVING -TAKEN TO DL
R BX -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 OAO 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 INFLUENCE CASE ID: 4488

CONSUMER AFFAIRS 05/18/02 MBP/CP/MS

BEGINNING OF CONTACT

05/18/02 MASTER OWNER RELATIONS SYSTEM III 15.41.19

INFORMATION ISSUE CASE NBR: 148980818
REGION: 04 ORLANDO ZONE: A5 OPENED: 04/04/02

ERR3-027 23438

VIN: 1FMYU0120KAM888 ENGINE: 1 VEH TYPE: T CLOSED: 04060002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: MIAMI BEACH STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 402
RELEASE: 0402
DEALER NAME: BEACH FORD SALES CODE: F34021 P & A: 0408
REASON CODE: 0881 RAY - OTHER
SYMPTOM: 027408 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - RECALLED VEHICLES COMMUNICATION MAIL
ACTION: 08F108 - ADVISE ESP PREMIUM CARE 878
DOCUMENT: ANALYST: SHARRISS EYVETTE HANBERRY
ACTION DATA COMMENTS:

4/20/02
08.07.02 ESP CONTRACT NUMBER

CONSUMER AFFAIRS 02782002 MIFAXPRO

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM IS 18:41:16

INFORMATION ISSUE CASE NR: 108191082
REGION: 18 NEW YORK ZONE: A1 OPENED: 04060002
VIN: 1FMYU0148KAM4448 ENGINE: 1 VEH TYPE: T CLOSED: 04060002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: GLEN HEAD STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
RELEASE: 7000
DEALER NAME: MICHAEL FORD INC SALES CODE: F3128 P & A: 0878
REASON CODE: 1103 ANA - VEH CRITERIA, REQUEST ANA AFTER REPAIR
SYMPTOM: 027408 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: OAKS - US CONSUMER CASE BASE COMMUNICATION PHONE
ACTION: 788 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: FREDERICK PIERRE RICHARD
ACTION DATA COMMENTS:

4/20/02
12.11.02 CUSTOMER SAYS: CUSTOMER'S VEH IN THE DLR FOR A STALLING CON
CERN MUST BE CALLING TO OBTAIN A RENTAL VEH UNTIL HIS VEH IS

ER03-027 23448

REPAIRED PER CUSTOMER, DEALER SAYS: CAD ADVISED: - I
HAVE REVIEWED THE SITUATION AND SINCE YOU ARE SUCH A VALUED
CUSTOMER TO FORD AND THE DEALERSHIP, WE WOULD LIKE TO PROVI
DE YOU WITH A LOANER VEHICLE. - PLEASE RETAIN YOUR ORIGINAL
L RECEIPTS FOR THE LOANER VEHICLE AND SUBMIT THEM TO (PROVID
E EMPLOYEE NAME) THE SHOP FOR REIMBURSEMENT ONCE YOUR SERV
ICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY
RATE PER (SEE 1), 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.

----- SPOKE TO THE DLR AND MADE ARRANGEMENTS TO HAVE TH
E CAR PLACED IN A VEH FOR 3 DAYS AT \$60/DAY FINANCING WARRANT
Y COVERAGE - INSTRUCTED THE DLR OF THE PROCESS THROUGH THEY
WILL BE ABLE TO OBTAIN THE AUTHORIZATION FOR THE RENTAL VEH

ORIGIN: CACMIS - MANUAL - PHONE OR COMMUNICATION PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: RICHARD PIERRE RICHARD
ACTION DATA COMMENTS:

4/28/02
16:02:00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISED:
D: CSD TO DLR SPOKE TO JOHN - THE CUSTOMER'S VEHICLE IS STIL
L IN THE DEALERSHIP - THEY HAVE NOT BEEN ABLE TO DUPLICATE T
HE CONCERN - THEY ARE GOING TO RECURSE MORE TIME TO DIAGNOSE
THE CUSTOMER'S CONCERN

CONSUMER AFFAIRS 02/28/02 MSFAXPRO

02/28/02 MASTER OWNER RELATIONS SYSTEM II 16-41.10

INFORMATION ISSUE CASE NBR: 1999161000
REGION: 16 NEW YORK ZONE: A1 OPENED: 04/28/02
VIN: WFA1LD4142K64443 BRNCH: 1 VEH TYPE: T CLOSED: 04/28/02

ORIGIN: CACMIS - MANUAL - PHONE OR COMMUNICATION PHONE
ACTION: 231 - OUTBOUND CALL TO FORMER/CURRENT CUSTOMER
DOCUMENT: ANALYST: RICHARD PIERRE RICHARD
ACTION DATA COMMENTS:

4/28/02
16:30:00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISED:
D: CSD 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.

8982-027. 23441

CONSUMER AFFAIRS 08/18/03 18F437F6

BEGINNING OF CONTACT

08/18/03 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NR: 18F718301
REGION: ZONE: OPENED: 18/04/01
VIN: 1FMYL0818K308183 ENGINE: 1 VEH TYPE: T CLOSED: 18/04/01

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: PALM BAY STATE: FL ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XL7 4X2
MILEAGE: 800
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICDD - CUSTOMER INFORMATION ONLY
SYMPTOM: 80788 STALLQUITS AT COLD ALL ENGINE TEMP

ORIGIN: ICDD - ICDD COMMUNICATION: SURVEY
ACTION: ICDD01 - ICDD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: SWILLSON WILLIAMS, SHARON
ACTION DATA/COMMENTS:

18/48001
18.48.01 CUSTOMER SAYS: THE CUSTOMER IS CONCERNED WITH THE ENGINE STALLING.
DEALER SAYS: DEALER TOLD CUSTOMER TO BRING VEHICLE BACK IF IT HAPPENS AGAIN.
CAC ADVISED THIS CUSTOMER WAS CONTACTED BY THE ICDD TEAM AND THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS DOCUMENT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DETAIL ALL CASES WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADVANCE.

CONSUMER AFFAIRS 08/18/03 18F437F6

BEGINNING OF CONTACT

08/18/03 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NR: 18C000028
REGION: IN ATLANTA ZONE: A1 OPENED: 08/01/03
VIN: 1FMYL0818K308183 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/03

LAST NAME: STATUS: CLOSED

ERS2-827 23442

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: STOCKBRIDGE STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X2
RELEASE: 1088
DEALER NAME: LEGACY FORD MERCURY SALES CODE: P21481 P & A: 00884
REASON CODE: 6088 PRODCOMP DUFFPREF - VEHICLE QUALITY
SYMPTOM: 607483 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC036 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLJ; CONTACT CRM
DOCUMENT: ANALYST: BRANDFO GERN-ANNE BRANDFORD
ACTION DATA COMMENTS:

8/18/08
12.18.01 CUSTOMER SAYS: - VEH STALLING CONCERN. VEH WILL BE BROU
GHT INTO DLJ/HF FOR REPAIRS 8/20/08. CUST IS CALLING TO
ADVISE FORD OF THE SITUATION. PER CUSTOMER, DEALER SAYS:
- WE HAVE A REPAIR TO CORRECT THE ISSUE. CAC ADVISED:
[REDACTED]
HF - INFORMATION WILL BE SENT TO DLJ. CUSTOMER SHOULD CONT
ACT CREATORY MGR. EXPERIENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/08 MBFA0790

BEGINNING OF CONTACT
08/18/08 MASTER OWNER RELATIONS SYSTEM IN 13.41.39

INFORMATION ISSUE CASE NR: 1027670702
RRORR: 10 80R ZONE: 01 OPENED: 08/18/08
VIN: 1FMYU0478KAB8484 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/08

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEW ALEXANDRIA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
RELEASE: 4008
DEALER NAME: COLONIAL FORD SALES CODE: F44418 P & A: 07508
REASON CODE: 6088 PRODCOMP DUFFPREF - VEHICLE QUALITY
SYMPTOM: 607483 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC036 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLJ; CONTACT CRM
DOCUMENT: ANALYST: MEROYNI MARK BROWN
ACTION DATA COMMENTS:

8/18/08
16.04.15 CUSTOMER SAYS: THE CAR WILL STALL WHILE COASTING. THERE AR
E 2 TIRTS ABOUT THIS BUT THE PROBLEM IS STILL THERE. THIS IS
A SAFETY ISSUE. THE CAR SHOULD NOT BE SHUTTING OFF AT 80 MP
H. HE WANTS THE FORD. PER CUSTOMER, DEALER SAYS: WE W
LL CONTACT FACTORY REP. -CSG TO DEALER/MP. SPOKE TO SERV

ERR2-827 23443

CE MANAGER TOM. NOTHING THAT FORD SAYS WILL FIX THIS CONCERN RIGHT NOW. THEY ARE STILL WORKING ON A FIX FOR THIS. OAC ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/ H DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SH OULD CONTACT OEM/SERV MGR REFERENCE CASE ID: 4891

OFFER: OACMGR - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: NEROWN1 MARK BROWN
ACTION DATA COMMENTS:

3/12/2008

08/43/07 CUSTOMER SAYS: THE CAR WILL STALL WHILE COASTING THERE ARE 23 TIPS ABOUT THIS BUT THE PROBLEM IS STILL THERE. THIS IS A SAFETY ISSUE. THE CAR SHOULD NOT BE SHUTTING OFF AT 80 MPH. HE WANTS THIS FIXED. PER CUSTOMER, DEALER SAYS: WE WILL CONTACT FACTORY REP. -OAC 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. OAC ADVISED: -OUST HAS BEEN INFORMED OF DEALERSHIP COMMENTS.

CONSUMER AFFAIRS 08/12/2008 MBFA3PRG

BEGINNING OF CONTACT

08/12/2008 MASTER OWNER RELATIONS SYSTEM IS 13.41.18

INFORMATION ISSUE CASE NR: 170182221
REASON: ZONE OPENED: 10/12/2001
VIN: 1FAC0U04132KA18127 ENGINE: 1 VEH TYPE: T CLOSED: 10/12/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BROOKFIELD STATE: WI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
MILEAGE: 1000
DEALER NAME: SALES CODE: F & A
REASON CODE: 4108 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: #07426 STALL/QUITS AT IDLE ALL ENGINE TEMP

OFFER: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: 10001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: JBRANTHE JESSICA BRANTNER
ACTION DATA COMMENTS:

10/12/2001

10/27/08 CUSTOMER SAYS: CONCERNED WITH ENGINE STALLING WHEN CHANGING TO REVERSE FROM ANY OTHER GEAR.
DEALER SAYS: NONE
OAC ADVISED: THE CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THE CUSTOMER MAY ADDRESS HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DETAIL DLR WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADVANCE.

ER02-027 23444

CONSUMER AFFAIRS 08/18/00 MAFAPRS

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM 13:41:18

INFORMATION ISSUE CASE NR: 1717740708
REGION: 10 SCR ZONE: P8 OPENED: 08/18/00
VIN: 1FACU418K46880 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: KODIAK STATE: AK ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2000 MODEL: ESCAPE XLT 4x4
RELEASE: 7000
DEALER NAME: KODIAK MOTORS, INC. SALES CODE: F74846 P.A.: 0800
REASON CODE: 8088 PRODCOMP DUMPERP - VEHICLE QUALITY
SYMPTOM: 607480 STALL/CRUISE AT DLR ALL ENGINE TEMP

ORIGIN: CACMS - LB CONSUMER CASE BASE COMMUNICATION: PHONE
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CWP
DOCUMENT: ANALYST: ABBESSA ANDREW BROWN
ACTION DATA COMMENTS:

8/11/00
19:55:27 CUSTOMER SAYS: CUST SAY THAT HER BRAKES WENT OUT ON HER CRUISE
BY TOOK VEH TO DLR AND THEY COULD NOT FIND THE PROBLEM CUST
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 SAID
D THEY CANNOT FIND THE PROBLEM WITH BRAKES AND CUST NEEDS TO
LET THE VEH WORK ITSELF IN CWO ADVISED: - WE RECOMMEND T
HE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATIO
N WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT DRIVERSY MGR
*****CWO TO DLR ***** SPOKE WITH SA WAS ADVISED CUST NEEDED
R BRUGHT THESE CONCERNS TO HER ATTENTION REFERENCE CASE NO:
4891

CONSUMER AFFAIRS 08/18/00 MAFAPRS

BEGINNING OF CONTACT

08/18/00 MASTER OWNER RELATIONS SYSTEM 16:41:18

INFORMATION ISSUE CASE NR: 178873291
REGION: ZONE: OPENED: 11/08/00
VIN: 1FMYU0418K46880 ENGINE: 1 VEH TYPE: T CLOSED: 11/08/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALBUQUERQUE STATE: NM ZIP: [REDACTED]

2002-027 23445

HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
RELEASE: 200
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICDD - CUSTOMER INFORMATION ONLY
SYMPTOM: 207488 STALL/QUIT AT IDLE ALL ENGINE TEMP

OWNER: ICDD - ICDD COMMUNICATION: SURVEY
ACTION: ICDD01 - ICDD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: JERANTHE JESSICA SPANTHER
ACTION DATA/COMMENTS:

1188001
11/11/07 CUSTOMER SAYS CONCERNED WITH ENGINE STALL WITHIN 1 WEEK OF PURCHASE.
DEALER SAYS NONE
CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICDD TEAM AND THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THE CONTACT AS AN EARLY INDICATOR THAT THE CUSTOMER MAY ADDRESS HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DETAIL CASE WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADVANCE.

CONSUMER AFFAIRS 02/18/2008 MBFA/CPG

BEGINNING OF CONTACT
02/18/2008 MASTER OWNER RELATIONS SYSTEM II 12:41:29

INFORMATION ISSUE CASE NBR: 177790228
REGION: 10 BOR ZONE: G1 OPENED: 02/18/2008
VIN: 1FMYU24182G082798 ENGINE: 1 VEH TYPE: T CLOSED: 02/22/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: OMAHA STATE: IA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
RELEASE: 2079
DEALER NAME: HUDSPETH MOTORS INC SALES CODE: PEP78 P & A: 02864
REASON CODE: 2085 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 207488 STALL/QUIT AT IDLE ALL ENGINE TEMP

OWNER: CACRE - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: FRINOCK PATRICK FRINOCK
ACTION DATA/COMMENTS:

2/22/2008
12:20:24 CUSTOMER SAYS: THE ENGINE LIGHT IS ON/CAR STALLS AND BUCKS I CALLED SERVICE TO HAVE IT FIXED AND CANT BE DONE UNTIL 2:00. -IS IT SAFE TO DRIVE? - IT ALSO STALLED IN THE MIDDLE OF THE ROAD LAST NIGHT AND IT WAS DARK AND RAINING. - I CHECKED GAS CAP AND ALL THE OTHER COULD BE REASONS FOR THIS. -THE SERVICE DEPT WASNT VERY CONCERNED ABOUT THE PROBLEM. -OTHER THAN THIS PROBLEM I LOVE MY CAR. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR

ES82-827 23446

REPAIR PERFORMED BY A FORD/UM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDITRY MGR INFERENC #04812 4817

CONSUMER AFFAIRS 05198002 MRFJ0P98

REASONING OF CONTACT
05198002 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

INFORMATION ISSUE CASE NBR: 177810080
REGION: 72 SAN FRANCISCO ZONE: AS OPENED: 04/16/2008
VIN: 1FMYU03122KAR7822 ENGINE: 5 VEH TYPE: T CLOSED: 04/16/2008

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: 2008 MODEL: ESCAPE XLT 4DR

MILEAGE: 8000

DEALER NAME: HONOLULU FORD INC SALES CODE: F7200 P & A: 0770

REASON CODE: 8017 PRODDOMP DURVPERF - KNOWING FIX AT PRESENT

SYMPTOM: #0788 STALL/QUIT AT IDLE ALL ENGINE TEMP

ORIGIN: CASE - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 788 - ADVISE DUST NO REPAIR PROCEDURES AVAILABLE

DOCUMENT: ANALYST: KZALAT KARM ZALAT

ACTION DATA COMMENTS:

4/16/2008

22.3038 CUSTOMER SAYS: CUST RETURNING CALL OF THE PREVIOUS REP -

CUST WANTS TO KNOW WHAT THE PREVIOUS REP HAS DONE BECAUSE HE

LFT MESSAGE ON HER VOICE MAIL -CUST WANTS VEH REPAIRED - O

LST FEELS THIS IS DANGEROUS PER CUSTOMER, DEALER SAYS: M

ONE CAR ADVISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHIC

LE AND IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FO

RD ENGINEERING IS CURRENTLY DEVELOPING A REPAIR PROCEDURE

#14467

R - THEY WILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE IS

ONES AVAILABLE - (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELIN

ES, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIME

LINES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INFERENC

DE CASE ID: 8401

ENR2-827 23447

CONSUMER AFFAIRS 08/18/02 MMFAZPRG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NR: 17821082
REGION: 78 SAN FRANCISCO ZONE: A2 OPENED: 04/08/02
VIN: 1FMYU02186K42788 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: MGR FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HONOLULU STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 402

DEALER NAME: HONOLULU FORD INC SALES CODE: F78205 P & A: 07708
REASON CODE: 8025 PRICE/COMP DURPERF - VEHICLE QUALITY
SYMPTOM: 807485 STALL/OUTS AT W/LE ALL ENGINE TEMP

ORIGIN: GAC88 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR CONTACT ORN
DOCUMENT: ANALYST: JGARCIA JOAN GARCIA
ACTION DATA COMMENTS:

4/8/02
28.022 CUSTOMER SAYS: - VEH IS STALLING ONCE A WEEK - CONCERN I
S INTERMITTANTLY - 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 DLRHP WAS IN FEBRUARY 2002 PER CUSTOMER, DEAL
ER SAYS: CALLED WEBLEY AT HONOLULU FORD - DLRHP FOUND TH
E PROBLEM - NOT COMING OUT OF 3-4 WHEN IT SHOULD BE IN PR
ST SO VEH IS GOING DEAD - DLRHP PUT A COMPUTER RECORDER O
N VEH TO FIND CONCERN - IT HAS BEEN A MONTH SINCE DLRHP
CONTACTED CUST - DLRHP ADVISED CUST THEY DID NOT KNOW WH
AT ELSE TO DO - SEND INFORMATION TO ENGINEERS - CAG ADVISED
: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/UM DEALE
RHP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CO
NTACT ORN/SERV MGR. ADVISED CUST WOULD FOLLOW UP TOMORROW I
NTERFERENCE CASE ID: 4991

ORIGIN: GAC88 - MANUAL - PHONE ORN COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JGARCIA JOAN GARCIA
ACTION DATA COMMENTS:

4/8/02
14.923 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAG ADVISE
D: CAG TO ORN VANESSA. SHE WAS NOT IN LEFT MESSAGE FOR HER
TO FOLLOW UP AS TO UPDATE OF RESULTS OF RECORDER TEST ETC

CONSUMER AFFAIRS 08/18/02 MMFAZPRG

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NR: 17821082
REGION: 78 SAN FRANCISCO ZONE: A2 OPENED: 04/08/02
VIN: 1FMYU02186K42788 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/02

ORIGIN: GAC88 - MANUAL - PHONE ORN COMMUNICATION: PHONE
ACTION: 881 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: JGARCIA JOAN GARCIA
ACTION DATA COMMENTS:

4/8/02

ENE2-827 23449

18.00:57 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISE
D: CBO TO CUST TO UPDATE HER STILL RESEARCHING HER ISSUE -
WILL CALL HER BACK EITHER TOMORROW OR NEXT DAY AT SAME TIME
#NAME?
INFORMATION, IF HAVE INFORMATION TOMORROW WILL CALL IF NOT IT
WILL BE THURSDAY AT 7 PM CBO WILL FOLLOW UP

ORIGIN: CADMS - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JGARCIA, JOAN GARCIA
ACTION DATA COMMENTS:

4/18/02
18.01:48 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISE
D: CBO TO CRM VANESSA WHO TRANSFERRED CBO TO BM - CBO TO B
JM FWD LEFT MESSAGE TO FOLLOW UP WITH CBO FOR UPDATE ON RESU
LTS OF RECORDER TEST AND IF THERE IS ANY THING CBO/CRM CA
N DO TO ASSIST CUST WITH THEIR INTERMITTANT CONCERN

ORIGIN: CADMS - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JGARCIA, JOAN GARCIA
ACTION DATA COMMENTS:

4/18/02
18.02:18 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISE
D: CBO TO VANESSA CRM SHE IS AWAY SICK TODAY - LEFT MESSAG
E FOR HER TO FOLLOW UP ON CUST CONCERN

ORIGIN: CADMS - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 251 - OUTBOUND CALL TO FORMER/CURY CUSTOMER
DOCUMENT: ANALYST: JGARCIA, JOAN GARCIA
ACTION DATA COMMENTS:
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAD ADVISE
D: CBO TO CUST LEFT MESSAGE STILL RESEARCHING ISSUE - CRM
AWAY SICK WILL FOLLOW UP WITH CUST AGAIN BY THE LATEST MOND
AY APRIL 18 AT 5:30 PM

CONSUMER AFFAIRS 04/18/02 MAF0079

04/18/02 MASTER OWNER RELATIONS SYSTEM II 1541.18

INFORMATION ISSUE CASE #REF: 17085488
REGION: 73 SAN FRANCISCO ZONE: A8 OPENED: 04/08/02
VIN: 1FMYU62R8AR7022 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/02

ORIGIN: CADMS - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: RYAN RODOLFO YAN
ACTION DATA COMMENTS:

4/18/02
18.02:58 CUSTOMER SAYS: *****
***** - C/CRM PUT A COMPUTER RECOR
DER ON VEH TO FIND CONCERN - WOULD LIKE TO KNOW STATUS

***** PER CUSTOMER, DEALER SAYS: (800) 592 - 17
77 CAD ADVISED: - CBO TO DEALER - SPOKE W/ VANESSA CRM
#NAME?
CBO AND EVERYTHING CHECKED OUT OKAY W/ THE RECORDER -
VHS IS THE S.A. - ADVISE CUST IF THERE - CBO TO CUS
T - UNAVAILABLE

ESP2-027 23449

CONSUMER AFFAIRS 00758002 M8FAJPR8

RESUMÉ OF CONTACT

08758008 MASTER OWNER RELATIONS SYSTEM IN 1847.18

CONCERN ISSUE CASE NUM: 180758401
REGION: E1 ATLANTA SOURCE: E1 OPENED: 18088001
VIN: 1FMYU0872KAC0088 NUMBER: 1 VIN TYPE: T CLOSED: 18088001

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: 8002 MODEL: BRDAPR XLT 400

RELEASE: 8000

DEALER NAME: WADE FORD, INC. SALES CODE: F81904 P & A: 8049

REASON CODE: 30MR PRODCOMP DURPERP - MULTIPLE REPAIR

SYMPTOM: 807483 STALL/CRUISE AT IDLE ALL ENGINE TEMP

ORDER: DAC88 - US CONCERN CASE BASE COMMUNICATION: VISIT

ACTION: 888 - ADVISE CUSTOMER OF DEALER'S RESPONSE

DOCUMENT: ANALYST: MBROWN1 MARK BROWN

ACTION DATA COMMENTS:

1808081

081818 CUSTOMER SAYS: THE CAR HAS STALLED FOR THE 2ND TIME SHE WANTS THE PROBLEM FIXED OR THE TRUCK REPLACED. PER CUSTOMER, DEALER SAYS: NONE -GOC TO DEALERSHIP. SPOKE TO JEFF THE SERVICE ADVISOR. HAVE JUST BRING THE VEHICLE IN AND WE WILL LOOK INTO THIS. THERE IS A PROBLEM OUT THERE FOR THIS AND FORD IS WORKING ON A PBL. GAC ADVISED: - INFORM CUSTOMER OF UPDATED INFORMATION - REQUEST DEALER TO CONTACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHEDULED/COMPLETED. INFORM NCE CASE ID: 4887

ORDER: DEALER - DEALER COMMUNICATION: VISIT

ACTION: DAC918 - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT: ANALYST: T-BLACK1 T-BLACK1

ACTION DATA COMMENTS:

18718801

184618 AFTER A DISCUSSION WITH A FEE DAVE DREPPS HE INFORMED US TO RPL THE BR0 RELAY AND SECURE THE PWB IN THE FUSE PANEL AT THE RELAY AND TELL THE CUSTOMER IT IS FIXED...

ED82-827 23-958

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM # 18.41.18

CONCERN ISSUE CASE NO: 181778801
 REGION: 27 WASHINGTON ZONE: A1 OPENED: 18/04/00
 VIN: 1FMYU0148CA51948 ENGINE: 1 VEH TYPE: T CLOSED: 18/04/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR

ADDRESS: [REDACTED]

CITY: GAITHERSBURG STATE: MD ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2

MILEAGE: 2890

DEALER NAME: KOONS COLLEGE PARK SALES CODE: P1022 P.A.: 08010

REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 80788 STALLOUTS AT IDLE ALL ENGINE TEMP

ORDER: 0A088 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: BETHANIE EDSON THOMAS

ACTION DATA/COMMENTS:

18/04/01

14.18.08 CUSTOMER SAYS: -CUST SAYS THAT HIS VEH STALLED IN THE MIDDLE OF THE ROAD. -AFTER 10 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; -VIN RECOMMENDED THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDIT MGR IN REFERENCE CASE ID: 4895

ORDER: DEALER - DEALER COMMUNICATION: PHONE

ACTION: D4085 - CUSTOMER REFUSES TO HAVE WORK DONE

DOCUMENT: ANALYST: R-HANDAL RABBY HANDAL

ACTION DATA/COMMENTS:

18/05/01

14.35.32 APPT. WAS MADE AND CONFIRMED BUT THE CUST. NEVER SHOWED UP.

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM # 18.41.18

CONCERN ISSUE CASE NO: N8278181
 REGION: 21 ATLANTA ZONE: G1 OPENED: 18/18/00
 VIN: 1FMYU0128KAE718 ENGINE: 1 VEH TYPE: T CLOSED: 11/18/01

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR

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: P1018 P.A.: 08074

REASON CODE: 2040 WARRANTY - BUMPER-TO-BUMPER

SYMPTOM: 80788 STALLOUTS AT IDLE ALL ENGINE TEMP

E882-827 23451

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: DOREO DONNA GERO
ACTION DATA COMMENTS:

11/18/01

09.88.27 CUSTOMER SAYS: DUST WAS DRIVING AND THE VEHICLE WHEN IT SU
DDENLY DIED -CUST SAID THE OIL LIGHT WAS THE ONLY LIGHT TH
AT GAVE ON -CUST SAID SHE PULL AIRCL 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 CONVERT TO H
EL. CUST WANTS US TO INFORM THE SA PER CUSTOMER, DEALER SAY
2: OAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED
BY A FORD/DM DEALERSHIP - INFORMATION WILL BE SENT TO DLR,
CUSTOMER SHOULD CONTACT ORANBERY MGR. ORO TO THE CRM AND LEF
T A MESSAGE FOR HIM TO CONTACT THE CUST REFERENCE CASE ID:
4808

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC098 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - 'OTHER'
DOCUMENT: ANALYST: J-MOBBE1 JOHN S MOBBLEY
ACTION DATA COMMENTS:

11/18/01

09.88.18 DUST HAS INDICATED THAT IF PROBLEM PERSISTS, OR SHE HAS TIME
, SHE WILL BRING VEHICLE TO DLR. JM

CONSUMER AFFAIRS 08/18/02 88F00798

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM IN 18.41.18

CONCERN ISSUE CASE NR: H48013301
REGION: 27 WASHINGTON ZONE: A1 OPENED: 11/28/01
VIN: 1FMYU0219KAM810 ENGINE: 1 VEH TYPE: T CLOSED: 11/28/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LEHINGTON STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 404
RELEASE: 1800
DEALER NAME: KIP KILLNOVE TYSON SALES CODE: F27014 P & A: 08018
REASON CODE: 2810 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 02788 STALLQUITS AT HLE ALL ENGINE TEMP

ORIGIN: CACSB - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 189 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: ENCHAMME SHAWN MOHAMMED
ACTION DATA COMMENTS:

11/28/01

17.88.08 CUSTOMER SAYS: -> THE ENGINE STOPED RUNNING ON THE HWAY
IN MARYLAND ON THE WAY TO HIS HOME IN MASSACHUSETTS FROM WY
GERSA... -> HAD THE VEH TOWED BACK TO VIRGINIA AND COSTED
A LITTLE OVER \$800... -> THE VEH IS CURRENTLY AT KIP KILL
NOVE TYSON FORD... -> DOES NOT FEEL SAFE IN THE VEH AND W
ULD LIKE TO KNOW IF FORD COULD HELP IN THE TOWING (800) SAC
K TO MARRI -> IF NOT, HE WOULD LIKE TO KNOW IF HE COULD TR
ADE THE VEH IN... PER CUSTOMER, DEALER SAYS: - KIP KILLNO
VE TYSONS FORD 8801 LEBURG PIKE VIENNA, VA 22182 T
EL: (703) 446-2100 OAC ADVISED: - WE RECOMMEND THE REPA
IR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL
BE SENT TO DLR, CUSTOMER SHOULD CONTACT ORANBERY MGR
-----ORO TO KIP TYSONS FORD----- -> SPOKE TO JAMES BRADY
MGM AND HE STATED THAT THE VEH'S DIAGNOSIS SHOWS THAT THE E

8882-827 23483

NONE NOTED BUT THEY HAVE NOT DETERMINED THE CONCERN AS YET
----- INFERENCE CASE ID:

4005

ORIGIN: DEALER - DEALER COMMUNICATION: SURVEY
ACTION: DAD018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-JACOBOWY CHUCK JACOBOWY
ACTION DATA COMMENTS:

11/09/01

06.08.16 VEHICLE TOWED BY FORD DEALERSHIP IN LEXINGTON MASS TO HOME D
DEALER FOR REPAIR

CONSUMER AFFAIRS 06/18/02 MNFA5798

BEGINNING OF CONTACT
06/18/02 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

REGION ISSUE CASE NBR: 042181098
REGION: 82 SOUTHWEST ZONE: B1 OPENED: 04289008
VIN: 1FMYU011180A9798 ENGINE: 1 VIN TYPE: T CLOSED: 04289008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: DUNCANVILLE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 402
MILEAGE: 4800
DEALER NAME: WESTWAY FORD SALES CODE: F8013 P & A: 0289
REASON CODE: BWA01 - PERSONAL ASSISTANCE
SYMPTOMS: 807483 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAD007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: STORND WALTER E DAWSON
ACTION DATA COMMENTS:

4/28/02

11.08.01 *** SPECIAL LIAISON - EXECUTIVE REFERRAL - 04282002 ***
CUSTOMER SAYS:
- VEHICLE REQUIRES 6RD REPAIR ATTEMPT TO RESOLVE STALLING
CONCERN 471708 (RO-86088) AND 471808 (RO-86089)

CUSTOMER SEEN:
#NAME?

SPECIAL LIAISON ADVISED:
#NAME?
INVOLVEMENT AND TO EXPEDITE RESOLVE OF THE VEHICLE
CONCERN

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAD009 - FIELD - OPEN CONCERN ISSUE
DOCUMENT: ANALYST: STORND WALTER E DAWSON
ACTION DATA COMMENTS:

12.08.05 *** SPECIAL LIAISON - FORD EXECUTIVE OFFICE: 04289008 ***

VEHICLE HAS UNRESOLVED STALLING CONCERN 6RD REPAIR ATTEMPT
REQUIRED. CUSTOMER SEEKS REPAIR OF VEHICLE OR REPLACEMENT
VEHICLE. SPECIAL LIAISON IS REQUESTING THE INVOLVEMENT OF
THE REGIONAL OSH AND/OR FSE TO ASSIST WITH THE RESOLVE OF
THE CONCERN.

CONSUMER AFFAIRS 06/18/02 MNFA5798

ER82-827 23453

06/18/02 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

REGION ISSUE CASE NBR: 0482181082
REGION: IN SOUTHWEST ZONE: B1 OPENED: 04829002
VIN: 1PMYLD1110P02793 ENGINE: 1 VEH TYPE: T CLOSED: 0502002

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: 040080 - CURT SAT REPT TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: SPARNER FARMER, STEPHEN (S.L.)
ACTION DATA/COMMENTS:

8/28/02
16.02.48

CONSUMER AFFAIRS 06/18/02 MWP/CPND

BEGINNING OF CONTACT
06/18/02 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

REGION ISSUE CASE NBR: 1080179801
REGION: IN PHILADELPHIA ZONE: B1 OPENED: 04829002
VIN: 1PM0LD1110P02793 ENGINE: 1 VEH TYPE: T CLOSED: 04829002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOCKESSON STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 04
RELEASE: 1
DEALER NAME: GANNET FORD INC SALES CODE: FV027 P & R: D1873
REASON CODE: BRDL CI - DEMAND LETTER
SYMPTOM: SOME STALLOUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DARTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: 01216 - LETTER FAXED TO REGION

ENG-027 23454

DOCUMENT: ANALYST: TERRY ROY TERENCE R. BEARDY
ACTION DATA COMMENTS:

4/22/02
13.20.18 ***DEMAND LETTER DATED 4/18/02 *** **CI RECEIVED 4/22/02 *** **CUSTOMER STATES: ENGINE REPEATEDLY SHUTS OFF WHEN TRAVELING AT 35-40 MPH. **CUSTOMER REQUESTS RESOLUTION FOR CONCERN. **CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT**

CONSUMER AFFAIRS 00182002 MSFACPRO

BEGINNING OF CONTACT
00182002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

RAV ISSUE CASE HRP: 00000000
REGION: SA ORLANDO ZONE: A1 OPENED: 00000000
VIN: 1FMYU018000000000 ENGINE: 1 VEH TYPE: T CLOSED: 00000000

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PENSACOLA PINES STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE I LT 4DR
MILEAGE: 3416
DEALER NAME: SANDGRASS FORD SALES CODE: F0400 P & A: 0400
REASON CODE: 0000 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOM: 007498 STALL/OUTS AT IDLE ALL ENGINE TEMP

ORIGIN: DMV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL
ACTION: RAV'02 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: A-BARTHI BARTHOLOMEW, ALERY
ACTION DATA COMMENTS:

5/8/02
17.02.09 NO COMMENTS ADDED

ORIGIN: DMV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION MAIL
ACTION: RAV'02 - RECORD CHECK BALANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: HANSSER EYVETTE HANSSER
ACTION DATA COMMENTS:

5/18/02
18.07.08

ERC2-027 23488

CONSUMER AFFAIRS 09/18/2002 MMFA00793

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM III 18.41.19

INFORMATION ISSUE CASE NO: D8238281
REGION: 10 DCN ZONE: 01 OPENED: 11/29/2001
VIN: 1PNDU04172KA11148 ENGINE: 1 VEH TYPE: T CLOSED: 11/29/2001

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 XLT 4X4
MILEAGE: 2900
DEALER NAME: MONONGAHELA FORD CO SALES CODE: P44439 P & A: 07581
REASON CODE: 80MR PRODCOMP DURVPERF - MULTIPLE REPAIR
SYMPTOM: 607881 STALL/GUTS ACCELERATION COLD ENGINE

ORIGIN: CACBS - LR CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 884 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: LMOTIRAM LEAH MOTIRAM
ACTION DATACOMMENTS:

11/29/2001
09.08.15 CUSTOMER SAYS: 2002 ESCAPE. CUTS RUNNING - MODULE WAS RE
PLACED. CUSTOMER WANTS VEH REPAIR. WHEN DRIVING AND BONGS COME N
ILL. THE VEH STALLS, ENGINE CUTS RUNNING, STEERING AND BRAK
ING BECOMES HARD, INTERMITTENT. CUSTOMER HAD THE VEH FOR 9 MONTH
S SO FAR ITS OCCURRED 5X. PER CUSTOMER, DEALER SAYS: DEA
LESHIP MONONGAHELA FORD. CMO ADVISED: - SUPPORT REPAIR P
ROCEDURE COMPLETED BY DEALER -SAY NICE DAYS (884 0107088)
WFSRDCR CASE ID: 4826

CONSUMER AFFAIRS 09/18/2002 MMFA00793

BEGINNING OF CONTACT
09/18/2002 MASTER OWNER RELATIONS SYSTEM III 18.41.19

ERG2-427 23486

INFORMATION ISSUE CASE NBR: 043001008
REGION: 21 ATLANTA ZONE: B1 OPENED: 06/27/00
VIN: 1FMYL0B102K048019 ENGINE: 1 VEH TYPE: T CLOSED: 06/27/00

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: 2900
DEALER NAME: TEAM FORD OF MARIETTA SALES CODE: F21008 F & A: 0084
REASON CODE: 8055 PRODCOMP CURPERF - VEHICLE QUALITY
SYMPTOMS: 809901 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CACMR - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CFM
DOCUMENT: ANALYST: DWIGHT DWIGHT SMITH
ACTION DATA/COMMENTS:

06/27/00
14:57:58 CUSTOMER SAYS: *THE CUST WOULD LIKE TO UPDATE THE FILE
*THE DLR/SHIP HAD AN ENGINEER LOOK AT THE VEH *THE VEH HAS
BEEN IN STORAGE FOR THE PAST TWO WEEKS *THE VEH SHUTS OFF
BY ITSELF *THE CUST IS GOING TO INVOLVE HIS LAWYER *
THE CUST IS GOING TO THE LEMON LAW *THE VEH STALLS WHEN IT
HE VEH REACHES 20 MPH PER CUSTOMER, DEALER SAYS: "TEAM
FORD OF MARIETTA" *NONE *CAG ADVISED: - YES PRODCOMP
NO THE REPAIRS PERFORMED BY A FORD/AM DEALERSHIP - INFORM
ATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CUMMINS
MER INTERFERENCE CASE ID: 4591

ORIGIN: CACMR - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 448 - AM PER TEAM LEADER
DOCUMENT: ANALYST: TRUSSEL1 TAMIA CAMPBELL RUSSELL
ACTION DATA/COMMENTS:

06/29/00
11:48:58 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 CAG ADVISED: CUST WAS INFORMED THAT NO CONTACT INFO
ON FILE FOR A HICLE OR A FOLLOWUP TO BE DONE.

CONSUMER AFFAIRS 06/16/00 MRFAXPR0

BEGINNING OF CONTACT
06/16/00 MASTER OWNER RELATIONS SYSTEM HI 15:11:79

CONCERN ISSUE CASE NBR: 078041808
REGION: 27 WASHINGTON ZONE: F1 OPENED: 06/16/00
VIN: 1FMYL0D111K042804 ENGINE: 1 VEH TYPE: T CLOSED: 06/16/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: RICHMOND STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 402
MILEAGE: 8479
DEALER NAME: SHEEHY FORD SALES CODE: F27076 F & A: 00707
REASON CODE: 4102 ICOD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 807801 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: ICOD - ICOD COMMUNICATION: PHONE
ACTION: 100001 - ICOD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: JMC EAGHN JONATHAN MEOAGHNE
ACTION DATA/COMMENTS:

ER02-027 23457

Page 817 of 577
cjohn02.txt

8718002

8088.06 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE STALLING WHILE IN OVERDRIVE AT INITIAL START. THE CONCERN WAS FIRST NOTICED APPROXIMATELY THREE YEARS 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 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. THE VEHICLE WAS LAST DRIVEN TODAY, APPROXIMATELY 16 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 SHEEPY FOR OIL 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 TOOD PROGRAM, AT WHICH TIME WE WERE MADE AWARE OF THIS CONCERN. WE ARE SENDING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THE CUSTOMER MAY ADDRESS THIS ISSUE AT YOUR DEALERSHIP IN THE NEAR FUTURE. *****JONATHAN*****

CONSUMER AFFAIRS 0818002 N8FA0793

BEGINNING OF CONTACT
0818002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

CONCERN ISSUE CASE NR: 1804978801
REGION: 48 DETROIT ZONE: A1 OPENED: 10/10/01
VIN: 1FMYU0418KA08448 ENGINE: 1 VEH TYPE: T CLOSED: 10/10/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: BROWNSTOWN STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4M4
MILEAGE: 670
DEALER NAME: GORNO BROS INC SALES CODE: F48022 P & A: 0897
REASON CODE: 3010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOM: 877801 STALL/SHUTS ACCELERATION COLD ENGINE

ORIGIN: CACMS - US CONCERN CASE BASE COMMUNICATION SURVEY
ACTION: 188 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: BARTILLA, SANDRA BARTILLA
ACTION DATACOMMENTS:

10/10/01

16.08.06 CUSTOMER SAYS: -CUST CLAIMS THE ENGINE SEIZED ON IT -VEH JUST STOPPED ON THE HIGHWAY -CUST TOOK VEH TO GORNO BROS IN O -DEALERSHIP HAD THE VEH FOR ONE WEEK -DEALERSHIP HAD TO ORDER A NEW ONE -ITS A BRAND NEW VEH AND THE ENGINE LOOKS U P -CUST WOULD LIKE INFO ON LEMON LAW -CUST PERCEIVED NOTICE ON LEMON LAW PER CUSTOMER, DEALER SAYS: CAC ADVISED: - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT ORANGEVIEW MGR -CGR ADVISED CUST THAT THE VEH IS STILL UNDER THE WARRANTY -FORDS GOAL IS TO WORK WITH THE DEALERSHIP IN REPAIRING THE VEH -CGR 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 CONCERN. -LEMON LAW VARIES FROM STATE TO STATE YOU WOULD NEED TO GO TO YOUR LOCAL LIBRARY REFERENCE CASE ID: 4608

ORIGIN: DEALER - DEALER COMMUNICATION SURVEY
ACTION: CAG018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-GZARMI CINDY GZARMI
ACTION DATACOMMENTS:

ERR2-027 22488

1098200
12-31-99

CONSUMER AFFAIRS 09182002 MRFVQPRG

BEGINNING OF CONTACT

09182002 MASTER OWNER RELATIONS SYSTEM II 12-31-19

REGION ISSUE CASE NBR: 09092428
REGION: 47 CINCINNATI ZONE: A1 OPENED: 09092002
VIN: 1FM0L0T180T7939 ENGINE: 1 VEH TYPE: T CLOSED: 09092002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: HAMILTON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2000 MODEL: ESCAPE XLT 02
RELEASE: 4109
DEALER NAME: MONTGOMERY FORD SALES CODE: F47008 P & A: 0889
REASON CODE: 2354 088 - APPLICATION REQUEST
SYMPTOM: 87791 STALL/OUTS ACCELERATION COLD ENGINE

ORIGIN: DACT39 - US CONCERN CASE BASE COMMUNICATION: INTERNET
ACTION: 880 - CS-ADVISE CUST CSD TO DLN WILL BE MADE; CSR APP IS BEING SENT
DOCUMENT: ANALYST: MERRAHM MOHAMED EMRAME
ACTION DATA COMMENTS:

09092002

10:04:44 CUSTOMER SAYS: WHILE DRIVING THE VEH AT 65 MPH AND IT STAL
LED, BROUGHT THE VEH HOME. CUST TOOK THE VEH FOUR TIMES SEP
OR FOR THE SAME PROBLEM. CUST SAID THE DLN-SP DID CONTACT
FORD HOTLINE BUT THE VEH IS STILL NOT WORKING. CUST NOT HA
PPY WITH THE VEH WHICH THE DLN-SP ARE NOT ABLE TO FIX. CUST
SAID THE DLN-SP REPLACED THE PART THREE DIFFERENT TIMES. PE
R CUSTOMER, DEALER SAYS: CAG ADVISED: - REQUESTED DEAL
RSHIP TO CONTACT CUSTOMER WITHIN 3 BUSINESS DAYS - ESTABL
D MAILING OF CSR APPLICATION - FORWARDED INFORMATION TO THE
DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE IN PREFERENCE CA
SE ID: 1979

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DACT07 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 1982WR WALT R MURPHY
ACTION DATA COMMENTS:

09092002

12:21:46 INFORMED JUDY MCLAUGHLIN AND JEFF HAZEL OF THE CONCERN AND R
PAIR HISTORY.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DACT12 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JACLAUKI MCLAUGHLIN, JUDY (J.S.)
ACTION DATA COMMENTS:

09092002

11:26:24 CUSTOMER CONCERN: STALLING/OUTS. DEALER REPLACED THE BCM TW
O TIMES, AND REPROGRAMMED THE PCM. THE DEALER SAYS ALL CONC
RNS HAVE BEEN ADDRESSED AND THE REPAIRS MADE.

CONSUMER AFFAIRS 09182002 MRFVQPRG

BEGINNING OF CONTACT

09182002 MASTER OWNER RELATIONS SYSTEM II 12-31-19

RAV ISSUE CASE NBR: 0488420742
REGION: 19 PHILADELPHIA ZONE: A1 OPENED: 09042002

ER62-627 23489

VIN: 1FACJ0418EK078801 ENGINE:1 VEH TYPE: T CLOSED: 08/14/02

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 XLT 4M
MILEAGE: 4782
DEALER NAME: NORWITOWN AUTOMOBILE SALES CODE: F16348 P & A: 04889
REASON CODE: 0965 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOM: 807801 STALL/OUTS ACCELERATION COLD ENGINE

ORDER: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV401 - OPEN CASE FOR PRE-LITIGATION REFUND - OWNED
DOCUMENT: ANALYST: SPANBER, EYVETTE HANBERRY
ACTION DATA/COMMENTS:

08/14/02
14:49:48

ORDER: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV411 - RECORD CHECK INSURANCE FOR PRE-LITIGATION REFUND
DOCUMENT: ANALYST: SPANBER, EYVETTE HANBERRY
ACTION DATA/COMMENTS:

08/14/02
09:49:59

CONSUMER AFFAIRS 08/14/02 MMFA0PR0

BEGINNING OF CONTACT
08/14/02 MASTER OWNER RELATIONS SYSTEM II 18:41:10

INQUIRY 08/14/02 CASE NR: 1804870488
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/14/02
VIN: 1FMYJ0418EK078801 ENGINE:1 VEH TYPE: T CLOSED: 08/14/02

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 4M
MILEAGE: 840
DEALER NAME: DAY FORD SALES CODE: F44904 P & A: 07419
REASON CODE: 0448 DEALERSHIP - DEALER REFUSING SERVICE
SYMPTOM: 807808 STALL/OUTS ACCELERATION HOT ENGINE

ORDER: 04088 - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 800 - ADVISE CUST SITUATION WILL BE REVIEWED
DOCUMENT: ANALYST: RYAN, RODOLFO YAP
ACTION DATA/COMMENTS:

08/14/02
16:44:42 CUSTOMER SAYS - VEH STALLED ON CUST - CONTACTED DEALER
#NAME?

0802-827 23489

BUY VEH THERE PER CUSTOMER, DEALER SAYS: MORGAN FORD
7808 MCNIGHT RD PITTSBURGH, PA 15227 TEL: 412/291-8
980 - POLICY THAT ONLY VEH THAT IS BOUGHT THERE WOULD
BE SERVICED. CAD ADVISED: - ADVISE CUSTOMER THAT SITUATION
WILL BE REVIEWED FURTHER - (NOTE TO CSR: PLEASE HAVE YOUR
TEAM LEADER LOOK INTO THE ISSUE-DEALERS MUST PROVIDE WARRANTY
SERVICE UNDER THE SALES AND SERVICE AGREEMENT) CSC TO
DEALER - SPOKE WACHM CPH - FORD LIKES TO HAVE VEH SERVI
CED AT SELLING DEALERSHIP FOR THE FIRST 18 MONTHS/18000
MILES - COULD GET APPOINTMENT FOR CUST, BUT DEALERSHIP C
UST WOULD HAVE PRIORITY IN REFERENCE CASE #2 4761

CONSUMER AFFAIRS 08/18/08 MRFAUPRG

BEGINNING OF CONTACT

08/18/08 MASTER OWNER RELATIONS SYSTEM B 15.41.10

INFORMATION ISSUE CASE NR: 041230082
REGION: 47 ORIGIN: A1 ZONE: A1 OPENED: 08/18/08
VIN: 1FMYU02112RD1881 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/08

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HAMILTON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 400
MESSAGE: 345
DEALER NAME: SOB TOWNSEND FORD SALES CODE: F47081 P & A: 01069
REASON CODE: 3085 PRODDCMP DUMPERP - VEHICLE QUALITY
SYMPTOM: 60788 STALL/CUTS ACCELERATION HOT ENGINE

ORIG: DACRS - US CONCERN DATE BASE COMMUNICATION: PHONE
ACTION: 889 - ADVISE INFO WILL BE SENT TO DL; CONTACT OPM
DOCUMENT: ANALYST: R888888 PRH888888
ACTION DATA COMMENTS:

08/18/08
15.41.11 CUSTOMER SAYS: THE VEH DIED AT ABOUT 45 MPH -SEEKING
TO GET A REPAIR. -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. CAD ADVISED: - WE RECOMMEND T
HE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATIO
N WILL BE SENT TO DL; CUSTOMER SHOULD CONTACT CHRYSLER MOR
IN REFERENCE CASE ID: 4681

CONSUMER AFFAIRS 08/18/02 MMFAUPRG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.10

INFORMATION ISSUE CASE NR: 08479128
REGION: 21 ATLANTA ZONE: D2 OPENED: 04/18/02
VIN: 1FMYU03122G013861 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] ME [REDACTED]
ADDRESS: [REDACTED]
CITY: TAYLORS STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 700
DEALER NAME: GEORGE COLEMAN FORD SALES CODE: F21837 P & A: 21077
REASON CODE: 8028 PROXCOMP DUMPERP - VEHICLE QUALITY
SYMPTOM: 807880 STALL/CUTS ACCELERATION HOT ENGINE

ORIG: CAC08 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 886 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CFM
DOCUMENT: ANALYST: EBOOD ELIZABETH BOODHA
ACTION DATA COMMENTS:

4/18/02
13.15.22 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
M DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SH
OULD CONTACT CUMBERV MGR REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/02 MMFAUPRG

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.10

INFORMATION ISSUE CASE NR: 084921552
REGION: 21 ATLANTA ZONE: D1 OPENED: 08/04/02
VIN: 1FACU04186K087930 ENGINE: 1 VEH TYPE: T CLOSED: 08/04/02

LAST NAME: [REDACTED] STATUS: CLOSED

EM62-027 23462

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHATTANOOGA STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 400
RELEASE: 7000
DEALER NAME: MTN VIEW FORD INC SALES CODE: F1203 P & A: 8038
REASON CODE: 3085 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOM: 80788 STALL/OUTS ACCELERATION HOT ENGINE

ORDER: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR CONTACT CFM
DOCUMENT: ANALYST: RICOLET RAMON HOULE
ACTION DATA COMMENTS:

04/008
18.01.08 CUSTOMER SAYS - LAST TWO MONTHS.. THE VEH DIED ON THE HWY
- TOOK VEH TO DLRHP.. DLR KEPT THE VEH FOR ALMOST TWO W
EEKS.. - DLR PUT VEH ON A MACHINE AND ALSO INSTALLED BLACK
BOX (TRIP RECORDER).. THEY HAVE BEEN UNABLE TO FIND ANY PR
BLEM.. - ON THEIR WAY TO THE DLRHP TODAY THE VEH DIED ON T
HE HWY.. - VEH IS AT THE DLRHP RIGHT NOW.. PER CUSTOMER,
DEALER SAYS: MTN VIEW FORD INC OF CHATTANOOGA, TN.. -
DLR ADVISED CUST CAN TRADE FOR A NEW VEH. CMO ADVISED -
WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LIN DEALERSHIP
@NAMEY
CRMSBY WBR IN REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 0818/008 MANUFACTURER

BEGINNING OF CONTACT
0818/008 MASTER OWNER RELATIONS SYSTEM II 18.01.10

INFORMATION BUREAU CASE NUM: 077890128
REGION: 72 SAN FRANCISCO ZONE: A2 OPENED: 08/09/08
VIN: 1FMYU03118K04884 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/08

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: HONOLULU STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 400
RELEASE: 8100
DEALER NAME: CUTTER FORD, INC. SALES CODE: F7904 P & A: 0760
REASON CODE: 1108 ANA - VEH CRITERIA, REQUEST ANA AFTER REPAIR
SYMPTOM: 80788 STALL/OUTS ACCELERATION HOT ENGINE

ORDER: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 788 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: MYEMAN WAKA YEMAM
ACTION DATA COMMENTS:

08/008
01.01.08 YLOTT/CUSTOMER 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 CLR - VEH IS STALLING AND IS NOT SAFE TO DRIVE AND FO
RD ENGINEERING IS INVOLVED IN THE ISSUE PER CUSTOMER, DEA

0982-827 23463

LER SAYS: PHONE CAL 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 GM AREA FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY (\$88 PM, \$88 L), NUMBER OF DAYS AS WELL AS TOTAL AMOUNT OF COMPENSATION. - PLEASE NOTE THAT FORD WILL NOT COVER FUEL, TAXES, INSURANCE OR MILAGE COSTS. IF THE CUSTOMER RENTS A VEHICLE WITH A DAILY COST GREATER THEN THE DAILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE. -CUST WAS ADVISED GM WILL PROVIDE ASSISTANCE FOR 7 DAYS AT \$88/DAY TOTAL OF \$155.00 @PREFERENCE DASH ID: 8884

CONSUMER AFFAIRS DIVISION MINIFACFG

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM IN 18:41:18

INFORMATION ISSUE CASE NUM: 1880170188
REGION: 27 WASHINGTON ZONE: B1 OPENED: 08/18/2008
VIN: 1FMCU41H28D0088 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2008

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: 2008 MODEL: ESCAPE XLT 4X4

RELEASE: 1

DEALER NAME: THE FREDERICK MOTOR SALES CODE: FT7414 P & A: 0008

REASON CODE: 8017 PRODCOMP DURPERF - UNKNOWN FIX AT PRESENT

SYMPTOM: SEVERE STALL/LUTE ACCELERATION HOT ENGINE

ORIGIN: CAC08 - US CONCERN CASE BASE COMMUNICATION: SURVEY

ACTION: 758 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

DOCUMENT: 888047 ANALYST: CVASHST CHETAN VASHNET

ACTION DATA COMMENTS:

1/18/2008
12.MI.18 CUSTOMER SAYS: ** VS ** - STALLED TWICE IN 2 WEEKS OF OWNERSHIP - DLR CONTACTED FMO & CAME TO KNOW THAT FMO IS AWARE OF A HISTORY OF THIS ISSUE IN 2001 & 2008 ESCAPES - BEING NO WHY VIN IS NOT INVOLVED IN A RECALL - CURRENTLY HAS A FLIGHT RECORDER IN VIN - OTHER THAN THIS, CUST IS PLEASED WITH VIN - CSD TO CUST 2X - 2 TIMES VIN STALLED - DLR IS AWARE OF THIS ISSUE & VIN IS CURRENTLY AT DLRSHIP - DLR INSTALLED A FLIGHT RECORDER IN VIN - DLR COULD NOT FIND OUT THE ISSUE & IS INVESTIGATING THIS ISSUE PER CUSTOMER, DEALER SAYS: - THE FREDERICK MOTOR CO. CAL ADVISED: - THE DEALERSHIP HAS REBOTTED YOUR VEHICLE AND IS AWARE OF YOUR COMPLAINT - 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 CSD) IF CUSTOMER ASKS FOR TIMELINE, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINE, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP REFERENCE CASE ID: 8401

ORIGIN: CAC08 - MANUAL - CORRESPONDENCE OR COMMUNICATION: SURVEY

ACTION: 888 - CUSTOMER FOCUS - MADE CONTACT/PROVIDED RESOLUTION

DOCUMENT: 888047 ANALYST: CVASHST CHETAN VASHNET

ACTION DATA COMMENTS:

CUSTOMER SAYS: ** VS ** - STALLED TWICE IN 2 WEEKS OF OWNERSHIP - DLR CONTACTED FMO & CAME TO KNOW THAT FMO IS AWARE OF A HISTORY OF THIS ISSUE IN 2001 & 2008 ESCAPES - BEING

ERG3-027 23484

NO WAY VEH IS NOT INVOLVED IN A RECALL - CURRENTLY HAS A F
LIGHT RECORDER IN VEH - OTHER THAN THIS, CUST IS PLEASED W
ITH VEH - OAG TO CUST - 3 TIMES VEH STALLED - DLR I
S AWARE OF THIS ISSUE & VEH IS CURRENTLY AT CLERKIP - DLR I
RECALLED A FLIGHT RECORDER IN VEH - DLR COULD NOT FIND OUT

CONSUMER AFFAIRS 09/18/02 MMFA00PR2

09/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NR: 1880170188
REGION: NY WASHINGTON ZONE: B1 OPENED: 01/18/02
VIN: 1FMCU0H18K202888 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/02

1/18/02
13.41.19 THE ISSUE IS INVESTIGATING THE ISSUE PER CUSTOMER, DEAL
ER SAYS: - THE FREDERICK MOTOR CO OAG ADVISED: - CUSTO
MER FOCUS - MADE CONTACT/PROVIDED RESOLUTION
- OAG 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
INAME1
IS AVAILABLE - (NOTE TO OAG IF CUSTOMER ASKS FOR TIMELINE
, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELI
NES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INPERENC
IS CASE ID: 8401

CONSUMER AFFAIRS 09/18/02 MMFA00PR2

BEGINNING OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NR: 1881110188
REGION: 18 NEW YORK ZONE: A1 OPENED: 04/18/02
VIN: 1FMYJ0418K204443 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CLERK HEAD STATE: NY ZIP: [REDACTED]

0982-027 23485

HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 8000
DEALER NAME: MODANEL FORD INC SALES CODE: P1155 P & A: 08919
REASON CODE: 3825 PRODCOMP DUR/PERF - VEHICLE QUALITY
SYMPTOM: 8079E STALL/QUIT ACCELERATION HOT ENGINE

ORIGIN: CAC28 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: CLARISSE COOPER LAMBE
ACTION DATA COMMENTS:

4/18/02
14.06.08 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 MODANEL FORD SERVICES CAC ADVISED: -WE RE
CONSIDER THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP - I
NFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM
SERV MGR INFERENCE CASE ID: 4891

CONSUMER AFFAIRS CONSUMER MANUFACTURER

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM IN 13.41.19

INFORMATION ISSUE CASE NR: 1630771002
REGION: 11 BOSTON ZONE: 01 OPENED: 04/18/02
VE: WMYU04132KA07481 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI
ADDRESS: [REDACTED]
CITY: BANGOR STATE: ME ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 13000
DEALER NAME: REGAN FORD INC SALES CODE: P1166 P & A: 08916
REASON CODE: 101E PARTS - BACKORDER DELAY
SYMPTOM: 8079E STALL/QUIT ACCELERATION HOT ENGINE

ORIGIN: CAC28 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE CUSTOMER OF UPDATED INFORMATION
DOCUMENT: ANALYST: YONNIEEL YVETTE CAMPBELL
ACTION DATA COMMENTS:

4/18/02
18.06.08 CUSTOMER SAYS: -VEH CURRENTLY AT DLR SINCE YESTERDAY AFTER
NOON -NEED TO SPEAK WITH SOMEONE IN ORG TO HAVE THE PART SE
NT TO THE DLR BY FED EX SO THAT THE VEH WILL BE READY BY 11
AM TOMORROW -DLR IS WILLING TO GIVE THEM A RENTAL VEH,
W/AMBY
SHUT OFF WHILE DRIVING - 2ND TIME -DLR IS LOOKING INTO RE
NTAL VEH, BUT IS LOOKING INTO WHETHER CUST CAN TAKE THE VEH O
UT OF TOWN -SHE BELIEVE SHE SHOULD BE ABLE TO DRIVE THE REN

ERG2-827 23408

TAL VEH OUT OF TOWN AND THIS NOT BE A PROBLEM -CUST IS GOING
NE OUT OF TOWN TOMORROW AND WANTS HER OWN VEH TO DRIVE -W
ANTS TO SPEAK WITH A SUPERVISOR PER CUSTOMER, DEALER SAYS:
-RANDY TOWNSEND, SA CAC ADVISED - YOUR DEALERSHIP AND
I HAVE BEEN WORKING ON THIS MATTER AND WE HAVE DETERMINED T
HAT 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) -----

PARTS AND ENV DIRECTOR -HE STATES THAT THE PART (PROCESS
OR) 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
R REFERENCE CASE ID: 4890

CONSUMER AFFAIRS 06/18/2002 IMPACTPRO

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM 11 15:41:10

INFORMATION ISSUE CASE NO: 100271072
REGION: 11 BOSTON ZONE: E1 OPENED: 04/17/2002
VIN: 9PMYU04132KAB2332 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: YORK STATE: ME ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 04
RELEASE: 13000
DEALER NAME: HAMPTON FORD INC SALES CODE: F11546 P & A: 0018
REASON CODE: 3285 PRODUCTION DEFECT - VEHICLE QUALITY
SYMPTOM: 69736 STALL/OUTS ACCELERATION HOT ENGINE

ORIGIN: SACRE - US CONSUMER CASE BASE COMMUNICATION: PHONE
ACTION: 885 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: WINDY MULGRAVE WENDY MULGRAVE
ACTION DATA COMMENTS:

4/17/2002
15:41:00 CUSTOMER SAYS: -CUST SAID SHE PURCHASED THE VEH IN NOV. 01
01 -SHE BROUGHT THE VEH INTO DLR A FEW TIMES FOR STALLING

D HER STOPPING 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/AM DEALERSHIP - INFORMATION
WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDITRY MGR |
REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/08 18P33PR8

BEGINNING OF CONTACT
08/18/08 MASTER CARRIER RELATIONS SYSTEM II 18.41.19

INFORMATION ISSUE CASE NBR: 1804970488
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 08/14/08
VIN: 1FMYUD182000008 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/08

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: 2008 MODEL: ESCAPE XLT 4X4
MILEAGE: 540

DEALER NAME: GAY FORD SALES CODE: F44084 P & A: 07410
REASON CODE: 8088 PRODCOMP DUMPSP - VEHICLE QUALITY
SYMPTOM: 807882 STALL/CLUTS ACCELERATION HOT ENGINE

CRMR: CACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - ADVICE INFO WILL BE SENT TO CLR; CONTACT CRMR
DOCUMENT: ANALYST: RYAP RODOLFO YAP
ACTION DATA COMMENTS:

07/14/08
18.44.42 CUSTOMER SAYS: - VEH STALLED ON CLUT - HAPPENED WHILE IN D
RIVING DOWN HILL - WOULD LIKE VEH REPAIRED PER CUSTOMER, D
SALES SAYS: GAY FORD 888 888 8887 MONROEVILLE, PA
18148 TEL: (412) 888-0808 OAD ADVISED: - WE RECOMM
END THE REPAIR BE PERFORMED BY A FORD/ML DEALERSHIP - INFOR
MATION WILL BE SENT TO CLR, CUSTOMER SHOULD CONTACT CRMR SERV
MGR REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/08 18P33PR8

BEGINNING OF CONTACT
08/18/08 MASTER CARRIER RELATIONS SYSTEM II 18.41.19

INFORMATION ISSUE CASE NBR: 180180008
REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 08/17/08
VIN: 1FMYUD1720000087 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/08

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: WOODBURY STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
MILEAGE: 5400

1802-827 23488

DEALER NAME: JOHN KENNEDY FORD, SALES CODE: F1402 P & A: 0002
REASON CODE: 808 F10000MP DURPERF - VEHICLE QUALITY
SYMPTOM: 80788 STALL/CLUTE ACCELERATION HOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MARGARET WHELAN MORGAN
ACTION DATA/COMMENTS:

0518002
10:48:39 CUSTOMER SAYS: -THE CUST SAYS THE VEH WOULD STALL. -THE
CUST SAYS THE VEH STALL BEFORE ON JAMMS -THE CUST WANTS TO
KNOW WHAT TO DO... -THE CUST SAYS SHE WANT THIS VEH FOR
#NAME?
SALES SAYS: NONE CAG ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CROWBERRY MOR -ADVISED
THE CUST TO CONTACT THE DLRSHP. REFERENCE CASE ID: 48
81

CONSUMER AFFAIRS 0518002 MAFAD076

BEGINNING OF CONTACT

0518002 MASTER OWNER RELATIONS SYSTEM IN 1841.18

INFORMATION ISSUE CASE NO: 1710811132
REGION: 48 NEW YORK ZONE: K1 OPENED: 04/24/00
VIN: 1FMYU0412K079078 ENGINE: 1 VEH TYPE: T CLOSED: 04/24/00

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CHESTER STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4M
RELEASE: 488

DEALER NAME: WYOMPP FORD, INC. SALES CODE: F1917 P & A: 0408
REASON CODE: 808 F10000MP DURPERF - VEHICLE QUALITY
SYMPTOM: 80788 STALL/CLUTE ACCELERATION HOT ENGINE

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MARGARET WHELAN MORGAN
ACTION DATA/COMMENTS:

4848002
14:00:48 MORGAN/CUSTOMER SAYS: -VEH HAS STALLED TWICE WHILE ACCELER
ATING -IS STARTING AND RUNNING FINE NOW -CUST WOULD LIKE V
EH SERVICED PER CUSTOMER, DEALER SAYS: NONE CAG ADVISED:
#NAME?
SRP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CON
TACT CROWBERRY MOR REFERENCE CASE ID: 4801

ERR2-827 23488

CONSUMER AFFAIRS

09/19/2008 10:54:57 AM

BEGINNING OF CONTACT

09/19/2008 MASTER OWNER RELATIONS SYSTEM II 1341.10

CONCERN ISSUE CASE NBR: 1871818401
REGION: 47 ORIGINATI ZONE: A1 OPENED: 18/09/2001
VIN: 1FMYU0E18E0005784 ENGINE: 1 VEH TYPE: T CLOSED: 18/09/2001

STATUS: CLOSED
LAST NAME: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
TITLE: [REDACTED]
ADDRESS: [REDACTED]
CITY: ORIGINATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 400
MILEAGE: 877
DEALER NAME: MONTGOMERY FORD SALES CODE: F47008 P. R. A.: 0888
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 007002 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: 040008 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 130 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT DPM
DOCUMENT: ANALYST: LJOSEPH LISA JOSEPH
ACTION DATA/COMMENTS:

18/09/2001
DESL28 CUSTOMER SAYS: -CUST STATED THAT THE WHILE SHE WAS DRIVING
THE BATTERY LIGHT CAME ON, THEN IT SHUT OFF FOR CUSTOMER, O
EALER SAYS: NONE CND ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/UM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT ORIGINARY MGR IN REFERENCE
CASE ID: 4806

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: 040018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: K-KRAUS1 KATHY KRAUS
ACTION DATA/COMMENTS:

12/7/2001
14:29:11 PERFORMED BSM 18434 ON NO 18379

8902-027 23478

BEGINNING OF CONTACT
 08/18/02 MASTER OWNER RELATIONS SYSTEM III 18:41:32

REGION ISSUE CASE NBR: 18080002
 REGION: 21 ATLANTA ZONE: A1 OPENER: 08080002
 VIN: 1FMYUD080800001 ENGINE: 1 VEH TYPE: T CLOSED: 08080002

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: STOCKBRIDGE STATE: GA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4DR
 MILEAGE: 2500
 DEALER NAME: LEGACY FORD MERCURY SALES CODE: F21491 P & A: 0024
 REASON CODE: 2884 DSB - APPLICATION REQUEST
 SYMPTOM: 607822 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACBS - US CONCERN CASE SAGE COMMUNICATION VISIT
 ACTION: 508 - ADVISE CUSTOMER OBG TO DLR WILL BE MADE; DSB APP IS BEING SENT
 DOCUMENT: ANALYST: DUNAWAY CHARMAINE DUNAWAY
 ACTION DATACOMMENTS:

18080002
 18:48:04 CUSTOMER SAYS: --CUST SAYS IN THE PAST SHE HAS HAD SOME CO
 NCERN WITH HER VEH JUST LOST POWER IN THE MIDDLE OF TRAFFIC
 ON 3 OCTOBER --> CUST SAYS TH VEH WAS TAKEN INTO THE DLR Y
 ESTERDAY --(XXXXXXXXXXXXXXXXX CURRENT CONCERN)
 XXXXXXXXXXXXXXX --CUST SAYS THE VEH SHUT OFF ON TUESDAY
 AND ITS AT THE DLR RIGHT NOW --CUST SAYS SHE NO LONGER
 WANTS THIS VEH SHE WANTS TO GET OUT OF THE VEH BECAUSE OF A
 MOTHER WITH A 2 WEEK OLD BABY SHE DOESNT WANT TO GO THROUG
 H THIS ANYMORE --CUST WANTS A DSB APPLICATION PER CUSTOM
 BR, 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 3 BUSINESS DAYS - IN
 TATED MAKING OF DSB APPLICATION - OBG TO DEALERSHIP IN AN
 ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORMA
 RDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIO
 NAL OFFICE XXXXXXXXXXXX OBG TO THE DLR AND SPOKE TO
 CURTIS SM --HE ADVISED ME THAT THE CUST HAS BEEN IN HERE
 FOR THE 2ND TIME FOR REPAIR --THE VEH IS NO REPAIR AND RE
 ADY FOR PICK UP --CUST IS AWARE OF THIS AS WELL --THE FOR
 D REPRESENTATIVE IS AWARE OF THE SITUATION FMC WILL NOT BE
 ASSISTING IN THIS, WE HAVE NOT YET EXCEEDED OUR LIMIT IN REPA
 IRING THE VEH WHICH IS 3 TIMES --DLR ADVISED ME THAT IF TH
 E CUST WANTS A DSB APPLICATION SEND IT TO HER BECAUSE SHE J
 UST DONT WANT THE VEH ANYMORE INFERENCE CASE ID: 105

08/18/02 MASTER OWNER RELATIONS SYSTEM III 18:41:19

REGION ISSUE CASE NBR: 18080002
 REGION: 21 ATLANTA ZONE: A1 OPENER: 08080002
 VIN: 1FMYUD080800001 ENGINE: 1 VEH TYPE: T CLOSED: 04080002

ORIGIN: DEALER - DEALER COMMUNICATION VISIT
 ACTION: 24000 - SERVICE APPOINTMENT SCHEDULED
 DOCUMENT: ANALYST: S-CURTIS LEGACY FORD
 ACTION DATACOMMENTS:

480002
 18:58:07 DEALERSHIP PERFORMED UPCOMING TBS ON CUSTOMER CONCERN ON IFA
 LLING, INCLUDING REPLACEMENT OF ODPF SENSOR AND CHECKING WIR
 ING HARNESSSES, SPLICES, AND GROUND. VEHICLE PICKED UP VEHIC

LE ON MARCH 20, 2002.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: WBST
ACTION: DADG08 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: TDTWZ TODD CYBR
ACTION DATA COMMENTS:

4/29/02
18.11.22

CONSUMER AFFAIRS 00762008 N8FAXPRG

BEGINNING OF CONTACT
00762002 MASTER OWNER RELATIONS SYSTEM IN 18.41.19

REGION 108UE CASE NRP: 1098911673
REGION: 18 PHILADELPHIA ZONE: B1 OPENED: 09/08/2002
VIN: 1F7YU41808000087 ENGINE: 1 VEH TYPE: T - CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR:
ADDRESS: [REDACTED]
CITY: LOYSVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 11000
DEALER NAME: FAMILY FORD-MERCURY SALES CODE: F0888 P & A: 01408
REASON CODE: 30RA PRODCOMP DRVPRPF - REGIONAL ASSISTANCE
SYMPTOM: 607608 STALL/CRUIZ ACCELERATION HOT ENGINE

ORIGIN: DADG08 - US CONSUMER CASE BASE COMMUNICATION: PHONE
ACTION: 770 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: CGAYAD CLINTON GAYADEIN
ACTION DATA COMMENTS:

6/28/02
18.18.08 CUSTOMER SAYS: - VEH KEEPS STALLING WHEN ACCELERATING OR D
RIVING AT NORMAL SPEEDS; INTERMITTENT CONCERN; 3 MONTH AND B
ETS MORE FREQUENT - BEEN TO CLR EX FOR THIS - FIRST TIME D
LR DONT FIND ANYTHING; SECOND TIME THEY REPROGRAM THE PCM
#NAME?
CUSTOMER, DEALER SAYS: FAMILY FORD - COULD BE THE WINTER
FUEL MIXTURE; WINTER FUEL MIXED WITH SUMMER FUEL - IF WE DA
NT FIND CONCERN, CANT DO ANYTHING TO VEH - BRING IT IN AND
WE WILL PUT IN A BLACK BOX TO RECORD CONCERN. CMO ADVISED:
#NAME?
YOUR VEHICLE HAS NOW BEEN TO THE DEALERSHIP MULTIPLE TIMES
#NAME?
OUR DEALERSHIP REQUESTING FURTHER TECHNICAL ASSISTANCE - YO
UR COUNSELOR NOW WILL CONTACT YOU AS SOON AS THEY HAVE MORE I

EN02-027 23472

CONSUMER AFFAIRS 08/18/08 MBFAXPRO

DEPARTMENT OF CONTACT
08/18/08 MASTER OWNER RELATIONS SYSTEM IN 18:41:18INFORMATION MERJE CASE NBR: 081808743
REGION: 44 PITTSBURGH ZONE: A8 OPENED: 08/18/08
VIN: 1FMYU0196K38888 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/08LAST NAME: [REDACTED] STATE: 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 4DR
MILEAGE: 3001
DEALER NAME: WOLTZ & WIND FORD | SALES CODE: P40E1 P & A: 07467
REASON CODE: 1108 AWA - VIN CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 087388 STALL/QUIT ACCELERATION ALL ENGINE TEMPORIGIN: OACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 701 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: OPARRS CHANGE PARRS
ACTION DATA COMMENTS:08/18/08
DETAILS OF TYPE (REPAIR, LOANER, CONSEQUENTIAL) LOANER
CUSTOMER SAYS: -VEH OL AND BATTERY LIGHT AND IT STALLS.
#NAME#
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. CAD ADVISED:
#NAME#
NO THEY HAVE AGREED THAT DUE TO YOUR LOYALTY TO FORD AND THE
DEALERSHIP THAT THEY WOULD LIKE TO PROVIDE YOU WITH A LOAN
ER VEHICLE FOR 30 NUMBER OF DAYS. -CRO TO DLR SPOKE WITH
KEN CPM WHO STATED THAT THEY WILL ASSIST WITH A LOANER VEH B
UT DOES NOT HAVE A 2001 ESCAPE LIKE HIS TO GIVE AS A LOANER
HOWEVER IT WILL BE LIKE A 2001 FOCUS. -PLEASE SPEAK TO
PROVIDE NAME) SMCORM TO ARRANGE THE DETAILS OF THE ASSISTAN
CE INFORMATION CASE ID: 8408ORIGIN: OACRS - MANUAL - PHONE OR COMMUNICATION: PHONE
ACTION: 800 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: OPARRS CHANGE PARRS
ACTION DATA COMMENTS:CUSTOMER SAYS: SUPERVISOR****CHARLES-JESS SAYS THE VE
H NEEDS TO GO BACK TO THE DLR AND THEY ARE REQUESTING A LOAN
ER VEH EXACTLY WHAT THEY OWN NOW. CUST SAYS THEY DO NOT FEEL
SAFE AND WANT TO RETURN THE VEH. SAYS THEY WILL NOT BE DR
IVING THE LOANER VEH. -JAYS PER CUSTOMER, DEALER SAYS:
WOLTZ & WIND FORD INC-CAN ONLY PROVIDE A FORD FOCUS OR TAURUS
E FOR A LOANER VEH. CAD ADVISED: -ADV CUST THAT VEH CAN ONL
Y PROVIDE WHAT THE DLR HAS IN STOCK. -ADV CUST THAT WHAT
THEY MAY HAVE BEEN PROVIDED TO TEST DRIVE WOULD BE A DEMO VE
H. -ADV THAT A LOANER WOULD BE A DLR PROVISION. -ADV THAT
THE SALES MGR OR THE CPM WOULD BE IN THE BEST POSITION TO AD

CONSUMER AFFAIRS 08/18/08 MBFAXPRO

8902-827 23473

00168002 MASTER OWNER RELATIONS SYSTEM II 13.41.19

INFORMATION ISSUE CASE NBR: 001190748
REASON: 44 PITTSBURGH ZONE: A8 OPENED: 08/15/00E
VIN: 1FMYL031900000000 ENGINE: 1 VEH TYPE: T CLOSED: 08/15/00E

3110800E
DL 12:07 CROSS TRNSR ISSUES.

CONSUMER AFFAIRS 00168002 MSFA00PRQ

BEGINNING OF CONTACT
08/15/00E MASTER OWNER RELATIONS SYSTEM II 13.41.19

INFORMATION ISSUE CASE NBR: 000040882
REASON: 81 ATLANTA ZONE: B1 OPENED: 04/08/00E
VIN: 1FMYL0P1000000000 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/00E

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ACONORTH STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2000 MODEL: ESCAPE XLT 4DR
RELEASE: 0400
DEALER NAME: TEAM FORD OF MARKET SALES CODE: FR1000 P & A: 00040
REASON CODE: 808 PRODCOMP DUMPERF - VEHICLE QUALITY
SYMPTOM: 80788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORDER: 04080 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 808 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

8902-027 23474

DOCUMENT: ANALYST: WCLARKE WAYNE CLARKE
ACTION DATA COMMENTS:

4/8808
12.14.88 CUSTOMER SAYS: THAT SHE WAS SUPPOSE TO GET A CALL BACK FROM THE CRO YESTERDAY WENT TO DLRSHP TODAY TO SEE IF THE VEH WAS READY -DLRSHP IS UNABLE TO FIND OUT WHY THE CONCERN IS OCCURRING -SHE IS GOING TO GIVE THE DLRSHP ANOTHER DAY AND T HEN SHE IS GOING TO ESCALATE THE ISSUE -WHILE DRIVING THE V EH IT JUST DIBB IN THE MIDDLE OF THE ROAD -THE CONCERN HAS HAPPENED ON SIX DIFFERENT OCCASIONS -THE VEH HAS BEEN @ TH E DLRSHP FOR 4 DAY -IN LESS THAN 24HRS FROM GETTING THE VEH BACK FROM THE DLRSHP THE CUST ADMITTED THE CONCERN. A FRIE D ENGINEER IS SUPPOSE TO COME OUT AND LOOK @ HER VEH -SHE I S GOING TO GET LAWYER IF THERE ARE NO ANSWERS BY TOMORROW - SHE ALSO SPOKE W/ THE GENERAL MGR FOR CUSTOMER, DEALER SAYS : TEAM FORD DON CLARK AND ROBERT THE SRV MGR DLRSHP TOLD HER THAT VEH WOULD BE READY TODAY AND TO GIVE THEM ANOTHER DAY CAG ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DFL, CU STOMER SHOULD CONTACT CRAWBERRY MGR -----CRO TO DLRS HP----- LEFT A MESSAGE FOR THE SRV MGR TO CALL BACK CRO TO DISCUSS THE CUST ISSUE IN FURTHER DETAIL. -ADV SED CUST THAT I WOULD RESEARCH THE ISSUE FURTHER AND RE CONT ACT HER INFRINSIDE CASE ID: 4891

CONSUMER AFFAIRS 0818902E MFA/AFTRG

BEGINNING OF CONTACT
0818902E MASTER OWNER RELATIONS SYSTEM IN 18.41.88

INFORMATION ISSUE CASE NBR: 04449007E
REGION: 47 CINCINNATI ZONE: A1 OPENED: 0808/8008
VIN: 1FMYL0312ND18281 ENGINE: 1 VEH TYPE: T CLOSED: 0828/8008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: LOVELAND STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X2
MILEAGE: 1888
DEALER NAME: BOB TOWNSEND FORD SALES CODE: F47001 P & A: 0188
REASON CODE: 808 CAG - OTHER CONCERN/INQUIRY
SYMPTOM: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAG108 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKETHS CHESTIN KEITH
ACTION DATA COMMENTS:

0818902E
18.21.88 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: CAG008 - SUBMIT CAG TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKETHS CHESTIN KEITH
ACTION DATA COMMENTS:

12.22.87
ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAG108 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKETHS CHESTIN KEITH
ACTION DATA COMMENTS:

ER62-827 23476

4/16/2008
15.55.00

CONSUMER AFFAIRS 09192002 NMFAXPRG

DESCRIPTION OF CONTACT
09192002 MASTER OWNER RELATIONS SYSTEM III 13.41.18

INFORMATION ISBLIE CASE NR: 045240742
REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 09192002
VIN: 1FMCU04T82KA72001 ENGINE: 1 VEH TYPE: T CLOSED: 09192002

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 XLT 4M4
MILEAGE: 4800

DEALER NAME: NORRISTOWN AUTOMOBILE SALES CODE: P16048 P & A: 61320
REASON CODE: 8088 PRODCOMP DURPERF - VEHICLE QUALITY
SYMPTOM: 807683 STALL/QUITS ACCELERATION ALL ENGINE TIME

ORIGIN: OACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 608 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: AKUNYENQ ALLISON KUNYENQ
ACTION DATA COMMENTS:

09192002
12.11.14 CUSTOMER SAYS: -THIS HAS BEEN HAPPENING 4 TIMES SINCE NOV
2001 -THE VEH HAS BEEN TO THE DLR STMS FOR THE SAME ISS
UE -THE VEH STALLS WHILE DRIVING INTERMITTENTLY -LAST TME
E THE VEH WAS AT THE DLR WAS IN PHENIX -HE FEELS THE VEH I
S UNSAFE -HE IS LOOKING INTO THE LINCOLN LAW -HE DOESNT WAN
T THE VEH ANYMORE PER CUSTOMER, DEALER SAYS: NORTH TOWN P
CRD-410 888 8400 GAO ADVISED: -WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORUM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRMS@FV.NOR.INTERNET
CASE ID: 4891

CONSUMER AFFAIRS 09192002 NMFAXPRG

DESCRIPTION OF CONTACT
09192002 MASTER OWNER RELATIONS SYSTEM III 13.41.18

2002-627 23476

INFORMATION ISSUE CASE NR: 07740813
REGION: 47 CINCINNATI ZONE: A8 OPENED: 01/01/2008
VIN: 1FMYL04130K084071 ENGINE: 1 VEH TYPE: T CLOSED: 01/01/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WYOMING STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
RELEASE: 1408
DEALER NAME: MT ORAS FORD-MERCUER SALES CODE: F47401 P & A: 0100
REASON CODE: 3086 PRODCOMP CURPERF - VEHICLE QUALITY
SYMPTOM: 80788 STALL/CRTS ACCELERATION ALL ENGINE TEMP
ORIGIN: OACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 008 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CMM
DOCUMENT: ANALYST: MURPHY NOVLETTE BURKE
ACTION DATA COMMENTS:

1/01/2008
16.10.08 CUSTOMER SAYS: -CLUT WAS DRIVING OVER THE HILL AND TH EVEN
STALLED - SHE IS NOW IN THE WALMART PARKING - THERE ARE
NO LIGHTS ON THE LP. -WONDERING WHAT TO DO AT THIS STAGE
-NAME?
MECHANICAL CONCERNS AT THIS TIME PER CUSTOMER, DEALER SAYS
: CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED IN
Y A FORD/M DEalersHIP - INFORMATION WILL BE SENT TO DLR, &
CUSTOMER SHOULD CONTACT CMM FOR MORE INFORMATION CASE ID: 4081

CONSUMER AFFAIRS 08162008 MHPA/PRO

BEGINNING OF CONTACT
08162008 MASTER OWNER RELATIONS SYSTEM II 16.11.10

INFORMATION ISSUE CASE NR: 04882142
REGION: 48 PHILADELPHIA ZONE: E1 OPENED: 04/22/2008
VIN: 1FMYL04130K084071 ENGINE: 1 VEH TYPE: T CLOSED: 04/22/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HARRISBURG STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
RELEASE: 2008
DEALER NAME: MAGUIRE'S FORD SALES CODE: F16408 P & A: 0088
REASON CODE: 3086 PRODCOMP CURPERF - VEHICLE QUALITY
SYMPTOM: 80788 STALL/CRTS ACCELERATION ALL ENGINE TEMP
ORIGIN: OACMS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 008 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CMM
DOCUMENT: ANALYST: MARCELL JOANNE MARCELLE
ACTION DATA COMMENTS:

EM02-827 23477

4088008
 13.03.16 VL008008CUSTOMER SAYS: -CUST SAYS THE VEH IS STALLING ON THE
 R. -CUST SAYS DURNHP ADVISE BEFORE COMPUTER NEEDS TO BE CH
 ANGED. -CUST SAYS DURNHP BERMAN IS TEST DRIVING THE VEH.
 #NAME?
 TAKE THE VEH BACK -CUST SAYS AT THERE HAVE BEEN OTHER CONC
 ERNS. PER CUSTOMER, DEALER SAYS: MAGUIRE FORD FOR BR
 AMAN IS TEST DRIVING THE VEH TO DUPLICATE THE PROBLEM. GAO
 ADVISED: -WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD
 M DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SH
 OULD CONTACT ORANBERY MGR. -CER ADVISE CUST OF THE ABOVE
 . CER ADVISE CUST DURNHP WILL CONTACT FORD FOR FURTHER ASS
 STANCE IF NEEDED ON THE REPAIRS. -CER MADE CBO TO DURNH
 P 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 DURNHP. CER ADVISE CUST OF TH
 E ABOVE INFORMATION. CASE ID: 4081

CONSUMER AFFAIRS 09168008 MAFAXPRG

BEGINNING OF CONTACT
 09168008 MASTER OWNER RELATIONS SYSTEM IN 18.01.19

INFORMATION ISSUE CASE NBR: D48790079
 REGION: 71 CALIFORNIA ZONE: A3 OPENED: 08082008
 V#R: 1FMYU03NEN344000 ENGINE: 1 VEH TYPE: T CLOSED: 08082008

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: 2008 MODEL: ESCAPE XLT 402
 MESSAGE: 1000
 DEALER NAME: 808 VALLEY FORD SALES CODE: F71447 P & A: 0708
 REASON CODE: 808 PRODCOMP DURNHPF - VEHICLE QUALITY
 SYMPTOM: 80788 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: CACOR - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 88 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL
 ACTION DATA COMMENTS:

09168008
 18.08.07 CUSTOMER SAYS: -VEH WILL NOT SHUT IN THE MIDDLE IN THE PWR
 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 O
 UT HAS TO GO THROUGH A DSE. GAO ADVISED: -WE RECOMMEND TH
 E REPAIR BE PERFORMED BY A FORD/M DEALERSHIP - INFORMATION
 WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT ORANBERY MGR
 -CBO TO DURNHP AND CRM IS NOT AVAILABLE INFORMATION CASE ID:
 4081

ORIGIN: CACOR - MANUAL - PHONE OR COMMUNICATION: PHONE
 ACTION: 881 - OUTBOUND CALL TO FORD/MERCUURY CUSTOMER
 DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL
 ACTION DATA COMMENTS:

17.11.08 CUSTOMER SAYS: -CUST WAS SPEAKING TO NATE A SERVICE ADVISO
 R -CUST FEEL THAT THIS IS SAFETY ISSUE -VEH SLOPPED AT 80
 MPH IN THE MIDDLE OF THE FREEWAY PER CUSTOMER, DEALER SAYS:
 -NONE. GAO ADVISED: -CBO TO CUST TO LET HIM KNOW THAT I W
 LL FOLLOW UP WITH HIM ON MONDAY AS MY OUTSIDE SOURCES HAVE

EN82-827 23478

NOT CONTACTED ME

ORIGIN: CACORZ - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: PDMITRO PEPPI DIMITROPOULOS
ACTION DATA COMMENTS:

8/11/2002

15.15.15 CUSTOMER SAYS: -COURT CALLING TO SPEAK TO LIANE CSR -COURT
SAYS HE IS VERY UPSET THAT LIANE HAS NOT BEEN ABLE TO CONTACT
THE DLRRHP -COURT WOULD LIKE LIANE TO FOLLOW-UP WITH HIM

CONSUMER AFFAIRS 09/18/2002 MMFAXPRO

09/18/2002 MASTER OWNER RELATIONS SYSTEM # 18.41.19

INFORMATION ISSUE CASE NR: 048780079
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 09/08/2002
VIN: 1FMYU0618KUM44828 ENGINE: 1 VEH TYPE: T CLOSED: 09/11/2002

8/11/2002

15.15.15 PER CUSTOMER, DEALER SAYS: -SUN VALLEY FORD 3440 FIRST S
TREET SUN VALLEY, CA 94088 TEL: (925) 835-0282 CAD ADV
ISED: -ADV COURT THAT LIANE HAS A FOLLOW UP SCHEDULED BY 8:0
0 PM TO TRY AND GET A RESOLUTION FOR HIM -ADV COURT TO BE PA
TIENT UNTIL 5:00 P.M AND THAT LIANE WILL FOLLOW-UP WITH HIM
AT THAT TIME

ORIGIN: CACORZ - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL
ACTION DATA COMMENTS:

16.05.03 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -CBO TO DLR LEFT MESSAGE FOR NATE 6AM TO CALL CRD

ORIGIN: CACORZ - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - OUTBOUND CALL TO FORMER/CURRENT CUSTOMER
DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL

ACTION DATA COMMENTS:

CUSTOMER SAYS: -VEH HAS STALLED ON FREEWAY AT 65 MPH -COURT
T FEELS THE VEH IS NOT SAFE -WANTS A REPLACEMENT VEH -COURT
GOT VEH IN FEBRUARY ONLY 5 WEEKS AGO PER CUSTOMER, DEALER
SAYS: -DLR DOES NOT HAVE THE AUTHORITY TO GRANT HIS WISH
#NAME#

NUMBER OF FORD VEH WITH THIS CONCERN -DLR SAID THAT OPC H
AS THE AUTHORIZATION TO GRANT COURT A NEW VEH CAC ADVISED:
#NAME#

HE ISSUE FOR HIM -

ORIGIN: CACORZ - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 814 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL
ACTION DATA COMMENTS:

9/18/2002

11.05.01 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -CBO TO DLR LEFT MESSAGE FOR NATE 8AM TO CALL DLRRHP AS N
ATE WILL NOT BE IN UNTIL 8:30AM -OWNER OF DFL SHP WILL NOT
BE IN UNTIL FRIDAY

ORIGIN: CACORZ - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - OUTBOUND CALL TO FORMER/CURRENT CUSTOMER
DOCUMENT: ANALYST: LGABRIEL LIANE GABRIEL
ACTION DATA COMMENTS:

15.11.05 CUSTOMER SAYS: - PER CUSTOMER, DEALER SAYS: -DLR SAID H
E WILL GIVE COURT A NEW VEH WITHIN A WEEK TO 10 DAYS -COURT

CONSUMER AFFAIRS 09/18/2002 MMFAXPRO

09/18/2002 MASTER OWNER RELATIONS SYSTEM # 18.41.19

INFORMATION ISSUE CASE NR: 048780072
REGION: 71 CALIFORNIA ZONE: A1 OPENED: 09/08/2002

ER02-027 23475

01/25/02
12:11:25 SPOKE TO LARRY OWNER OF THE CLIPSE. CAR ADVISED: -

CONSUMER AFFAIRS 00/16/008 MAFADPNS

BEGINNING OF CONTACT
00/16/008 MASTER OWNER RELATIONS SYSTEM III 08:41:10

INFORMATION ISSUE CASE NR: 00000000
REGION: 04 ORLANDO ZONE: A1 OPENED: 01/25/02
VIN: 1FMYL0318B0244002 ENGINE: 1 VEH TYPE: T CLOSED: 01/25/02

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: PENSACOLA PINNAC STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4DR

MILEAGE: 8000

DEALER NAME: BAWORASS FORD SALES CODE: PENS01 P & A: 0400

REASON CODE: DASH DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 007003 STALL/OUTS ACCELERATION ALL ENGINE TEMP

OWNER: GAOHS - LB CONCERN CASE BASE COMBINATION: PHONE

ACTION: 003 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: ANALYST: VOUGOUKOU JOHN PAUL VOUGOUKOU

ACTION DATA COMMENTS:

1/25/02
14:51:08 CUSTOMER SAYS: -JUST IS CALLING BECAUSE SHE STATES THAT TH
E POWER STEERING WENT OUT -JUST STATES THAT THE BRAKES DID

ERS2-027 23400

NOT WORK -CUST STATES THAT THE ACCELERATION DID NOT WORK
#NAME?

HE LIGHT CAME ON ALSO WHILE THE CUST WAS DRIVING -CUST STA
TES THAT SHE HAD THE VEH FOR ABOUT A MONTH -CUST STATES TH
AT SHE HAD BROUGHT THE VEH TO THE FORD DLRSHP AND THEY STAE
O THAT THEY COULD NOT DUPLICATE THE CONCERN PER CUSTOMER,
DEALER SAYS: -NONE- CAO 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
VISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT
) CONCERN IS NOTICED -CRO TO SAUVAGE FORD AND SPOKE WITH T
HE SA MICHAEL KUBO AND HE STATED THAT THEY CANNOT DUPLICAT
E 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 CU
ST 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 REFERENCE CASE ID: 4488

ORIGIN: DACUS - US CONCERN CASE BASE COMMUNICATION PHONE
ACTION: 822 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MOPHERS HERMAN MOPHERSON
ACTION DATA COMMENTS:

8/28/02

15:32:04 CUSTOMER SAYS: -HER VEH JUST SHUT OFF ON HER WHILE SHE WA
S DRIVING - SHE WAS GOING 45-50 MILES - THIS HAS HAPPENED

CONSUMER AFFAIRS 08/18/02 M/FAC/PG

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18:41:15

INFORMATION ISSUE CASE NRP: 0808022
REGION: 34 ORLANDO ZONE: A1 OPENED: 07/28/02
WR: 1P4YU08188022000 8/18/02 1 VEH TYPE: T CLOSED: 08/28/02

8/28/02

18:38:34 8 TIMES - DLR TOLD HER THAT THE CAR WAS READY CONCERN NOT
DUPLICATED - -CUST IS CALLING BECAUSE 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 ENGINE 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 DLRSHP AND THEY STATED T
HAT THEY COULD NOT DUPLICATE THE CONCERN - CUST FEELS LIKE
THE DLR HAS BEEN NASTY TO HER AND TREATED INAPPROPRIATELY -
JOHN GALLIPOLI SALES MGR WAS THE GENTELMAN WHO WAS RUDE T
O HER AND HER FRIEND PER CUSTOMER, DEALER SAYS: -NONE- C
AO 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 IN
REFERENCE CASE ID: 4488

ENC2-827 23481

CONSUMER AFFAIRS 08/18/2001 MAFAXPRG

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM II 1841.19

INFORMATION ISSUE CASE NBR: 08080001
REGION: ZONE: OPENED: 12/18/2001
VIN: 1FMYU0417ECR13280 ENGINE: 1 VEH TYPE: T CLOSED: 12/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LANSING STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2000 MODEL: ESCAPE XLT 404
RELEASE: 288
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4100 ICOD - CUSTOMER INFORMATION ONLY
SYMPTOM: 80788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

OPRBR: ICOD - ICOD COMMUNICATION SURVEY
ACTION: 100001 - ICOD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LICKSB LAVERNE HIGGS
ACTION DATACOMMENTS:

12/18/2001
14:59:30 CUSTOMER SAYS: CONCERNED WITH ENGINE STALLING WHEN DRIVING
DOWN A HILL.
DEALER SAYS: NONE
DAD ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICOD 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 CASES WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS 08/18/2001 MAFAXPRG

BEGINNING OF CONTACT

08/18/2001 MASTER OWNER RELATIONS SYSTEM II 1841.19

INFORMATION ISSUE CASE NBR: 08080001
REGION: ZONE: OPENED: 08/18/2001
VIN: 1FMYU041X2287808 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED

ENG-821 23482

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROCKVILLE STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4M4
RELEASE: 800
DEALER NAME: SALES CODE: F & A
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 80788 STALL/QUIT'S ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICCD01 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LICKER LAVERNE +1808
ACTION DATA/COMMENTS:

8/18/02
18.17.00 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE
STALLING, IT ONLY OCCURED ONCE.
DEALER SAYS: NONE
GAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEAM AND
D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THE CO
NTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL CASE WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS 08/18/02 MIFA0790

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION MERLE CASE NBR: 080641218
REGION: 04 ORLANDO ZONE: AR OPENED: 08/01/02
VIN: 1FMYU1770007848 ENGINE: 1 VIN TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: MIAMI STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
RELEASE: 800
DEALER NAME: WORLD FORD/WENDALL SALES CODE: FM001 F & A: 0482
REASON CODE: 048 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80788 STALL/QUIT'S ACCELERATION ALL ENGINE TEMP

ORIGIN: OACIS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 889 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: KFRANCIS KAREN FRANCIS
ACTION DATA/COMMENTS:

8/18/02
18.40.18 CUSTOMER SAYS: -3 DAYS AFTER PURCHASE THE VIN QUIT AND THE
OIL LIGHT WAS ON -QUIT TOOK THE VIN PRO SERVICE BECAUSE TH
E REAR WINDOW SERVICED -QUIT LEFT THE VEH OVERNIGHT -QUIT
WENT TO PICK UP THE VEH THEY COULD NOT DUPLICATE THE CONCERN
N -QUIT HAS HAD THE CONCERN 3 TIMES -THE CHECK ENGINE LI

ERE2-027 23483

IGNITION COMES ON AND THE BATTERY LIGHT COMES ON BUT IT GOES OFF AGAIN WHEN CUST STARTS THE CAR AGAIN -CUST SEEKING REPAIRS PER CUSTOMER, DEALER SAYS: -NOT ABLE TO DUPLICATE THE CONCERN CAG 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 -CSD TO THE DLRHP SPOKE TO MARTHA CRM SPOKE TO MARTHA OWNER OF THE VEHICLE ON THE CONCERN SHE ADVISE TO HAVE THE CUST BRING THE VEH BACK IN REFERENCE CASE ID: 4488

CONSUMER AFFAIRS 06/18/02 MHPA3PND

BEGINNING OF CONTACT

06/18/02 MASTER OWNER RELATIONS SYSTEMS 1841.79

INFORMATION NILE CASE NILE: 06280678
REGION: 81 ATLANTA ZONE: 81 OPENED: 06/18/02
VIN: 1FMYLD4188KAB9088 ENGINE: 1 VEH TYPE: 7 CLOSED: 06/18/02

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 4X4

MILEAGE: 2332

DEALER NAME: WADE FORD, INC. SALES CODE: F81804 F & A: 00478

REASON CODE: 3035 PRODCOMP BURPERF - VEHICLE QUALITY

SYMPTOM: 657803 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: 04088 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: JOLDFEL JANET OLDFIELD

ACTION DATA/COMMENTS:

3/18/02

15.38.28 CUSTOMER SAYS: -VEH IS HAVING STALLING PROBLEMS WHILE VEH IS DRIVING -VEH HAS BEEN BACK TO DLR 3 TIMES AND IS BACK TO DAY FOR THE SAME CONCERN PER CUSTOMER, DEALER SAYS: -WE WILL HAVE TO INSTALL DATA RECORDER CAG ADVISED: - WE RECORD AND THE REPAIR BE PERFORMED BY A FORDALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CREDITRY MGR -CSD TO DLR SPOKE TO TIM BLACK SM DOES NOT WANT TO HAVE DLR WANTS TO INSTALL DATA RECORDER SO THAT WHEN CONCERN COMES BACK CUST JUST PRESSED A BUTTON PROBLEM CANNOT BE FIXED BY FORD RIGHT NOW -FORD IS AWARE OF THE PROBLEM REFERENCE CASE ID: 4481

ENG2-827 23484

CONSUMER AFFAIRS 08/18/02 M8FA0PR0

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 80000072
REGION: TO BOR ZONE: 02 OPENED: 08/18/02
VIN: 1PMYU01182KAS000 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TALLULAH STATE: LA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 402
MILEAGE: 18000
DEALER NAME: COUNTRY FORD SALES CODE: F22195 P & A: 08719
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80788 STALL/QUITE ACCELERATION ALL ENGINE TEMP

ORIGIN: GACRS - US CONCERN CASE NAME COMMUNICATION: PHONE
ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: AKURYSKO ALLISON KURYSKO
ACTION DATA/COMMENTS:

3/18/02
18.01.18 CUSTOMER SAYS: -VEH STOPS ALL THE TIME -WHILE DRIVING TH
H VEH STOPS - PER CUSTOMER, DEALER SAYS: FRYER CITY FORD
-478 874 8811 TOMMY CAO 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: 4482

CONSUMER AFFAIRS 08/18/02 M8FA0PR0

BEGINNING OF CONTACT

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 08082002
REGION: ECNE OPENED: 08/08/02
VIN: 1FACU0417K004191 ENGINE: 1 VEH TYPE: T CLOSED: 08/08/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: STANLEY MI: M
ADDRESS: [REDACTED]
CITY: COLUSA STATE: CA ZIP: [REDACTED]

ENS-827 23485

HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
MILEAGE: 790
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4108 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 80788 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMPLETION SURVEY
ACTION: ICCD01 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LHC088 LAWRENCE HICKS
ACTION DATA/COMMENTS:

382202
17.54.02 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE AT ALLING.
DEALER SAYS: FORD CONCERN
CAG 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 THE CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL CASES WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS 08182008 MIFAUPRG

BEGINNING OF CONTACT
08182008 MASTER OWNER RELATIONS SYSTEM II 18.01.10

INFORMATION EMAIL CASE NUM: 0677042571
REGION: E1 ATLANTA ZONE: E1 OFFERED: 08080808
VIN: 1FMYU08172KA44488 ENGINE: 1 VEH TYPE: T CLOSED: 08080808

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: 2008 MODEL: ESCAPE XLT 08
MILEAGE: 3700
DEALER NAME: TOWN & COUNTRY FORD SALES CODE: PE1E1E P & A: 01087
REASON CODE: 3088 PRODUCTION DEFECT - VEHICLE QUALITY
SYMPTOM: 80788 STALL/QUIT ACCELERATION ALL ENGINE TEMP
ORIGIN: CAC08 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 888 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: TBAUNDER TARTHA BALDERS
ACTION DATA/COMMENTS:

29202008
18.01.02 CUSTOMER SAYS: CUST IS CALLING IS THE MOTHER OF THE O
LIST SAYS SAYS THAT THE VEH IS STALLING W/ O WARNING CUST
SAYS THAT SHE HAS REPORTED THIS TO NHTSA. CUST SAYS
SHE REALLY 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 ADVISED HER THAT FORD HAS COME UP W/ A COMPUTER CHIP
MODULE THAT WILL CORRECT THIS CONCERN. CAG ADVISED: -

ERS2-027 23468

WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP

#NAME?

CRIMERY MOR 080 TO DLR: SPOKE W/ KEVIN SM 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 19 2002, AND THAT THEY FEEL
VERY CONFIDENT THAT THE VEH IS REPAIRED TO FORD SPECS. 8
AYS THAT THE CUST HAS CALLED AND THEY HAVE EXPLAINED EV
RYTHING TO HER RE: HE VEH ISSUE. ADMIN 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 EXT 719) 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 ADVC CUST
SAYS THAT SHE IS NOT HAPPY W/ THE DLRSHP, FORD CUST SR
VC, AND THE SUPERVISOR'S ANSWER THAT FORD CANNOT PROM
DE HER W/ AN ANSWER TO HER QUESTIONS. CUST GOT VERY ANGRY
AND HUNG UP THE PHONE. REFERENCE CASE ID: 4801

CONSUMER AFFAIRS 02/19/02 08:50:02

BEGINNING OF CONTACT

02/19/02 MASTER OWNER RELATIONS SYSTEM 12:41:19

INFORMATION MESSAGE CASE INFO: 02/19/02
REGION: ZONE: OPENED: 08/26/02
VIN: 1F7YU0H1K000000 ENGINE: 4 VEH TYPE: T CLOSED: 08/26/02

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: ACWORTH STATE: GA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE MLT 4X2
MILEAGE: 1100
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 807888 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LUCIANA LAYRINE HICKS
ACTION DATACOMMENTS:

08/26/02
SR: 9284 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE
STALLING
DEALER SAYS: NONE
OAG 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
HE CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL CASES WITH SP/ICDPD REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

8882-827 23487

CONSUMER AFFAIRS 08/18/008 M5FA2P76

BEGINNING OF CONTACT
08/18/008 MASTER OWNER RELATIONS SYSTEM IS 18:41:19

INFORMATION ISSUE CASE REF: 108280788
REGION: 48 DETROIT ZONE: A2 OPENED: 01/18/008
VEH: 1FMYU041282084889 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: MILAN STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1000
DEALER NAME: GENE BUTMAN FORD BL SALES CODE: F48489 P & A: 08944
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80784 STALL/CUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OAC33 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 808 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: ASINKHAN ANDREW SINKHAN
ACTION DATA COMMENTS:

1/18/008
08.08.08 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 DLRSHIP (GENE BUTMAN FORD
) -AFTER PUT THE VEH ON TUESDAY -THE VEH IMMEDIATELY WAS
JERKING JUST AWFUL -CALLED THE DLRSHIP TO TELL THEM THAT T
HE VEH IS NOT GOOD ON ACCELERATION AND AT LOW SPEEDS -TOLD
THE DLRSHIP THAT A LOANER WAS ESSENTIAL, SO THE CUST CAN GET
TO WORK -AFTER ALOT OF ARGUING THE DLRSHIP PROVIDED THE LOA
NER -VEH IS STILL AT THE DLRSHIP FOR DIAGNOSIS -LAST COMME
NT FROM THE REPL DEPT WAS NO PROBLEM FOUND AS YET (THURS JA
N, 17/02) PER CUSTOMER, DEALER SAYS: -DLRSHIP (GENE BUTMA
N FORD) SAYS THAT THE CAM SENSOR AND ECU RELAY NEED TO BE
CHANGED -THE VEH IS READY TO GO NOW -HAVE NOT BEEN ABLE TO
DUPLICATE THE STALLING CONCERN OAC 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 (N
TERMINENT) CONCERN IS NOTICED INFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/008 M5FA2P76

BEGINNING OF CONTACT
08/18/008 MASTER OWNER RELATIONS SYSTEM IS 18:41:19

INFORMATION ISSUE CASE REF: 148488871
REGION: 47 OHIO/NATI ZONE: D1 OPENED: 10/24/001
VEH: 1FMYU04108KAE7987 ENGINE: 1 VEH TYPE: T CLOSED: 10/24/001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR [REDACTED]
ADDRESS: [REDACTED]
CITY: EVANSVILLE STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 80

ERG2-027 23488

DEALER NAME: TOWN & COUNTY FORD SALES CODE: F47291 P & A: 01486
REASON CODE: 4108 CA0 - OTHER CONCERN/INQUIRY
SYMPTOMS: 687883 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OAMA - MARKETING ASSOCIATED COMMUNICATION: MAIL
ACTION: CA008 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

10/24/2001
18.04.25 TRICIA REED, OSM, OKONNATI
ATTN: CHARLES FOWLER

ORIGIN: OAMA - MARKETING ASSOCIATED COMMUNICATION: MAIL
ACTION: CA008 - SUBMIT CA0 TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

18.08.27

ORIGIN: OAMA - MARKETING ASSOCIATED COMMUNICATION: MAIL
ACTION: CA0103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - FIDELIZED
DOCUMENT: ANALYST: CKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

11/15/2001
15.14.46

CONSUMER AFFAIRS 08/18/2008 08/18/2008

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM III 13.41.18

INFORMATION ISSUE CASE NR: 148810068
REGION: ZONE: OPENED: 01/05/2008
VIN: 1FMYU08118FG00778 ENGINE: 3 VEH TYPE: T CLOSED: 01/05/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: EL PASO STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: GEORGE JLT 402
MILEAGE: 1800
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4108 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 687883 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: SWILLBOS WILLIAMS, SHARON
ACTION DATA/COMMENTS:

1/8/2008
13.08.21 CUSTOMER SAYS: THE CUSTOMER SAID EVERYTIME SHE ACCELERATES
THE VEHICLE STALLS.
DEALER SAYS: NONE.
CAO 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 OR
TAL CASE WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN AD
VANCE.

EMR2-027 23489

CONSUMER AFFAIRS 06/18/2008 NEWFA07PQ

BEGINNING OF CONTACT

06/18/2008 MASTER OWNER RELATIONS SYSTEM B 18:41:19

INFORMATION ISSUE CASE NBR: 14887008
REGION: 47 OHIOBNAT1 ZONE: AE OPENED: 04/28/08
YR: 1FMYL04178NAAMF0 ENGINE: 1 VEH TYPE: T CLOSED: 04/28/08

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: FAIRFIELD STATE: OH ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2008 MODEL: ESCAPE XLT 04

RELEASE: 7000

DEALER NAME: FAIRFIELD FORD SALES CODE: M7018 P & A: 04051

REASON CODE: 0404 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOM: 80786 STALL/QUIT'S ACCELERATION ALL ENGINE TEMP

ORIGIN: DACHS - US CONCERN CASE BASE COMMUNICATION PHONE

ACTION: 999 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

DOCUMENT: ANALYST: GWATSON GLORIA WATSON

ACTION DATA/COMMENTS:

408002

13.24.09 CUSTOMER SAYS: -VEH AT DPL AGAIN -VEH ENGINE WILL STALL
WHILE MAKING A TURN AND THEN START BACK UP -THIS HAS HAPPEN
3 TIMES BEFORE -THIS HAS BEEN TO DPL 1 TIME -RELOAD COM
PUTER THE FIRST TIME IN FEB -THIS HAPPEN AGAIN LAST NIGHT

@GAMET

ALSO SAYS: -INTERMITTENT CONCERN -CANNOT DUPLICATE CONCERN

GAO ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALER

SHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD

ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THE

Y CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE

TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONT

ACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED

REFERENCE CASE ID: 4408

ER02-027 23488

CONSUMER AFFAIRS 08/18/02 MFMXP92

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 148810772
REGION: 27 WASHINGTON ZONE: A1 OPENED: 08/17/02
VIN: 1FMYU04128028283 ENGINE: 1 VEH TYPE: T CLOSED: 08/17/02

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: NIXON STERLING FORD SALES CODE: F27044 P & A: 0001
REASON CODE: DMS DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 60786 STALL/QUITE ACCELERATION ALL ENGINE TEMP

ORIGIN: DACHS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MCKENZIE NORMA MCKENZIE
ACTION DATA/COMMENTS:

08/18/02
11:26:25 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: DLERSHIP DIAGNOSIS STATED PICK UP A BLJ
ON BUT COULD NOT BE REPIATED. THEY STATED THEY WERE NOT AB
LE TO FIND A PROBLEM. QAO 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
EVERY CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTEN
T) CONCERN IS NOTICED. ADVISE TO CALL FORDIE ASSIST TOWNE THE
VEH. TO THE DLERSHP. REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/02 MFMXP92

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

INFORMATION ISSUE CASE NBR: 148810772
REGION: 27 WASHINGTON ZONE: A1 OPENED: 08/17/02
VIN: 1FMYU04128028283 ENGINE: 1 VEH TYPE: T CLOSED: 08/17/02

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: 1100

DEALER NAME: SALES CODE: P & A:
REASON CODE: 4108 IODD - CUSTOMER INFORMATION ONLY
SYMPTOM: 60786 STALL/QUITE ACCELERATION ALL ENGINE TEMP

BR62-827 23481

OFFER: ICDD - ICDD COMBINATION: SURVEY
ACTION: ICDD - ICDD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LACKS LAYERS LACKS
ACTION DATA COMMENTS:

071800Z

14.07.08 CUSTOMER SAYS: CONCERNED WITH ENGINE STALLING WHEN ACCELERATING FROM A STOP LIGHT.

DEALER SAYS: NONE

GAD ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICDD TEAM AND THE KANSAS CITY ASSEMBLY PLANT. WE ARE BRINGING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DETAIL CASES WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADVANCE.

CONSUMER AFFAIRS

DEFENSE MANUFACTURING

BEGINNING OF CONTACT

071800Z MASTER OWNER RELATIONS SYSTEM # 184118

INFORMATION ISSUE CASE#: 180871122
REGION: 07 WASHINGTON ZONE: A1 OPENED: 04282008
VE: 1FACU0418008818 ENGINE: 1 VEH TYPE: T CLOSED: 04282008

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: ARLINGTON STATE: VA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2008 MODEL: ESCAPE XLT 04

RELEASE: 000

DEALER NAME: KOCHS FORD INC SALES CODE: F07018 P & A: 0008

REASON CODE: 0008 PRODCOMP CURT/PRF - VEHICLE QUALITY

SYMPTOMS: 000000 STALL/QUIT/ACCELERATION ALL ENGINE TEMP

OFFER: 04008 - US CONCERN CASE BASE COMBINATION: EMAIL

ACTION: 000 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: STONE BILLY STONE

ACTION DATA COMMENTS:

40800Z

15.09.08 CUSTOMER SAYS: MY QUESTION REGARDS THE NHTSA INVESTIGATION ABOUT THE FORD ESCAPE ENGINE STALLING PROBLEM. MY HUSBAND AND I BOUGHT AN ESCAPE XLT 04 PREMIUM ON APRIL 18TH AND ON APRIL 17TH, AFTER OWNED THE CAR A MERELY FIVE DAYS WITH ABOUT 100 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 BRAKES, 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 DANGER FOR ONE. THE DEALER STILL HAS THE CAR AND IS GOING TO CONTACT FORD. I'M FEELING FORD HAS NO ANSWERS. THIS IS UNACCEPTABLE AND VERY UNSETTLING, AS WE HAVE OWNED THIS CAR A WEEK

0902-027 23402

PER CUSTOMER, DEALER SAYS: NONE CAD ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFO REACTION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CHAIRMAN Y MOR - INQUIRIES OF A TECHNICAL NATURE ARE GENERALLY REFERRED TO OUR DEALERSHIPS. -ACCORDING TO OUR RECORDS, YOUR SERVING DEALERSHIP IS KOONS FORD. WE SUGGEST THAT YOU KEEP IN CONTACT WITH LIANA WELSH, 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: (708) 841 - 7888. 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 SERVING DEALERSHIP IF. REFERENCE CASE ID: 4891

CONSUMER AFFAIRS 08/18/2008 MRFACPRO

BEGINNING OF CONTACT

08/18/2008 MASTER OWNER RELATIONS SYSTEM 18 18:41:18

INFORMATION ISSUE CASE NR: 181188881
REASON: ZONE: OPENED: 11/18/2001
VIN: 1FMYU04102K928867 ENGINE: 1 VEH TYPE: T CLOSED: 11/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: OVERLAND PARK STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4x4
MILEAGE: 710
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4108 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 80788 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION SURVEY
ACTION: ICC081 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: BRANTHE JESSICA BRANTNER
ACTION DATA/COMMENTS:

11/18/2001
17:03:24 CUSTOMER SAYS: CONCERNED WITH THE VEHICLE STALLING ONCE DURING ACCELERATION.
DEALER SAYS: NONE
CAD 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 THE CUSTOMER MAY ADDRESS HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DETAIL ALL CASES WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADVANCE.

CONSUMER AFFAIRS 08/18/2008 MRFACPRO

ERR2-927 23483

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM R 18.41.18

INFORMATION ISSUE CASE NBR: 1841800142
REGION: 10 BOM ZONE: H1 OPENED: 07/14/02
VIN: 1FMYU041HEKAM00000 ENGINE: 1 VEH TYPE: T CLOSED: 08/14/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WRIGHT CITY STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
MILEAGE: 4701
DEALER NAME: WARRENTON FORD SALES CODE: F02344 P & A: DM118
REASON CODE: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOM: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACRS - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 822 - DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
DOCUMENT: ANALYST: NEURICE NOVELETTE BURKE
ACTION DATA/COMMENTS:

1/14/02
17.08.15 CUSTOMER SAYS: -HAVING TROUBLE WITH 2008 FORD ESCAPE -V
EH IS NOW AT THE DEALERSHIP -VEH STALLED OUT WHILE HIS WIF
E WAS DRIVING -CAR WOULD NOT CRANK AT ALL -CLR CAME AND T
OWNS IT AND TOOK IT TO THE SHOP -VEH WAS REPAIRED BY CLR AN
D SUNDAY IT SAT IN THE DRIVEWAY ALL DAY AND IT WOULD NOT STA
RT AGAIN -CLR IS WARRENTON FORD -THE FIRST TIME THE VEH W
AS NOT HAPPENING INTERMITTENTLY -NOT HAPPY WITH THEIR SOLUT
ION -JUST 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 THE INFO ON THE RECORD PER C
USTOMER, DEALER SAYS -VEH NEEDS NEW COMPUTER -CLR SAID T
HEY USED THE OLD KEY AND START THE CAR AND THAT IS WHY THEY
ARE HAVING THE PROBLEM QAD ADVISED: -FOR THE VEHICLE TO
BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE TH
E SYMPTOM. -THEY 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 REFERENCE CASE ID: 4482

CONSUMER AFFAIRS 08/18/02 MBFAJPP0

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM R 18.41.18

INFORMATION ISSUE CASE NBR: 102842001
REGION: [REDACTED] ZONE: [REDACTED] OPENED: 10/28/01
VIN: 1FMYU041XKAS0118 ENGINE: 1 VEH TYPE: T CLOSED: 10/23/01

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: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 840
DEALER NAME: [REDACTED] SALES CODE: [REDACTED] P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 80788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION SURVEY
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED

ENR2-827 23484

DOCUMENT: ANALYST: JESSICA SPANTNER
ACTION DATA COMMENTS:

10888001
18.17.08 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.
DAO 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 CASES WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS 08/18/2008 26540798

BEGINNING OF CONTACT
08/18/2008 MASTER OWNER RELATIONS SYSTEM IN 18.41.18

INFORMATION ISSUE CASE NUM: 16774808
PERSON: ZONE: OPENED: 08/04/2008
VIN: 1F2YU041882000000 ENGINE: 1 VIN TYPE: T CLOSED: 08/04/2008

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: OREGON STATE: OR ZIP:
HOME PHONE:
MODEL YEAR: 2008 MODEL: ESCAPE XLT 04
RELEASE: 1300
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4108 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 08708 STALL/OLTS ACCELERATION ALL ENGINE TEMP

OPSR: ICCD - ICCD COMMUNICATION: SURVEY
ACTION: 10001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LINDSEY LAVERNE HICKS
ACTION DATA COMMENTS:

042002
18.45.41 CUSTOMER SAYS: CONCERNED WITH ENGINE STALLING WHEN TRAVELIN
G
DEALER SAYS: NONE
DAO 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 CASES WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

ERE2-827 23488

CONSUMER AFFAIRS 08162008 NMFAXPFR

1
BEGINNING OF CONTACT
08/16/2008 MASTER OWNER RELATIONS SYSTEM II 18:41:18

INFORMATION ISSUE CASE NBR: 174801008
REGION: ZONE: OPENED: 08/04/2008
VIN: 1PMYU03108F000000 ENGINE: 1 VEH TYPE: T CLOSED: 08/04/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALPHARETTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XL7 4X2
RELEASE: 1190
DEALER NAME: SALES CODE: P S A:
RESEARCH CODE: 4108 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 00780 STALLS/STARTS ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION SURVEY
ACTION: ICCD01 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: SWILLING WILLIAMS, SHARON
ACTION DATA/COMMENTS:

08/16/2008
08/16/21 CUSTOMER SAYS: THE CUSTOMER SAID THE ENGINE STALLED.
DEALER SAYS: NONE
OAO 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 YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE CO
TACT DARRL WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN AD
VANCE.

CONSUMER AFFAIRS 08162008 NMFAXPFR

1
BEGINNING OF CONTACT
08/16/2008 MASTER OWNER RELATIONS SYSTEM II 18:41:18

ERR2-027 23486

INFORMATION ISSUE CASE NUM: 1253438401
REGION: ZONE: OPENED: 12/08/001
VIN: 1FMYU0418NQB14488 ENGINE: 1 VEH TYPE: T CLOSED: 12/08/001

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR:
ADDRESS:
CITY: MOUNT JACKSON STATE: VA ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
RELEASE: 1800
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 1000 - CUSTOMER INFORMATION ONLY
SYMPTOM: 80789 STALL/CURTS ACCELERATION ALL ENGINE TEMP

ORIGIN: 1000 - EDD COMMUNICATION: SURVEY
ACTION: 10001 - 1000 INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LINDSEY LAVERNE HICKS
ACTION DATA COMMENTS:

12/08/01

20.35.48 CUSTOMER SAYS: CONCERNED WITH ENGINE STALLING, BUT THINKS HE
MIGHT HAVE BEEN FUEL.

DEALER SAYS: NONE

OAO ADVISED: THIS CUSTOMER WAS CONTACTED BY THE 1000 TEAM AND
D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THIS OO
NOTICE AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS T
HIS CONCERN AT YOUR DEALERSHIP IN THE NEAR FUTURE. PLEASE DET
AIL CASES WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN ADV
ANCE.

CONSUMER AFFAIRS 05/16/02 MAF33713

BEGINNING OF CONTACT
05/16/02 MASTER OWNER RELATIONS SYSTEM III 15.45.19

CONCERN ISSUE CASE NUM: 08234088
REGION: 13 NEW YORK ZONE: E1 OPENED: 01/22/02
VIN: 1FMYU0418NQB14444 ENGINE: 1 VEH TYPE: T CLOSED: 01/22/02

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MR:
ADDRESS:
CITY: SUMMIT STATE: NJ ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
RELEASE: 4000
DEALER NAME: LOCARDI FORD INC SALES CODE: F18046 P & A: 8088
REASON CODE: 1108 ANA - VIN CRITERIA, REQUEST ANA AFTER REPAIR
SYMPTOM: 80789 STALL/CURTS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAGN8 - US CONCERN CASE BASE COMMUNICATION VISIT
ACTION: 781 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: ERINHEE BOTH ERINHEE
ACTION DATA COMMENTS:

8702-827 23487

12/2/02

082824 CUSTOMER SAYS: -CUST SAYS HER VEHICLE WAS TOWED TO THE DLJ FOR A STALLING CONCERN LAST NIGHT -CUST IS SEEKING A LOANER VEHICLE -CUST FEELS A LOANER SHOULD BE PROVIDED DUE TO THE AGE OF THE VEHICLE PER CUSTOMER, DEALER SAYS: -DLJ SAID WE WILL CALL THIS AFTERNOON WITH EMANONS GAD ADVISED: -GAD TO DLJ AND SPOKE TO STEVE THE GM WHO SAID THEY HAVE NO RECORD OF THE CUST VEHICLE AT THEIR DLRHP. PROVIDED STEVE WITH CUST INFO AND HE WILL CONTACT THE CUST HIMSELF -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? REFERENCE CASE ID: 6888

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC019 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 6-67821 STEVE GREENE
ACTION DATA/COMMENTS:

12/14/11 IF SERVICE LOANER AVAILABLE CONSIDERATION WILL BE MADE FOR 68PV FOR LOANER IF NO LOANER AVAILABLE, CUSTOMER MAY RENT UNIT AT OWN COST AND WE WILL SEEK REIMBURSEMENT FROM FORD...

CONSUMER AFFAIRS 09/18/2008 M5FAKPRG

BEGINNING OF CONTACT
09/18/2008 MASTER OWNER RELATIONS SYSTEM III 12/11/10

CONCERN ISSUE CASE REF: 082824001
REGION: 10 BDR ZONE: D1 OPENED: 12/08/2001
VIN: 1FMCU04179KA18148 ENGINE: 4 VEH TYPE: T CLOSED: 12/08/2001

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 XLT 4M
MILEAGE: 8200
DEALER NAME: MONONGAHELA FORD CO SALES CODE: F44487 P & A: 07851
REASON CODE: 80MR PRODCOMP DUMPRF - MULTIPLE REPAIR
SYMPTOMS: 02798 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC006 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 888 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: ALYSE ANDRISA LYTE
ACTION DATA/COMMENTS:

12/5/2001

082621 CUSTOMER SAYS: -STATES THAT THE VEH INTERMITTED STALLING
#NAME?

NO DOWN HILL. EXT 810 PER CUSTOMER, DEALER SAYS: NONE
GAC ADVISED: - INFORM CUSTOMER OF UPDATED INFORMATION - R
REQUEST DEALER TO CONTACT CUSTOMER TO INFORM WHEN REPAIR WILL
BE SCHEDULED/COMPLETED. ADVISE CUST GRN WILL FOLLOW UP |
REFERENCE CASE ID: 4897

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC008 - AWAITING ASSISTANCE - TECHNICAL HOTLINE
DOCUMENT: ANALYST: M-KARLOW MICHAEL KARLOWICZ
ACTION DATA/COMMENTS:

12/11/2001

12/22/12 CUSTOMER REPORTED THAT THE CAR IS STILL STALLING. DEALER PREF
OPENED 68M #15434 AS PER GAC. REPAIR DID FIX CONCERN. GAC ALSO
INDICATED CONCERN IN UNDER INVESTIGATION.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC008 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER

8662-827 23488

DOCUMENT: ANALYST: MHOULOW MICHAEL KARLOWICZ
ACTION DATA COMMENTS:

12/18/01
08/18/02 DEALER & CUSTOMER AWAITING CONFERENCE CALL WITH OPRM

CONSUMER AFFAIRS DEPT/REGS MANUFACTURER

08/18/02 MASTER OWNER RELATIONS SYSTEM III 18-41-18

CONCERN ISSUE CASE NUM: 08282001
REGION: 10 SDR ZONE: D1 OPENED: 18/08/01
VIN: 1FACU8H78KA18148 ENGINE: 1 VEH TYPE: T CLOSED: 01/08/08

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACTYX - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: MHOULOW MICHAEL KARLOWICZ
ACTION DATA COMMENTS:

1/8/08
08/28/02 AFTER SPD ATTEMPT TO FIX THE ESCAPE STALLING CONCERN, CUSTOMER
R HAS NOT HAD ANYMORE PROBLEMS WITH VEHICLE STALLING AS OF 8
1/8/08.

CONSUMER AFFAIRS 08/18/02 MANUFACTURER

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 18-41-18

CONCERN ISSUE CASE NUM: 08282002
REGION: 74 SEATTLE ZONE: DE OPENED: 04/04/02

8002-827 23400

VIN: 1FMYU82GK48848 ENGINE: 8 VEH TYPE: T CLOSED: 04048002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: COEUR D'ALENE STATE: ID ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X4
MILEAGE: 6000
DEALER NAME: LARGE CITY FORD LINQ SALES CODE: F74447 P & A: 02541
REASON CODE: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA
SYMPTOM: 80788 STALL/QUITE ACCELERATION ALL ENGINE TEMP

ORIGIN: CACMS - US CONCERN CASE NAME COMMUNICATION: VISIT
ACTION: 781 - ADVISE CUST CRD WILL FOLLOW UP
DOCUMENT: ANALYST: REPAIRS: RICHARD GRAMMER
ACTION DATA COMMENTS:

4/4/02
10.05.01 CUSTOMER SAYS: - WENAMAKA NEVADA - THE VEH CRD ON ON SA
TURSDAY - THE VEH WAS TOWED TO THE DLR - ON TUESDAY THE PARTS
TO BE REPLACED BUT A TECHNICIAN BROKE SOME OLDS WHICH NEED
TO BE ORDERED AND WILL NOT BE IN UNTIL NEXT TUESDAY - C
UST NEEDS TO GO BACK TO WORK ON MONDAY - THE HOME DLR IS DO
ING THE BEST 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 CAN ADVISE: - 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 - CUST TO DLR-- - SPOKE
WITH CWM - SARA - SHE IS NOT IN TODAY ON SATURDAY - SHE
WILL BE IN TOMORROW - LEFT MSG FOR HER TO CONTACT ANDREW
AT EXTENSION 3162 TOMORROW TO RESOLVE THE ISSUE REFERENCE
CASE ID: 5419

ORIGIN: CACMS - MANUAL - PHONE CDR COMMUNICATION: VISIT
ACTION: 851 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: BOBBIK ANDREW BOBBIK
ACTION DATA COMMENTS:

4/8/02
14.05.04 CUSTOMER SAYS: ---RECEIVED MESSAGE FROM SARA @ DLR@NF...
VIDE DLR@NF WILL DO WHATEVER IS NECESSARY TO GET VEH BACK
HOME--- PER CUSTOMER, DEALER SAYS: NONE CAN ADVISE: ---
---CUST ON CELL--- ---ADVISED CUST OF DLR@NF'S RESPONSE

CONSUMER AFFAIRS 08/18/02 08/18/02

08/18/02 MASTER OWNER RELATIONS SYSTEM IN 13.41.28

CONCERN ISSUE CASE #VIN: 08180241
REGION: TN SEATTLE ZONE: CR OPENED: 04048002
VIN: 1FMYU82GK48848 ENGINE: 8 VEH TYPE: T CLOSED: 04/18/02

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACTE - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-MONAS1 BOS MONAS1
ACTION DATA COMMENTS:

4/18/02
18.08.01 VEHICLE REPAIRED UNDER WARRANTY. FUEL LINE BROKEN AT DEALER
SHOP DURING REPAIR, OUR DEALERSHIP SENT 2 EMPLOYEES 1600 MILES
ROUND TRIP TO PICK UP VEHICLE FOR CUSTOMER. WE WILL APPLY
FOR EXPENSE HELP THROUGH OUR OSM.

ER02-027 23800

CONSUMER AFFAIRS DEPT/RODS MFG/CPRS

BEGINNING OF CONTACT
04/18/008 MASTER OWNER RELATIONS SYSTEM 13.41.18

CONCERN ISSUE CASE NR: 14877871
REGION: 44 PITTSBURGH ZONE: 04 OPENED: 12/13/001
VIN: 1FACLD0478KA18288 ENGINE: 1 VEH TYPE: T CLOSED: 12/13/001

LAST NAME: [REDACTED] STATE: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: EASTLAKE STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X4
MILEAGE: 8800
DEALER NAME: MULLINAX EAST INC SALES CODE: F4608 P & A: 08107
REASON CODE: 8010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 00788 STALLS/ITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CADISE - US CONCERN CASE NAME COMMUNICATION: VISIT
ACTION: 100 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SLODGE; GIBSH JOSH
ACTION DATA/COMMENTS:

12/13/001
11:26:14 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 12/17/001
@ 2:00 PM. PER CUSTOMER, DEALER SAYS: MULLINAX FORD
EAST INC. CAD ADVISED: - WE RECOMMEND THE REPAIR BE PERP
FORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO
DLR, CUSTOMER SHOULD CONTACT CHRYSLER NDR INP/RSCH CASE ID
14008

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DADR18 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: A-SMNO ANITA SMNO
ACTION DATA/COMMENTS:

1/18/008
18:40:00 CUSTOMER CAME IN NAME DATED: 18. VEHICLE WAS HERE UNTIL D
ED 18 AND WAS REPAIRED.

EA02-027 23581

CONSUMER AFFAIRS 09192002 MBFA00PRG

BEGINNING OF CONTACT
09192002 MASTER OWNER RELATIONS SYSTEM IN 13.41.79

CONCERN ISSUE CASE NBR: 160201479
REGION: 21 ATLANTA ZONE: C1 OPENED: 09092002
VIN: 1FMYU00196KD10899 ENGINE: 1 VEH TYPE: T CLOSED: 09092002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GOLFORD STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 4X2
MILEAGE: 878
DEALER NAME: COUNTRY FORD SALES CODE: F81091 P & A: 00999
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOM: 807886 STALL/CRUISE ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION PHONE
ACTION: ICCD01 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: JACOBACH JONATHAN MCSACHNE
ACTION DATA COMMENTS:

MI2008
18.48.49 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE ENGINE STALLING WHILE DRIVING. USUALLY, THIS CONCERN OCCURS AFTER LETTING OFF OF THE ACCELERATOR. THE CUSTOMER FIRST NOTICE OF 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, THE 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 COUNTRY FORD WHO CURRENTLY HAVE THE VEHICLE AT THEIR DEALERSHIP FOR REPAIR. THE CUSTOMER WILL PICK UP HER VEHICLE TONIGHT. PER CUSTOMER, DEALER SAYS: NONE. CAO ADVISED: THE 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 THE CUSTOMER MAY ADDRESS THIS ISSUE AT YOUR DEALERSHIP IN THE NEAR FUTURE. *****JONATHAN*****

CONSUMER AFFAIRS 09192002 MBFA00PRG

BEGINNING OF CONTACT
09192002 MASTER OWNER RELATIONS SYSTEM IN 13.41.79

REGION ISSUE CASE NBR: 0920081532
REGION: 27 WASHINGTON ZONE: C1 OPENED: 09082002
VIN: 1FMYU04192KA79908 ENGINE: 1 VEH TYPE: T CLOSED: 09092002

LAST NAME: [REDACTED] STATUS: CLOSED

ERR2-027 23582

TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: ROSEDALE STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLY 4M
MILEAGE: 2284
DEALER NAME: HOWES FORD SALES CODE: F97085 P & A: 0084
REASON CODE: ISDL CI - DEMAND LETTER
SYMPTOM: 60788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TSEARCY TERRANCE R. SEARCY
ACTION DATA COMMENTS:

082802
14.05.18 ***DEMAND LETTER DATED 08/10/02 *** CI RECEIVED 05
JUNE *** CUSTOMER STATES: VEHICLE STALLS WHILE DRIVING
WHILE ***CUSTOMER WANTS: FINAL RESOLUTION FOR CONCERN ***
CI BOARDED COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT***

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: D40018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: CHYHAM DARRYN HYMAN
ACTION DATA COMMENTS:

082802
07.11.02 THE CUSTOMERS CONCERN WAS ADDRESSED AND REPAIRED UNDER WARRANTY.

CONSUMER AFFAIRS 08/18/02 MHPA07PG

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM II 18A1.18

REGION ISSUE CASE REF: M7888201
REGION: 47 OHIO/IN/MI ZONE: A1 OPENED: 11/08/01
VIN: 1PMYU01172KA40828 ENGINE: 1 VEH TYPE: T CLOSED: 11/08/01

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: OHIO/IN/MI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLS 4M
MILEAGE: 208
DEALER NAME: BISHMONT FORD INC SALES CODE: F47004 P & A: 0269
REASON CODE: ISDL CI - DEMAND LETTER
SYMPTOM: 60788 STALL/CLUTS ACCELERATION ALL ENGINE TEMP

ORIGIN: OANTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CH01 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SHROCKL STEVEN MICKELSON
ACTION DATA COMMENTS:

11/08/01
15.04.04 DEMAND LETTER DATED 11/08/01 *** CI RECEIVED: 11/08/01 ***
CUSTOMER STATES: VEHICLE HAS STALLING PROBLEMS *** CUSTOMER
WANTS: NO SPECIFIC RESOLUTION REQUEST. *** CI SENT CUSTOMER
PLAIN LETTER, BOARDED TO REGION. ***

ORIGIN: CNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CR19 - LETTER PASSED TO REGION
DOCUMENT: ANALYST: BRIDGER: STEVEN MCKELSON
ACTION DATA/COMMENTS:

18.05.11

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC067 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 1889MM WALT R MURPHY
ACTION DATA/COMMENTS:

11/1889MM

12.42.28 INFORMED JUDY MCCLAUGHLIN OF THE CONCERN.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC018 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: MCCLAUGHLIN, JUDY (JLB.)
ACTION DATA/COMMENTS:

11/1889MM

11.10.34 CUSTOMER CONCERN: ENGINE WAS REPLACED AT 175 MILES (VEHICLE WAS REPAIRED), WINDOW REGULATOR (REPLACED WINDOW REGULATOR AT 744 MILES) S.M. S.M. ALL CUSTOMER CONCERNS HAVE BEEN ADDRESSED AND REPAIRS HAVE BEEN MADE.

CONSUMER AFFAIRS 001889008 M5FAXP710

BEGINNING OF CONTACT

08/1889008 MASTER CUSTOMER RELATIONS SYSTEM II 18.01.10

REGION ISSUE CASE NRFC 1810080798
REGION: 21 ATLANTA ZONE: C1 OPENED: 08/1889008
VIN: 1FACLD4102G18401 ENGINE: 1 VEH TYPE: T CLOSED: 08/1889008

LAST NAME: STATUS: CANCEL

TITLE: FIRST NAME: MI

ADDRESS:

CITY: MARSHETTA STATE: GA ZIP:

HOME PHONE:

MODEL YEAR: 2008 MODEL: ESCAPE XLT 4M

RELEASE: 8984

DEALER NAME: WORLD FORD SANDY SP SALES CODE: F21008 P & A: 00480

REASON CODE: 0912 C1 - GEORGIA DEMAND LETTER

SYMPTOM: 007988 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: CNTY - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROSEFRO ANNE ROBERTS
ACTION DATA/COMMENTS:

07/1889008

14.19.08 ***FINAL REPAIR FORM DATED 08/10/08 ***CI RECEIVED 08/10/08
***CUSTOMER STATES: VEHICLE STOPS SUDDENLY AND WITHOUT WARNING.
***CUSTOMER SENDS: FINAL RESOLUTION UNDER GEORGIA LEMON LAW.
***CI MAILED FLEM LETTER TO CUSTOMER 08/10/08
***ATTN DEALER SERVICE MANAGER: PLEASE SCHEDULE CUSTOMER FOR FINAL REPAIR ATTEMPT WITHIN 14 DAYS.
CI E-MAILED COPY OF CUSTOMER FORM TO REGION.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAD007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: L-RICHBO LARRY RICHBOURG
ACTION DATA/COMMENTS:

08/1889008

17.09.40 FIELD ENGINEER WAS CONTACTED ON 8/8/08 AND ADVISED OF FINAL REPAIR REQUEST. WE HAVE ORDERED ALL ITEMS THAT WILL BE NEEDED FOR THE FINAL REPAIR. CUSTOMER CONTACTED AND APPOINTMENT SET FOR 8/8/08 @ 10:00AM.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAD007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: L-RICHBO LARRY RICHBOURG
ACTION DATA/COMMENTS:

08/1889008

ER02-027-23804

12:14:40 APPOINTMENT RESET FOR MONDAY APRIL THE 1ST. 8800480

CONSUMER AFFAIRS 0918002 M5FACPRG

0918002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

REGION ISSUE CASE NBR: 1810880788
REGION: 21 ATLANTA ZONE: 01 OPENED: 0918002
VIN: 1PH0LD041620218401 ENGINE: 1 VEH TYPE: T CLOSED: 04019008

ORDER: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACC57 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: L-RICHBO LARRY RICHBOURS
ACTION DATA COMMENTS:

418002
18.06.07 FINAL REPAIR MADE ACCORDING TO ZONE ENGINEER. VEHICLE NOW
WELL AND NO PROBLEMS NOTICED. OWNER STATES SINCE LAST REPAIR
PROBLEM HAS NOT REOCCURED. SM 00489

ORDER: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DACC05 - DANCOE ISSUE
DOCUMENT: ANALYST: CROSBINO ROSEAN, OSCAR (J.)
ACTION DATA COMMENTS:

488002
18.01.02 CONTACTED CUSTOMER AND SHE INDICATED VEHICLE WAS OPERATING P
ROPERLY.

CONSUMER AFFAIRS 0918002 M5FACPRG

MEMBERS OF CONTACT

0918002 MASTER OWNER RELATIONS SYSTEM II 18.41.19

ISSUE CASE NBR: 0411821372
REGION: 15 PHILADELPHIA ZONE: A1 OPENED: 09178002
VIN: 1PH0LD04188088802 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: STATUS: OPEN
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: RICHBORO STATE: PA ZIP:

8002-627 23655

HOME PHONE: 818-8849187
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4M4
MESSAGE: 8888
DEALER NAME: BILL MARSH FORD INC SALES CODE: F1808N P & A: D1945
REASON CODE: 23111 DSB-REPD PURCH PRICE POST-CLR CAN'T REPAIR
SYMPTOM: 007883 STALL/CLUTE ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: FAX
ACTION: D88108 - OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SHARON O WEAKS
ACTION DATA/COMMENTS:

8/17/2002
11.25.02 CUSTOMER STATES CONCERN 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: D88100 - DEMARS MALE REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: D886PL FELICITA LAZU
ACTION DATA/COMMENTS:

8/20/2002
18.12.07 DEALER NAME BILL MARSH FORD
JB

ORIGIN: OADM - CONSUMER AFFAIRS - D88 COMMUNICATION: FAX
ACTION: D88897 - OSM - MAIL SENT - D88
DOCUMENT: ANALYST: O788AJ ALLISE JOHNSON
ACTION DATA/COMMENTS:

8/22/2002
11.08.02
SCHEDULED 8/18/02 FOR THE TREVOR BOARD

ORIGIN: OADM - DEMARS COMMUNICATION: FAX
ACTION: D88384 - DEMARS RECEIVES DEALER REPORT
DOCUMENT: ANALYST: J-SCHPES SCHPESDER, JESSICA
ACTION DATA/COMMENTS:

8/28/2002
14.10.18 BILL MARSH FORD

CONSUMER AFFAIRS 08/18/2002 MINFAXPFG

BEGINNING OF CONTACT
08/18/2002 MASTER OWNER RELATIONS SYSTEM B 13.41.19

D88 ISSUE CASE NR: 0887941198
REGION: 72 SAN FRANCISCO ZONE A8 OPENED: 08/12/2002
VIN: 1FMYU5H120B27871 ENGINE: 1 VEH TYPE: T CLOSED:

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 4M4
MESSAGE: 8888
DEALER NAME: ORCHARD ISLE AUTO CE SALES CODE: F78114 P & A: 07781
REASON CODE: 23111 DSB-REPD PURCH PRICE POST-CLR CAN'T REPAIR
SYMPTOM: 007883 STALL/CLUTE ACCELERATION ALL ENGINE TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION: PHONE
ACTION: D88104 - OPEN-CAD, FORD 800 PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: D888CW C WEAKS
ACTION DATA/COMMENTS:

8/18/2002
18.04.02 CUSTOMER STATES CONCERN WITH VEHICLE HAVING PROBLEMS WITH
STALLING. TWO REPAIR ATTEMPTS HAVE BEEN MADE ON THE
VEHICLE. CUSTOMER SEEMS TO HAVE THE VEHICLE REFUNDED.
SHARON

ORIGIN: CADM - DEMARS COMMUNICATION: PHONE
ACTION: D88800 - DEMARS MALE REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: D886PL FELICITA LAZU

ACTION DATA/COMMENTS:

8/14/02
15.01.02

ORIGIN: CADSS - CONSUMER AFFAIRS - DSS COMMUNICATION: PHONE
ACTION: DDBM07 - CRM - MAIL SENT - DSS
DOCUMENT: ANALYST: DETRUBSI DEANNE STRUBSICHE
ACTION DATA/COMMENTS:

8/17/02
15.25.83 THE DPE IS CLEANING STRUBSICHE. THIS IS SCHEDULED FOR THE BOARD
D 7/16.

ORIGIN: CADSS - CONSUMER AFFAIRS - DSS COMMUNICATION: PHONE
ACTION: DDBM07 - INITIAL CALL MADE TO CUSTOMER
DOCUMENT: ANALYST: DETRUBSI DEANNE STRUBSICHE
ACTION DATA/COMMENTS:

15.25.44 MPEL STATED SHE HAS HAD SAME PROBLEM WITH 2001 ESCAPE. CAR H
AS BEEN AT DEALERSHIP FAST 5+ WEEKS. STALLS.

CONSUMER AFFAIRS 08/18/02 M5PAXPRO

08/18/02 MASTER OWNER RELATIONS SYSTEM II 18.41.18

DBS ISSUE CASE REF: 087541102
REGION: 78 SAN FRANCISCO ZONE: A2 OPENED: 08/18/02
VIN: 1FMYLD4110407877 ENGINE: 1 VEH TYPE: T CLOSED:

ORIGIN: CADSS - CONSUMER AFFAIRS - DSS COMMUNICATION: PHONE
ACTION: DDBM11 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DETRUBSI DEANNE STRUBSICHE
ACTION DATA/COMMENTS:

8/17/02
15.81.42 SPOKE WITH SERVICE MANAGER MARK HIRSHKA. 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 05/18/02 MMFAXPRG

BEGINNING OF CONTACT

05/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

DOB ISSUE CASE NBR: 130021002
REGION: 47 CINCINNATI ZONE: A1 OPENED: 05/08/02
VIN: 1FMYU02123K45902 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: ACTION
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2000 MODEL: ESCAPE XLT 4CI
RELEASE: 1000
DEALER NAME: WOODY SANDER FORD | SALES CODE: F4702 P & A: 01872
REASON CODE: 22111 DSB-REPD PURCH PRICE ROBT-CLR CAMT REPAIR
SYMPTOM: 80700 STALL/CUTS ACCELERATION ALL ENGINES TEMP

ORIGIN: CAPS - PHOENIX GROUP COMMUNICATION FAX
ACTION: 088100 - OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
DOCUMENT: ANALYST: SLEWENS SHAWN LEWIS
ACTION DATA/COMMENTS:

05/20/02
08:00:00 CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBL-
EM. TYO REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUS-
TOMER ASKES REFUND ON THE VEHICLE.
SHAWN

ORIGIN: CADM - DEPAR COMMUNICATION FAX
ACTION: 088900 - DEPAR MAILS REQUESTS FOR DEALER RE-OPYS
DOCUMENT: ANALYST: 088PL FELICITA LAZU
ACTION DATA/COMMENTS:

05/20/02
14:27:48

ORIGIN: CADS - CONSUMER AFFAIRS - DSB COMMUNICATION FAX
ACTION: 008267 - DSB - MAIL SENT - DSB
DOCUMENT: ANALYST: 4726AJ ALLISE JOHNSON
ACTION DATA/COMMENTS:

07/06/02
15:30:30
SCHEDULED 07/10/02 FOR THE DOLM BOARD.

ORIGIN: CADS - CONSUMER AFFAIRS - DSB COMMUNICATION FAX
ACTION: 040267 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 4726AJ ALLISE JOHNSON
ACTION DATA/COMMENTS:

07/18/02
10:25:04 DPM, ALLISE JOHNSON, LEFT A MESSAGE FOR THE CUSTOMER TO CALL
TO DISCUSS HER DSB CASE.

CONSUMER AFFAIRS 05/18/02 MMFAXPRG

05/18/02 MASTER OWNER RELATIONS SYSTEM III 13.41.19

DOB ISSUE CASE NBR: 130021002
REGION: 47 CINCINNATI ZONE: A1 OPENED: 05/08/02
VIN: 1FMYU02123K45902 ENGINE: 1 VEH TYPE: T CLOSED:

ORIGIN: CADM - DEPAR COMMUNICATION FAX
ACTION: 088264 - DEPAR RECEIVED DEALER REPORT
DOCUMENT: ANALYST: PMOLDENH PATRICIA MOLDENHALER
ACTION DATA/COMMENTS:

5/21/2002

EP02-027 23886

148004 WOODY SANDER FORD

OFFER: CAPS - PHOENIX GROUP COMMUNICATION: FAX
ACTION: D88002 - PRIOR RESOLVE - VEHICLE REFUND MEETS PRESUMPTION OF LEMON LAW
DOCUMENT: ANALYST: ELEVYSS SHAWW LEWIS
ACTION DATA COMMENTS:

068008
180421 WE HAVE BEEN ADVISED THAT THE CUSTOMER HAS ACCEPTED A REFUND

CONSUMER AFFAIRS 05182002 6MFA3PRG

BEGINNING OF CONTACT
05/18/02 MASTER OWNER RELATIONS SYSTEM IN 1341.79

DOB ISSUE CASE NUM: 148771182
REGION: 20 KANSAS CITY ZONE: 01 OPENED: 05/18/02
VIN: 1FMYUD416KAS6660 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR: [REDACTED]
ADDRESS: [REDACTED]
CITY: OMAHA STATE: NE ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2000
DEALER NAME: ATCHLEY FORD INC SALES CODE: F63082 P & A: 07180
REASON CODE: E0101 DEB-REPLACEMENT REQUEST-CLN UNABLE TO REPAIR
SYMPTOMS: SEVERE STALL/SHUTS ACCELERATION ALL ENGINE TEMP

OFFER: CAPS - PHOENIX GROUP COMMUNICATION: EMAIL
ACTION: D88101 - OFFER-DEALER PROVIDED APPLICATION-NO OFFER PRESENTATION
DOCUMENT: ANALYST: MESSON O WEAKE
ACTION DATA COMMENTS:

07182002
18:11:48 CUSTOMER STATES CONCERNING WITH VEHICLE HAVING PROBLEMS WITH
STALLING. FIVE REPAIR ATTEMPTS HAVE BEEN MADE ON THE
VEHICLE. CUSTOMER SEEMS TO HAVE THE VEHICLE REPLACED.
SHAWON

OFFER: CAPS - DEBARS COMMUNICATION: EMAIL
ACTION: D88200 - DEBARS MALES REQUESTS FOR DEALER REPORTS
DOCUMENT: ANALYST: MOLDENH PATRICIA MOLDENHAEUER
ACTION DATA COMMENTS:

07182002

ER62-827 23808

18.04.08

ORIGIN: CDEB - CONSUMER AFFAIRS - DEB COMMUNICATION: EMAIL
ACTION: D8807 - CRM - MAIL SENT - DEB
DOCUMENT: ANALYST:DHARR188 CONNIE HARRIS
ACTION DATA COMMENTS:

0718008
18.14.00

CONSUMER AFFAIRS 08/18/08 MWPAOPRS

BEGINNING OF CONTACT
08/18/08 MASTER OWNER RELATIONS SYSTEM ID 18.41.10

LEGAL ISSUE CASE NR: 048848748
REGION: 18 PHILADELPHIA ZONE: A1 OPENED: 04/18/2008
VIN: 1FMCU04188K47801 ENGINE: 1 VIN TYPE: T CLOSED: 04/18/2008

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: 2008 MODEL: ESCAPE XLT 404
RELEASE: 2348
DEALER NAME: NORRISTOWN AUTOMOBILE SALES CODE: P18048 P & A: 01280
REASON CODE: 0788 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 60888 STALL/OUTS ACCELERATION ALL ENIGMS TEMP

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP88 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MCKELVEY MOLLY KELSEY
ACTION DATA COMMENTS:

4/18/08
14.10.08 *****ATTORNEY DEMAND LETTER*****

RECD 04/18/08
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: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP88 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: D881211 DARRILLE SMITH
ACTION DATA COMMENTS:

18.44.48 LPA ADVISED ATTY FORD WILL RE-CONTACT WITH DETERMINATION AFT
SR INVESTIGATION IS COMPLETE.

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CAG018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TPFRACER TERRETTA FRACER
ACTION DATA COMMENTS:

4/29/08
08.21.50 "APPROVAL TO OFFER VEHICLE REPLACEMENT" RA

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CAG008 - OFFER
DOCUMENT: ANALYST: D881211 DANELLE SMITH
ACTION DATA COMMENTS:

4/29/08
10.17.27 LPA FAXED ATTY LETTER OFFERING REPLACEMENT VEHICLE. LPA WAS
APPROVED TO WAIVE \$1000 IN UPGRADE CHARGES BY TL TPFRACER.

W02-027 23616

CONSUMER AFFAIRS 08/18/08 MMFA0PRG

08/18/08 MASTER OWNER RELATIONS SYSTEM II 18.41.18

LEGAL ISSUE CASE NR: 04828742
REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 08/18/08
VIN: 1FMCU0H38A7811 ENGINE: 1 VEH TYPE: T CLOSED: 04/27/08

488908
18.17.27 AWAITING ACCEPT/REJECT OF OFFER.

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION; OTHER
ACTION: LP-900 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: DBM7811 DAPHILLE SMITH
ACTION DATA COMMENTS:

071808
18.45.51 LPA RECEIVED UNBOUND CALL FROM ATTY. CUSTOMER NOT INTERESTED
D IN REPLACEMENT. WANTS REFUND. RECEIVED ACCEPTANCE LETTER
. AWAITING INFORMATION FROM ATTY IN ORDER TO UPLOAD.

CONSUMER AFFAIRS 08/18/08 MMFA0PRG

BEGINNING OF CONTACT
08/18/08 MASTER OWNER RELATIONS SYSTEM II 18.41.18

LEGAL ISSUE CASE NR: D8281162
REGION: 16 PHILADELPHIA ZONE: E1 OPENED: 08/04/08
VIN: 1FMYU04182K08875 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: ACKNOWLEDGE
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HARRISBURG STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2008 MODEL: ESCAPE XLT 404
MILEAGE: 220
DEALER NAME: MAGUIRE'S FORD SALES CODE: P1646 P & A: 0000
REASON CODE: 0788 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 00788 STALL/OUTS ACCELERATION ALL ENGINE TEMP

ERR2-827 23811

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP908 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MCKELBYE MOLLY KELBY
ACTION DATA COMMENTS:

082908

1334.00 *****ATTORNEY DEMAND LETTER*****
REC'D 082908
ATTORNEY ALLEGES DEFECTIVE VEHICLE
ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFECTIVE.
"ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S VEHICLE."

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP908 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: WYSCOVE MATTHEW WYSCOVE
ACTION DATA COMMENTS:

1648.00 LPA COMMENTS:
MADE OUTBOUND CALL TO ATTORNEY.

CONSUMER AFFAIRS 08/18/08 MMFAKPRG

BEGINNING OF CONTACT
08/18/08 MASTER OWNER RELATIONS SYSTEM II 1841.19

LEGAL ISSUE CASE NR: 1427878171
REGION: 89 KANSAS CITY ZONE: B1 OPENED: 01/28/03
VIN: 1FMCUD1H2KA10080 ENGINE: 1 VEH TYPE: T CLOSED: 01/28/08

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: 2008 MODEL: ESCAPE XLT 4x4
MILEAGE: 8821
DEALER NAME: ANDERSON FORD, INC. SALES CODE: FIDES P & A: 07188
REASON CODE: 0778 LEGAL - ACCIDENT
SYMPTOM: 807888 STALL/QUIT ACCELERATION ALL ENGINE TEMP

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP908 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: BRASLEY ALICIA BRASLEY
ACTION DATA COMMENTS:

122908

1338.01 ***** DEALER REQUEST LETTER *****
REC'D 122908
DEALERSHIP CONTACT: SUSAN MARTEN 402-488-8600
ALLEGES
CUSTOMER ALLEGES THAT HER VEHICLE IS DEFECTIVE.
"CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO
DISCUSS THE MATTER."

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP901 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: BRSCP CATHERIN PAPALIA
ACTION DATA COMMENTS:

162908

ENG2-827 23512

18.10.98 LPA SPOKE WITH MS. MELISSA ALLEN.

ORIGIN: OALBL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: SANSOP CATHERIN PAPALIA
ACTION DATA COMMENTS:

18.06.98 LPA INFORMED CUSTOMER THAT SINCE HER INSURANCE COMPANY HAS A
LREADY INSPECTED THE VEHICLE WE ADVISE HER TO CONTACT WORK
NS WITH HER INSURANCE COMPANY AND THE INSURANCE COMPANY CAN
EMEROGATE FORD IF FND THAT THERE IS A MANUFACTURERS DEFECT
THAT CAUSED THE ACCIDENT.

CONSUMER AFFAIRS 08718202 MBFAJPTB

08718202 MASTER OWNER RELATIONS SYSTEM IN 18.01.98

LEGAL ISSUE CASE NUM: 148797171
REGION: 88 KANSAS CITY ZONE: B1 OPENED: 07/28/98
VIN: 1FMCUOH18KA1880 ENGINE: 1 VEH TYPE: T CLOSED: 09/08/98

ORIGIN: OALBL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP1891 - UPDATE 0000 CASE
DOCUMENT: ANALYST: MCKELVEE KELLY KELLEY
ACTION DATA COMMENTS:

ENDICE
08.04.02
SENT COPY OF FILE TO DSG - KATHLEEN MANKOS

CONSUMER AFFAIRS 08718202 MBFAJPTB

802-827 23513

BEGINNING OF CONTACT
08/18/02 MASTER OWNER RELATIONS SYSTEM III 1841.19

LEGAL ISSUE CASE NBR: 174888871
REGION: 44 PITTSBURGH ZONE: A8 OPENED: 08/18/02
VIN: 1PMYU0418KA27827 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

LAST NAME: [REDACTED] STATE: 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
RELEASE: 18498
DEALER NAME: SHULTS FORD, INC. SALES CODE: F4028 P & A: 01788
REASON CODE: 0788 LEGAL - OTHER ATTORNEY DEMAND
SYMPTOM: 08788 STALL/OUTS ACCELERATION ALL ENGINE TRIP

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP208 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
DOCUMENT: ANALYST: MCELSEY MOLLY KELSEY
ACTION DATA COMMENTS:

07/18/02
11.06.05 *****ATTORNEY DEMAND LETTER*****
RSDY 08/18/02
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: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP208 - MAKE OUTBOUND CALL TO ATTORNEY
DOCUMENT: ANALYST: RDAV688 RUTH DAVIS
ACTION DATA COMMENTS:

13.38.54 LEFT MESSAGE FOR ATTORNEY - INFO DEPT OF CASE WILL RESEARCH
AND RECONTACT

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA6018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TFRAZIER TERRETTA FRAZIER
ACTION DATA COMMENTS:

08/20/02
13.88.08 "APPROVAL TO OFFER VEHICLE REPLACEMENT" PA

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA6008 - OFFER
DOCUMENT: ANALYST: RDAV688 RUTH DAVIS
ACTION DATA COMMENTS:

16.88.08 SEND ATTORNEY LETTER - OFFER TO REPLACE VEHICLE

CONSUMER AFFAIRS 08/18/02 MMFA30PR0

08/18/02 MASTER OWNER RELATIONS SYSTEM III 1841.19

LEGAL ISSUE CASE NBR: 174888871
REGION: 44 PITTSBURGH ZONE: A8 OPENED: 08/18/02
VIN: 1PMYU0418KA27827 ENGINE: 1 VEH TYPE: T CLOSED: 08/18/02

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA6018 - MANAGEMENT APPROVAL OF OFFER
DOCUMENT: ANALYST: TFRAZIER TERRETTA FRAZIER
ACTION DATA COMMENTS:

08/20/02
13.38.54 "APPROVAL TO OFFER A VEHICLE REFUND"

ORIGIN: CALCL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: CA6008 - OFFER
DOCUMENT: ANALYST: RDAV688 RUTH DAVIS
ACTION DATA COMMENTS:

ERR2-827 23614

15.01.01 ATTORNEY AND CLIENT REQUEST REFUND - BIDD ATTORNEY REFUND
OFFER LETTER

ORIGIN: CALZL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: RDAW906 RUTH DAVIS
ACTION DATA COMMENTS:

0198002
15.05.12 ORDER REFUND - UPLOAD TO RAV

CONSUMER AFFAIRS 08198002 MMFAKPPG

BEGINNING OF CONTACT
08198002 MASTER OWNER RELATIONS SYSTEM II 18.41.18

RAV ISSUE CASE NO: 081700042
REGION: 21 ATLANTA ZONE: 01 OPENED: 04/04/2002
VIN: 1FMYL0H122R42841 ENGINE: 1 VEH TYPE: T CLOSED: 04/04/2002

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

RELEASE: 8990

DEALER NAME: JACKY W JONES FORD SALES CODE: FE1444 P & A: 02183

REASON CODE: 0888 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER

SYMPTOMS: 807888 STALL/CLUTCH ACCELERATION ALL ENGINE TEMP

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

ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED

DOCUMENT: ANALYST: E24LY JOE YANIK

ACTION DATA COMMENTS:

442002
NO.02.00 05-14-2002
8878074
18890
8982
842

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

ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND

DOCUMENT: ANALYST: ENW088 EYVETTE HANDBERRY

ACTION DATA COMMENTS:

402002
10.44.03 04-08-2002
402002
1,019
22,998

047802
047802
KIRKLAND A & RAYMOND H REED
FRCO NASHVILLE SERVICE CENTER

CONSUMER AFFAIRS 09/18/02 MMFAXPRG

BEGINNING OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.19

RAV ISSUE CASE NR: 041710078
REGION: 74 SEATTLE ZONE: A1 OPENED: 09/14/02
VIN: 1FMYLDMWKA5708 ENGINE: 1 VEN TYPE: T CLOSED: 09/14/02

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MR
ADDRESS: [REDACTED]
CITY: EVERETT STATE: WA ZIP: [REDACTED]
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2136
DEALER NAME: BRUN MOTORS INC SALES CODE: F74827 P & A: 09891
REASON CODE: 0588 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOM: 80788 STALL/LITE ACCELERATION ALL ENGINE TEMP

ORIGIN: CARW - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAYNS - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: N-BENITE BENITE, KIMBERLY
ACTION DATA COMMENTS:

09/18/02
11.38.09 NO COMMENTS ADDED

ORIGIN: CARW - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAY112 - RECORDED CHECK ISBLANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: SPANBER EYVETTE HANBERRY
ACTION DATA COMMENTS:

09/18/02
10.09.44

CONSUMER AFFAIRS 09/18/02 MMFAXPRG

BEGINNING OF CONTACT
09/18/02 MASTER OWNER RELATIONS SYSTEM II 13.41.19

ER02-027 23516

RAY NELLE CASE NBR: 1408172121
REGION: 47 CINCINNATI ZONE: 01 OPENED: 09/16/08
YR: 1PBYLDBNBD020404 ENGINE: 1 VEH TYPE: T CLOSED: 09/16/08

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 XL7 4X2

RELEASE: 3001

DEALER NAME: EVERLY FORD INC SALES CODE: F47017 P & A 6076

REASON CODE: 0888 RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER

SYMPTOM: 007888 STALL/CRUISE ACCELERATION ALL ENGINE TEMP

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

ACTION: RAY106 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: P-POLOCO FENISE POLOCOBER

ACTION DATA COMMENTS:

09/16/08

08/16/08 NO COMMENTS ADDED

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

ACTION: RAY106 - RECORD CHECK INSURANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: SHANBER EYVETTE HANDBERRY

ACTION DATA COMMENTS:

08/28/08

10.04.08

CONSUMER AFFAIRS

09/16/08 NMFACPRD

ERR2-027 23517

MDL_YR	SOFT_INDEX	VRT_CD	VIN_CD	ENGINE	ENG_CD	PROD_MONTH	PROD_YEAR	WCC_CD	PART_NUM_GAUG_BASE	CUST_C_ONG_CD	TIS_WBD	CLM_KEY	MILES	CUST TEXT
2002	1	S11	1FMYU04103KE11581	3.0L	TALD	7	2002	2.00E+03	9F715	D21	1	2292225	0	WHILE DRIVING
2002	8	S11	1FMYU04103KD02549	3.0L	TALD	8	2002	2002	9B000	D21	0	2372513	0	COASTING
2002	11	S11	1FMYU04103KD08113	3.0L	TALD	8	2002	2004	DIAG	D21	1	1891641	0	STALLS
2002	15	S11	1FMYU04103KD08808	3.0L	TALD	5	2002	2.00E+04	9C915	D21	2	2392513	2000	WHILE DRIVING
2002	17	S11	1FMYU04103KD07909	3.0L	TALD	5	2002	2.00E+03	9F715	D21	1	1892225	0	DOWNHILL
2002	19	S11	1FMYU04103KD03861	3.0L	TALD	5	2002	2004	DIAG	D21	1	2357409	0	WHILE DRIVING
2002	25	S11	1FMYU04103KD03849	3.0L	TALD	5	2002	2.00E+03	9F715	D21	1	1547394	0	WONT IDLE
2002	27	S11	1FMYU04103KD00673	3.0L	TALD	5	2002	2004	DIAG	D21	2	2391209	2000	WHILE DRIVING
2002	29	S11	1FMYU04103KD04212	3.0L	TALD	5	2002	1D05	8584	D21	1	1816787	0	STALLS
2002	31	S11	1FMYU04103KD04890	3.0L	TALD	4	2002	2.00E+04	9C915	D21	1	1847487	2000	NO TEXT
2002	32	S11	1FMYU04103KD03050	3.0L	TALD	4	2002	2004	DIAG	D21	1	1694499	0	MIL
2002	32	S11	1FMYU04103KD12470	3.0L	TALD	4	2002	2.00E+03	9F715	D21	0	1927898	0	WHILE DRIVING
2002	41	S11	1FMYU04103KD12033	3.0L	TALD	4	2002	2.00E+03	9F715	D21	1	1892798	0	WHILE DRIVING
2002	44	S11	1FMYU04103KD11545	3.0L	TALD	4	2002	2.00E+03	9F715	D21	3	2429021	3000	WHILE DRIVING
2002	48	S11	1FMYU04103KD10007	3.0L	TALD	4	2002	2.00E+03	9F715	D21	1	1822129	1000	STALLS
2002	55	S11	1FMYU04103KD01419	3.0L	TALD	4	2002	2002	129579	D21	1	1879573	1000	NO TEXT
2002	63	S11	1FMYU04103KD04072	3.0L	TALD	3	2002	2004	DIAG	D21	5	2392251	2000	WHILE DRIVING
2002	69	S11	1FMYU04103KD04072	3.0L	TALD	3	2002	2.00E+03	9B920	D21	3	1801182	1000	WHILE DRIVING
2002	78	S11	1FMYU04103KD073294	3.0L	TALD	3	2002	2.00E+03	9B900	D21	1	2094005	0	WHILE DRIVING
2002	83	S11	1FMYU04103KD00693	3.0L	TALD	3	2002	2004	124950	D21	1	1163749	0	WHILE BRAKING
2002	84	S11	1FMYU04103KD00693	3.0L	TALD	3	2002	2004	DIAG	D21	3	1823875	1000	CUST TEXT

TECH TEXT	MISC TEXT	TECH TXT1
TSS		412 IAC & THROTTLE BODY OPERATION COND. CODE 42. N. KOED PASS, KOIC PASS, KOEN PASS. 12860D, 12860D3, 12860D81, REPLACED IAC & THROTTLE BODY & EEC. RELAY AS PER TSS 02 11 8. BASIC PART #8716, #8288
REPLACED		TP SENSOR OUT OF RANGE EEO QUICK TEST DIAGNOSIS
TSS		TEST DROVE. NO STALLING CONFIRMED. CHECKED AS PER TSS 02 11 8. CHECKED IAC OK AT 83 PERCENT, EVAP SYSTEM OK, CHECKED EEC RELAY OK, ROAD TEST CHECKING DATA OK. POSSIBLE OVER WEIGHT KEYS. CUSTOMER TO L
TSS		2681 FAULTY VAPOR MANAGEMENT VALVE. TOOK THE VEH FOR A TEST DRIVE AND DID NOT EXPERIENCE THE CONCERN. CHECKED OASIS AND THERE WAS A MESSAGE FOR THE VEH DYING ON THE ROAD. FOLLOWED TSS 02 11 8 AND F
TSS		PERFORMED TSS 02 11 8 AS PER INSTRUCTED FOR INTERMITTENTLY STALLING CONDITION
TSS		STARTS & IDLES PROPERLY. ROAD TEST. HAS LATEST PCM CALIBRATION INSTALLED. EEC TEST SYSTEM PASS. PER TSS 2 11 8, INSPECT IAC VALVE, PCM CALIBRATION, NOT MEXCAN BUILT, FOLLOWED EVAP DUTY CYCLE, INSPECT
REPLACED		DIAG VALVE ASSEMBLY (IDLE AIR CONTROL) IAC REPLACE
TSS		2875 WDS DIAG, CONT, KOED, KOIC, NO CODES TEST DRIVE PERFORM FUEL PRESSURE TEST, IGNITION SYSTEM TEST PERFORM TSS 02:11.08. PID DATA MONITOR ROAD TEST, EVAP SYSTEM TEST. COULD NOT DUPLICATE AT THIS
HOTLINE		TEST DROVE VEHICLE COULD NOT VERIFY ANY PROBLEM CHECKED FOR CODES NONE FOUND CALLED TECH LINE WAS TOLD TO CHECK AT CONNECTORS AND COMPONENTS ALL UP TO DATE
TSS		M TIME NEC TO PERFORM TSS 02 11 8 CRING OF SEVERAL ITEMS VEHICLE HAD STALL W NO DTC UNUSUAL
REFLASH		DIAG FD 60816 BAD AS PER TSS INSTAL RD TEST OK
REPLACED		DIAG CHECK REPROGRAM PCM
		OK CODES NO CODES RECORD AND MONITOR PIDS REPLACED EEO RELAY AND REPLACED IAC CLEARED CODES RETEST ROAD TEST
REPLACED		#14 42 WARR NGS QUICK TEST PASS DOL DISPLAY PASS MONITOR PIDS PERPOINT & REPLACE EGR VALVE,VAPOR MAN. VALV & IAC RETEST OK 12860D D80 D81 D45 D22 M TIME TO REPLACE IAC & EGR VALVE 12860D1
REFLASH		TEST DROVE COULD NOT VERIFY CONCERN,WDS TESTED NO CODES RECALIBRATED THE PCM
TSS		ROAD TEST NO STALL FOUND TSS 02 11 08 EEC TEST NO CODES PCM HAS NEWEST UPDATE MONITOR PIDS REPLACE IAC AS PER TSS
REPLACED		TEST DROVE VEHICLE STEERING AND BRAKES OPERATED NORMALLY. CONNECTED TO SERVICE BAY DIAGNOSTICS. PERFORMED KEY ON ROADTEST AND REPAIR TRUCK AS PER FORD AND ENGINEER INCLUDES REPLACEMENT OF MAP SENSOR
DIAG		CHK PCM CALIBRATION 2LBA 12860 AD HAD LATEST PER WDS, KIN TEST CODE P1000 PASS
TSS		KIN TEST 12.8V, NBS EEC TEST CODE P1000, FOLLOWED TSS 02:11D8, PID DISPLAY IAC DUTY CYCLE 50PCT OUT OF SPECS, REPLACED IAC VALVE STILL OUT SPEC REPLACED THROTTLE BODY RETEST 34PCT IAC OK. PID DISPLAY EVA
TSS		CHECK TEST NO CODES, TEST DROVE UNABLE TO GET TO STALL CONTACT HOTLINE SPOKE TO KEVIN RAN TSS FOUND IAC OUT OF SPEC. REPLACED IAC AND THROTTLEBODY AS PER TAB.RAN STEPS 1 & ALL NORMAL. TEST AGAIN UNABLE
REFLASH		CHECK OASIS AND BOOPED ENGINE. ATTEMPTED TO REPROGRAM PCM, CALLED TECH HOTLINE. RESET BASE IDLE CLEAR PCM. T28080
TSS		SCOPE ON WDS, PERFORMED ROAD TEST. DIAG CHECK PER TSS 02 08 06. ALL CHECKS OK, UNABLE TO DUPLICATE. T29080

TECH_TXT2	CUST_TXT
S 14ND88.	D21 CHK ENGINE STALLED WHILE DRIVING, STARTED BACK UP AND HAS BEEN RUNNING FINE SINCE DRIVE VEHICLE WITH PSE TO VERIFY CONCERN AS BEING CONSISTANT WITH LIKE VEHICLE HAVING STALLING ON DECELERATION
TIGHTEN KEY RING AND SEE IF CONCERN IS FOUND THAT THE VMV WAS NOT ALLOWING THE VACUUM BUILT UP IN THE EVAP SYSTEM TO RELEASE WHEN COMMANDED. MONITORED PIDS, CHECKED FOR CODES, KOED,KOER SELF TESTS AND MONITORED PIDS	CUSTOMER STATES THE TRUCK HAS SHUT DOWN COMPLETELY TWICE. CUST HAD DIFFICULTY MOVING STEERING AND NO CUSTOMER STATES STEERING,BRAKES AND GAS PEDAL LOCK UP AT TIMES AND BATTERY LIGHT CAME ON CUSTOMER STATES ENGINE STALLING WHILE COASTING DOWNHILL.
FEED RELAY, PID ENGINE RPM'S & CHECK FOR TOO MUCH WEIGHT HANGING FROM KEY RING. ALL GOOD. COULD NOT DUPLICATE CONCERN. POSSIBLY PART OF VEHICLE LEARNING STRATEGY.	CUSTOMER STATES VEHICLE DIED WHILE DRIVING ONCE. CUSTOMER WAS ABLE TO RESTART NO SYMPTOMS AFTER RESTARTED. VECH WILL NOT IDLE
TIME 0420	CUSTOMER STATES THAT THE VEH HAS STALLED TWO TIMES WHILE DRIVING PLEASE CK AND ADVISE
	CUSTOMER HAD VEHICLE TONED IN FOR NO START SMILLS OIL, AND STALLED CHECK ENGINE LIGHT ON
	CK VEHICLE STALLS OUT WHILE DRIVING
	CUST STATES STALLS WHILE DRIVING RE STARTS OK CUST STATES SHUTS OFF WHILE DRIVING,IT DOES RESTART ENGINE STALLS OUT WILL RESTART RIGHT AWAY
, IAD MOTOR AND OTHER MISC PARTS ADJUST AND ROAD TEST PER FOR ENGINEER M VALESSEY REPAIRS OKD BY FORD DOM AND ENGINEER	CUSTOMER STATES THE VEHICLE STILL STALLS AT TIMES WHILE DRIVING,RESTARTS.
P ALL IN SPEC, CHECK EBC POWER RELAY CORRECT ONE INSTALLED TEST DRIVE AFTER ABOVE REPAIR ALL OK TO VERIFY STALL INSPECT AND CHECK HARNESS PER HOTLINE TEST DRIVE FROM 40 10 MPH PER TAB WHILE MONITORING PIDS NORMAL NO STALL TEST DROVE A TOTAL OF 10 MILES.	CUSTOMER STATES THE VEHICLE DIES AT TIMES WHILE DRIVING,NOT WHEN ACCELERATING. CHECK WHILE DRIVING VEHICLE STALLED THEN RESTARTED
	ESCAPE WILL STALL OUT WHEN BRAKING CUST LOOSE ALL POWER CHECK ENGINE STALLS OUT WHEN COMING TO & STOP NO PATTERN WAS DRIVEN APPROX 10 MINUTES WHEN IT STALLED

8982-827 23528

2002	92	S11	1FMYU041X2KC060407	S.O.L	T.A.D	3	2002	2G01	12A850	D21	3	1648602	5000	WHILE DRIVING
2002	95	S11	1FMYU041X2KC47734	S.O.L	T.A.D	2	2002	2.00E+03	9F715	D21	1	1834333	0	WHILE DRIVING
2002	98	S11	1FMYU041X2KC47734	S.O.L	T.A.D	2	2002	1H09	9J480	D21	3	2410898	2000	WHILE DRIVING
2002	100	S11	1FMYU041X2KC47380	S.O.L	T.A.D	2	2002	2G04	12A850	D21	5	2311812	7000	WHILE DRIVING
2002	101	S11	1FMYU041X2KC41867	S.O.L	T.A.D	2	2002	2.00E+03	9F715	D21	4	1931367	2000	STALLS
2002	109	S11	1FMYU041X2KC40542	S.O.L	T.A.D	2	2002	2G04	DIAG	D21	3	2352233	0	WHILE DRIVING
2002	115	S11	1FMYU041X2KC37575	S.O.L	T.A.D	2	2002	2G04	12A850	D21	2	2042370	8000	STALLS
2002	117	S11	1FMYU041X2KC37575	S.O.L	T.A.D	2	2002	2G04	12A850	D21	3	2365234	8000	STALLS
2002	118	S11	1FMYU041X2KC37575	S.O.L	T.A.D	2	2002	2.00E+04	9C915	D21	2	1754705	8000	STALLS
2002	128	S11	1FMYU041X2KC30190	S.O.L	T.A.D	2	2002	2.00E+03	9F715	D21	3	1505835	4000	WHILE DRIVING
2002	128	S11	1FMYU041X2KC30190	S.O.L	T.A.D	2	2002	2G04	12A850	D21	4	1708518	8000	WHILE DRIVING
2002	133	S11	1FMYU041X2KC27880	S.O.L	T.A.D	2	2002	1H09	9J480	D21	5	2084113	4000	WHILE DRIVING
2002	142	S11	1FMYU041X2KC80016	S.O.L	T.A.D	1	2002	2.00E+04	9C915	D21	3	2339428	3000	WHILE DRIVING
2002	145	S11	1FMYU041X2KC30002	S.O.L	T.A.D	1	2002	2G02	12B579	D21	5	1958212	4000	DOWNHILL
2002	144	S11	1FMYU041X2KC01808	S.O.L	T.A.D	1	2002	2G04	12A850	D21	7	2075747	18000	WHILE DRIVING
2002	145	S11	1FMYU041X2KC01082	S.O.L	T.A.D	1	2002	2G05	RECAL	D21	3	1228828	3000	WHILE DRIVING
2002	183	S11	1FMYU041X2KC99725	S.O.L	T.A.D	1	2002	5S11	8G271	D21	7	2314331	8000	AT STOP
2002	193	S11	1FMYU041X2KC87485	S.O.L	T.A.D	1	2002	1H09	9J480	D21	5	2206633	3000	AT STOP
2002	184	S11	1FMYU041X2KC87585	S.O.L	T.A.D	1	2002	2G04	DIAG	D21	4	1105828	2000	ROUGH IDLE
2002	186	S11	1FMYU041X2KC97220	S.O.L	T.A.D	1	2002	2G05	RECAL	D21	4	1787448	4000	STALLS
2002	186	S11	1FMYU041X2KC86786	S.O.L	T.A.D	1	2002	2G04	12A850	D21	1	1822300	0	DOWNHILL
2002	188	S11	1FMYU041X2KC86786	S.O.L	T.A.D	1	2002	7B02	14401	D21	1	2203777	0	WHILE DRIVING
2002	178	S11	1FMYU041X2KC877412	S.O.L	T.A.D	1	2002	2.00E+03	9E325	D21	5	2278330	7000	COASTING
2002	188	S11	1FMYU041X2KC87285	S.O.L	T.A.D	1	2002	2.00E+03	9F715	D21	4	1912702	2000	WHILE DRIVING

REPLACED		VERIFY NO CRANK NO START PUL TRUCK IN SHOP INSTALL WDS TO PERFORM PCM SELF TESTS WDS CAN NOT REMOVE AND REPLACE PCM PERFORM CALIBRATION STEPS PER WDS AND SERVICE MANUAL
TSS		EEC TESTING PASS CODES.PERFORM DIAGNOSIS BY SYMPTOM.PERFORM TSB 2 11 08. CK IAC DUTY CYCLE LOW.REPLACE IAC SOLENOID. RETEST.UP TO 30 PERCENT FROM 30 PERCENT.PCM ALREADY LATEST LEVEL.ROAD TEST AND MONI
REPLACED		EEC TEST,PASS CODES. CALL HOTLINE CHECK GROUNDS B101,B104 B105 AND G300 ALL OK. CHECK CONNECTORS C110 C133 C270B,C270C FOR INTEGRITY,PIN PUSH OUT LOOSE CONNECTOR,OK CHECKED NUMBER R ON DPFE SENSOR CL
REFLASH		TEST ENGINE EEC AND FUEL SYSTEM. NO DTC IS PRESENT. PINPOINT TEST. REPROGRAM PCM TO LATEST CALIBRATION.
REPLACED		DIAGNOSED AND REPLACED AIR BYPASS VALVE AND REPROGRAMED PROCESSOR.
DIAG		NPF 42 D21 12800 D.2 12800D45 0.3 12800D5 0.3 PERFORM DIAG; LITE ON N; CODES ALL PASS;PERFORM
REFLASH		PINPOINT TESTS; ALL OK;
TSS		REPROGRAMED PCM
TSS		DIA AND REPROGRAMED PCM UPDATED.PREFORMED TSB.02 11 6 SET BASE IDLE AND CURS IDLE
TSS		REPLACE IAC AND EVAP.VALVE PER TSB # 02 11 08
TSS		EEC TEST PIN POINT TEST NO CODES PERFORM TSB 2 8 06REPLACE IAC AND REPRGRAM PCM
TSS		PERFORM UPDATES ON TSB 2 11 08 FD TEST DID NOT STALL
REPLACED		CHECKED SYSTEM AND REPLACED DPFE SENSOR
TSS		SSM 48 BOPIS 12800,001,022,04K,0M 1.2NPS FOR 2000 TEST EEC NO CODES PASS PERFORM STEPS IN TSB 02 11 08 AS NESS FOUND BAD VIEW REPL AND RETEST AND PERFORMED NSS MONT DRIVE CYOLE PER STEP 8 OF TSB
TSS		NSS QUICK TEST PASS DCL DISPLAY PASS ROAD TEST MONITOR PIDS REFER TO TSB 021108 PERFORM TESTS PER TSB PINPOINT & REPLACE IAC DPFE & MAP RETEST OK
TSS		TECH 1194 WP TSB 02 11 08 TEST EEC,NO CODES. INSPECT FOR EEC RELAY REPLACEMENT PER TSB DOES NOT APPLY,IS EQUIPED WITH UP DATED RELAY. MONITOR
REFLASH		WDS HOOKUP NO CODES MONITOR PIDS ALL IS GOOD CHECK PCM PROGRAMING REPROGRAMED PCM ALL GOOD
TSS		SSSS PLUGGED UP VAPOR LINE PERFORMED A SELF DIAG. TEST WITH THE WDS MACHINE TO RETRIEVE THE TROUBLE CODES BUT NO CODES WERE STORED IN THE SYSTEM,OK OASIS AND TSSS AND WAS ABLE TO FIND ONE THAT MA
REFLASH		MIL OFF IDEO PASS KOEC PASS KDER PASS CP 04M90 RECALEM CC 42 WDS START UP EEC TST DCL DISPLAY FUEL PRESS TST INJ FLOW TST NSS MONITOR NO TST DPFE(ORATIC)REPLACE DPFE REPROGRAM PCM
NPF		2448 WARR TEST DRIVE CAR RAN EEC TEST HAS NO CODES RAN PID MONITOR AND CK ECT VOLTAGE AND TEMPERATURE VOLTAGE WAS .54 TEMP WAS 204 ALL NORMAL OPERAT ING PDS CK FUEL PRESSURE OK 34 PDI THIS IS NORM
TSS		RUN DIAG, NO CODES, REPROGRAM PCM PER TSB 02 11 06
TSS		RD TESTED DID NOT EXPERIENCE CONCERNAL CHECKED OASIS PERFORMED TSB 3 11 6, INCLUDING PCM REPROGRAMMING & ROAD TESTED, MIT NO LOPES.
TSS		RD TST COULD NOT DUPLICATE. STAR TST NO CODES. HOOKED UP FUEL PRES. GAUGE RD TESTED PDI OK. CHK OASIS TSB 2 11 08 ALREADY DONE. CHK DPFE P&R DPFE SENSOR. CHK PCM HARNESS & MAP OK. CHK CONNECTORS
TSS		EEC TEST NO CODES DCL DISPLAY 700 RPM, NSS MONITORROAD TEST PINPOINT TEST. PERFORM TSB 021108, REPLACED IAC AND THROTTLE BODY REPROGRAM PCM, REPLACE EVAP VM VALVE, REPLACE EEC RELAY PER HOTLINE REFLA
NPF		WDS TESTED,PERFORMED DATA LOGGER TEST,MAN DCL TEST COULD NOT FIND A PROBLEM AT THIS TIME,ALL SYSTEM AT PASS CODES

	VEHICLE STALLED WHEN DRIVING.
TOR PIDS OK.FINAL QUICK TEST OK	CUSTOMER STATES VEHICLE SHUT OFF WHILE DRIVING
D NUMBER REPLAGE DPFE SENSOR.ALL PER NOTL	CUSTOMER STATES VEHICLE SHUT OFF WHILE DRIVING THIS A CONTINUOUS PROBLEM
	ENGINE STALLS WHILE DRIVING. CUSTOMER STATES STALLS AT TIMES.
	CHECK ENGINE DIED WHILE DRIVING ON THE HIGHWAY. ENGINE OIL LAMP CAME ON ALSO. CUST STATES VEHICLE STALLING AT TIMES CUSTOMER STATES ENGINE STALLED CUSTOMER STATES ENGINE SHUT OFF TWICE WHEN DRIVING THE TRUCK STALLED OUT WHEN DRIVING 35 MPH GOING UP A HILL AND WHEN COMING TO A S C 8 THAT THE CAR STALLS INTERMITTENTLY BETWEEN 40 45 MPH HAS HAPPENED UP HILL AND ON FLAT SURFACES MOST RECENTLY HAPPENED ON A STEEP DOWN HILL CHECK DIED WHILE DRIVING DOWN ROAD AFTER 5 MINUTES AFTER STARTING.
NOTE NEVER CONFIRMED STALL	CAR DIED WHILE DRIVING A C WAS ON AND THEN RESTARTED SEE MARVIN FOR ADDITIONAL INFO CUSTOMER STATES WHILE ON DEACCEL DOWN HILL VEHICLE STALLED LIKE A SWITCH TURNED OFF VEHICLE RESTARTED RIGHT AWAY
	CUST STATES THAT CAR DIES OUT WHILE DRIVING HAPPENED TWICE .
	CUST BT WHILE DRIVING VEHICLE STALLED
TCHRD CURT. CONCERN THE T88 #03 11 8 FOR DRIVEABILITY INTERMITTENT ENGINE QUIT OR IDLE DTP. THE FIRST SERVN.PROCEDURE WAS TO MAKE SURE THAT THE IAC DUTY CYCLE WAS READING BETWEEN 32	CUSTOMER STATES ENGINE STALLED WHILE AT A STOP LIGHT
	D81 VEHICLE STALLS INTERMITTLY AT STOP, WILL RESTART OK VEHICLE ALSO BOGS ON ACCEL AT AROUND 45MPH
AL CHARACTERISTIC OF CAR	C 8 VEHICLE FEELS LIKE MISSING BITTING AT IDLE CUSTOMER STATES VEH IS INTERMITANTLY STALLING CHECK ENGINE STALL, CUSTOMER STATES IT WILL STALL WHEN DECELERATING A HILL AND THEN TURNING RIGHT AT THE BOTTTOM.
C270B,C,D,C110, C133, ALL OK. CHK G100, G104, G105 HAD RESISTANCE, CLEANED & INSTALLED STAR WASHER ON ALL THREE. ROAD TEST OK. MT NO LOPS.	CUSTOMER STATES VEHICLE SHUTS OFF WHILE DRIVING, LOOSER ALL POWER
CED DPFE AND MASS AIR FLOW SENSOR, ROAD TEST RETEST	CUSTOMER STATES THE VEHICLE DIE WHILE COSTING AND TURNING CUSTOMER STATES VEHICLE SHUT OFF WHILE HE WAS DRIVING AND THE ONLY LIGHT THAT WAS ON WAS THE OIL INDICATOR LIGHT

2002	192	S11	1FMYU041X2K367170	3.0L	T/LD	12	2001	2904	12A850	D21	6	1858815	8000	WHILE DRIVING
2002	194	S11	1FMYU041X2K367172	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	4	1315340	8000	STALLS
2002	198	S11	1FMYU041X2K368029	3.0L	T/LD	12	2001	2901	12A850	D21	2	873830	1000	WHILE DRIVING
2002	200	S11	1FMYU041X2K368002	3.0L	T/LD	1	2002	7V01	12A851	D21	1	618928	0	WHILE DRIVING
2002	201	S11	1FMYU041X2K369597	3.0L	T/LD	12	2001	2904	DIAG	D21	6	2174799	8000	WHILE DRIVING
2002	206	S11	1FMYU041X2K3694461	3.0L	T/LD	12	2001	2904	12A850	D21	4	1128592	4000	WHILE DRIVING
2002	222	S11	1FMYU041X2K364468	3.0L	T/LD	12	2001	2.00E+03	9F707	D21	4	1423292	5000	STALLS
2002	229	S11	1FMYU041X2K368057	3.0L	T/LD	12	2001	2.00E+03	9E888	D21	9	648778	1000	WHILE DRIVING
2002	232	S11	1FMYU041X2K3644376	3.0L	T/LD	11	2001	2905	RECALC	D21	7	1581475	7000	WHILE DRIVING
2002	234	S11	1FMYU041X2K3644369	3.0L	T/LD	11	2001	7C06	14N089	D21	2	696451	2000	WHILE DRIVING
2002	235	S11	1FMYU041X2K3644359	3.0L	T/LD	11	2001	2902	12B579	D21	8	2430523	11000	DOWNHILL
2002	236	S11	1FMYU041X2K3644369	3.0L	T/LD	11	2001	2.00E+03	9F715	D21	5	1188815	5000	STALLS
2002	240	S11	1FMYU041X2K3644295	3.0L	T/LD	11	2001	2904	12A850	D21	5	1075793	2000	DOWNHILL
2002	242	S11	1FMYU041X2K3644071	3.0L	T/LD	12	2001	2904	DIAG	D21	2	696632	1000	STALLS
2002	244	S11	1FMYU041X2K3639419	3.0L	T/LD	12	2001	2904	12A850	D21	2	1258708	2000	WHILE DRIVING
2002	250	S11	1FMYU041X2K3637749	3.0L	T/LD	11	2001	2904	12A850	D21	4	548748	1000	WHILE DRIVING
2002	261	S11	1FMYU041X2K3630810	3.0L	T/LD	11	2001	2904	DIAG	D21	4	1082744	1000	STALLS
2002	282	S11	1FMYU041X2K3630825	3.0L	T/LD	11	2001	7C06	14N089	D21	7	1574184	8000	WHILE DRIVING
2002	289	S11	1FMYU041X2K3630011	3.0L	T/LD	11	2001	2.00E+03	9F715	D21	9	2434544	14000	STALLS
2002	289	S11	1FMYU041X2K3629182	3.0L	T/LD	11	2001	2904	12A850	D21	4	940928	4000	WHILE DRIVING
2002	290	S11	1FMYU041X2K3629169	3.0L	T/LD	11	2001	2.00E+03	9F715	D21	8	2100039	7000	STALLS
2002	293	S11	1FMYU041X2K3622734	3.0L	T/LD	11	2001	7C06	14N089	D21	4	1034857	2000	ACCELERATING
2002	297	S11	1FMYU041X2K3622363	3.0L	T/LD	11	2001	2904	12A850	D21	5	1183848	21000	WHILE DRIVING
2002	298	S11	1FMYU041X2K3622391	3.0L	T/LD	11	2001	2905	RECALC	D21	9	2860561	13000	WHILE DRIVING
2002	301	S11	1FMYU041X2K3622146	3.0L	T/LD	11	2001	2.00E+03	9F715	D21	7	1734817	10000	WHILE DRIVING
2002	302	S11	1FMYU041X2K3622083	3.0L	T/LD	11	2001	2904	12A850	D21	3	1290182	9000	STALLS
2002	303	S11	1FMYU041X2K3621936	3.0L	T/LD	11	2001	2904	12A850	D21	4	1825304	8000	DOWNHILL

REFLASH	PCM RECAL DIAG EEC QUICK TEST
REPLACED	CK FOR ENG STALLING FOUND BAD IAC REPLACE AND RETEST
DIAG	D21 42 12A880 EXTRA TIME TO REPEAT FINAL QUICK TEST EEC (QUICK TEST) DIAGNOSIS
POOR CONNECTION	DIAGNOSE EEC SYSTEM RETEST PIN POINT TEST DIAGNOSE IGNITION CHECK FUEL PRESSURE TRACE OUT AND REPAIR LOOSE WIRE CONN TO POWER RELAY IN BATTERY JUNCTION BOX
TSS	1 RD TEST AND NGS TEST NO CONCERN FOUND INVOLVER WITH FBE AND ESCAPE DRIVABILITY PEOPLE RECHECK TSS 02 11 08 AND RECHECK
SSM	ROAD TESTED THE VEHICLE. PERFORMED EEC TEST AND RECEIVED NO FAULT CODES. PERFORMED PID MONITOR ROAD TEST, NPF. CHECKED REPROGRAMMED THE PCM AS PER SSM 15588. ROAD TEST.
REPLACED	DIAGNOSIS...REPLACED FUEL PUMP...
REPLACED	TECH 288 VERIFY CONCERN EEC TEST REPLACE THROTTLE BODY IAC AND DPFE RECHECK OK
REFLASH	EEC TEST P1000 WDS PID DATA LOGGER ALL OK IAC AT 37 % ECT 168 DEG OK REPROGRAM PCM RETEST OK
SSM	PERFORM EEC DIAG TEST NO DATA CODES FOUND CHECK DCL DISPLAY ROAD TEST TESTED THE PID OPERATION OK TEST AND REPLACE PCM RELAY AS PER SSM 16434
SSM	2 ROADTEST TO ATTEMPT TO VERIFY UNABLE TO RUN FORD ENGINEERING FORM SPECIAL SERVICE MESSAGES OR TECHNICAL
TSS	PERFORM EEC DIAG NO DATA CODES FOUND CK DCL DISPLAY FOUND IAC DUTY CYCLE OUT OF RANGE REPLACE RETEST AS PER TSS 02 8 8 RETEST FOUND DCL STILL TO HIGH REPLACE THROTTLE BODY EVAP VALVE BLEW OUT VAPOR VE
REFLASH	2888 42 12850D 08508 12850D40 13000C81 ROAD TEST & MONITOR PIDS 12860D46 12860D84 UPDATE PCM 12860DX1 EEC CODES PASS RETEST CODES PASS
NPF	RAN DIAG, PIN POINT AND HOOKED TO CAR WHILE DRIVING. COULD NOT MAKE VEHICLE DUPLICATE COMPLAINT. NO PROBLEM FOUND
REFLASH	EEC TEST, PIN POINT, REPROGRAM PROCESSOR
REFLASH	TEST SYSTEM NO CODES ,RD BROADCAST MESSAGES, PERFORM PCM UDATE PER MESSAGE PID TEST 16 MILES SHOP FOREMAN OK
NPF	CAR DIES LOST STEERING TEST EEC TEST FUEL NO PROBLEM FOUND
TSS	EMATIC RECAL TSS 02 11 8 ROAD TESTED SELF TESTED ALL PASS, RUN OASIS FOLLOW PROCEDURE PID MONITOR AS RECOMMENDED IAC OK, EVAP/M OK, FTP OK, REPLACED
REPLACED	WDS SELF TEST, DCL DISPLAY, DCL MONITOR, IDLE DATA, CRANKING DATA, PIN POINT TEST, FOUND IAC DUTY CYCLE LOW. REPLACED IAC, RERAN SELF TEST, OK
SSM	4884 PERFORMED DIAG WITH WDS KOER KOED PID MONITOR A NO PIN POINT TESTS PER INTERM CONCERN FOUND OASIS SSM REPROGRAMMED PCM TEST DROVE VEHICLE VEHICLE DID NOT STALL AFTER REPAIR
REPLACED	ENGINE DIAG TEST PIN POINT AND MONITOR TEST AND REPLACED IAC VALVE AND DPFE SENSOR AND RETEST
REPLACED	WDS DIAGNOSIS MIL NOT ON NO DTC REPLACE EEC POWER RELAY AND REPROGRAM PCM
TSS	ROAD TEST VEHICLE, PERFORM E.E.C. TESTS, P.I.D. TESTS AND CHECK OASIS. PASSED ALL TESTS, P.I.D.S ARE ALL NORMAL AND REPROGRAM P.C.M. WITH UP DATED DATA, ROADTEST AND RETEST. PER TSS
REFLASH	EEC TEST NO CODE PROGRAMMED PCM
REPLACED	IAC VALVE STICKING EEC TEST 1908, FUEL PN 40, PINPOINT TEST KEY 4, REPLACE IAC, RETEST
DIAG	WDS DIAGNOSIS...NO HARD FAULT CODES...
SSM	NEEDED TO REPROGRAM PROCESSOR AS PER SSM 15586

	DIES WHILE DRIVING
	CK FOR VEH STALLING
	CUST SAYS WHILE DRIVING VEHICLE STALLED VEHICLE HAD 3/4 TANK GAS
	WHILE DRIVING SERVICE ENG LT CAME ON THEN BATTERY LIGHT CAME ON FUEL LIGHT CAME ON ENG DIED MADE NOISE LIKE PING PONG
	CUST STATES THAT WHILE DRIVING ALL ELECTRICAL ITEMS SHUT DOWN AND VEHICLE SHUT DOWN
	THE CUSTOMER STATES THE ENGINE SHUTS WHILE DRIVING WILL RESTART.
	CHECK CUTS OFF
	CUST STATES ON 3 OCCASIONS TRUCK STALLED OUT WHILE DRIVING TOOK 3 TRYS TO START
	VEHICLE DIED WHILE DRIVING FOR NO APPARANT REASON STALLED AT 40 MP NO CHECK ENGINE LIGHT STARTED EASILY HAS HAPPENED TWICE
	TRUCK WILL STALL WHEN DRIVING AT 40 MPH THEN WAITS FOR A FEW MINUTES AND TRUCK WILL RUN AGAIN SEE ATTACHED INFO ADVISE
	ON TUESDAY CUSTOMER WAS DRIVING AND COASTING DOWN A HILL IN BLOOMINGTON AND THE TRUCK STALLED FOR NO REASON HAD BEEN RUN
NT HOSE REPROGRAMMED PCV PER TSB	ENGINE WILL STALL FOR NO REASON INTERMITENELY CHECK AND ADVISE.
	CUST STATES WHEN GOING DOWN A HILL AND THEN BACK UP A HILL THE VEHICLE WILL STALL OUT WHILE DRIVING
	CUSTOMER STATES VEH STALLED, CUT OFF ONCE AT APPROX 45 MPH, BUT WAS ABLE TO BE RE STARTED IMMEDIATELY, CUSTOMER WANTS VECH CHECKED OUT.
	CUSTOMER STATES WHILE DRIVING ALL DASH LIGHTS CAME ON AND OFF AND VEHICLE STALLED OUT
	STALLED WHILE DRIVING CRUISING SPEED HAD TO LET SIT ABOUT A MINUTE RESTARTED
	CUST STATES CAR DIES LOST STEERING BATTERY LIGHT CAME ON AND OIL LIGHT CAME ON CAR STARTED RIGHT BACK UP
	D21 ENGINE STALLS CUSTOMER STATES ENGINE STALLED WHILE DRIVING
	CUSTOMER STATES VEHICLE DIES AT RANDOM, LIGHT ON AT 30MPH CAR JUST DIES, NO ACCELERATION
	ENGINE STOPPED RUNNING WHILE DRIVING DID RESTART NO LIGHTS FLASHING BEPOE VEHICLE STOPPED
	VEHICLE HAS STALLED OUT SEVERAL TIMES AND THEN STARTS RIGHT BACK UP
	CUSTOMER STATES ENGINE CUT OFF WHEN ACCEL FROM STOP OIL LIGHT CAME ON AND STALLED
	CUSTOMER STATES ENGINE SHUT OFF FOR A SECOND WHILE DRIVING SEE RON
	WHILE DRIVING VEHICLE SHUTS OFF
	ENGINE STALLED WHILE DRIVING ENGINE IDLES LOW
	CHECK CUTS OFF
	CUSTOMER STATES VEHICLE STALLS WHEN BREAKING DOWN HILLS, AND THE OIL LIGHT COMES ON WHEN THIS HAPPENS,

8888-827 2828

2002	304	811	1FMVU041X2K821898	3.0L	TLD	11	2001	1H03	6J480	D21	6	2806721	8000 STALLS
2002	306	811	1FMVU041X2K821898	3.0L	TLD	11	2001	2.00E+03	6E328	D21	8	1888888	7000 WHILE DRIVING
2002	308	811	1FMVU041X2K821812	3.0L	TLD	11	2001	2804	6A480	D21	1	678421	1000 WHILE DRIVING
2002	308	811	1FMVU041X2K821812	3.0L	TLD	11	2001	2.00E+03	6F715	D21	7	1579115	10000 WHILE DRIVING
2002	312	811	1FMVU041X2K820677	3.0L	TLD	11	2001	2804	6A480	D21	8	1887940	18000 WHILE DRIVING
2002	314	811	1FMVU041X2K820677	3.0L	TLD	11	2001	2804	12A880	D21	8	1972877	10000 WHILE DRIVING
2002	318	811	1FMVU041X2K818286	3.0L	TLD	11	2001	1H03	6A480	D21	2	1888880	3000 NO TEXT
2002	322	811	1FMVU041X2K814830	3.0L	TLD	11	2001	2805	RECAL	D21	6	1888886	7000 WHILE DRIVING
2002	323	811	1FMVU041X2K814830	3.0L	TLD	11	2001	2.00E+03	6F715	D21	6	2888843	8000 STALLS
2002	328	811	1FMVU041X2K814867	3.0L	TLD	11	2001	1H02	6F870	D21	2	880007	2000 STALLS
2002	327	811	1FMVU041X2K814867	3.0L	TLD	11	2001	7C05	14N059	D21	2	828815	1000 DOWNHILL
2002	328	811	1FMVU041X2K814036	3.0L	TLD	10	2001	2.00E+03	6F715	D21	7	1408817	14000 WHILE DRIVING
2002	336	811	1FMVU041X2K815486	3.0L	TLD	10	2001	2.00E+03	6F715	D21	8	1887286	8000 STALLS
2002	350	811	1FMVU041X2K803881	3.0L	TLD	10	2001	2804	12A880	D21	10	2188801	8000 WHILE DRIVING
2002	352	811	1FMVU041X2K803732	3.0L	TLD	10	2001	2804	12A880	D21	5	1901487	2000 STALLS
2002	355	811	1FMVU041X2K803018	3.0L	TLD	11	2001	2804	12A880	D21	8	1572572	11000 WHILE DRIVING
2002	350	811	1FMVU041X2K801858	3.0L	TLD	10	2001	2804	12A880	D21	3	988978	3000 STALLS
2002	371	811	1FMVU041X2K800798	3.0L	TLD	10	2001	2.00E+03	6F823	D21	4	748881	4000 WHILE DRIVING
2002	373	811	1FMVU041X2K800428	3.0L	TLD	10	2001	7C05	14N059	D21	1	354188	6000 WHILE DRIVING
2002	374	811	1FMVU041X2K800085	3.0L	TLD	10	2001	2805	RECAL	D21	8	200884	10000 ON HIGHWAY
2002	378	811	1FMVU041X2K808491	3.0L	TLD	10	2001	2.00E+03	6E328	D21	8	1783485	8000 DOWNHILL
2002	378	811	1FMVU041X2K808491	3.0L	TLD	10	2001	1H03	6A480	D21	9	288882	7000 DOWNHILL
2002	382	811	1FMVU041X2K808890	3.0L	TLD	10	2001	2804	12A880	D21	5	2875488	4000 WHILE DRIVING
2002	388	811	1FMVU041X2K802888	3.0L	TLD	10	2001	1H03	6J480	D21	8	1488881	8000 COASTING
2002	388	811	1FMVU041X2K802888	3.0L	TLD	10	2001	2805	RECAL	D21	6	1174723	2000 WHILE DRIVING
2002	391	811	1FMVU041X2K802888	3.0L	TLD	10	2001	7C05	14N059	D21	2	457348	0 WHILE DRIVING
2002	408	811	1FMVU041X2K800685	3.0L	TLD	10	2001	2805	RECAL	D21	5	791052	3000 DOWNHILL

REPLACED		TECH CHECKED THE PROCESOR FOR LATEST UPDATES AND WAS OK TECH CALLED HOTLINE AND WAS INFORMED TO OK THE PFE SENSOR. TECH CHECKED, REMOVED AND REPLACED THE PFE.
FFF		TECH ALSO FOUND THAT THE VEHICLE SHOULD USE 5W 20 OIL. THE VEHICLE HAS 10W30 OIL IN IT NOW.
NPF		WDS TEST, NO PROBLEM FOUND, NO CODES IN MEMORY
TSS		WDS TEST, NO CODES PRESENT. REPLACE IAC VALVE, THROTTLE BODY AND REPROGRAM PCM PER TSS 02 11 08
NPF		NPF COULD NOT DUPLICATE STALL CONCERN ROAD TESTED NO STALL CONDITION HOOKED UP NGS CHECK DTC & NONE STORED KOER TEST NO PROBLEM FOUND AT THIS TIME 13000.2
REFLASH		RAN SEVERAL TESTS, FOUND PCM TO NEED REPROGRAMMED
NO TEXT		
REFLASH		OUT OF CALIB EEC (CLICK TEST) DIAGNOSIS
INOP		VALVE FAULT EEC (CLICK TEST) DIAGNOSIS
		2287 CHECK FOR VEHICLE DIES ON DIESEL. COULD NOT VERIFY CONCERN. HOOKED UP WDS AND CHECKED FOR CODES, NO CODES. CHECKED GAS, FOUND SSM FOR THIS CONCERN. ORDERED IAC MOTOR PER SSM 15434 ON 2 & 6. R
SSM		15434 CHECK FOR VEHICLE DIED ONCE WHILE DRIVING DOWN HILL, STARTED RIGHT BACK UP. COULD NOT VERIFY CONCERN. HOOKED UP WDS AND CHECKED FOR CODES NO CODES. RUN KOED, KOER, AND CONTINUOUS TESTS, OK NO
SSM		RAN SELF TEST, DCL DISPLAY & ROAD TEST, PINPOINT, FUEL PRESSURE TEST. REPLACED IAC. RETESTED. REPLACED DPFE
REPLACED		NO DTCS IN PCM RAN TESTS PER UPDATED TSS 02 11 08 IAC DUTY CYCLE OUT OF RANGE AS WELL AS VVV. REPLACED IAC AND EVAP/VV. CLEARED KAM. RAN TESTS PASS ALSO INSTALLED A LATEST CALIBRATION IN PCM
TSS		EEC TEST, DCL DISPLAY & ROADTEST TO MONITOR PDS PER TSS REPROGRAM PCM.
TSS		
NPF		PERF EEC TEST AND FOUND ALL SYSTEMS PASS.
TSS		DIAGNOSE AND REPROGRAM PCM PER TSS 02 11 08
REFLASH		RUN EEC TEST REPROGRAM PCM WITH LATEST CALIBRATION ROAD TEST ALL OK
TSS		TECH FOUND TSS (TECHNICAL SERVICE BULLETIN) ON PROBLEM. REPROGRAMMED THE POWERTRAIN CONTROL MODULE AND REPROGRAMMED
		NO DTC TRIED TO RECREATE CONCERN CHECKED CONNECTIONS NOTHING FOUND CALLED HOTLINE WAS TOLD TO CHECK PCM RELAY AND GROUNDS 101 AND 104 RELAY HAD CORRECT LETTERING BUT FAILED THE WIGGLE TAP TEST GROUND
HOTLINE		
REFLASH		TECH TESTED ADN REPROGRAMMED PCM AND RETESTED
REPLACED		REPLACE THROTTLE BODY REPLACE IAC
REPLACED		ASSISTED JOE NGRA FORD ENGINEER REPLACED DPFE SENSOR
TSS		ROAD TESTED FOR VEHICLE STOPPED. EEC TEST. CHECKED ALL SERVICE TIPS TESTED IAC INSPECTED RELAYS REPROGRAM PCM PER TSS 02 11 08
REPLACED		FAILED OFF EGR SENSOR PERFORMED TESTING AND REPLACED FAILED DPFE SENSOR
TSS		PERFORMED TSS #02 & 6 VERIFIED REPAIR
SSM		EEC TESTS; HOTLINE CALLED; EEC TESTED AGAIN; CHECK GAS; SSM 15434; REPLACE EEC RELAY AND SECURE GROUNDS UNDER BATTERY; CLEAN AND TIGHTEN GRDS 104 106; 101 100; CHECK IAC VALVE OK
SSM		3000 TEST DRIVE STALL ON LONG DEC. 10000E 2,3,4,5,7,10,18,20,24. REPROGRAM PCM PER SSM TEST DRIVE

	CUSTOMER STATES THE VEHICLE STALLS
	CUSTOMER STATES THE VEHICLE STALLS WHILE DRIVING DOWN HILLS
	VEHICLE CUT OFF GOING DOWN STREET
	VEHICLE CUTS OFF GOING DOWN ROAD.
	CUST STATES WHILE DRIVING DOWN A SNAKE LIKE ROAD AT 60 MPH VEH STALLED.
	RESTARTED 6 MIN LATER
	ENGINE DIES AT TIMES WHEN DRIVING
	CUST. STATES WHILE DRIVING AT IN TOWN SPEEDS AND ACCEL. ENGINE HAS DIED 3 TIMES
	CUST. STATES ENGINE DIES IN STOP AND GO TRAFFIC
	CUST STATES AGAIN ALL OF A SUDDEN VEH JUST DIED, LOST ALL POWER AND DIED,
	VEHICLE DID START BACK UP RIGHT A WAY.
REPLACED IAC MOTOR AND RECHECK OPERATION, OK.	
CODES. RUN FUEL PRESSURE LEAK DOWN AND INJECTOR FLOW TESTS, OK ALL WITHIN	
SPEC. CHECKED GROUNDS AND CONNECTORS, OK. CHECKED CABLE, FOUND SSMF 16434	CUST STATES VEH STALLED GOING DOWN HILL, LOST EVERYTHING, STEERING, ENGINE,
FOR THIS CONCERN. CHECKED	BRAKES, VEH TO SHUT OFF
	CHECK AND REPORT ON ENGINE STALLS WHILE DRIVING
	CUST STATES VEHICLE DIED YESTERDAY AFTER SITTING AT A STOP LIGHT VEHICLE GOT UP
	TO SPEED AROUND 45 MPH THEN DIED RESTARTED OK
	ENGINE STALLED ONE TIME WHILE DRIVING AT STEADY SPEED. CUSTOMER SHIFTED TO
	NEUTRAL, RESTARTED AND KEPT GOING
	CUSTOMER STATES ENGINE STALLED, EMISSIONS LIGHT, BATTERY LIGHT AND OIL LIGHTS
	CAME ON.
	ENGINE STALLS AND VEHICLE LONES ALL ELECTRICAL POWER INT. WHEN DRIVING.
	CUSTOMER USES PARKING BRAKE TO STOP AND PULL OVER AND ENGINE RESTARTS.
	ADVISE
	CUSTOMER STATES ENGINE STALLS
	CUSTOMER STATES CHECK FOR VEHICLE SHUTTING OFF WHILE DRIVING AT AROUND 45-50
	MPH
8 WERE OK	PLEASE CHECK VEHICLE SHUT OFF WHILE DRIVING RESTARTED AFTER FEW MINUTES
	C & VEHICLE SUDDENLY DIED ON HIGHWAY... WAITED A WHILE AND FINALLY RESTARTED
	ENGINE SHUTS DOWN GOING DOWNHILL WITHOUT ACCELERATING, WITH A C ON
	VEHICLE STALLING MOSTLY ON DOWNHILL.
	DIAGNOSE WHY THE VEHICLE STOPPED WHILE DRIVING RESTARTED AFTER A FEW MINUTES
	VEHICLE STILL SHUTS OFF AT TIMES WHEN COASTING
	CUSTOMER STATES: VEHICLE STALLS WHILE DRIVING 3RD TIME, SEE HISTORY
	CUSTOMER STATES: VEHICLE SHUT OFF WHILE DRIVING, STARTED UP BUT EXTENDED
	CRANK POSSIBLE PATS CONCERN
	CUSTOMER STATES THAT WHEN COASTING DOWN STEEP HILLS THE ENGINE HAS DIED 3
	TIMES

8802-027 20020

2002	414	S11	1FMYU041X2KA78659	3.0L	TLD	10	2001	2F08	8E886	D21	9	1739115	8000	ROUGH IDLE
2002	416	S11	1FMYU041X2KA78660	3.0L	TLD	10	2001	2G04	12A880	D21	8	853947	8000	WHILE DRIVING
2002	417	S11	1FMYU041X2KA78660	3.0L	TLD	10	2001	2G04	12A880	D21	8	1433805	4000	WHILE DRIVING
2002	433	S11	1FMYU041X2KA87889	3.0L	TLD	10	2001	2.00E+03	8E886	D21	8	1794806	14000	WHILE DRIVING
2002	439	S11	1FMYU041X2KA88341	3.0L	TLD	8	2001	2G05	REC/LEM	D21	5	747046	4000	AT STOP
2002	442	S11	1FMYU041X2KA88670	3.0L	TLD	10	2001	2G04	12A880	D21	7	1438894	8000	WHILE DRIVING
2002	443	S11	1FMYU041X2KA88670	3.0L	TLD	10	2001	2.00E+03	8F715	D21	10	1978620	8000	STALLS
2002	453	S11	1FMYU041X2KA87884	3.0L	TLD	8	2001	2G04	12A880	D21	8	2104788	18000	DOWNHILL
2002	454	S11	1FMYU041X2KA87788	3.0L	TLD	9	2001	2G05	REC/AL	D21	11	2323341	8000	STALLS
2002	465	S11	1FMYU041X2KA88900	3.0L	TLD	10	2001	2G05	REC/AL	D21	8	1121278	1000	AT STOP
2002	458	S11	1FMYU041X2KA84415	3.0L	TLD	10	2001	2G05	REC/AL	D21	10	2122889	8000	WHILE DRIVING
2002	460	S11	1FMYU041X2KA84284	3.0L	TLD	9	2001	2.00E+03	8F715	D21	4	631421	3000	AT STOP
2002	461	S11	1FMYU041X2KA84026	3.0L	TLD	9	2001	2G05	REC/AL	D21	7	1312183	9000	ON HIGHWAY
2002	467	S11	1FMYU041X2KA82885	3.0L	TLD	10	2001	2G04	12A880	D21	9	1748052	24000	STALLS
2002	470	S11	1FMYU041X2KA84077	3.0L	TLD	9	2001	7B02	10345	D21	7	1088028	3000	WHILE DRIVING
2002	480	S11	1FMYU041X2KA82088	3.0L	TLD	9	2001	2G04	DIAG	D21	9	1712427	8000	WHILE DRIVING
2002	484	S11	1FMYU041X2KA81288	3.0L	TLD	9	2001	7C06	14N089	D21	8	930810	11000	WHILE DRIVING
2002	485	S11	1FMYU041X2KA80888	3.0L	TLD	8	2001	2G04	12A880	D21	11	2241872	14000	DOWNHILL
2002	487	S11	1FMYU041X2KA80725	3.0L	TLD	8	2001	2G05	REC/AL	D21	10	2438888	14000	COASTING
2002	489	S11	1FMYU041X2KA80725	3.0L	TLD	9	2001	2G04	DIAG	D21	2	380078	1000	WHILE DRIVING
2002	496	S11	1FMYU041X2KA49888	3.0L	TLD	9	2001	2G04	12A880	D21	7	1241832	14000	STALLS
2002	513	S11	1FMYU041X2KA45394	3.0L	TLD	9	2001	7C06	14N089	D21	3	481278	3000	NO TEXT
2002	519	S11	1FMYU041X2KA44374	3.0L	TLD	8	2001	2G05	REC/LEM	D21	7	1137184	3000	AT STOP
2002	522	S11	1FMYU041X2KA49888	3.0L	TLD	9	2001	2G05	REC/AL	D21	5	715284	8000	WHILE DRIVING
2002	540	S11	1FMYU041X2KA80014	3.0L	TLD	8	2001	2G05	REC/AL	D21	11	1088880	14000	WHILE DRIVING
2002	548	S11	1FMYU041X2KA88587	3.0L	TLD	9	2001	7C06	14N089	D21	7	1007881	13000	AT STOP
2002	582	S11	1FMYU041X2KA87818	3.0L	TLD	9	2001	2G04	12A880	D21	8	678123	7000	WHILE DRIVING

TSS		CK FOR STALL COULD NOT VERIFY RETRACE ALL TSS STEPS REPLACE RELAY IN FUSE BOX RD TEST 10 MILES NO STALLING
REFLASH		COMPUTER DIAG SYSTEM REPROGRAM PCM
REFLASH		COMPUTER DIAG SYSTEM RESET BASE IDLE REPROGRAM PCM
TSS		NGS TEST PASS DCL DISPLAY IGN TEST FUEL TEST ROAD TEST MONITOR PINPOINT REPLACE IAC VALVE REPLACE VMV VALVE REPLACE EEC RELAY REPLACE THROTTLE RECAL PCM PER TSS 02 11 08 RETEST PASS
REFLASH		WDS TESTS REPROGRAM PCM
REFLASH		CHECK AND HOOK UP WDS AND CHECK DATA LOGGER TEST MONITOR PIDS AND CHECK EEC RELAY ON CHECK AND REPROGRAM PCM AND SET IDLE
TSS		VERIFY STALL CONCERN AND PREFORM TSS 02 08 11 CHECK IAC DUTY CYCLE TOO HIGH REPLACE IAO STILL HIGH REPLACE THROTTLE BODY AND REPROGRAM PCM CHECK EVAP MANG VALVE AND ROADTEST
TSS		PERFORMED WDS TEST ALL PASS CODES, CHECKED TSS AND SSM. PERFORMED TSS 02 11 08. PERFORMED EEC SYSTEM TEST. MONITORED PIDS IAC IN RANGE. MONITORED VAPOR MANAGEMENT. CHECKED FOR PREMATURE PURGE. INS
TSS		TSS 02 11 08 REPROGRAM PCM
HOTLINE		CHECK EEC NO CODES.FOLLOWED PPT.PERFORMED STEPS OUTLINED BY RANDY CORLEW.CHECK EEC RELAY OK,IAO OKROADTESTED AND MONITORED DPFE PID,STALLS,INSPT IGNITION OK,CHECKED GROUNDS OK,CHECKED PCM GROUNDS OK,CH
TSS		NO DTC PRESENT, TEST DROVE ON FREEWAY MONITING MAF, FUEL AND SPARK PIDS. VEHICLE NEVE R STALLED OR PERFORMED POORLY, CK OASIS AND TSS 02 1108 DEALS WITH THIS CONCERN, REPROGRAMED P CM AND TETEST O
DIAG		EEC (QUICK TEST) DIAGNOSIS EXTRA TIME TO REPEAT FINAL QUICK TEST
DIAG		8000 STALL 1.5 PERFORMED EEC TEST ON VEHICLE, KOER PASS, KOER PASS, CHDTC PASS NO FAULTY CODE PRESENT ON VEHICLE, FUEL PRESSURE TEST ON VEHICLE CK NORMAL AT 36PSI, PERFORMED BATTERY LOAD TEST BATTERY P
REFLASH		REPROGRAM PCM TO NEW CALIB
REPLACED		INSTALLED NGS NO CODES, FUEL PRESSURE TEST, IGNITION TEST, RUN AVR TEST 12.4 VOLTS, 0 AMPS, R&R EXHAUST LOWER CROSS MEMBER, REMOVED CV AXLE ASSEMBLY, REPLACED ALTERNATOR.
TSS		ROAD TEST, COULD NOT VERIFY, WDS SETUP TEST KOER NO CODES, KOER NO CODES, CHECK TSS'S & SSM'S, CHECK IAC, OK, REFLASHED PCM, CHECK VMV, OK. CHECK EVAP VENT LINE, OK. CHECK EEC RELAY, OK AS PER T
REFLASH		WDS TESTS REPLACE EEC POWER RELAY REFLASH PCM RETEST OK
TSS		EEC TEST NO CODES CK FUEL PRESSURE PIN POINT TEST PID MONITOR PERFORM TSS 02 11 08 REPRGRAMED PCM
REFLASH		PCM PROGRAM ADJUST IDLE EEC (QUICK TEST) DIAGNOSIS
HOTLINE		MIT CHECK RELAY AND GROUNDS PER PREVIOUS HOTLINE RECOMMENDATIONS THIS VEHICLE DOES NOT HAVE THE SUSPECT RELAY
REFLASH		REPROGRAMMED CALIBRATION OF PCM
NO TEXT		
REFLASH		PCM UPDATE REPROGRAM COMPUTER
TSS		RAN WDS TEST, PER QUICK TEST GOT PASS CODES, RAN VARIOUS TEST, PER TSS 1808 REPROGRAMMED PCM, RD TSET, RETEST, OK
REFLASH		14108 42, 01807 W RAN ON WDS, SEE SHEET. NO CODES. PPT, REPROGRAM PCM. 589 1808
SSM		REFLASH PCM AND REPLACE RELAY PER SSM 1808
DIAG		BASE IDLE MPCM CALIBRATION ROADTEST, INSTALL WDS CK FOR CODES ALL PASS MONITOR PIDS & TEST FUEL SYSTEM ALL SYSTEMS OF NORMAL CK CONNECTORS

	CAR WAS TOWED IN,CUST STATES THE CAR IS RUNNING ROUGH AND THE CHECK ENGINE LIGHT IS ON,STALLING OUT
	VEHICLE STALLED TWICE WHEN DRIVING VEHICLE STALLS WHEN DRIVING 3 TIMES IN 4 MONTHS
	WHILE DRIVING ENG STALLED CUST LOST ALL P & PWR BRAKES ASSIS AC FAN SOUNDED FUNNY PULLED OVER RESTART
	CST THAT ENGINE STALLED 3 TIMES ONCE AT STOP LIGHT TWICE WHILE GOING 30 MPH
	CUSTOMER STATES TRUCK STALLED WHILE DRIVING DOWN RD
	CUSTOMER STATES TRUCKS STALLING LITES COMES ON AND LOSTES ALL POWER
PECTED FOR RELAY OK. CHECKED IGNITION KEY LESS THAN 8 OZ OF WEIGHT. REPROGRAM PCM WITH LATEST UPDATE. ROAD TEST MONITORED RPM'S OK. M TIME IS ABNORMAL DIAGNOSIS AS PER TSB 021 11 08.	WHEN GOING DOWNHILL AND LETTING OFF OF GAS VEHICLE WILL STALL AND CAN START RIGHT BACK UP STALLS OUT NO POWER
CHECKED EVAP HOSES NO BLOCKAGE. REPROGRAMMED PCM OK	OK TRUCK STALLED THE OTHER DAY AT A STOP,RESTARTED OK,HAS HAPPENED A FEW TIMES
K. TEST DROVE RPM NEVER DROPPED.	ENGINE STALLS ON HIGHWAY ONCE VEHICLE DIES AT TIMES COMING TO STOPS.
ASS LOAD TEST, BATTERY VOLTAGE OK OK AT 12.48V, PERFORMED ALTERNATOR CHARGING CIRCUIT TEST. OK NORMAL CHARGING AT 14.05V OK LOAD CHARGING FOUND NORMAL AT 13.76V ROAD TEST VEHICLE	CUSTOMER STATES VEHICLE JUST WENT DEAD WHILE DRIVING DOWN HIGHWAY, NO LIGHTS CAME ON AND VEHICLE DID RESTART, CHECK AND ADVISE INTERMITTENT ENGINE QUIT CUST STATES THAT THE VEH DIES WHILE DRIVING CUST SAYS THAT SHE HAS BEEN DRIVING ALL DAY AND CAME TO A STOP AND THE VEH
SB 02 11 08. ROAD TEST/CHECK RPM DROP, OK.	OK FOR ENGINE STALLED WHEN DRIVING CST THAT ENGINE CUTS OUT WHILE DRIVING HAS DIED THIS 3 3 TIMES TRUCK IS STALLING OUT SEVERAL TIME BEEMS TO HAPPEN WHEN GOING DOWN A HILL. STARTS UP OK BX CAR HAS STALLED SLOWING DOWN AND CORNERING CAR STARTED BACK UP RIGHT AWAY
	VEHICLE STALLS WHEN DRIVING DID RESTART HAPPENED ONE DAY ONLY ENG STALLS OUT
	C 8 ENGINE STALLED OUT WHEN SLOWING DOWN TO A STOP. (ENGINE RE STARTED) CUSTOMER STATES DRIVING DOWN THE ROAD ENGINE STALLED CUSTOMER PULLED OFF SIDE OF THE ROAD AND RESTARTED ENGINE THIS HAS HAPPENED ONLY ONCE CUSTOMER STATES THAT WHEN DRIVING ON OCCASION ON A DECLINE THE CHECK ENGINE LIGHT WILL COME ON AND THE VEHICLE WILL DIE. WILL START RIGHT BACK UP. DAS VEHICLE DIES WHEN COMING TO A STOP NOT ALL THE TIME
	D21 CUST STATES ENGINE DIED WHILE DRIVING.WILL START RIGHT BACK UP.

ENG-027 2003

2002	565	S11	1FMYU041X2KA37804	3.0L	T/LD	9	2001	7K07	10840	D21	8	358584	8000	WHILE DRIVING
2002	577	S11	1FMYU041X2KA38831	3.0L	T/LD	8	2001	2G04	12A060	D21	12	2872583	10000	STALLS
2002	585	S11	1FMYU041X2KA39800	3.0L	T/LD	8	2001	1H03	9J480	D21	8	788483	5000	DOWNHILL
2002	589	S11	1FMYU041X2KA39882	3.0L	T/LD	8	2001	2G05	RECAL	D21	10	1738518	18000	COASTING
2002	589	S11	1FMYU041X2KA39884	3.0L	T/LD	8	2001	1H03	9J480	D21	11	2813068	8000	NO TEXT
2002	589	S11	1FMYU041X2KA27186	3.0L	T/LD	9	2001	1A03	8007	D21	8	1232518	15000	NO TEXT
2002	597	S11	1FMYU041X2KA27188	3.0L	T/LD	8	2001	1A03	8007	D21	8	1076802	19000	WHILE DRIVING
2002	608	S11	1FMYU041X2KA28026	3.0L	T/LD	8	2001	2.00E+03	8E826	D21	9	1278808	18000	UPHILL
2002	607	S11	1FMYU041X2KA28201	3.0L	T/LD	8	2001	2.00E+03	8F715	D21	8	882253	3000	WHILE DRIVING
2002	610	S11	1FMYU041X2KA28820	3.0L	T/LD	8	2001	2G04	DIAG	D21	1	218325	1000	WHILE DRIVING
2002	615	S11	1FMYU041X2KA17780	3.0L	T/LD	8	2001	2G04	12A060	D21	10	1894111	11000	WHILE DRIVING
2002	616	S11	1FMYU041X2KA17711	3.0L	T/LD	8	2001	2G04	12A060	D21	8	1207180	8000	WHILE DRIVING
2002	637	S11	1FMYU041X2KA09236	3.0L	T/LD	8	2001	1H03	9J480	D21	9	1803732	11000	STALLS
2002	651	S11	1FMYU041X2KA09485	3.0L	T/LD	8	2001	7005	14N089	D21	15	2341308	14000	AT IDLE
2002	657	S11	1FMYU04182KD00622	3.0L	T/LD	8	2002	2G04	DIAG	D21	1	2430084	0	WHILE DRIVING
2002	668	S11	1FMYU04182KD084558	3.0L	T/LD	5	2002	2F02	8E826	D21	1	2307411	0	OVER BUMPS
2002	667	S11	1FMYU04182KD08958	3.0L	T/LD	5	2002	2G02	12B679	D21	1	2008012	0	WHILE DRIVING
2002	673	S11	1FMYU04182KD42172	3.0L	T/LD	5	2002	2.00E+03	8F715	D21	1	2379008	0	STALLS
2002	674	S11	1FMYU04182KD41670	3.0L	T/LD	5	2002	2.00E+03	8F715	D21	1	1738005	0	ON HIGHWAY
2002	675	S11	1FMYU04182KD41670	3.0L	T/LD	5	2002	2G02	12B679	D21	3	2332897	2000	WHILE DRIVING

REPLACED		WDS TEST, NO EEC CODES, CHECK BODY CODES, PINPOINT CODE B1362 IGNITION CODE, DOWNLOAD INSTRUMENT CLUSTER MEMORY, REPLACE CLUSTER & LOAD MEMORY OF IT, FROM TIME TO DOWNLOAD AND INSTALL MEMORY INTO CLUSTER.
TSS		PERFORM ATTACHED TSS IN WHOLE REPROGRAM PCM CHECK IAC AT 34% CHECK RELAY OK CHECK EVAP SYSTEM TEST DRIVE DID NOT DROP BELOW 6000 RPM OK
SSM		TEST DRIVONE & DID NOT VERIFY ON THIS TRUCK BUT HAVE ON OTHER SAME CARINGS TESTING, NO CODES, FUEL PRESSURE TESTING, 36 POUNDS PIDS MONITOR WHILE DRIVING, NOTHING UNUSUAL, CHECK & ADJUST BAS IDLE SETTING.
REFLASH		10267 ROAD TEST FOR STALLING CONCERN, PERFORM ROBO SELF TEST, PASS, KOER PASS, OK FUEL PRESSURE, 36 POUNDS PIDS, OK WIRING AT COIL, OK, PULL UP RPM, IAC, AND ECT PIDS ON WDS TO MONITOR TO OK IAC FUNCTION, OK, RE
NO TEXT		
ENGINE FAILURE		REQUESTING DEALERS PIA CODE 08170
ENGINE FAILURE		ENGINE LOCKED UP, CONTACT FORD HOTLINE. REMOVE AND INSTALLED ENGINE AND TRANS ASBY. NEC TO REMOVE BOTH ENGINE AND TRANS. FOUND ENG LOCKED UP. PULL ENG WITH TCONVERTER ATTACHED UNABLE TO REMOVE FROM ENG
TSS		CHECKED FOR STALLING OUT, CHECKED PERFORMED TSS 02 08 06 REMOVED AND REPLACED IDLE AIR CONTROL MOTOR, REPLACED THROTTLE BODY AND CHECKED ALL GROUNDS AND CONNECTORS DATA LOGGER AND ADJUSTED THROTTLE PD
REFLASH		2742 VERIFY VEHICLE STALLING INTERMITTANTLY PERFORM ALL EEC TESTS NO CODES MONITOR ON WDS AND REPROGRAM PCM AND PERFORM FUEL SYSTEM DIAGNOSIS PRESSURE AND BLEED DOWN AND ALL POWER BALANCE TESTS AND
MPF		RD TEST CAN NOT DUP STALLING, TEST EEC, FUEL PRESSURE, IGNITION SYSTEM ALL WITHIN SPECS, CHECK WIRING ALL OK,
TSS		WDS CHECK PINTEST CHECK THROTTLE BODY REPROGRAM PCS PER TSS 02 11 6 TEST DRIVE
REFLASH		TEST DRIVE. COULD NOT DUPLICATE. TEST EEC. DATA LOGGER. TEST FUEL PRESSURE. REPROGRAM PCM. RECK EEC. ROAD TEST
REPLACED		CHECK ENGINE LIGHT ON GETTING POOR GAS MILEAGE ADINSTALLED 6 DAYS BEFORE LIGHT CAME ON VERIFY EEC DIAG. PINPOINT TEST CODE P0401 ALONG WITH NGS DCL DISPLAY REPLACED DPFE LOW VOLTS RETEST AND ROADTESTED
ADJUST		EEC TEST MONITOR TEST FUEL PRESSURE ADJUST STOP TO 35% REPLACE EEC POWER RELAY
REFLASH		1 ROAD TEST EEC TEST NO CODES NO PROBLEM FOUND CALLED TECH HOTLINE REPORT 22HW1003 THEY RECOMMED REPROGRAM
TSS		ROAD TEST, COULD NOT VERIFY AT THIS TIME. CHECK OASIS, PERFORM TSS 01 11 6 WDS SELF TEST, PASS, ROAD TEST MONITOR, PASS. FUE PRESSURE TEST, 36 POUNDS. IGN CHECK, PASS. REPROGRAM PCM. EVAP TEST, PASS. RM THRO
MPF		DIAG CC 42 126579 EEC TEST PASSED. PIN POINT TEST PASSED. PID MONITOR. TEST DRIVE. SIGNAL SIMULATION TEST ALL PASSED AND LOCK NORMAL.
ADJUST		370 MPF PERFORMED EEC TEST NO CODES. PERFORMED FUEL PRESSURE & LEAK DOWN TEST OK. PERFORMED DCL. DISPLAY & ELECTRICAL PIN POINT TESTING FOUND IAC MOTOR SHORTED WILL NOT ADJUST IDLE. REPLACED IAC MOTOR
TSS		EEC TESTED, PASSES. CHECKED OASIS AND FOUND TSS 02 11 08. PARTS ON ORDER FOR LATER INSTALL. REPLACED THE IAC, THROTTLE BODY, EVAPVM VALVE, EEC RELAY AND CHECKED AND REPROGRAMMED THE PCM AS PER THE TSS.
SSM		RD TEST TO TRY AND VERIFY CONCERN, WDS, ROBO ON DEMAND PASS CO NT PASS KOER PASS DATA LOGGER, FUEL SYSTEM AND INJ FLOW PASS, ECT GROUNDS G101 G104 G105 AND PCM CONNECTOR AND PINS, REPLACED MAP SENSOR AND

ERR2-627 23634

	VEHICLE CUTS OUT WHILE DRIVING.
	CUSTOMER STATES VEHICLE HAS STALLED OUT 1 TIME
RUN OASIS & FOUND NEW SSIM 15590 PER SSIM CHECK EEC RELAY & CONNECTIONS. CHECK BLOCKAGE IN EVAP. EMISSIONS SYSTEM, CLEAR/REPROGRAM PCM. TEST DRIVE AFTER REPAIRS.	INTERMITTANTLY CAR STALLS OUT... ALWAYS WHILE GOING DOWNHILL... RECHECK TRUCK STALLED OUT ON AN ON RAMP TO THRUWAY ON ACCEL WHILE TURNING ON THE RAMP (25 MPH BEND). STARTED RIGHT BACK UP WHEN PUT INTO NEUTRAL WHILE STILL COASTING.
PROGRAM PCM, PERFORM DRIVEABILITY CHECKLIST & POST ROAD TEST	
INE. REPL T/CONV WITH ENGINE. TRANSFER PARTS INSTALL ENG AND TRANS ASSY. NO OPS FOR O2 ESCAPE.	WAS DRIVING AND THE CAR DIED WOULD NOT CRANK PLEASE CHECK
POSITION SENSOR TO	CHECK CUSTOMER STATES THAT INTERMITTENTLY THE VEHICLE IS STALLING AND SEEMS TO OCCUR AFTER GOING UP A HILL THEN
PERFORM IGNITION SYSTEM DIAGNOSIS AND WIGGLE TESTS WIRING AND EEC RELAY PINPOINT TESTS ALL OK PERFORM PINPOINT TESTS FOR IDLE CIRCUIT FOUND IAC STICKING OPEN CIRCUIT REPLACE IAC MOTOR	ENGINE CUTS OFF 40MPH RESTART OK AT TIMES
	CUST STATES TRUCK STALLED WHILE DRIVING, THEN STARTED RIGHT BACK UP.
	CUST STATES VEH DIED WHILE DRIVING
	CHECK ENG STALLED WHILE DRIVING RESTARTED OK
	OK ENGINE LIGHT IS ON VEHICLE IS GETTING VERY POOR GAS MILEAGE AND STALLED 5 DAYS BEFORE THE LIGHT CAME ON
	CUST STATES VEHICLE STARTS IDLING REAL LOW ALL LIGHTS COME ON DASH HARD TO TURN POWER STEERING HAS HAPPENED 3 TIMES
	CUST STATES WHILE DRIVE TURN ON TURN SIGNAL AND VEHICLE QUIT RUNNING
TITLE BOYD AND ADJUST IDLE SET SCREW, LOCTITE IN PLACE TP SENSOR, SET TO .88V MAF SENSOR, CHECK GASKET. DPFE, INSPECT PART NUMBER, BOOD IAC AT 25% AND RPM AT 730. ROAD TEST, OK.	CUSTOMER STATES: VEHICLE CUTS OUT ESPECIALLY OVER BUMPS
	STATES VEH DIED WHILE DRIVING, WOULD RESTART WAS AROUND 6PM, ABOUT 40MPH, AROUND 51ST AND BERKMAN
FI ASSY. RETESTED & TEST DROVE OK	ENGINE STALLS
	CHECK FOR STALLING AFTER DRIVING FOR A WHILE ON CURVEY AND HILLY ROADS 15 TO 20 MINUTES OF HIGHWAY DRIVING
GASKET, DPFE SENSOR AS PER HOTLINE, EXSTENDE	CUSTOMER STATES THE VEHICLE WILL STALL AFTER DRIVING FOR ABO UT 15 20 MIN, RESTARTS FINE SEE HISTORY AT APPLE FORD

ERE2-827 23035

2002	677	S11	1FMYU04192KD40878	3.0L	TLD	5	2002	2.00E+04	9C915	D21	1	2280061	0	ACCELERATING
2002	678	S11	1FMYU04192KD39455	3.0L	TLD	5	2002	2.00E+03	9F715	D21	3	2248305	5000	WHILE DRIVING
2002	685	S11	1FMYU04192KD11748	3.0L	TLD	4	2002	2.00E+03	9E385	D21	3	1917992	3000	WHILE DRIVING
2002	687	S11	1FMYU04192KD11748	3.0L	TLD	4	2002	2004	DIAG	D21	2	1655231	2000	WHILE DRIVING
2002	688	S11	1FMYU04192KD11275	3.0L	TLD	4	2002	2.00E+03	9F715	D21	1	1650572	0	AT STOP
2002	689	S11	1FMYU04192KC88894	3.0L	TLD	4	2002	1A03	6007	D21	4	2297998	3000	STALLS
2002	713	S11	1FMYU04192KC74087	3.0L	TLD	3	2002	2.00E+03	9F715	D21	4	2385729	6000	COASTING
2002	716	S11	1FMYU04192KC73518	3.0L	TLD	3	2002	2.00E+04	9C915	D21	4	2041875	4000	WHILE DRIVING
2002	717	S11	1FMYU04192KC73518	3.0L	TLD	3	2002	2.00E+03	9F715	D21	4	2177785	4000	WHILE DRIVING
2002	722	S11	1FMYU04192KC71987	3.0L	TLD	3	2002	2004	DIAG	D21	4	1713194	3000	COASTING
2002	727	S11	1FMYU04192KC81097	3.0L	TLD	2	2002	2005	RECAL	D21	1	972804	0	AT STOP
2002	730	S11	1FMYU04192KC80885	3.0L	TLD	3	2002	2.00E+03	9F715	D21	5	2368801	22000	STALLS
2002	732	S11	1FMYU04192KC46980	3.0L	TLD	3	2002	1D01	6710	D21	2	2041238	1000	COASTING
2002	736	S11	1FMYU04192KD47577	3.0L	TLD	2	2002	7C85	149088	D21	5	1912619	2000	WHILE DRIVING
2002	740	S11	1FMYU04192KC46980	3.0L	TLD	3	2002	9A03	9J490	D21	5	1927815	0	WHILE DRIVING
2002	783	S11	1FMYU04192KC20070	3.0L	TLD	2	2002	2.00E+03	9F715	D21	3	1689005	2000	WHILE DRIVING
2002	776	S11	1FMYU04192KC19441	3.0L	TLD	2	2002	9A03	9J490	D21	3	1398975	3000	AT STOP
2002	777	S11	1FMYU04192KC01103	3.0L	TLD	1	2002	9C04	12A850	D21	1	1198931	0	DECELL
2002	795	S11	1FMYU04192KB97253	3.0L	TLD	1	2002	2E06	RECALEM	D21	2	838857	0	WHILE DRIVING
2002	793	S11	1FMYU04192KB97283	3.0L	TLD	1	2002	2.00E+03	9F715	D21	4	1282085	1000	STALLS
2002	795	S11	1FMYU04192KB98178	3.0L	TLD	1	2002	2C04	12A850	D21	5	2906022	7000	WHILE DRIVING
2002	799	S11	1FMYU04192KB97400	3.0L	TLD	1	2002	2C02	12B579	D21	2	1743430	1000	WHILE DRIVING
2002	800	S11	1FMYU04192KB97218	3.0L	TLD	1	2002	2C04	12A850	D21	1	620127	0	WHILE DRIVING
2002	801	S11	1FMYU04192KB97218	3.0L	TLD	1	2002	2.00E+03	9F715	D21	5	2368806	6000	WHILE DRIVING
2002	802	S11	1FMYU04192KB98983	3.0L	TLD	1	2002	2C03	9E493	D21	5	1930063	5000	AT STOP

REFLASH		ESB WARRANTY EEC TEST NO CODES SYMPTOM CHART & CHECK FUEL SYSTEM CHECK FUEL PRESSURE,BLEED DOWN TIME AND INJECTOR FLOW IN FUEL PRESSURE AT 50 PSI/PM BLEED DOWN AND IN FLOW AT 130 ALL IN SPECS
REPLACED		WDS, PASS CODES, IAC WAS BELOW 32 PERCENT.REPLACED IDLE AIR CONTROL,ROADTESTED OKUSED MT TIME FOR WDS TESTING.
REPLACED		
TSB		3443 MH CALLED HOTLINE REPLACED IAC,T BODY AND IAC PER HOTLINE 2165 INSPECT AND CK EEC TESTED KOERPASS KOERPASS KOERPASS DID DCL RECORD MONITOR TEST CK WITH CASIS DID T88 02 11 8 DID NOT VERIFY CONCERN FOR CAUSE ROAD TEST DID NOT VERIFY CONCERN CALLED HOT LINE
STICKING		TEST DROVE VEHICLE, UNABLE TO VERIFY CONCERN. WARM TEST DROVE IN AM, COLD FOUND IAC STICKING, INSTALLED NEW AIR MOTOR, RETEST SYSTEM, VEHICLE OK.
T88		ROADTESTED VEHICLE OVER 100 MILES UNABLE TO VERIFY STALL CONCERN PERFORMED STEPS 1 4 5 6 AND 8 OF T88 02 11 08 NO PROBLEM FOUND
STICKING T88		IAC VALVE STICKS AT TIMES EEC (QUICK TEST) DIAGNOSIS, INSTALL NEW IAC AND DPFE SENSOR AS P PERFORM T88 021108 INSTALL VAPOR MANAGEMENT VALVE TEST DROVE VEH
T88		PERFORM T88 01 11 8 INSTALL NEW IAC VAV WORKING PROPERLY AND TEST DRIVE RPM STAYED ABOVE 700
NPF		RAN ENGINE DIAGNOSTIC TEST ALL PASS CODES WE WERE UNABLE TO DUPLICATE YOUR CONCERN TODAY
REFLASH		PCM PCM REPROGRAMMING TEST
REPLACED		REPLACED IDLE AIR CONTROL VALVE
OIL LEAK		OIL LEAK AND ORDERED PAN
T88		PERF T88 EEC TEST N88 MONITOR REPLACE EEC RELAY 02 11 16
T88		ROAD TEST EEC TEST WDS ROAD TEST CHECK T88 02 11 8 (REPLACED DPFE SENSOR RE ROAD TEST CK
T88		RAN ON WDS KOED KOER PASSED NO CODES STORED RAN FUEL PRESSURE TEST PASSED, RAN CASIS FOUND T8802 11 8 PERFORMED
T88		CHECK AND VERIFY LURCHING AND IDLE DROPPING CONCERN DURING ROAD TEST,PERFORM T88 02 08 08 FOR STALLING CONCERN AND STILL SEEMS TO IDLE LOW PERFORM CHECKLIST PROVIDED BY FORD ENGINEER RANDY CORLETT REP
T88		719 WDS TEST OF EEC SYSTEM MONITOR DCL DISPLAY PINPOINT TESTS REPROGRAM PCM RETEST REPROGRAM WAS PER T88 FOR THIS PROBLEM
SSM		ROAD TESTED CAR 20 MILES, AFTER VERIFYING CONCERN, RAN CASIS FOUND SSM1888, REPROGRAMMED PCM, ROAD TESTED AND IS OK AT THIS TIME
REPLACED		ROAD TESTED AND COULD NOT VERIFY CONCERN, PERFORMED EEC TEST, AND FOUND NO CODES, FOUND T.S.B.#02 8 8 REPLACED THROTTLE BODY AND AIR BYPASS VALVE, ROAD TESTED AND IS OK AT THIS TIME
T88		NO CODES PRESENT. T88 02 11 8 #1 RPM(905) IAC (40.38) TEMP (212) 82 REPROGRAMMED PCM TO 2LJA 12 050 AD #4 RPM (770) IAC EVAP (100%) FTP (2.08)EVAP IS FUNCTIONING CORRECTLY. INCREASED TO 100% WAF T88 114 COULD NOT DUPLICATE CONCERN T88 02 08 08 CK EVAP 8Y8 OK CK IAC PRESS REPROGRAM PCM SPOKE WITH DON 8MD TO CK CONN C2709 0 D C110 C188 ALL OK DRY CK CRACK HARNESS OK CK GROUNDS FOR TIGHTNESS A
T88 SSM		RAN DIAGNOSTICS, NO CODES, RAN CASIS, FOUND SSM1888, RECALIBRATED PCM AS INSTRUCTED.
STICKING LOOSE HOSE		RAN DIAGNOSTICS, RET CONT DTC, KOED, KOER, FUEL PRESSURE TESTS, IGNITION SYSTEMS TESTS, ALL PASS. SET UP FOR DATA LOGGER ROADTEST, IAC SHOWING 47 PERCENT DUTY CYCLE BUT IDLE AT 360 TO 430 RPM, TAPPED PUT HOSE BACK ON

RETURN TO SYMPTOM CHART & CHECK AIR INTAKE SYSTEM PID DATA RECORDER CK LINKAGE AND INTAKE TUBE CK IAC % REPLACE IAC SOLENOID CHECK VIM DUTY CYCLE REPLACE VIM REPROGRAM PCM AS PER TSB 211	GOES TO ACCELERATE AND VEHICLE JUST DIES
	STALLED ONE TIME AS JUST DRIVING ALONG COULD RESTART RIGHT AWAY
	D21 CUST STATED ENG DIED WHILE DRIVING, JUST SHUT OFF, BUT STARTED RIGHT BACK UP, THIS IS THE SECOND TIME THIS HAPPENED, HAS FLIGHT RECORDER ON IT NOW. TECH 7717 AS BEEN LOOKIN.
INSPECT AND DID REQUESTED CKS DID NOT VERIFY CONCERN OR CAUSE REQUEST A TIME	D21 ENG DIED YESTERDAY WHILE DRIVING, IT STARTED BACK UP AFTER IT SET FOR AWILE.
	ENGINE STALLS. VEHICLE DIES WHEN COMING TO A STOP.
	STALL OUTS ACCELL ALL ENG TEMP
	ENGINE STALLS AT TIMES COASTING, CHECK ENGINE LIGHT ON AT TIMES
	INTERMITTENTLY VEH DIES WHILE DRIVING BOP IS IN
	VEH DIES WHILE DRIVING WHEN GOING DOWN SLIGHT HILL WITH FOOT ON ACCELERATOR
	CUBIT REPORTS ENGINE STALLED ONE TIME AFTER COASTING DOWN A HILL AND STARTING UP THE OTHER SIDE OF THE HILL.
	CK VEH STALLS AT STOP SEE DAVID DRIPPS
	VEH WONT RUN STARTS AND QUTS
	C & THE TRUCK STALL OUT BY WHEN TAKING FOOT OFF THE GAS PEDAL
	ENGINE QUTS WHILE DRIVING NOT AT IDLE DURING ACCEL OR CRUISE
	SALEMAN STATES ENGINE DIED WHILE DRIVING
	CUSTOMER STATES WHILE DRIVING CAR DIES OUT ON CURVE WOULD NOT RESTART HAD TO WAIT 15 MINUTES WOULD NOT CLICK OR TURN
LACE IAC VALVE, THROTTLE BODY, DPFE, RECALIBRATE PCM, ROAD TEST, OK	CUSTOMER STATES WENT TO STOP IN PARKING SPOT AND CAR LURCHED FORWARD
	VEH STALLS ON DECELL SEE TSB
	CUSTOMER STATES WHEN TAKING OFF FROM STOP SIGN CAR WILL STALL OUT, ALSO WHILE DRIVING AT IN TOWN SPEEDS HAS STALLED
	CUSTOMER STATES CAR STALLS OUT APPX 1 A WEEK FOR NO GOOD + REASON
TP @ 2.05 VOLTS. CYCLED TO 0% W/ 2.6 VOLTS. 45 EVAPM DID NOT GO UP TO 87 85 & DRIP. WENT TO 100% AND WORKED PROPERLY. 86 CORRECT EEC RELAY IS IN ALREADY 87 NO HEAVY OBJECTS ON HER KEYSRING. 88 R	STOPS WHILE DRIVING
NO VOLT DROP BELOW 1 VOLT REPLACE MAP SENSOR PER ENGINEER RETSET ROADTEST CONCERN NO LONGER PRESENT AT THIS TIME	TRUCK STALLED OUT WHILE DRIVING AFTER 4 MILES OF DRIVING TECH 114
	ENGINE SHUT OFF WHEN DRIVING
ON IAC, IDLE CORRECTED ITSELF, IAC STICKING, REPLACED IDLE AIR CONTROL VALVE, RETESTED, NORMAL OPERATION, NO CODES	ENGINE SHUT OFF WHEN DRIVING CAR DIES WHEN YOU COME TO A STOP

2002	812	S11	1FMVUD4192K570358	3.0L	T/LD	12	2001	2F02	9E988	D21	2	707782	1000	AT STOP
2002	818	S11	1FMVUD4192K570180	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	3	2228000	5000	WHILE DRIVING
2002	820	S11	1FMVUD4192K570180	3.0L	T/LD	12	2001	2G05	RECAL	D21	2	1484517	8000	WHILE BRAKING
2002	821	S11	1FMVUD4192K570308	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	4	1507217	0	STALLS
2002	822	S11	1FMVUD4192K569809	3.0L	T/LD	12	2001	2G05	RECAL	D21	1	1782674	0	AT STOP
2002	831	S11	1FMVUD4192K569241	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	4	1255240	4000	WHILE DRIVING
2002	832	S11	1FMVUD4192K569241	3.0L	T/LD	12	2001	2G02	12B570	D21	7	2004918	5000	WHILE DRIVING
2002	833	S11	1FMVUD4192K569241	3.0L	T/LD	12	2001	7C04	14N080	D21	2	758890	1000	WHILE DRIVING
2002	837	S11	1FMVUD4192K564912	3.0L	T/LD	1	2002	2G02	9E988	D21	7	2088105	2000	WHILE DRIVING
2002	838	S11	1FMVUD4192K564983	3.0L	T/LD	1	2002	2.00E+03	9E928	D21	4	2007340	2000	WHILE DRIVING
2002	840	S11	1FMVUD4192K564305	3.0L	T/LD	12	2001	2G04	12A850	D21	2	780322	2000	WHILE DRIVING
2002	844	S11	1FMVUD4192K565403	3.0L	T/LD	12	2001	2G05	RECAL	D21	7	2038141	10000	DOWNHILL
2002	847	S11	1FMVUD4192K564948	3.0L	T/LD	12	2001	2G01	12A850	D21	5	1913198	7000	TURNING
2002	848	S11	1FMVUD4192K564403	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	8	2154505	2000	DOWNHILL
2002	849	S11	1FMVUD4192K564304	3.0L	T/LD	12	2001	2G05	RECAL	D21	4	1180181	4000	TURNING
2002	853	S11	1FMVUD4192K562232	3.0L	T/LD	12	2001	2G06	RECAL	D21	6	1480467	5000	WHILE BRAKING
2002	858	S11	1FMVUD4192K562204	3.0L	T/LD	12	2001	2G04	12A850	D21	2	731576	1000	WHILE DRIVING
2002	859	S11	1FMVUD4192K548820	3.0L	T/LD	11	2001	2.00E+03	9F715	D21	7	1770769	10000	AT STOP
2002	859	S11	1FMVUD4192K544806	3.0L	T/LD	12	2001	2G04	D21	D21	3	887151	3000	AT STOP
2002	862	S11	1FMVUD4192K544383	3.0L	T/LD	11	2001	2G04	12A850	D21	2	1126431	2000	STALLS
2002	863	S11	1FMVUD4192K544210	3.0L	T/LD	12	2001	2G05	RECALEM	D21	5	1140215	3000	WHILE DRIVING
2002	864	S11	1FMVUD4192K544014	3.0L	T/LD	11	2001	2.00E+03	9E928	D21	7	1067479	13000	WHILE DRIVING
2002	873	S11	1FMVUD4192K537709	3.0L	T/LD	11	2001	2G04	D21	D21	4	2448828	3000	TURNING
2002	876	S11	1FMVUD4192K537531	3.0L	T/LD	12	2001	2G02	12B570	D21	5	2127013	5000	WHILE DRIVING
2002	878	S11	1FMVUD4192K537531	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	5	2113847	2000	WHILE DRIVING

DIAG		ENGINE DIAG TEST AND PIN POINT TEST MONITOR TEST AND RESET BASE IDLE PER TECH ASSIST AND RETEST
T88		WDS DIAG KOEO NO CODES IN PCM REPLACED IAC VALVE FOR T88 02 08 08 ROAD TEST OK
T88		ROAD TEST SBD8 DIAG COMPLETE, PASSED ALL SYS TESTS, PERFORM T88 02 08 08, REPROGRAM PCM TO LATEST LEVEL.
REPLACED		BAD IAC VALVE NGS TEST KOEO KOER AND PID DATA TEST ALL PASS OK PINPOINT TEST IDLE AIR CONTROL VALVE STICKING INT REPLACE AND RETEST ROAD TEST OK
REFLASH		ROAD TEST VEHICLE NOT STALLING WDS TEST SELF TEST RETRIEVE CODES CHECKED CRANKSHAFT SENSOR OK HOOKED UP FUEL PSI GAUGE OK LET RUN IN STALL FOR HOUR PER FORD HOTLINE REPROGRAMMED PCM CH
T88		PID TEST CUSTOMER STATES VEHICLE STALLS WHILE DRIVING PUT ON SBD8 NO CODES FOLLOWED T88 REPLACE IAC SOLENOID WITH REVISED RETEST SEEMS OK
T88		ROAD TEST DUST STATES VEHICLE STALLS WHILE DRIVING PUT ON SBD8 WDS NO CODES T88 HAS ALREADY BEEN PERFORMED CONTACTED HOTLINE 72002 AT 117PM HOTLINE OPERATOR ROBERT RECOMMENDATION REPLACE MAF SENSOR AN
REPLACED		WDS TESTS REPLACE EEC RELAY AND REFLASH PCM RETEST OK
NFF		95889 SETUP AND TEST WDS, ROAD TEST, NO PROBLEM FOUND AT THIS TIME
T88		2706 NO CEL HOOK TO WDS PINPOINT TEST PASS PASS PASS CHECK PIDS CHECK FUEL TRIMS OK CHECK T88 02 11 6 CHECK IAC % 43% REPLACED AIR BYPASS RETEST SAME REPLACED THROTTLE BODY RETEST IAC OK 36% CHECK
SSM		2289 NGS EEC SELF TEST DCL DISPALY DCL RECORDER MONITOR REPROGRAMMED PCM PER SSM 15689 RETEST ROAD TEST KOEO PASS KOER PASS
T88		10436 CHECK FOR ONE TIME WHILE GOING DOWN A HILL THE ENGINE STALLED AND RESTARTED FINE TEST DROVE TO VERIFY CUSTOMER CONCERN, UNABLE TO DUPLICATE STALL RAN SSM8 AND T888, FOUND T88 02 11 6 FOR TH
REFLASH		EEC TEST PINPOINT TEST R & R PCM CUT KEY REPROG M TIME FOR ABNORMAL DIAG TIME TO PINPOINT WPI EEC QUICK TEST DIAGNOSIS NO CODES DCL PID MONITOR RD TEST IAC DUTY CYCLE AT 780 RPM8 WITH ACC OFF GOES DOWN TO 28 6 AT TIMES PPT TO FAULTY IAC REPLACED IAC RECALIBRATE PCM DUTY CYCLE AT 3
REFLASH		RECAL WDS TEST, PINPOINT TEST. KNITON DIAGNOSIS, RECALIBRATE POWERTRAIN CONTROL MODULE RETEST. ROAD TEST.
T88		NGS TEST T88 02 8 08 PINPOINT TEST REPROGRAM PCM RETEST
REFLASH		ROAD TEST WITH WDS MONITOR, SELF TEST WITH WDS AND CODES ARE PASSING, P1111. WDS PINPOINT TEST, NOTHING FOUND. REPROGRAM THE PCM (POWERTRAIN CONTROL MODULE) AS PER SERVICE MESSAGE 15689, CLEAN E
REPLACED		PERFORM NGS EEC SYSTEM TEST, PERFORM PINPOINT TEST. RECORD PIDS WITH NGS ON ROAD TEST. REPLACE IAC SOLENOID
DIAG		EEC (QUICK TEST) DIAGNOSIS
SSM		USED WDS DO KOEO KOER BOTH PASS CK CAUSE FOUND SSM 16889 REPROGRAM PCM ROAD TEST OK EEC TESTED, NO CODES. ROAD TESTED FOR SHUT OFF CONCERN, CANNOT VERIFY, CHECKED FOR T888 OR SSM. FOUND SSM #15689 REPROGRAMMED PCM AND RE ROAD TESTED.
T88		REPLACED DPFE SENSOR THROTTLE BODY AIR BY PASS VALVE EEC RELAY AIR MANAGEMENT VALVE. COMPLETED EEC TEST CODE P0401 AND PINPOINT TEST. RETESTED AFTER REPAIR NO CODES. REPROGRAMMED PCM PER 02 08 08
REPLACED		EEC TEST SYSTEM NORMAL CODES COULD NOT VERIFY CONCERN
NFF		PERFORMED DIAGNOSIS POSSIBLY RELATED TO RADIO FREQUENCY TOWER REPLACED MASS AIR FLOW SENSOR WITH ONE WITH DIFFERENT RF
REPLACED		UNKNOWN PERFORM PROCEDURES LISTED IN T88 02 11 6. INSPECT EEC SYSTEM REPLACE IAC ASSY, RESET BASE IDLE, REPROGRAM PCM, R&R
T88		

	CUST STATES ENGINE STALLED OUT ONE TIME AFTER GETTING OFF HWY WHEN AT A STOP VEHICLE WILL DIE WHILE DRIVING
	VEHICLE STALLS INTERMITTENTLY ON DECELL WHEN SLOWING DOWN
	STALLED NO STEERING OR BRAKES
RECHECKED EEC RELAY INSPECTED MULTIPLE TIMES FINE RECHECKED OK CLOSED BY WPI	CUST STATES ENGINE STALLS AT STOPS FREQUENTLY
	CST ENGINE SHUTS OFF WHILE DRIVING D21
NO DPFTE SENSOR HOPEFULLY THIS WILL RESOLVE	CST VEH SHUTS DOWN ON HER IN THE MIDDLE OF DRIVING
	ENGINE SHUT OFF WHILE DRIVING D21
	CHECK ENG DIES WHILE DRIVING 35 MPH
EEC POWER RELAY OK REPROGRAMMED PCM TO NEWER CALIBRATION ROAD TEST RETEST OK AT THIS TIME	CUSTOMER STATES THAT ENGINE WILL DIE WHEN DRIVING DOWN THE ROAD CHECK BSM FOR PROBLEM D21
	DRT CUST STATES 1 TIME LAST WEEK SHE WAS DRIVING & THE ENG DIED, SHE STARTED IT BACK & WAS FINE.
NO CONCERN, PERFORMED TBS INCLUDING KOED TEST, MONITORING IAC DUTY CYCLE, REPROGRAMMED PCM, MONITORED EVAP SYSTEM PIDS, INSPECTED RELAY. TEST DROVE TO VERIFY REPAIR.	CUSTOMER STATES THAT 1 TIME GOING DOWN HILL AT ABOUT 35 MPH, THE ENGINE STALLED, NO CHECK ENGINE LIGHT AND ENGINE RESTARTED RIGHT AWAY
	USAC TOW IN VEHICLE DIED OUT WHILE MAKING A TURN NOW NO CRANK NO START
3 T036 OK CHECK EVAP VM OK OK AFTER	TOWED IN DIED GOING DOWN HILL D21 EMPL 0736
	CUSTOMER STATES TRUCK STALLED WHILE MAKING TURN
	CUSTOMER STATES ENG STALLS AT TIMES SLOWING DOWN & TURNING CORNER
VAP VENT AND CHECK THE EEC RELAY, OK. ROAD TEST, OK. VEHICLE DID NOT STALL.	THE VEHICLE CUT OUT WHEN DRIVING ON RT 802
	GOES THAT THE VEHICLE DIED WHILE COASTING UP TO A STOP IT DI HOWEVER RESTART
	CUSTOMER STATES VEHICLE STALLS AT STOPS
	STALLING SHUTS OFF
	GOES VEHICLE SHUT OFF WHILE DRIVING WITH A C AND RADIO ON. VEHICLE RE STARTED AND HAS NOT STALLED SINCE CUSTOMER IS NOT USING A C
	CUSTOMER STATES WHILE DRIVING CAR DIED THEN RESTARTED
	THE ENG STALLS WHEN GOING AROUND A BEND BEE DAVE
	CUSTOMER STATES VEHICLE STALLS AFTER 15 MINUTES OF DRIVING IN THE EXACT SAME SPOT
	CK STALLS OUT WHILE DRIVING AND RESTARTS AFTER STALLS

EMR-027 20941

2002	880	S11	1FMYU04192KB37482	3.0L	TLD	11	2001	2.00E+04	9C915	D21	8	2129158	5000 STALLS
2002	882	S11	1FMYU04192KB32287	3.0L	TLD	11	2001	2.00E+03	9F715	D21	8	2973438	7000 WONT RAN
2002	884	S11	1FMYU04192KB30789	3.0L	TLD	11	2001	2905	RECAL	D21	7	1879840	10000 UPHILL
2002	885	S11	1FMYU04192KB30744	3.0L	TLD	11	2001	2.00E+03	9F715	D21	7	3450508	8000 DOWNHILL
2002	887	S11	1FMYU04192KB30145	3.0L	TLD	11	2001	2904	12A800	D21	4	1200080	1000 WHILE DRIVING
2002	888	S11	1FMYU04192KB30904	3.0L	TLD	11	2001	2904	12A800	D21	7	2282288	7000 STALLS
2002	889	S11	1FMYU04192KB29081	3.0L	TLD	11	2001	1H03	9J460	D21	8	2048838	2400 AT STOP
2002	891	S11	1FMYU04192KB29081	3.0L	TLD	11	2001	2905	RECAL	D21	8	2065185	2000 COASTING
2002	894	S11	1FMYU04192KB34148	3.0L	TLD	11	2001	2905	RECALEM	D21	4	804515	4000 ???
2002	898	S11	1FMYU04192KB22575	3.0L	TLD	11	2001	2902	12B570	D21	6	1881907	3000 WHILE DRIVING
2002	891	S11	1FMYU04192KB22575	3.0L	TLD	11	2001	2.00E+03	9E325	D21	5	1286843	2000 WHILE DRIVING
2002	903	S11	1FMYU04192KB23563	3.0L	TLD	11	2001	2904	12A800	D21	3	1087548	3000 AT STOP
2002	904	S11	1FMYU04192KB22143	3.0L	TLD	11	2001	2904	12A800	D21	7	1874815	8000 STALLS
2002	917	S11	1FMYU04192KB14270	3.0L	TLD	11	2001	2.00E+03	9F715	D21	4	808548	4000 WHILE DRIVING
2002	918	S11	1FMYU04192KB14238	3.0L	TLD	11	2001	1H03	9J460	D21	6	1286367	8000 WHILE DRIVING
2002	921	S11	1FMYU04192KB13280	3.0L	TLD	11	2001	1H03	9J460	D21	6	1813388	2000 NO TEXT
2002	923	S11	1FMYU04192KB13040	3.0L	TLD	11	2001	2.00E+03	9F715	D21	6	468807	0 WHILE BRAKING
2002	924	S11	1FMYU04192KB12516	3.0L	TLD	11	2001	2.00E+03	9F715	D21	10	2204810	8000 WHILE DRIVING
2002	931	S11	1FMYU04192KB03737	3.0L	TLD	10	2001	2904	12A800	D21	9	1945698	8000 AT STOP
2002	934	S11	1FMYU04192KB03879	3.0L	TLD	10	2001	2901	12A800	D21	7	1471888	8000 STALLS
2002	938	S11	1FMYU04192KB03879	3.0L	TLD	10	2001	1H03	9J460	D21	8	2133802	10000 STALLS
2002	937	S11	1FMYU04192KB03879	3.0L	TLD	10	2001	2.00E+03	9E325	D21	8	1918821	10000 STALLS
2002	940	S11	1FMYU04192KB02798	3.0L	TLD	11	2001	1A08		8000 D21	8	2219188	7000 STALLS
2002	941	S11	1FMYU04192KB02818	3.0L	TLD	10	2001	2904	12A800	D21	6	884881	4000 WHILE DRIVING
2002	951	S11	1FMYU04192KB00451	3.0L	TLD	10	2001	7902		14401 D21	8	1808848	11000 WIPERS
2002	958	S11	1FMYU04192KA88808	3.0L	TLD	10	2001	2904	12A800	D21	8	1188383	10000 STALLS

8082-827 23842

T88	REPAIRS PER T88 # 02 11 8
STICKING	INTERMITTENT FAULTY IAC PERFORM WDS SELF TEST, VEHICLE RUNS ROUGH THEN STALLS. NO DTCS PRESENT. PERFORM ROAD TEST WITH DCL DISPLAY
T88	1 CHECK FOR STALLING PROBLEM STAR TEST WITH WDS NO FAULT CODES, PERFORMED T88 02 11 8 REPROGRAMMED PCM
NPF	COMPLETED SYSTEMS TEST WDS PIN POINTS ALL PASSED
REFLASH	DIAG THE SYSTEM EEC TEST NO CODES FOUND AND REPROGRAMMED THE PCM
T88	REPROGRAM PROCESSOR T88 02 11 08
REPLACED	34553 BASIC 124550 CC 07 BASIC 94400 CC 42 136600 SELF TEST EO PASS ER PASS EC PASS 8805 FUEL PRESSURE TEST 12650000 DCL DISPLAY 12650001 MONITOR RECORDER TEST 12650009 REPLACE PPE SENSOR 12650004
REFLASH	WDS DIAG FUEL POWER BALANCE PCM REPROGRAM ROAD TESTED
REFLASH	WDS DIAGNOSIS REPROGRAM PCM AND RETEST.
T88	TEST DRIVE, COULD NOT DUPLICATE CALL HOTLINE CONTACT ZEMEDOS, CHECKED CONNECTORS AND GROUNDS AS INSTRUCTED BY HOTLINE, REPLACED MAF AND DPFE SENSOR AS INSTRUCTED, CK GASES CALL AGAIN NEW T88 02 11 8 RER
T88	TEST DRIVE MANY MILES CHECKED FOR CODES PIN POINT TEST ALSO CHECKED VAPORATIVE SYSTEM AND TEST PCM ALL OK THEN A T88 CAME OUT AFTER WE DID THE TEST SOME THEN FOLLOW ED T88 ITEMS AND STARTED TO RUNS T
SSM	RD TESTED & COULD NOT DUPLICATE, RAN WDS SELF TESTS ALL PASS, CHECKED GASES PER SSM 16589 CRK EEC RELAY & TERMINALS ALL OK, DISCONNECTED EVAP VENT LINE BLEW THRU LINE NPF, REPROGRAM PCM AS PER 98
DIAG	CK OUT PULL CODES, RUN PINPOINT TESTS SET BASE IDLE
T88	ROAD TEST VERIFIED CONCERN, RUN GASES FOR APPLICABLE T88 S SSM 16589 R&R EEC POWER RELAY & REMOVE COVER BOX & REMOVE 4 WIRES AND CHECK GRIPS ON ENDS TIGHTENED ALL ENDS REPROGRAMMED PCM TO NEW CALIB
REPLACED	CHECK CONCERN, DIAGNOSE WITH NBS TEST, REPLACE DPFE SENSOR
T88	PERFORMED WDS DIAGNOSIS FOR ENGINE STALLS, NO CODES IN SYSTEM, CHECK FOR T88S, MONITOR PIDG, EVAPORATIVE TEST, REMOVED LINES AND CLEAN OUT, REPROGRAM PCM AND REPLACED DPFE SENSOR AS PER T88 02 0
REPLACED	WDS TEST, SELF TEST, FUEL PRESS, INJ FLOW, PWR BAL, REL COMP REPLACED IAC
T88	WDS TEST PID TEST PINPOINT TEST PERFORM T88 02 11 8 REPLACED IAC REPROGRAM PCM REPL EEC RELAY
DIAG	REPLACED FUEL PUMP RELAY TEST EVAP SYS OK SFC AD TEST WITH WDS TO CHECK SPEED OK
REPLACED	D21 EEC (QUICK TEST) DIAGNOSIS
HOTLINE	CK AND REPLACE PCM TO CORRECT
T88	CK AND TALK TO HOT LINE REPLACE DPFE SENSOR HOTLINE CONTROL #265FP018
SSM	CK SYSTEM AND PERFORM T88 02 11 08
DIAG	RAN WDS NO CODES, CHECKED SSM AND REPROGRAMMED PCM
DIAG	PCM EEC (QUICK TEST) DIAGNOSIS
DIAG	TEST DRIVE VERIFIED CONCERN PULLED CODES WITH WDS NO CODES WORKS GOOD AT THIS TIME
REFLASH	REPROGRAMMED THE PCM

	ENGINE STALLING
	CUST STATES VEHICLE STARTS BUT STALLS RIGHT OUT.
	CUST STATES ENGINE STALLED WHILE GOING UP A HILL
	CHECK OUT STALLING STALLED OUT GOING DOWN A HILL RESTARTED OK
	CHECK ENGINE STALL WHILE DRIVING
	REPAIR VEHICLE STALLING
REPROGRAM PCM 120500C1 RETEST ROADTEST SYSTEM PASS MILEAGE OUT 24390	ENGINE STALLS CHECK ENGINE STALLS OUT MOSTLY WHEN COASTING TO STOP
	ENGINE HAS STALLED A FEW TIMES. CUSTOMER SAID AFTER DRIVING ABOUT 50 MPH, THEN COASTING, VEHICLE WOULD RAPIDLY DROP IN RPM'S AND STALL.
	NOT SURE WHAT TO DO CALLED NUMBER TALKED TO SOMEBODY DID NOT KNOW FOR SURE WILL CALL BACK LATER THANK YOU FOR BE SO UNDERSTANDING ON THIS MONDAY MORNING
UN STEP 4 AND 5.CHECKED READINGS AND CALLED HOTLINE TO VERIFY READINGS ARE IN SPEC.RELEASED VEHICLE AS PER FORD INSTRUCTIONS.	DRIVING HOME FROM WORK ON N PROGRESS AVE,BEFORE ELMERTON AVE AT 85 MPH,ENGINE SHUT OFF,RADIO STAYED ON,CHECK ENGINE LIGHT CAME ON,TURNED KEY OFF AND THEN IT RESTARTED.
TEST ALSO KEPT IN TOUCH WITH THE FORD TECH HOT LINE AND PER THE HOT LINE THEY HAVE HAD INTERIM PROBLEMS WITH THE VAPOR MANAGEMENT VALVE AND RELAY REPLACE THOSE AND THE THROTTLE BODY AND IAC TEST DROVE	OURI LOANER WHILE DRIVING JUST SHUTS OFF WAIT A FEW MINUTES IT WILL RESTART OK
M. ROAD TESTED OK.	CHECK FOR STALL INTERMITTANT, USUALLY WHEN PULLING OUT FROM A STOP, WARM ENGINE.
	CK FOR STALLING
ATION BLOW OUT VENT LINES FROM CHECK VALVE USED NEW GEN TO MONITOR AND RESET IDLE HARD STOP	C 6 TRUCK STALLED WHILE DRIVING HAPPENED 4 TIMES HAPPENS AT 40 MPH OR 90 DOES RESTART
	C 6 ENGINE STALLS OUT WHILE DRIVING ON OCCASSION.
8-08, ROAD TEST REPAIR	
	STALLS WHEN SLOWING DOWN.
	VEH QUIT WHILE DRIVING ADVISE
	CHECK INTERMITTLY COME TO A STOP ENGINE STALLS IT RESTARTS OK
	CK ENGINE CUTTING OFF
	CK FOR CUTTING OFF
	CK ENGINE CUTTING OFF GOING DOWN ROAD
	VEHICLE JUST STOPS RUNNING
	CUSTOMER STATES THAT THE ENGINE STALLED WHILE DRIVING ONCE,WAS WARMED UP JUST DRIVING AROUND 35MPH RESTARTED OK,FRIDAY
	THE VEHICLE STALLED 4 TIMES W IN 2 BLOCKS, WHEN THE WIPERS ARE TURNED ON IT STALLS IMMEDIATLY. ABS & BRAKE LIGHTS COME
	CAR HAS STALLED

ENG-027 23844

2002	800	S11	1FMYU04192KA89467	3.0L	TALD	10	2001	7C06	14N089	D21	5	1894674	6000	WHILE DRIVING
2002	802	S11	1FMYU04192KA89100	3.0L	TALD	10	2001	8G01	8D474	D21	8	1078080	5000	WHILE DRIVING
2002	805	S11	1FMYU04192KA89284	3.0L	TALD	10	2001	2.00E+03	8F715	D21	9	1946076	8000	AT STOP
2002	808	S11	1FMYU04192KA89280	3.0L	TALD	10	2001	2.00E+03	8F715	D21	11	2432883	8000	WHILE DRIVING
2002	809	S11	1FMYU04192KA76967	3.0L	TALD	10	2001	8G04	12A860	D21	10	2177717	8000	WHILE DRIVING
2002	804	S11	1FMYU04192KA70884	3.0L	TALD	10	2001	8G04	12A850	D21	1	281088	0	STALLS
2002	805	S11	1FMYU04192KA89616	3.0L	TALD	10	2001	7C06	14N089	D21	10	2113332	18000	WHILE DRIVING
2002	1009	S11	1FMYU04192KA89619	3.0L	TALD	8	2001	2.00E+03	8E528	D21	11	2208041	14000	WHILE DRIVING
2002	1015	S11	1FMYU04192KA87885	3.0L	TALD	10	2001	8G05	RECALLEM	D21	10	2223180	18000	WHILE DRIVING
2002	1026	S11	1FMYU04192KA64034	3.0L	TALD	8	2001	8G04	12A860	D21	8	1791489	18000	STALLS
2002	1027	S11	1FMYU04192KA83884	3.0L	TALD	10	2001	8G04	12A860	D21	5	890894	8000	WHILE DRIVING
2002	1032	S11	1FMYU04192KA89482	3.0L	TALD	8	2001	8G01	12A860	D21	10	194888	11800	WHILE DRIVING
2002	1034	S11	1FMYU04192KA89683	3.0L	TALD	8	2001	8G04	DAG	D21	8	1028088	8000	STALLS
2002	1037	S11	1FMYU04192KA61671	3.0L	TALD	8	2001	8G04	12A860	D21	1	254301	0	DOWNHILL
2002	1048	S11	1FMYU04192KA89238	3.0L	TALD	8	2001	8G05	RECALLEM	D21	5	780348	8000	WHILE DRIVING
2002	1050	S11	1FMYU04192KA81287	3.0L	TALD	8	2001	8G04	DAG	D21	7	1148702	11000	NO TEXT
2002	1051	S11	1FMYU04192KA81287	3.0L	TALD	8	2001	2.00E+04	8C815	D21	5	772244	8000	DOWNHILL
2002	1063	S11	1FMYU04192KA81287	3.0L	TALD	8	2001	8G04	12A860	D21	4	827888	8000	STALLS
2002	1060	S11	1FMYU04192KA89882	3.0L	TALD	8	2001	7C06	14N089	D21	8	878348	10000	WHILE DRIVING
2002	1066	S11	1FMYU04192KA89888	3.0L	TALD	8	2001	8G04	12A860	D21	2	380122	1000	WHILE DRIVING
2002	1087	S11	1FMYU04192KA44012	3.0L	TALD	8	2001	2.00E+03	8F715	D21	12	287888	8000	COASTING
2002	1088	S11	1FMYU04192KA89618	3.0L	TALD	8	2001	2.00E+03	8F715	D21	11	2134888	28000	WHILE DRIVING
2002	1100	S11	1FMYU04192KA83720	3.0L	TALD	8	2001	8G04	12A860	D21	8	2182378	10000	STALLS
2002	1118	S11	1FMYU04192KA80025	3.0L	TALD	8	2001	7C06	14N089	D21	2	380318	1000	WHILE DRIVING
2002	1124	S11	1FMYU04192KA89848	3.0L	TALD	8	2001	8G04	12A860	D21	5	883840	3000	STALLS
2002	1128	S11	1FMYU04192KA89880	3.0L	TALD	8	2001	8G04	12A860	D21	1	232171	0	WHILE DRIVING
2002	1130	S11	1FMYU04192KA89047	3.0L	TALD	8	2001	7C06	14N089	D21	3	487788	8000	WHILE DRIVING

REPLACED DIAG		EEC TEST KOED PASS KOEC PASS DCL DISPLAY W WDS TO MONITOR PINPOINT TEST BY SYMPTOMS FUEL SYSTEM TEST OK AT 43PM PERFORM IGNITION TEST DROVE OVER BUMP AND LOST COMMUNICATION W PCM THRU WDS CHECK ASSOCI
TSS		EEC TEST PASS DCL AND ROAD TEST G.N.V.
REFLASH REFLASH NPF		8917 IAC & REPROGRAM PCM. EEC TEST KOED PASS PASS KOER PASS RAM OASBL PE RFORMED TSS 02 11 08. DCL DISPLAY & MONITORED IAC PID PER STEP 1. IAC OUT OF SPEC. 49%. REPLAC ED IAC & RETESTED IN SPEC. 3
REFLASH REFLASH NPF		CHECK FOR THE CONCERN PERFORM EEO TEST ALSO PIN POINT TEST REPLACE THE IAC REPROGRAM THE PCM AND ADJUST THE TP AND BASE IDLE SETTINGS REPROGRAMMED PCF
INOP TSS		TEST SYSTEM NO CODES ROAD TEST HOT AND COLD ENGINE NO CONCERN FOUND
REFLASH		INOP REPL VAPOR MANAGEMENT & IAC VALVES AND THROTTLE BODY
TSS REFLASH		IAC OUT OF SPEC REF TSS 02 11 6 EEC (QUICK TEST) DIAGNOSIS 16993 SELF TEST CODES KOED PASS KOER PASS CONT PASS LIGHT OFF. INSTALLED NGS ROADTEST MONITOR PIDS CK FUEL PRESSURE OK AT 05 PBL REPROGRAMMED PCM TO LATEST CALIBRATION. POST ROADTEST OK 124650 GC
TSS REFLASH		12518 RAM OASBL RAM WDS TEST RAM KOED PASSED RAM KOER PASSED RAM DATALOGGER PERFORMED TSS 02 11 6 REPROGRAMED PCM AFFX LABLE UNABLE TO DUPLICATE, POSS PCM PROG
REPLACED NPF		VALVE ASSEMBLY IDLE AIR CONTROL (IAC) REPLACE (8F670 8F716)
TSS		EEC TESTED NO CODES ROAD TESTED OK CHECKED OASBL MONITOR CONCERN 891 COULD NOT VERIFY WDS SETUP AND TEST ALL SYSTEMS PASSED AND NO FAULTS FOUND CHECK OASBL NO 89M OR TSS FILL OUT NPF CHECK SHEET MAY HAVE BEEN CALIB ERROR
89M NO TEXT		8586 EEC TEST NO CODES, CHECKED 89TS FOR MORE INFO.FOUND 89M 1589. PER 89M REPROGRAMMED PCM TO LATEST CALIB. NEW PART # 1U7A 124650 AXEL. DISCONNECTED VENT LINE IN THE EVAP URBSG. SYSTEM AND BL
???		NOTE ALL REPAIR ATTEMPTS ON THIS CONCERN ARE AT THE DISCRETION OF FORD MOTOR COMPANY DUE TO WASHINGTON FORD NOT BEING ABLE TO VERIFY CONCERN
REFLASH		AND FOUND THAT THEY LOST RECALIBRATION CAPABILITIES ON 17.5 UPDATE. ATTEMPTED TO DOWNLOAD AND COULD NOT DO MANUALLY.CHECKED VENT LINE TO CANISTER AND FOUND BALL BEARING MOVING FREELY.REINSTALLED LI
89M		CHECK OUT TRUCK FOR PROB PERFORM TEST DID 89M1589 BLOW OUT VENT LINE REPLACE RELAY REPROGRAMMAN AS NEEDED
REFLASH		DIAGNOSIS PERFORMED RAM SEVERAL TESTS REPROGRAMED POWER TRAIN CONTROL MODULE PER SPECIAL SERVICE MESSAGE
TSS REFLASH REFLASH		TEST EEC SYSTEM.PASS NO CODES.CHECK PER TSS 02 11 6.REPLACE EEC RELAY,IAC VALVE,THROTTLE BODY,AND MAF SENSOR AND REPROGRAM PCM AS DIRECTED BY FORD REPLACED IDLE AIR CONTROL,AND REPROGRAMMED THE COMPUTER REPROGRAM PCM
REPLACED		DIAGNOSTICS AND REPLACE EEC RELAY
REFLASH REFLASH		REPROGRAM PCM EEC (QUICK TEST) DIAGNOSIS PROCESSOR UPGRADE NEEDED EEC (QUICK TEST) DIAGNOSIS
89M		ELECTRICAL MALFUNCTION NGS TEST PASS. CHECK OASBL AND PERFORM 89M16434: CHECK AND REPLACE EEC RELAY, CHECK IAC OPERATION GOOD, CLEAN AND

ATED FUSES AND RELAY FOUND EEC RELAY IN POWER DISTR BOX REPLACED RELAY AND RETEST	WHEN TAKING OFF FROM A STOP VEHICLE WOULD NOT GO OR LIGHT CAME ON NO STEERING OR BRAKES DIED WHILE DRIVING? WHILE DRIVING AT 45 MPH. VEH STALLED, BUT RESTARTED FINE.
OK. REPROGRAMMED PCM PER STEP #2 RAN EVAP STATIC & RUNNING LOSS EVAP TEST PER STEP #4 OK. CHECKED EEC RELAY FOR PROP BR STAMP PER STEP #6. ROAD TEST PER STEP #8. ROAD TESTED GOOD. IAC	WHEN COMING TO STOP QUICKLY CAR STALLS PARTS ORDERED FROM 1988 7.10.02 6838 MILES TECH487
	CUST STATES VEHICLE STALLS OUT INTERMITTENTLY WHILE DRIVING ALL THE PANEL LIGHTS COME ON CUST DOES RESTART IT WITH NO PROBLEM
	CUST STATES DIED WHILE DRIVING AT 40MPH
	8806 TESTING FOR THE FOLLOWING CONCERN :
	STEERING WHEEL LOCKED UP WHILE DRIVING DOWN ROAD APPROX 45 MPH, WARNING LTR CAME ON CUST NOT SURE IF IT CUT OFF
	CUSTOMER STATES ENGINE WILL INTER STALL WHEN DRIVING
	D21 VEHICLE HAS STALLE DTWICE ON THE 2 WAY AT SPEEDS OF 60MPH TO 70MPH. CUSTOMER SAYS THAT NOTHING HAPPENS BEFORE VEHICLE STALLS, IT JUST CUTS OUT. 1HR 72.00
	CUST STATES VEH TOWED IN DOES NOT STAY RUNNING
	CHECK FOR DIED WHILE DRIVING
	CUST REPORTS ENGINE STALLS WHILE DRIVING AT TIMES
	ENGINE STALLED 2 TIMES IN LAST 2 MONTHS ROUGH IDLE SOMETIMES
	CHECK CAR STALLED WHEN GOING DOWN A HILL
OW WITH AIR. CHECKED EEC POWER RELAY FOR WHITE LETTERING THEA ARE BLACK RELAY OK. ROAD TESTED CAR OK DOES NOT STALL.	VEH TOWED IN C & VEH DIED OUT WHEN DRIVING. PULLED OFF SIDE OF ROAD & VEH RE STARTED & RAN OK
	CK FOR VEHICLE WILL STALL WHEN COMING DOWN HILL AND DIECELL AND START TO ACELL AGAIN VEHICLE STALLS AND THEN WILL RESTART OK. HAPPENS ABOUT ONCE WK
NEAT THIS TIME CONCERN CAN NOT BE DUPLICATED 1 30 02 UPDATED WDS TO 17.8 AND MANUALLY REPROGRAMMED PCM TO 2.8A AD AND ROAD TESTED NEVER DUPLICATED STALL.	CUST STATES TRUCK LOST ALL ELECTRICAL POWER, CUST DRIFTED TRUCK OF ROAD, HAD NO LIGHTS OR ANY ACCESSORIES, TURNED KEY TO START AND STARTED FINE
	VEH STALLED WHILE DRIVING, WAS GOING DOWN A HILL AND FOOT WAS OFF ACCELERATOR
	CUSTOMER STATES VEHICLE DIED WHILE DRIVING D21
	INTERMITTENTLY STALLS BETWEEN 35-40 MPH WHEN COASTING.
	STALLS WHILE DRIVING
	CUSTOMER STATES ENGINE STALLS
	CUSTOMER STATES VEHICLE HAS STALLED SEVERAL TIMES WHILE GOING DOWN HILLS WHILE DRIVING
	INSPECT VEHICLE TO SEE IF MODIFICATION NECESSARY TO ADDRESS POTENTIAL STALLING PROBLEM
	CHECK ENGINE SHUTS OFF WHILE DRIVING AT TIMES
	CUSTOMER STATES ENGINE STALLED WHILE DRIVING AT HIGHWAY SPEEDS

EPC-677 22047

2002	1138	S11	1FMVU04182KA37724	3.0L	TLD	B	2001	2906	RECAL	D21	10	1944066	8000	WHILE DRIVING
2002	1140	S11	1FMVU04182KA37531	3.0L	TLD	B	2001	2.00E+03	9F715	D21	11	2228079	8000	ACCELERATING
2002	1142	S11	1FMVU04182KA37514	3.0L	TLD	B	2001	2906	RECAL	D21	8	1578867	9000	STALLS
2002	1147	S11	1FMVU04182KA28625	3.0L	TLD	B	2001	2.00E+03	9F715	D21	10	2228081	7000	WHILE DRIVING
2002	1154	S11	1FMVU04182KA35882	3.0L	TLD	B	2001	2904	12A850	D21	11	2372578	8000	WHILE DRIVING
2002	1156	S11	1FMVU04182KA35438	3.0L	TLD	B	2001	2904	12A850	D21	8	1128818	12000	WHILE DRIVING
2002	1162	S11	1FMVU04182KA34225	3.0L	TLD	B	2001	7902	14401	D21	2	322922	4000	WHILE DRIVING
2002	1164	S11	1FMVU04182KA32586	3.0L	TLD	B	2001	2.00E+03	9F715	D21	4	536362	4000	WHILE DRIVING
2002	1165	S11	1FMVU04182KA32188	3.0L	TLD	B	2001	2905	RECAL	D21	8	1403480	7000	STALLS
2002	1168	S11	1FMVU04182KA30708	3.0L	TLD	B	2001	2904	12A850	D21	11	2308815	18000	WHILE DRIVING
2002	1174	S11	1FMVU04182KA27488	3.0L	TLD	B	2001	7C05	148069	D21	2	323818	4000	STALLS
2002	1176	S11	1FMVU04182KA25440	3.0L	TLD	B	2001	2.00E+03	9F715	D21	10	1886364	9000	WHILE DRIVING
2002	1185	S11	1FMVU04182KA18781	3.0L	TLD	B	2001	2.00E+03	9E328	D21	10	1436270	4000	DECELL
2002	1188	S11	1FMVU04182KA15348	3.0L	TLD	B	2001	2904	DIAG	D21	9	846883	4000	STALLS
2002	1198	S11	1FMVU04182KA15173	3.0L	TLD	B	2001	2905	RECAL	D21	8	1028241	7000	WHILE DRIVING
2002	1215	S11	1FMVU04182KA09080	3.0L	TLD	B	2001	2.00E+03	9F715	D21	10	1888290	8000	COASTING
2002	1216	S11	1FMVU04182KA08316	3.0L	TLD	B	2001	7C05	148069	D21	4	431888	1000	CONNELL
2002	1218	S11	1FMVU04182KA08841	3.0L	TLD	B	2001	7C05	148069	D21	7	1112863	7000	WHILE DRIVING
2002	1239	S11	1FMVU04182KA08800	3.0L	TLD	B	2001	7811	14489	D21	0	172970	0	ON HIGHWAY
2002	1240	S11	1FMVU04182KA08918	3.0L	TLD	B	2002	2904	DIAG	D21	1	2134297	0	STALLS
2002	1241	S11	1FMVU04182KA08867	3.0L	TLD	B	2002	2904	DIAG	D21	1	2295147	0	STALLS
2002	1245	S11	1FMVU04182KA08319	3.0L	TLD	B	2002	2902	12B679	D21	1	2314405	0	STALLS

ERE2-#27 23548

TSS	6455 ROAD TEST EEC TEST NO DTCS INSTAL WDS ROAD TEST INTERMITTENT IDLE DROP RUN ON OASIS TSS 2 11 & CHECK IAC DUTY CYCLE 38% OK STEP 2 REPROGRAM PCM (161 TEAR TAG) NEW CALIBRATION 1U7A 12A600 AXS 8T
REFLASH	6564 EEC TEST DCL 5V6 BAY DISPLAY ROAD TEST EVAP EMISSION TESTS EEC PASS IAC AT 41% AND 780 RPM6 REPLACE A8V RETEST STILL AT 41% REPLACE THROTTLE BODY RETEST PREVIOUSLY REPROGRAMMED FTP GOES TO 2.2
REFLASH	TESTED AND REPROGRAMMED PCM
REFLASH	SPECIAL ORDER PARTS INSTALLED ON 8 9 02 AT 8142 MILES EEC TEST DLC DIAG NO DTG MONITOR PID DATA ROAD TEST REPROGRAM PCM IAC VALVE DUTY CYCLE HIGH,SPECIAL ORDER IAC
TSS	INTERNAL CONDITION IN PCM. PERFORM TSS 02 11 06, PERFORM WDS DIAG, PINPOINT TESTS,DCL DISPLAY AND RECORDER MONITOR TESTS, REPROGRAM PCM, RERUN
SSM	FP 12A600 PERFORMED EEC TESTS PASSED 111 111 111 INSPECTED EEC POWER RELAYS OK CHECKED OASIS SSM 15589 INSPECTED VMV REPROGRAMMED
HOTLINE INOP	HOTLINE SUGGESTED CHECKING EEC RELAY AND WIRING. CHECKED GROUNDS 100, 101, 104, 106. CHECKED SHIELDED WIRE TO CRANK SENSOR. CHECKED CONNECTION 2770 D, C, D, & E ON JUNCTION BLOCK INOP EEC (QUICK TEST) DIAGNOSIS
TSS ADJUST REPLACED	EEC TEST,PIN POINT TEST,POWER BALANCE,INJECTOR FLOW,FUEL PRESSURE,EVAP SYSTEM TEST,AS PER TSS 02,08,09,RECALIBRATED PCM ROAD TEST OK ADJUST IDLE DISCONNECT IAC PUT COVERS ON TEST DRIVE PERFORM DIAGNOSTICS AND REPLACE EEC RELAY
TSS	ROAD TEST UNABLE TO VERIFY CONCERN EEC TEST NO CODES CHECK OASIS TSS 02 11 & HOOK UP WDS MONITOR PIDS 765 RPM AT 208F IAC 42.6% OUT OF SPECS REPLACED IAC AT 36% REPROGRAM PCM WITH LATEST CALIBRATION M
TSS NPF	THROTTLE BODY CONCERNS, TSS021100THROTTLE BODY AIR INTAKE REPLACE AND MAKE ALL ADJUSTMENTS AND NPF EEC (QUICK TEST) DIAGNOSIS
TSS REPLACED	7456 CC 42 1.3 TEST DROVE TO VERIFY CONCERN NOTHING FOUND CHECKED OASIS FOUND TSS FOR ESCAPE 80.L REPROGRAMMED PCM ACCORDING TO TSS 15589 DID ANOTHER TEST DRIVE OK CHECK FOR CODES,NON PRESENT,REPLACE 89L BY PASS AND RE PROGRAM PCM,WORKING AS DESIGNED AT THIS TIME.
DIAG	ENGINE STALLED TESTED WITH WDS
SSM	UNABLE TO DUPLICATE CONCERN,PERFORM WDS START UP CHECK CODES PASS,CHECK SSM AND FOUND 15589,PERFORM ALL STEPS AS IN SSM,CLEAR EVAP LINES WITH COMP AIR,REPROGRAM PCM,REPLACE FUEL PUMP RELAY,TEST DRIVE
LOOSE GROUND	EEC TEST, RETRIEVED KOES P0122, P0220, P1126. K OEO P0122, P1408. PERFORMED PINPOINT TEST, DATA LINK DISPLAY, FOUND ELECTRICAL CONNECTOR NOT COMPLETELY MATED. SECURED CONNECTION, RETESTED OK
TSS	216 EEC TEST NO CODES PERFORMED TSS ALL TESTS PASSED MONITORED PIDS ALL PIDS NORMAL HAD BOB YOURICK ROAD TEST UNABLE TO DUPLICATE CONCERN AT THIS TIME PASSED HAD BOB YOURICK ROAD TEST TO TRY TO VER
NPF	TEST DROVE, COULD NOT VERIFY. EEC TESTED, NO CODES. CHECKED WIRING AND FUSES, NO PROBLEM FOUND
REPLACED	CEL IS ON,EEC DIAG,CODES P1100 P0102,MAF SENSOR LOW VOLTAGE,PERFORMED DCL DISPLAY,RECORDER MONITOR ROAD TEST FOUND MAF SENSOR INTERMIT INOP.REPLACE MAF RETEST 8142

EP 4 CHECK EVAP OK STEP 5 CHECK FOR PERMANENT PURGE OK STEP 6 INSPECT EEC POWER RELAY STAMPED OK TALK TO CUSTOMER NOT OVER 9 OZ OF WEIGHT OK KEY RING ROAD TEST WITH S CLOSED	CUSTOMER STATES THAT WHILE TRAVELING 30 TO 35 MPH VEHICLE JUST DIED, RESTARTED AFTER A COUPLE OF MINUTES, ONLY HAPPENED ONCE
WITH VMV AT 90% THEN TO 6% NORMAL OPERATION, EEC RELAY IS STAMPED NO SVS REQUIRED, KEY RING NORMAL NO EXCESS WEIGHT ROAD TESTS SHOW NO RPM DROPS AT THIS TIME.	CHECK CUSTOMER STATES THAT HAS DIED ABOUT 12 TIMES SINCE LAST REPAIR USUALLY DOES IT WHEN STARTING ACCELERATE WHEN ALREADY MOVING. CUSTOMER STATES THAT ENGINE DIES WITH OUT ANY WARNING WDS TESTED, KOER PASS, KOER PASS, ROAD TESTED OK. CHECK FOR STALLING WHILE DRIVING OR COMING TO A STOP, HAS HAPPENED ABOUT TEN TIMES IN LAST TWO MONTHS
	STALLS WHILE DRIVING, UP HILLS AND ON TURNS CUSTOMER STATES WHILE DRIVING LOST POWER STEERING POWER BRAKES ALL WARNING LITES WENT ON SHUT OFF OK REPORT
	STOPPED WHILE DRIVING DOWN A MOUNTAIN C'S STALLS WHILE DRIVING IN WET WEATHER WHEN ENGINE IS HOT.
	ENGINE STALLS AT TIMES CUSTOMER STATES THE TRUCK SHUTS OFF WHILE DRIVING AT 45MPH CUSTOMER STATES: THE VEHICLE STALLED AND THEN RESTARTED
MONITOR EVAP VAPOR MANAGEMENT VALVE WITH IN SPECS TEST DROVE OK	CUSTOMER STATES CAR STALLS WHILE DRIVING REPORT OWNER STATES VEHICLE STALLED ON DECELERATION. ENGINE STALLED AND DIFFICULT STARTING OK ENGINE STALLED WHILE DRIVING IN TRAFFIC CUSTOMER STATES: STALLS ON DECELERATION CUSTOMER STATES ENGINE STALLED 2X WHILE COASTING DOWNHILL. ALSO HEARS WHISTLING NOISE FROM ENGINE AT ALL TIMES.
OK	ENGINE STALLS WHILE DRIVING DIED ON THE FREEWAY. WAS A TOW IN.
IFY CONCERN	CUSTOMER STATES DRIVING ALONG AND STALLED FOR NO REASON CUSTOMER STATES STALLS CHECK ENGINE LIGHT IS ON VEHICLE HAS STALLED 5 TIMES, LAST TIME REPAIRED CONNECTOR TO 128579, NOT FULLY SEATED

1992-97 Z330A

2002	1280	811	1FMVU04182NC03075	S.O.L	TALD	6	2002	7C05	14N089	D21	1	1885805	1000	AT STOP
2002	1281	811	1FMVU04182NC02178	S.O.L	TALD	6	2002	2.00E+03	9F715	D21	1	2271248	1000	WHILE DRIVING
2002	1282	811	1FMVU04182NC034972	S.O.L	TALD	5	2002	2.00E+03	9F715	D21	1	2171367	1000	STALLS
2002	1285	811	1FMVU04182NC02205	S.O.L	TALD	5	2002	1H03	9J480	D21	1	1604735	0	WHILE DRIVING
2002	1286	811	1FMVU04182NC04238	S.O.L	TALD	6	2002	2.00E+03	9F715	D21	2	2347885	1000	STALLS
2002	1274	811	1FMVU04182NC04235	S.O.L	TALD	5	2002	2002	128578	D21	3	2372743	2000	WHILE DRIVING
2002	1281	811	1FMVU04182NC029077	S.O.L	TALD	4	2002	2005	RECAL	D21	2	2348285	1000	WHILE DRIVING
2002	1300	811	1FMVU04182NC01863	S.O.L	TALD	4	2002	2.00E+03	9F715	D21	2	1880571	2000	NO TEXT
2002	1302	811	1FMVU04182NC02378	S.O.L	TALD	4	2002	2.00E+03	9F715	D21	3	2309438	3000	STALLS
2002	1308	811	1FMVU04182NC01747	S.O.L	TALD	4	2002	2.00E+03	9E925	D21	5	2301027	4000	DOWNHILL
2002	1318	811	1FMVU04182NC04197	S.O.L	TALD	3	2002	2004	DIAG	D21	4	2310027	6000	WHILE DRIVING
2002	1381	811	1FMVU04182NC274088	S.O.L	TALD	3	2002	2.00E+03	9E925	D21	6	2327252	7000	WHILE DRIVING
2002	1338	811	1FMVU04182NC02854	S.O.L	TALD	3	2002	2004	15A330	D21	2	1800733	1000	DOWNHILL
2002	1341	811	1FMVU04182NC026716	S.O.L	TALD	3	2002	2.00E+03	9F715	D21	3	2041185	1000	WHILE DRIVING
2002	1342	811	1FMVU04182NC045770	S.O.L	TALD	3	2002	2002	128578	D21	6	2452864	5000	DOWNHILL
2002	1344	811	1FMVU04182NC045767	S.O.L	TALD	2	2002	2004	DIAG	D21	2	1801520	2000	WHILE DRIVING
2002	1345	811	1FMVU04182NC045767	S.O.L	TALD	2	2002	2004	124850	D21	4	2367777	4000	WHILE DRIVING
2002	1346	811	1FMVU04182NC045767	S.O.L	TALD	2	2002	2002	128578	D21	3	2018080	3000	WHILE DRIVING
2002	1380	811	1FMVU04182NC07083	S.O.L	TALD	2	2002	2004	DIAG	D21	1	1109388	0	STALLS
2002	1388	811	1FMVU04182NC045419	S.O.L	TALD	2	2002	2005	RECALEM	D21	6	2220943	6000	WHILE DRIVING
2002	1382	811	1FMVU04182NC038812	S.O.L	TALD	2	2002	2.00E+03	9E925	D21	5	2274288	4000	WHILE DRIVING
2002	1383	811	1FMVU04182NC038820	S.O.L	TALD	2	2002	2.00E+03	9F715	D21	5	2019118	30000	WHILE DRIVING
2002	1388	811	1FMVU04182NC037843	S.O.L	TALD	2	2002	2004	DIAG	D21	2	1191248	0	WHILE DRIVING

TSS		1454 TSS 2 11 8 WP ABNORMAL DIAGNOSIS VERIFIED STALLING CONCERN WDS, EEC TEST, SYSTEM PASSED, NO CODES. DCL DISPLAY. RUN CASES AND FOUND TSS 02 11 6. FOLLOWING TSS CHECKED DUTY CYCLE TOO HIGH. REP
INOP REPLACED		IAC MALFUNCTION EEC (QUICK TEST) DIAGNOSIS REPL IAC VALVE ASY
TSS		RAN WDS TEST, PER QUICK TEST GOT PASS CODES, RAN VARIOUS TEST, FOLLOWED STEPS IN TSS 02 11 06, NO OVVIOUS PROBLEMS, CLD TECH ASBIT, TOLD TO CK CRANK WIFEB OK; PCM HARNESS CONNECTOR OK; GROUND 6104 OK
TSS		PERFORM WDS DATALOGGER PER TSS 00 11 6 PERFORM TSS 02 11 6. MONITOR IAC CONTROL VALVE %, EVAP VAPOR MANAGEMENT VALVE, CHECK EEC RELAY. IAC % AT 43%
INOP		INOP MASS AIRFLOW SENSOR ASSEMBLY REPLACE
TSS NO TEXT REPLACED		CHECK FOR THE COCKERN AND CHECK THE SYSTEM OVER AND FOUND TSS 02 11 06 AND PERFORM TSS AND RECAL THE PCM AND RECHECK OK
TSS		WDS EEC SYSTEM, NO CODES. CHECK & REPLACE I.A.C. VALVE, ROAD TEST, OK
TSS		DIAGNOSTIC AND PINPOINT TESTING, NO CODES AS PER TSS 02 11 06 REPLACE THE THROTTLE BODY AND IDLE AIR CONTROL VALVE AND THE VMV VALVE RETEST ROAD TEST OKAY AT THIS TIME
NPF		PERFORMED EEC TEST RAN DCL UNABLE TO DUPLICATE CUSTOMER CONCERN. NO PROBLEM FOUND.
TSS		1 VERIFIED CONCERN AS PER TSS 02 08 06 REPLACED IAC AND THROTTLE BODY AND RECHECKED OK
TSS		PERFORM EEC TEST PINPOINT TEST PERFORM TSS FOR NO CODES REPROGRAM PCM AND RETEST
TSS		ROADTEST, WDS DIAG ALL PASS. CHARGING SYSTEM TEST DCL DISPLAY, FUEL PRESSURE, RELATIVE COMPRESSION, POWER BALANCE, OK TSS AND SSM. 2 11 6 PERFORM PP TEST. REMOVE AND REPLACE IAC. ROADTEST, OKAY.
REPLACED		VERIFIED, WDS, TESTED FUEL PRESSURE, IGNITION TESTED, INSTALLED DATA MONITOR, REPLACED MAF AND O2PFE SENSOR, RE ROADTESTED AND RECHECKED
TSS		READINGS GOOD. PERFORM TSS 02 11 6 ADJUST THROTTLE STOP TO LOWER IAC % AND CHECK PCM CALIBRATION. ROAD TEST TRUCK OVERNIGHT, NO STALLING OR DRIVEABILITY PROBLEMS OCCURRED & VEHICLE IS OPERATING AS PER DES
SSM		ROADTEST CHECK FOR VEHICLE STALLING PERFORM EEC TEST FUEL PRESSURE DIAGNOSIS NO CODES IN SYSTEM AND FUEL PRESSURE IS OK CONTACT FORD FIELD SERVICE ENGINEER TO INSPECT VEHICLE REPROGRAM PCM WITH
HOTLINE		ROAD TESTED UNABLE TO VERIFY CONCERN AT THIS TIME PERFORM COMPLETE EEC SYSTEM DIAG AND PP TEST NO DTD MONITOR PIDS ALLAL WITHIN SPEC BUT CLOST TO BEING OUT CONTACT TSN WAS ADVISED TO CHECK CLEAN AND 6
NPF		402 PERFORM EEC TEST KOBO PASS CONT PASS KOER PASS PERFORM FUEL PRESSURE TEST PASS ROAD TEST UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME.
TSS		CKD VEHICLE RUNS OK AT THIS POINT USED WDS TO CK CODES NONE ON CMTTC OR KOED OR KOER ALL OK CKD CASES AND FOUND TSS 2 11 6 FOR RELATED STALL CONCERN AND FOLLOWED DIRECTIONS THRU TO STEP 8 AND HAS PAS
TSS		WDS DIAG PERFORM TSS 02 11 06 STEPS 1,2,4,5,6,7,8 ALL VALVES IN SPECS PCM AT LATEST UPDATE CHECKED ON CONNECTORS PER HOTLINE ALL OK SENSORS OK. INSTALLED NEW VALVE BODY AND TEST DROVE VEH WOULD NOT D
TSS		TEST EEC SYSTEM TO VERIFY CONCERN REPLACE IAC VALVE PER TSS 021106
HOTLINE		1 EEC TEST, PINPOINT TEST FUEL P8, WDS DIAG, CHECK PCM GROUND(S) CRP PINS EEC & FUEL PUMP RELAY PINS

LACED IAC VALVE WITH PART NUMBER YF1ZAA. RESET BASE IDLE AND DUTY CYCLE WITH IN SPECS. FINPOINT TEST AND UP DATE PCM USING LAN LINE CONNECTION. INSPECT AND REPLACED IEC POWER RELAY	CUSTOMER STATES VEHICLE STALLED AT STOP THEN RESTARTED, HAPPENED ONE TIME. D21
	C S CAR CUT OFF WHILE DRIVING, TRYING TO ACCEL. ALSO, IDLE, NO LIGHTS ON IN DASH, PLS ADVISE
	CAR STALLED TOW
MAF BASKET OK, DPFE OK FOR WHITE DOT, NONE, REPLACED DPFE SENSOR, RD TEST, RETEST, OK	CUSTOMER STATES ENGINE STALLED TWICE DRIVING DOWN THE ROAD
	VEHICLE STALLED, THEN STARTED RIGHT UP AGAIN
	CUSTOMER STATES CAR SHUTS OFF AT 40-45 MPH WHEN FOOT IS OFF THE GAS AND DRIVING AT STEADY SPEEDS
	C S THE TRUCK STALLS WHEN GOING DOWN THE ROAD AND LET OFF THE GAS A LITTLE BIT
	CK FDR STALLED OUT A COUPLE TIMES RESTARTS OK
	CUST. STATES ENGINE STOPS RUNNING ON DECEL DOWNHILL. HAS HAPPENED 3 TIMES...RESTARTS NORMAL...
	CUST. STATES THAT ENGINE DIED WHILE RUNNING 30 MPH IN TRAFFIC. ENGINE DIED, PULLED OVER AND PARKED. ENGINE
	CUST STATES VEHICLE STALLS AS HE IS DRIVING
	CUSTOMER STATES CAR STALLED OUT GOING DOWN HILL
	CUST STATES ENGINE STALLED OUT WHILE DRIVING DOWN HIGHWAY
	CUSTOMER STATES ENGINE STALLED WHILE COASTING DOWNHILL WITH A C ON.
	CUSTOMER STATES ON 2 OCCASIONS OIL LIGHT CAME ON WHILE DRIVING WHEN THIS OCCURRED ENGINE SHUT OFF 2 S
IGN INTENT.	
UPDATED CALIBRATION FOR THIS CONCERN ROADTEST TO VERIFY THE REPAIR COULD NOT DUPLICATE CONCERN CUSTOMER REQUESTED BUY BACK SPOKE CSM. CUSTOMER IS IS TAKING VEHICLE BACK, FSE REQUEST REVISIT IN 3WKS	CUSTOMER STATES TRUCK STALLED AGAIN YESTERDAY. PROBLEM OCCURED AT 35-37MPH WHILE DRIVING AT STEADY THROTTLE. A C WAS OFF ROAD SURFACE STRAIGHT FLAT.
SERVICE ALL BORNDS CHECK PCM CONNECTOR CHECK PFE AND MAG FOR LATEST PART UPDATE AND REPLACE WITH UPDATED PART NUMBERS ROAD TEST RETEST OK	CUSTOMER STATES TRUCK STALLS YESTERDAY WHILE DRIVING BETWEEN 30-35 MPH. TRK DRIVEN ABOUT 25 MILES WHEN THIS OCCURRED. OIL LIGHT CAME ON & BATT LIGHT
	CHECK CAR DIED OUT ONCE
SEE CRITERIA FOR T88 PLEASE INFORM IF RELATED CONCERN PERSISTS REPROGRAMMED PCM	ENGINE DIED WHILE DRIVING NO WARNING AND NO LIGHTS UNTIL AFTER ENGINE STALLED
IE	INTERMITTENTLY THE VEH WILL DIE WHILE DRIVING
	CUSTOMER STATES STALLS WHEN DRIVING NO RUNNING PROBLEM STARTS RIGHT BACK UP
	D21 OWNER STATES VEHICLE STALLED WHILE DRIVING, AFTER STALLED, 1-2 LATER, VEHICLE STARTED CUST CON

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STALLS CLAIMS 02_09_06.jm
STALLS CLAIMS

2002	1385	S11	1FMYU04182KC27448	S.O.L	TALD	2	2002	2.00E+03	BF225	D21	5	2043483	6000	WHILE DRIVING
2002	1389	S11	1FMYU04182KC19085	S.O.L	TALD	2	2002	2.00E+03	BF715	D21	5	2183225	4000	STALLS
2002	1393	S11	1FMYU04182KC01092	S.O.L	TALD	1	2002	2005	REGAL	D21	5	1728724	2000	WHILE DRIVING
2002	1394	S11	1FMYU04182KC01013	S.O.L	TALD	1	2002	2.00E+03	BF715	D21	5	1851813	4000	WHILE DRIVING
2002	1402	S11	1FMYU04182KC88131	S.O.L	TALD	1	2002	2.00E+03	BF715	D21	5	1973781	6000	WONT IDLE
2002	1409	S11	1FMYU04182KC88184	S.O.L	TALD	1	2002	2004	12A880	D21	6	2391284	6000	STALLS
2002	1411	S11	1FMYU04182KC88105	S.O.L	TALD	1	2002	2.00E+03	BF715	D21	7	2147161	10000	ON HIGHWAY
2002	1417	S11	1FMYU04182KC88881	S.O.L	TALD	1	2002	7V01	12A881	D21	3	1198548	8000	STALLS
2002	1440	S11	1FMYU04182KC88134	S.O.L	TALD	12	2001	7C05	14N088	D21	4	1116800	2000	WHILE DRIVING
2002	1441	S11	1FMYU04182KC88022	S.O.L	TALD	12	2001	2.00E+04	6C915	D21	3	1885543	4000	STALLS
2002	1442	S11	1FMYU04182KC88019	S.O.L	TALD	12	2001	2005	REGALEM	D21	1	788881	1000	WHILE DRIVING
2002	1443	S11	1FMYU04182KC88388	S.O.L	TALD	12	2001	1H03	8M480	D21	2	2308881	2000	WHILE DRIVING
2002	1450	S11	1FMYU04182KC84628	S.O.L	TALD	12	2001	2.00E+03	6E828	D21	6	2905435	7000	STALLS
2002	1455	S11	1FMYU04182KC88783	S.O.L	TALD	12	2001	2.00E+03	BF715	D21	7	1820755	2000	STALLS
2002	1468	S11	1FMYU04182KC88386	S.O.L	TALD	12	2001	2005	REGALEM	D21	3	1154121	3000	WHILE DRIVING
2002	1482	S11	1FMYU04182KC54815	S.O.L	TALD	12	2001	2.00E+03	BF715	D21	5	1407724	5000	STALLS
2002	1488	S11	1FMYU04182KC54050	S.O.L	TALD	12	2001	2004	12A880	D21	2	1887380	1000	DECELL
2002	1473	S11	1FMYU04182KC88388	S.O.L	TALD	12	2001	2004	12A880	D21	2	888820	0	WHILE DRIVING
2002	1477	S11	1FMYU04182KC88388	S.O.L	TALD	12	2001	2004	DIAG	D21	1	600805	0	WHILE DRIVING
2002	1481	S11	1FMYU04182KC88218	S.O.L	TALD	12	2001	2.00E+03	6E828	D21	5	2271488	6000	WHILE DRIVING
2002	1482	S11	1FMYU04182KC88271	S.O.L	TALD	12	2001	2004	DIAG	D21	5	1888913	7000	WHILE DRIVING
2002	1484	S11	1FMYU04182KC47292	S.O.L	TALD	12	2001	2003	12A845	D21	5	2272804	18000	STALLS
2002	1482	S11	1FMYU04182KC44038	S.O.L	TALD	12	2001	2004	12A880	D21	5	1828550	9000	WHILE DRIVING
2002	1483	S11	1FMYU04182KC44036	S.O.L	TALD	12	2001	1H03	8M480	D21	5	2128847	12000	DECELL
2002	1485	S11	1FMYU04182KC88080	S.O.L	TALD	12	2001	2.00E+03	BF715	D21	5	1928227	9000	WHILE DRIVING

DIAG REPLACED		0524 SUSPECT INSTALL GEN STAR TESTER, INSTALL FUEL PRESS GAUGE EEC TEST, DCL TEST, IDLE DATA TEST, FUEL PRESS TEST (36 LBS), INJECTOR FLOW TEST, POWER BAL TEST PINPOINT TEST HARNESS FOR MAF SEN BOP, AIR B
NPF		REPLACE IAC MOTOR CK FOR STALL CONCERN, TEST DRIVE AND COULD NOT DUPLICATE STALL CONCERN, TEST FOR FAULT CODES A AND NONE STORED PERFORM ENGINE TEST AND ALL IN FACTORY SPECS
TSS		PERFORMED EEC DIAGNOSTIC TESTS. REPLACED BYPASS, THROTTLE BODY. PER TSS.
TSS		0921 DIAG USING WDS FOUND NO CODES PERFORM PINPOINT TESTS BY SYMPTOM FOUND IAC VALVE STICKING ALSO FOUND TSS 01 11 & PERFORM ALL STEPS AS OUTLINED AND REPLACED IAC VALVE AND REPROGRAM PCM
TSS		RETEST ALL O
TSS		TEST AND PERFORM TSS TO REPAIR 02 11 09
REPLACED		EEC TEST NO CODES FOUND, PPT FOUND IAC & THROTTLE BODY STICKING. REPLACED IAC & THROTTLE BODY. ROAD TEST OK.
POOR CONNECTION		FOUND LOOSE CONTACT AT MAIN FUSE TERMINAL FX AND CLEANED CONNECTOR TIGHTENED BOLTS
SSM		2744 WDS SELF TEST DCL DISPLAY CALLED HOTLINE TALKED TO JAMES CHECKED AND PERFORMED SSM
TSS		15590 REPLACED EEC POWER RELAY BLEW AIR THRU EVAP LINE AND CHECKED FOR BLOCKAGE REPROGRAMMED PCM TO LATEST R
SSM		CHECK FOR STALLING PERFORMED TSS AND RETEST ALL PASS RECHECK OK
TSS		1093 ROAD TEST, VERIFY COMPLAINT RETURN TO SHOP HOOK UP WDS, RETRIEVE CODES, NO CODES PID DATA MONITOR, RUN PINPOINT TESTS FUEL PRESSURE TEST RELATIVE ILL FLOW TEST. FOUND SSM # 15590 REPROGRAM
TSS		PERFORM ALL NEEDED TESTS PERFORM TSS 02 11 09; PERFORM FSE FIX DIFFE BSR SENSOR REPLACE AND RESET BASE IDLE PER FSE OK NOTE AT NO TIME DID EXPERIENCE STALL THROUT TESTS.
TSS		HOOK UP TO WDS EEC SYSTEM PASS, CK FOR AIR OR VACUUM LEAKS, CK FUEL PRESSURE AND IGNITION MONITOR FOR PIDS, CK POWER BALANCE, CHECK AND PERFORM TSS 02 11 09 REPLACE IDLE AIR CONTROL AND THROTTLE BODY
NPF		CHECK FOR ENGINE STALLING CHECK EEC SYSTEM AND FOUND NO FAULT CODES
REFLASH		REPROGRAMMED INOP EEC (QUICK TEST) DIAGNOSIS PAPT TST MONITOR ROAD TST
REPLACED		REPROGRAMMED PCM RETEST
TSS		1 N98 TEST, N98 ROAD TEST, CHECKED OASIS AND REPLACED THROTTLE BODY, IDLE AIR CONTROLLER AND MASS AIR FLOW
TSS		1220 ROAD TEST HOOK UP WDS AND PERFORM ROAD TEST TEST RUN OASIS TSS 2 11 09 INFORMATION TSS ONLY CHECK PCM TAG # FOR REPLACEMENT CODES OK PID MONITOR IAC AND TEMP AND RPM 750 RPM REPROGRAM PCM TO
REFLASH		INOP REPROGRAM PCM FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
TSS		1 N98 TEST NO CODES ALL PARAMETERS PASSING CHECKED OASIS AND TSS NO INFORMATION PERTAINING TO CONCERN ROAD TEST
TSS		FOLLOW TSS ARTICLE 02 11 09 R IAC THROTTLE BODY EVAP VALVE EEC REPROGRAM PCM
TSS		TSS 02 11 & PERFORM TEST, REPROGRAM MODULE. TIME IN 9:00 AM. TIME OUT 10:00 AM.
REFLASH		CK SYSTEM CK CODES REPROGRAMMED
TSS		PERFORM SELF TEST FUEL PRESSURE TEST IGNITION SYSTEM TEST PERFORM TSS 02 8 & REPROGRAM PCM RECHECK OK
REPLACED		TEST SYSTEM NO CODES PID TEST DID NOT VERIFY. RECHECK PREVIOUS WOR AND REPLACE OPPE SENSOR
TSS		SSM ROAD TESTED VERIFIED CONCERN. PERFORMED TSS 2 11 & DCL DISPLAY CHECKED IAC PERCENTAGE 43 SPEC 32-40 PERCENT. REPLACED IAC UPDATED PCM RECHECK OK

Y PASS,TP SENSOR OHMS TEST TP SENSOR INSPECT THROTTLE BODY REMOVE AND REPLACE THROTTLE BODY RETEST TEST DRIVE NO CODES THROTTLE STICKS,TP OPEN WHEN HOT	CUST STATES VEH HAS STALL ONLY TWICE WHILE DRIVING ADVISE CUSTOMER STATES TRUCK KEEPS STALLING
	CUSTOMER STATES ONE TIME THE ENGINE STALLED WHILE DRIVING ENGINE STALLED WHEN DRIVING ENGINE DID RESTART AND HAS BEEN FINE SINCE ALL POWER WENT DEAD. CHK TSB FOR CONCERN
K	ENGINE DOESNT WANT TO STAY RUNNING WHEN STARTED COLD , SHUTS OFF AS SOON AS STARTED
	STALLS AT TIMES
	CUTS RUNNING,VEHICLE SHUTS DOWN AT HIGHWAY SPEEDS. IN FOR SAME THING 10 DAYS AGO.
	ENG STALLS
EVAPSION RUN FUEL PRESSURE TEST ROAD TEST AND RE TEST CHECKED DPPE SENSOR AND RE ROAD TEST KOER P1111 KOEO P1111 KOEC P1111 REPORT NUMBER 20FD002 REQUEST ALL TIME CLOCKED SEE RICK	CUST STATES FRIDAY ENGINE STALLED TWICE WHILE DRIVING (1ST TIME CUST WAS DRIVING ON INCLINE AT 35MPH ENGINE TEMP WAS WARM,2ND TIME ON STRAIGHT PAVEMENT AT 45 MPH ENGINE TEMP WARM,BOTH T)
	VEH STALLED AND CHECK ENGINE LIGHT CAME ON
PCM WITH WDS CLEAN OUT EVAP VACUUM LINE AFTER REPAIR ROAD TEST, VEHICLE OK ROCKY RAY DROVE 25 MIN EACH	C 8 CAR SHUTS OFF WHILE DRIVING ABOUT 20 MINS
	CUSTOMER STATES: WAS DRIVING 30-35 MPH LIFTED FOOT OFF GAS AND VEHICLE STALLED -STARTED BACK UP??
REFLASH PCM AND CLEAR	CUSTOMER STATES LOST POWER AND STALLED, CHECK HISTORY (VEHICLE NOT HERE 8/16/02, ADVISE CUSTOMER
	CHECK FOR REASON THE ENGINE IS STALLING AT TIMES WITH NO INDICATION IT WILL RESTART BACK UP WITH NO
	CK INTERMITTENTLY AT SPEEDS UNDER 45 MPH VEH PANEL LIGHTS ALL COME ON AND VEH DIES THEN RESTARTS THIS HAS HAPPENED SEVERAL TIMES NOW
	CUSTOMER STATES ENGINE STALLS AT TIMES SOP
NEW LEVEL AND ROAD TEST SEE TIME	STALLS ON DECELL
	CK ENGINE STALLED OUT 2 TIME SINCE PURCHASED, GOING DOWN ROAD, TODAY. PULLED OVER, RESTARTED OK, NOW FELT LIKE HOLDING BACK COMING OVER
	CUSTOMER STATES CHECK ENGINE STALLED WHILE DRIVING ENGINE RESTARTED OK
	STALLING WHILE DRIVING
	TRUCK CUT OFF WHILE DRIVING.
	CK CAR STALLING
	CUST STATES CAR STALLED WHILE DRIVING HAD NO STEERING CAR JUST DIED ADDED 1 QUART OF OIL THEN STARTED CAR
	STALLS ON DECELL
	CUST STATES ENGINE STALLS WHILE DRIVING, USUALLY UP OR DOWN HILLS

ENR-427 23026

2002	1487	S11	1FMYU04182KB39001	3.0L	TALD	12	2001	2004	12A650	D21	0	1555967	0	STALLS
2002	1488	S11	1FMYU04182KB39001	3.0L	TALD	12	2001	2004	12A650	D21	1	1629991	0	WHILE DRIVING
2002	1490	S11	1FMYU04182KB39079	3.0L	TALD	12	2001	2.00E+03	9F715	D21	5	1946575	5000	WHILE DRIVING
2002	1501	S11	1FMYU04182KB37815	3.0L	TALD	11	2001	2004	12A650	D21	5	1177023	5000	WHILE DRIVING
2002	1503	S11	1FMYU04182KB32304	3.0L	TALD	11	2001	1H09	9D475	D21	4	1214397	2000	WHILE DRIVING
2002	1504	S11	1FMYU04182KB32304	3.0L	TALD	11	2001	2.00E+03	9F715	D21	4	1079859	1000	COAST TEXT
2002	1505	S11	1FMYU04182KB32304	3.0L	TALD	11	2001	2004	12A650	D21	4	1270714	2000	WHILE DRIVING
2002	1506	S11	1FMYU04182KB32304	3.0L	TALD	11	2001	1H09	9J460	D21	6	1571347	4000	STALLS
2002	1614	S11	1FMYU04182KB29459	3.0L	TALD	11	2001	2004	12A650	D21	6	1552252	11000	STALLS
2002	1518	S11	1FMYU04182KB20043	3.0L	TALD	11	2001	7C05	14K089	D21	5	1171227	2000	COASTING
2002	1617	S11	1FMYU04182KB20026	3.0L	TALD	11	2001	2005	RECAL	D21	6	1620072	2000	COASTING
2002	1528	S11	1FMYU04182KB23767	3.0L	TALD	11	2001	1A09	8007	D21	7	2204969	10000	STALLS
2002	1530	S11	1FMYU04182KB23248	3.0L	TALD	11	2001	2901	12A640	D21	6	1329523	2000	DOWNHILL
2002	1532	S11	1FMYU04182KB23154	3.0L	TALD	11	2001	2004	12A650	D21	5	1056722	2000	WHILE DRIVING
2002	1533	S11	1FMYU04182KB22154	3.0L	TALD	11	2001	2004	12A650	D21	5	1139480	6000	WHILE DRIVING
2002	1538	S11	1FMYU04182KB20074	3.0L	TALD	11	2001	2004	12A650	D21	3	654035	2000	LACKS POWER
2002	1541	S11	1FMYU04182KB20484	3.0L	TALD	11	2001	1H09	9J460	D21	6	2402900	12000	WHILE BRAKING
2002	1542	S11	1FMYU04182KB20484	3.0L	TALD	11	2001	2.00E+03	9F715	D21	8	1937280	11000	STALLS
2002	1545	S11	1FMYU04182KB16664	3.0L	TALD	11	2001	1A03	8001	D21	6	1647421	8000	STALLS
2002	1548	S11	1FMYU04182KB18378	3.0L	TALD	11	2001	2004	12A650	D21	6	2208498	7000	ON HIGHWAY
2002	1552	S11	1FMYU04182KB15104	3.0L	TALD	11	2001	2004	12A650	D21	7	1519185	7000	WHILE DRIVING
2002	1555	S11	1FMYU04182KB14714	3.0L	TALD	11	2001	2.00E+03	9F715	D21	6	2025840	2000	WHILE DRIVING
2002	1557	S11	1FMYU04182KB14342	3.0L	TALD	10	2001	2004	DIAG	D21	10	2224000	8000	STALLS
2002	1558	S11	1FMYU04182KB14330	3.0L	TALD	11	2001	2004	DIAG	D21	6	985828	2000	WHILE DRIVING

TSB		NO KOEO OR DOER DTC. PERFORMED DIAGNOSTICS PER TSB 02 8 B. ACCESSED DATA LOGGER. INSPECTED IAC PID 30 PERCENT. REPROGRAMMED PCM TO LATEST CALIBRATION. INSPECT EVAP DUTY CYCLE. BLEW VENT LINE OUT OF CHECK
TSB		TEST DRIVE. VEHICLE DID NOT STALL. NO DTC. PERFORM TSB 02 11 06. REPROGRAM PCM. ACCESS PIDS. MONITORED PCM AND DPFE. INSPECT EVAP DUTY CYCLE. INSPECT VENT LINE TO EVAP VALVE, MAF SENSOR AND DPFE SENSOR.
TSB		2543 CODE ROAD TEST FOR DIE OUT AT TIMES RUN OASIS FOUND TSB 02 11 6 FOR THIS CAR UPDATE PCM WITH NEW CALIBRATIONS 2LBA 12A650 AA AND DO NGS. RECORDER TEST FOUND THAT THE IAC OUT OF SPECIFICATION
TSB		PERFORM EEC TEST MONITOR PIDS PER TSB 02 08 06 REPROGRAM PCM
REFLASH		2154 REPROGRAM PCM PERFORM EEC TEST NO CODES RAN SERVICE MESS REPROGRAM PCM ROAD TEST OK
REPLACED		1868 IAC VALVE INOP PERFORM EEC TEST NO CODES ROAD TEST IN STALLING MONITOR PIDS MAF IAC VALVE AT 22PERCENT REPLACE IAC RE EEC CLEAR ALL CODES
SSM		PERF NEC DIAG REPLACE EEC POWER RELAY AND CHECK PERIODS OK AS PER SSM 15586
TSB		4425 DPFE UPDATED DID EEC TEST ON VEHICLE AND IT PASSED HOOKED WDS UP AND MONITOR SENSORS AS PER TSB 02 08 06 CHECKED IAC AND IT WAS IN SPEC 38.24% CHECKED AND FOUND PCM HAD LATEST CALIBRATION HOOK
REFLASH		REPROGRAM THE PCM
INOP		RELAY NOT WORKING PROPERLY EEC (CLICK TEST) DIAGNOSIS, RAN ALL TESTS AND RESET ALL IDLE, 6109 RUN SELF TEST. KOEO P1000 KOEO P1000 KOER P1000 RUN OASIS FOR TSB OR SSM NONE FOUND FOR SYMPTOM. CHECK CALIBRATION FOR PCM. FOUND OLD CAL IN PCM. REPROGRAM PCM TO LATEST LEVEL
TSB		TEST DRIVE VE
SSM		PER EEC TEST NO DTC'S PER DATA DISPLAY PER MONITOR ROAD TEST PER DATA RECORDER REMOVE IAC VALVE PER TEST ON WIRING PER
TSB		BN 12A650 CODE 42 ROAD TEST AND COULD NOT DUPLICATE. RUN OASIS AND FOUND TSB 02 8 B. PERFORM DCL DATA DISPLAY PER
SSM		CONNECT WDS, PERFORM SELFTEST, PASS. CHECK OASIS AND FIND SSM 15586. REPROGRAMMED PCM, BLEW OUT EVAPLINE AND CHECKED RELAY, OK. ROADTEST, OK.
HOTLINE		ROAD TEST CNV, CHECK OASIS, CALL HOTLINE. TALK WITH WIN DOW REF 2001B007. CHECK VARIOUS CONNECTORS, HARNESSSES, IGN SWITCH, EVAP TESTS. CONNECTED WDS PERFORM PCM SELFTEST, MONITORED DATA LOGGER, ALL AT SPEC'S
REFLASH		PERFORMED SYSTEMS TEST, NO CODES REPROGRAMMED PCM PER SERVICE MESSAGE, CUSTOMER TO DRIVE AND REPORT. NEW CALIBRATIONS 2LBA 12A650 AD
REPLACED		ROAD TESTED MONITOR VEHICLE. STAR TESTED, FOLLOW FLOW CHART. ISOLATED CONCERN TO BE DPFE SENSOR. REPLACED THE SENSOR AND RECHECKED OK.
TSB		ROADTESTED, WDS DIAG. FOLLOW PINPOINT TEST. DIAGNOSIS IN TSB 02 11 06 AND REPLACED THE IAC VALVE AND REPROGRAMMED PCM TO LATEST CALIBRATION. RE ROAD TESTED OK.
REFLASH		S.S.D.S. TEST, REPROGRAM P.C.M. RETEST & ROAD TEST
TSB		EEC TEST, NO CODES. DCL DISPLAY OK, REPROGRAM PCM PER TSB 02 11 06. ROAD TEST AND MONITOR PIDS, OK.
REFLASH		7088 PCM PROGRAM REPROGRAM PCM
TSB		VERIFIED, PERFORMED TSB 02 11 6 AS PER INSTRUCTED
DIAG		OC 42 12A650 ROAD TEST, DID NOT VERIFY STALLING. WDS EEC TEST BYS PASS, DATA LOGGER TEST, FUEL PRESS TEST, POWER BAL TEST, INSPECT
DIAG		3657 ROAD TESTED SEVERAL MILES, PERFORMED WDS DIAG INCLUDING SELF TESTS, PID DATA MONITOR WHILE DRIVING, PERFORMED VISUAL INSPECTION AND VERIFIED ELECTRICAL CONNECTIONS AND HARNESSSES CHECKED FLUID C

K VALVE. INSPECT RELAY. VERIFIED RPM IS 650.	VEHICLE STALLED
WAL VOLTAGES. REPLACE MAF AND DIFFE. TSB 02 11 06 SUPERSEDES 02 08 05.	VEHICLE STALLED WHILE DRIVING
HAD TO ORDER UPDATE IAC PART YF1Z 0F716 AA TECH B16 INSTALL NEW IAC, ROAD TEST BEO TEST PASSED	CUST STATES WHEN DRIVING THE VEH IT WILL DIE OUT. HAS DONE IT TWICE. VEH WILL START UP AFTER VEH IS STALLED. PLEASE CHECK ALL COMPONENTS AND ADVISE CUSTOMER WAS DRIVING AND CAR SHUT DOWN BUT THEN IT STARTED RIGHT BACK UP
	CUST STATES VEH STALLS OUT WHILE DRIVING AFTER VEH IS WARMED UP,
	CUST STATES STALLS OUT WHEN STOPPING ALL THE TIME. OWNER STATES CAR SHUTS OFF WHILE DRIVING
ED EVAP MACHINE UP AND FOUND NO LEAKS FROM ANY INTAKE GASKETS OR GAS TANK EVAP SYSTEM FUNCTIONING NORMALLY TEST DROVE VEHICLE FOR ABOUT 20 MILES AND DID NOT STALL. FOLLOWED COIS TECH	CUST STATES STALLS OUT INTERM INTERMITTEN ENGINE STALL
	OWNER STATES VEHICLE STALLS ON DECEL.
EHICLE. VEHICLE RUNS GOOD AT THIS TIME.	1 TIME WHEN IT WAS RAINING AND GOING DOWN A HILL COASTING, THE VEHICLE STALLED OUT, VEHICLE WAS ABLE TO BE RESTARTED
	STALLS ON STOPS WHEN VEHICLE IS WARM D21 CUST STATES ENGINE STALLED OUT IN SAME PLACE 4 TIMES GOING DOWN INCLINE. IT STARTED BACK UP.
	CUSTOMER STATES: VEHICLE RUNS ROUGH AND SHUT OFF WHILE DRIVING
MT TIME USED FOR EXCESSIVE DIAG TIME, NO LABOR OF.	CUSTOMER STATES: VEHICLE SHUTS OFF WHEN DRIVING AT 30MPH CUSTOMER STATES THAT THE LACKS POWER WHEN GOING SO THEY PUSH THE GAS AND IT DOES NOT PICK UP
	CHECKED FOR QUIET RUNNING WHEN COMING TO A STOP
	CHECKED FOR VEHICLE STALLING. CUST STATES WHEN OIL LIGHT COMES ON VEHICLE STALLS,CUST HAS HAD THIS HAPPEN THREE TIMES
	ENGINE LOST POWER AT HIGHWAY SPEED POSS QUIET RUNNING TRUCK STALLED OUT WHILE DRIVING ON THE HIGHWAY. ENGINE SHUT OFF WHILE DRIVING
	D60 ENGINE STALLED ON 2 DIFFERENT OCCASIONS NOTICED AROUND 35 MPH ON A TURN PULLED OVER AND RESTARTED OK
CONDITION AND LEVEL NOTHING ABNORMAL. NOTICED THROUGHOUT TESTING OR INSPECTION, CHECKED OASIS FOR RELATED SERVICE INFO 410455444 AND CONSULTED DENNIS GOODHART FOR ANY COMMON	CUST STATES THAT WHILE DRIVING VEH NEUTRALED OUT NO OTHER INFO WAS GIVEN

2002	1561	S11	1FMYU04182K014189	S.O.L	TLD	10	2001	2.00E+03	9F715	D21	7	220833	8000	WHILE DRIVING
2002	1566	S11	1FMYU04182K012833	S.O.L	TLD	11	2001	2004	12A880	D21	6	1214418	8000	NO TEXT
2002	1572	S11	1FMYU04182K000250	S.O.L	TLD	10	2001	2.00E+03	9F715	D21	8	2041845	2000	ON HIGHWAY
2002	1573	S11	1FMYU04182K000273	S.O.L	TLD	11	2001	2004	12A880	D21	6	2030855	8000	ON HIGHWAY
2002	1577	S11	1FMYU04182K0005708	S.O.L	TLD	10	2001	2.00E+04	0C915	D21	7	1985488	1000	WHILE DRIVING
2002	1584	S11	1FMYU04182K000289	S.O.L	TLD	10	2001	2.00E+03	9F715	D21	6	1450465	14000	WHILE DRIVING
2002	1588	S11	1FMYU04182K000290	S.O.L	TLD	10	2001	2F02	9E828	D21	6	1672718	10000	NEAR SURGE
2002	1597	S11	1FMYU04182K000420	S.O.L	TLD	10	2001	2004	DMG	D21	6	1181783	8000	WHILE DRIVING
2002	1599	S11	1FMYU04182K000272	S.O.L	TLD	10	2001	2004	12A880	D21	10	2148853	8000	WHILE DRIVING
2002	1600	S11	1FMYU04182K000285	S.O.L	TLD	10	2001	2.00E+03	9E828	D21	10	2207323	14000	STALLS
2002	1602	S11	1FMYU04182K001284	S.O.L	TLD	10	2001	7802	14481	D21	4	772887	4000	NO TEXT
2002	1603	S11	1FMYU04182K001288	S.O.L	TLD	10	2001	2.00E+03	9E828	D21	6	1803881	9000	WHILE DRIVING
2002	1605	S11	1FMYU04182K000788	S.O.L	TLD	10	2001	2005	RECDAEM	D21	6	1079159	8000	NO TEXT
2002	1608	S11	1FMYU04182K000185	S.O.L	TLD	10	2001	2004	DMG	D21	1	367757	1000	WHILE BRAKING
2002	1611	S11	1FMYU04182K000185	S.O.L	TLD	10	2001	2.00E+03	9F715	D21	3	723804	3000	WHILE BRAKING
2002	1634	S11	1FMYU04182K000304	S.O.L	TLD	10	2001	2004	12A880	D21	10	2148853	18000	WHILE DRIVING
2002	1635	S11	1FMYU04182K001788	S.O.L	TLD	10	2001	2005	RECDAEM	D21	7	1128408	10000	TURNING
2002	1636	S11	1FMYU04182K070284	S.O.L	TLD	10	2001	2004	12A880	D21	9	1870889	7000	WHILE DRIVING
2002	1638	S11	1FMYU04182K075788	S.O.L	TLD	10	2001	2004	12A880	D21	6	1128328	5000	STALLS
2002	1639	S11	1FMYU04182K072948	S.O.L	TLD	10	2001	2005	RECDAEM	D21	4	723228	3000	WHILE DRIVING
2002	1642	S11	1FMYU04182K073088	S.O.L	TLD	10	2001	2005	RECDAEM	D21	9	1872948	13000	WHILE DRIVING
2002	1644	S11	1FMYU04182K073781	S.O.L	TLD	10	2001	2001	12A880	D21	9	508824	8000	WHILE DRIVING
2002	1650	S11	1FMYU04182K078148	S.O.L	TLD	10	2001	2.00E+03	9F715	D21	3	573881	3000	ML
2002	1657	S11	1FMYU04182K071010	S.O.L	TLD	10	2001	2004	12A880	D21	8	1883540	8000	STALLS
2002	1658	S11	1FMYU04182K071007	S.O.L	TLD	10	2001	2.00E+04	0C915	D21	7	1820341	6000	AT STOP
2002	1664	S11	1FMYU04182K000688	S.O.L	TLD	10	2001	7005	148088	D21	6	1128824	4000	WHILE DRIVING

REPLACED		EEC TEST AND PINPOINT TEST CHECK AND REPLACE AIR BYPASS VALVE
TSS		ROADTEST VEHICLE CONFIRMED CONCERN, DIAG & CK FOR SSM'S & TSS'S PER TSS 02 08 08 PERFORMED TEST FOR RPM'S IAC DUTY CYCLE & PURGE FLOW CYCLE ALL IN
TSS		MT. ADDITIONAL TIME TO PERFORM PINPOINT TESTING FOR SOURCE OF CONCERN AS PER TSS 02 11 08. REPLACED THROTTLE BODY, IDLE AIR CONTROL VALVE, ELECTRONIC CONTROL RELAY AND REPROGRAM PCM. RETEST AFTER REPAIR.
TSS		1432 NO CEL HOOK TO WDS PINPOINT TEST PASS PASS PASS CHECK PIDS CHECK TSS 02 11 08 CHECK IAC % OK 34% CHECK RELAY OK REPROGRAMMED PCM TO MEMORY CALIBRATION ROAD TEST RETEST OK AT THIS TIME
TSS		COMPLETED DIAGNOSTICS REPAIRED AS PER TSS 02 8 8.
TSS		COULD NOT VERIFY CONCERN, EEC TESTED, NO CODES, PERFORM FUEL PRESSURE AND IGNITION TESTS, OK. PERFORM RELATIVE COMPRESSION TEST, ROADTEST WITH PID MONITOR, FOUND TSS 2 11 08 IAC OUT OF SPEC REPROGRAM P
ADJUST		THROTTLE STICKS AT TOP ADJUSTED THROTTLE PLATE
NPF		CALIBR DIAG CC 42 CCC D21 CONNECTED TO NBS RAN KOED KOER TEST ROAD TEST UNABLE TO DUPLICATE CONCERN
TSS		1 NBS TEST MONITOR PIDS ON ROAD TEST REPROGRAMMED PCM AS PER TSS 02 11 08 RECHECK NORMAL NOW
REPLACED		TEST ENGINE ELECTRONICS REPLACE IDLE CONTROL AND THROTTLE BODY HOUSINGS
DIAG		CHECK MAIN WIRING HARNESS AND ALL OTHER CHECKS PER TSS RANDY CORLEW
TSS		INSPECTED AND VERIFIED COMPLAINT, NBS TEST NO CODES, RAN TSS'S FOUND TSS PERFORMED TSS 02 11 08, REPLACED IAC, THROTTLE BODY AND EVAP VALVE, REPROGRAMMED PCM TEST DROVE OK
REFLASH		UPDATE REGAL EEC TEST PIN TEST, MONITOR PIDS, NO DTCS, NO LITE ON, RESEARCH GABS, REPROGRAM PCM TO LATEST CAL, ROAD TEST.
NPF		ROAD TESTED VEHICLE CHECKED FOR STALLING CONCERN, DID NOT DUPLICATE CONCERN, STAR TESTED EEC SYSTEM NO FAULT CODES
SSM		1 PERFORMED SSM 18434 REPLACED IAC VALVE, EEC RELAY AND CHECK ALL GROUNDS AS PER SSM, REQ M TIME NO LABOR OP FOR RELAY
REFLASH		WDS KOED, DATA LOGGER, FUEL PRESSURE, IGNITION TEST, KOER PASS REPROGRAM PCM PER 02 11 08 ROAD TEST
SSM		PCM REPROGRAM AS PER SSM 18689 TEST EEC SYSTEM, REPROGRAM PCM AS PER SSM 18689
REFLASH		SN 18689 CODE REPROGRAM, TEST EEC AND PASS KOED KOER KOER PCM HAS MPC 161 STAMP PERFORM
DIAG		DATALOGER AND MONITOR PIDS
SSM		D21 42 12680 EEC (CLUNK TEST) DIAGNOSIS EXTRA TIME TO REPEAT FINAL CLUNK TEST
SSM		DIAG, EEC NBS WDS AND FUEL PRESSURE TESTS, REPROGRAM PCM, FOLLOW INSTRUCTIONS FOR SSM 18689, CHECK PCM AND EEC
TSS		1947 ROAD TEST COULD NOT PRODUCE PROBLEM WDS DIAG KOED PASS PASS KOER PASS DATA LOGGER POWER BALANCE FUEL PRESSURE TEST FUEL LEAKDOWN TEST INJECTOR FLOW TEST REPROGRAM PCM AS PER TSS 02 11 08 PMPD
SSM		CONDITION CODE 42. REQUEST MT ADDL PIN, PERFORM SSM 18434, ACCESS & R&R TRANSPONDER NBS EEC TEST, CODES P0220, P1600, P1661, B2103, P1693, PINPOINT TEST, 104 PIN B.L.B.L. PCM NOT POWERING UP AT TIMES, NO CRANK
STICKING		3443 IAC VALVE STICKING CLOSED ROAD TEST TO VERIFY LIGHT ON, VEHICLE DID NOT STALL, CHECK FUEL PRESSURE, GOOD AT 36 PSI, PERFORM M KOED, KOER AND ON DEMAND SELF TEST, HAS MANY CO DES IN MEMORY, ALL FOR COI
TSS		PERFORMED TSS 02 11 08 AS PER INSTRUCTED
TSS		NBS TEST CHECK PIDS AT IAC REPROGRAM PCM PER TSS 02 08 08 REPLACED EVAP
SSM		REPROGRAMMED PCM WITH WDS, REPLACED EEC RELAY PER SSM

	STALLED WHILE DRIVING
ALL OK	CUST STATES VEHICLE CUTTING OFF AT TIMES WHILE DRIVING ON HIGHWAY
	CHECK FOR VEH WILL STALL AT HWY SPEEDS VEHICLE DIED WHILE DRIVING WAS ABLE TO RESTART
CM AND REPLACED IAC , RETESTED OK	CUST STATES VEHICLE DIED WHILE DRIVING LAST WEEK CHECK THROTTLE STICKING AT TOP OF PEDAL
	C 8 TRUCK STALLS LOSES POWER WHILE DRIVING CUSTOMER STATES THAT SEVERAL TIMES WHILE DRIVING AND ALSO WHEN COMING TO STOPS THE ENGINE JUST CUTS OFF CUST STATES ENGINE STALL
	C 8 DRIVING WITH A C ON WHEN PLUGGED IN CELL PHONE CAR STALLED INSTALL SPECIAL ORDERED PART PER TSB 02 8 8
	CK ENG STALLED WHEN SLOWING DOWN SAY FROM 55 TO 40 OR 30
	CK ENG STALLS WHEN SLOWING DOWN TECH 105 IAC AND TSB 85M KIT
	CUST STATES WHILE DRIVING ENGINE JUST CUTS CUST STATES CAR IS STALLING ON TURNING
	D21 CUST STATES VEH STALLED ONE TIME GOING DOWN HILL ON ALUMINI DRIVE WHEN DRIVING IN MOTION PULLED TO SIDE OF ROAD VEHICLE TOWED TO SHOP CUST SAYS CHECK ENGINE LITE IS ON STALLED
	CUSTOMER STATES STALLS WHILE DRIVING AT 40 MPH AND LETTING OFF GAS PEDAL
RM TSB 02 11 8 CHECK IAC DUTY CYCLE OK CHECK EVAP DUTY CYCLE OK CHECK EEC RELAY NO PROBLEM FOUND	CUST STATES VEHICLE DIED CUT OUT WHILE DRIVING LOST ALL POWER D21
	CUST WHEN DRIVING DOWN THE ROAD RESTARTS BUT WILL ONLY GO A FEW FEET
L FAULTS,PROBABLY DUE TO THE VEHICLE STALLING,RUN GASB,FOUND SPECIAL SERVICE MESSAGE 16434,REPLACE IAC,CHECK EEC POW ER RELAY,PINS ARE GOOD,REPLACE RELAY,CHECK ALL GROUNDS,NECESSARY	DIAGNOSE MIL LIGHT ON CUSTOMER STATES ENGINE STALLING AT TIMES CUSTOMER STATES TRUCK WILL DIE OUT AT STOPS,DOES RESTART CUSTOMER REPORTING INTERMITTENT ENGINE SHUT OFF WHEN DRIVING BUT WILL START RIGHT BACK UP.....

2002	1867	S11	1FMYU04182KA89208	S.O.L	TALD	10	2001	2906	RECAL	D21	10	2116914	7000	STALLS
2002	1871	S11	1FMYU04182KA89087	S.O.L	TALD	10	2001	2904	DIAG	D21	4	1074708	5000	ACCELERATING
2002	1872	S11	1FMYU04182KA89087	S.O.L	TALD	70	2001	2904	12A850	D21	4	837519	4000	TURNING
2002	1875	S11	1FMYU04182KA88429	S.O.L	TALD	9	2001	2906	RECAL	D21	7	1187488	8000	WHILE BRAKING
2002	1882	S11	1FMYU04182KA57848	S.O.L	TALD	10	2001	7902		10340 D21	2	332118	2000	ON HIGHWAY
2002	1888	S11	1FMYU04182KA87748	S.O.L	TALD	10	2001	2904	12A850	D21	6	880288	6000	WHILE DRIVING
2002	1887	S11	1FMYU04182KA88804	S.O.L	TALD	9	2001	2906	RECAL	D21	11	2285120	12000	STALLS
2002	1893	S11	1FMYU04182KA84140	S.O.L	TALD	9	2001	2904	12A850	D21	6	683360	6000	WHILE DRIVING
2002	1898	S11	1FMYU04182KA88937	S.O.L	TALD	9	2001	1H03	9A480	D21	11	2380600	12000	STALLS
2002	1700	S11	1FMYU04182KA88980	S.O.L	TALD	9	2001	7C05	14N089	D21	2	433518	1000	WHILE DRIVING
2002	1701	S11	1FMYU04182KA82980	S.O.L	TALD	9	2001	2906	RECAL	D21	2	511823	3000	WHILE DRIVING
2002	1702	S11	1FMYU04182KA82980	S.O.L	TALD	9	2001	8F02	8E828	D21	3	588197	2000	AT STOP
2002	1707	S11	1FMYU04182KA81805	S.O.L	TALD	10	2001	7C05	14N089	D21	4	619889	8000	WHILE DRIVING
2002	1726	S11	1FMYU04182KA50044	S.O.L	TALD	9	2001	1H03	9A480	D21	7	1280072	7000	DOWNHILL
2002	1741	S11	1FMYU04182KA44924	S.O.L	TALD	9	2001	7C05	14N089	D21	6	1465382	12000	WHILE DRIVING
2002	1768	S11	1FMYU04182KA38991	S.O.L	TALD	9	2001	1F03		8257 D21	7	969637	2000	STALLS
2002	1782	S11	1FMYU04182KA38943	S.O.L	TALD	9	2001	7C05	14N089	D21	3	408570	4000	WHILE DRIVING
2002	1771	S11	1FMYU04182KA38999	S.O.L	TALD	9	2001	2904	12A850	D21	6	8078598	7000	WHILE DRIVING
2002	1773	S11	1FMYU04182KA38558	S.O.L	TALD	9	2001	7C05	14N089	D21	2	384843	1000	WHILE DRIVING
2002	1774	S11	1FMYU04182KA38588	S.O.L	TALD	9	2001	2903	128677	D21	5	719134	2000	WHILE DRIVING
2002	1775	S11	1FMYU04182KA38588	S.O.L	TALD	9	2001	7813		14408 D21	7	1178780	4000	WHILE DRIVING
2002	1776	S11	1FMYU04182KA38558	S.O.L	TALD	9	2001	1H03	9A480	D21	2	282929	1000	WHILE DRIVING
2002	1777	S11	1FMYU04182KA38588	S.O.L	TALD	9	2001	2902	128578	D21	9	1580809	5000	WHILE DRIVING
2002	1782	S11	1FMYU04182KA38038	S.O.L	TALD	9	2001	1A03		8008 D21	0	508748	0	NO TEXT
2002	1783	S11	1FMYU04182KA38038	S.O.L	TALD	9	2001	1A03		8008 D21	0	208310	0	STALLS

TSB		1 ROAD TESTED VERIFIED PIN POINT TEST TSB 02 11 08 RECALIBRATED PCM AND CHECKED RELAY RETESTED OK
APP		ROAD TESTED AND UNABLE TO DUPLICATE CONCERN TESTED NO CODES FOUND NO PROBLE FOUND AT THIS TIME
REFLASH		FOUND SERVICE BULLETIN RELATING REPROGRAMMED PCM PER SERVICE BULLETIN
SSM		SSM 10590 EEC (CLICK TEST) DIAGNOSIS
REPLACED		2000 CC42 10346 VERIFIED BATTERY DEAD. CHARGE & TEST BATTERY, PASS. TEST ALTERNATOR CIRCUITS, NO OUTPUT. REPLACED ALTERNATOR. RETEST, OK 14.0V.
SSM		8648 TRIED TO RETRIEVE ANY CODES FROM PCM NO CODES IN SYSTEM RAN OAMS FOUND SSM 15588 FOR INTERMITTENT ENG QUITTING REPROGRAMMED PCM BLEW THRU THE EVAP VENT LINE WITH SHOP AIR AND CHECKED EEC POWER
DIAG		RUN TESTS RESET PCM
DIAG		PCM CALIBRATION ROADTEST, INSTALL WDS OK FOR CODES ALL PASS, MONITOR PIDS TEST FUEL & ING SYSTEM OK OK GROUNDS TO PCM OK PCM RELAY
TSB		CHECKED AND COULD NOT DUPLICATE CONCERN, CHECKED AND PERFORMED TSB 02 11 08, REPLACED IAC VALVE AND DPFE SENSOR AND REPROGRAMMED PCM.
SSM		PERFORMED EEC, PINPOINT TEST NO CODES, PER SSM 15434 REPLACED EEC POWER RELAY WITH NEW PART, PERFORMED PROCEDURE FOR INSPECTING CONNECTIONS & GROUNDS UNDERNEATH BATTERY TRAY & BULKHEAD
SSM		PERFORMED EEC, PINPOINT TESTS NO CODES PRESENT, TESTED FUEL PRESSURE OK, REPROGRAMMED PCM TO LATEST CALIBRATION, CHECKED ALL GROUND & CONNECTIONS PER SSM 15434, MONITORED PIDS OK
DIAG		PERFORMED EEC, PINPOINT TEST NO CODES, FUEL PRESSURE TEST OK, (M/T) CHECKED FOR BASE IDLE HARD STOP SETTING NONE, RESET HARDSTOP TO PROVIDE A BASE IDLE, CLEARED KAM & ROAD TESTED 100 MILES WITH AC ON &
SSM		RAN ON WDS NO CODES STORED RAN DATA LOGGER ALL READING GOOD RAN OAMS PERFORMED SSM 15588 REPLACED EEO RELAY BLOW OUT
TSB		7256 VERIFIED CUST COMPLAINT, RAN TSB8 AND SSM8 FOUND THAT THERE IS A PCM REPROGRAMMING FOR STALLING, RAN WDS REPROGRAMMED PCM PART #1U7A 12A850 AX3 FOUND THA THE DPFE WASNT FUNCTIONALLY PROPERLY, R
REPLACED		REPLACE EEC RELAY
REPLACED		HOSE CLAMP DIAGNOSIS FOUND HOSE CLAMP LOOSE AND RADIATOR HOSE BLOWN OFF REPLACED HOSE CLAMP AND BLEED OUT COOLING SYS.#140100000148900000808000000000004883
REPLACED		TEST EEC,PIN POINT TEST,MONITOR TEST,REPLACE EEC POWER RELAY
TSB		TEST EEC NO FAULT CODES PERF TSB 02 11 08 REPROGRAM PCM REROAD TEST AFTER REPAIR
REPLACED		EEC TEST CODE 1800 NGS MONITOR ROAD TEST REPLACE EEC RELAY INSTALL MONITOR RETEST CK C270 NO PROBLEM FOUND
DIAG		EEC TEST NO CODES TEST FUEL PRESSURE WITH GAUGE NGS MONITOR ROAD TEST CK IAC PINPOINT TEST CODES INSPECT EEO RELAY &
DIAG		EEC TEST PASS CODES, TEST FUEL PRESSURE WITH GAUGE 42 PSI, NGS MONITOR ROAD TEST, CHECK MASS AIRFLOW AND IAC, IGNITION
DIAG		EEC TEST CODE 1800, TEST FUEL PRESSURE WITH GAUGE, NGS MONITOR ROAD TEST CHECK IAC, PINPOINT TEST CODES, IGNITION
DIAG		EEC TEST TEST FUEL PRESS WITH GAUGE 48PSI NGS MONITOR TEST CK MAF & DPFE PINPOINT TEST DIES WHILE DRIVING
ENGINE FAILURE		REQUESTING DEALERS PIA CODE 0880
ENGINE FAILURE		165 42 ENGINE TECH 7088 PUSH VEHICLE IN SHOP. EEC TEST ROAD P1000 HOSE P1000. CHECK OIL LEVEL. OIL LEVEL IS OK. CHECK COOLANT LEVEL. COOLANT LEVEL OK. INSPECT AIR CLEAN FOR WATER. OK NO SIGNS OF WA

	CUST STATES 8 7 TIMES VEHICLE STALLS ON TALEN ROAD WHICH IS A MOUNTAINOUS ROAD 40MPH IS THE SPEED DOES NOT MATTER
	CS VEH STALLED UNDER ACCELERATION AROUND 35 MPH CUSTOMER STATES THE VEHICLE SHUT OFF WHEN MAKING THE TURN INTO OUR PAR VEHICLE STALLED 1 TIME BRAKING
	LOST ELEC POWER ON X WAY, WONT START, WONT CRANK OVER
RELAY OK PER SRM 15589 ROAD TEST OK	CUSTOMER STATES VEHICLE SLOW LOST POWER WHEN DRIVING AND DIED CUSTOMER HAD TO RESTART VEHICLE. VEHICLE WAS FULLY WARM AT THE TIME IT DIED VEHICLE HAS STALLED 2 TIMES
	CUST STATES WHILE DRIVING THE ENGINE DIES WITH NO WARNING. STARTS UP OK. D21
	C & STALLS OUT AT TIMES.
	CHECK WHILE DRIVING ABOUT 30 MPH CAR JUST STALLED OUT
	CHECK WHILE DRIVING CAR JUST STALLS OUT
OFF	CHECK WHILE DECELERATING TO A STOP CAR STALLS OUT
	CUST STATES WHILE DRIVING 45 50 MPH DIED 8ET FEW MINUTES THEN RESTARTED
REPLACED THE DRIVE VERIFIED FIX	CUST. STATES THAT THE VEH. STALLS WHEN GOING DN. HILLS. CUSTOMER STATES CAR STALLED WHEN DRIVING
	VEHICLE OUT RUNNING, COOLANT LEAKING EVERYWHERE CUSTOMER STATES THAT THE ENGINE STALLS AT TIMES AFTER DRIVING 1 2 HR OR SO, ENGINE STARTS RIGHT BACK UP CUSTOMER STATES STALLS WHILE DRIVING ENGINE STALLED WHILE DRIVING AFTER DRIVING 7 MILES, STALLED AT ABOUT 40MPH, ENGINE STARTED RIGHT BACK UP
	CHECK DIED WHILE DRIVING 3RD TIME IN CUST SAID VEHICLE IS STILL DRIVING WHILE DRIVING CUST SAID DIED WHEN GOING THRU INTERSECTION 4TH TIME
	ENGINE STALLED WHILE DRIVING, DID RESTART, WAS DRIVEN JUST 8 MILES CUST SAID VEHICLE IS STALLING WHILE DRIVING STARTS LOSING POWER AND ALL IDOT LIGHTS TURN ON THEN STALLS DOES RESTART
TERL REMOVE SERP BELT. MAKE SURE PAR STEER PUMP, ALT AND TENSIONER SPIN FREELY. ALL DO. TRY TO TURN ENGINE OVER MANUELY. CANT TURN ENGINE OVER. ENGINE IS SEZ CALL TECH LINE TALK TO	CUSTOMER STATES TRUCK STALL OUT AND CANT RESTART IT

2002	1794	S11	1FMYU04182KA38684	S.O.L	TLD	8	2001	2.00E+03	9F715	D21	1	286797	0	AT STOP
2002	1801	S11	1FMYU04182KA34703	S.O.L	TLD	8	2001	2302	12A850	D21	1	214580	0	MIL
2002	1804	S11	1FMYU04182KA34183	S.O.L	TLD	8	2001	2304	12A850	D21	8	885003	8000	WHILE DRIVING
2002	1805	S11	1FMYU04182KA34183	S.O.L	TLD	8	2001	2.00E+03	9F715	D21	8	1382967	10000	WHILE DRIVING
2002	1807	S11	1FMYU04182KA38731	S.O.L	TLD	8	2001	2304	12A850	D21	11	2104720	16000	WHILE DRIVING
2002	1808	S11	1FMYU04182KA33731	S.O.L	TLD	8	2001	2304	12A850	D21	11	2388280	16000	WHILE DRIVING
2002	1808	S11	1FMYU04182KA33731	S.O.L	TLD	8	2001	2.00E+03	9F715	D21	11	2347851	16000	WHILE DRIVING
2002	1811	S11	1FMYU04182KA32059	S.O.L	TLD	8	2001	2303	128677	D21	8	1471805	7000	DOWNHILL
2002	1818	S11	1FMYU04182KA39548	S.O.L	TLD	8	2001	7C05	14N089	D21	12	2181385	10000	WHILE DRIVING
2002	1819	S11	1FMYU04182KA33212	S.O.L	TLD	8	2001	7C05	14N089	D21	4	413383	8000	STALLS
2002	1820	S11	1FMYU04182KA29175	S.O.L	TLD	8	2001	2304	12A850	D21	13	2408083	18000	WHILE DRIVING
2002	1822	S11	1FMYU04182KA29131	S.O.L	TLD	8	2001	2.00E+03	9E928	D21	11	2008473	13000	WHILE DRIVING
2002	1838	S11	1FMYU04182KA35404	S.O.L	TLD	8	2001	2304	12A850	D21	7	1040885	5000	STALLS
2002	1840	S11	1FMYU04182KA38308	S.O.L	TLD	8	2001	2.00E+03	9F715	D21	4	688048	6000	AT STOP
2002	1842	S11	1FMYU04182KA20468	S.O.L	TLD	8	2001	2304	DMAG	D21	12	2303824	18000	STALLS
2002	1848	S11	1FMYU04182KA18784	S.O.L	TLD	8	2001	2.00E+03	9F715	D21	10	1327785	36000	WHILE DRIVING
2002	1854	S11	1FMYU04182KA17788	S.O.L	TLD	8	2001	2305	RECALLEM	D21	8	1543813	16000	WHILE DRIVING
2002	1856	S11	1FMYU04182KA18587	S.O.L	TLD	8	2001	2304	12A850	D21	11	1888142	8000	WHILE DRIVING
2002	1857	S11	1FMYU04182KA18508	S.O.L	TLD	8	2001	7C05	14N089	D21	7	1117866	5000	WHILE DRIVING
2002	1868	S11	1FMYU04182KA18488	S.O.L	TLD	8	2001	2.00E+03	9F715	D21	11	2288300	21000	WHILE DRIVING
2002	1870	S11	1FMYU04182KA18589	S.O.L	TLD	8	2001	7C05	14N089	D21	1	288250	0	WHILE DRIVING
2002	1871	S11	1FMYU04182KA18589	S.O.L	TLD	8	2001	2.00E+03	9F715	D21	2	414588	1000	WHILE DRIVING
2002	1872	S11	1FMYU04182KA18089	S.O.L	TLD	8	2001	2304	12A850	D21	8	1574278	8000	WHILE DRIVING
2002	1877	S11	1FMYU04182KA14791	S.O.L	TLD	8	2001	2305	RECAL	D21	4	427847	5000	WHILE DRIVING
2002	1878	S11	1FMYU04182KA14488	S.O.L	TLD	8	2001	7C05	14N089	D21	5	530078	5000	STALLS
2002	1880	S11	1FMYU04182KA14488	S.O.L	TLD	8	2001	7C05	14N089	D21	1	182354	0	NO TEXT

REPLACED		ISS IAC NG 12800 D31 D3 D46 D80 D81 1.3 VER CK ENG LIGHT ON PERFORM PRE CKS. HOOK UP NG8
INOP		RET. CODES NO CODES ENTER PIDS MONITOR IAC FOUND IAC NG REPL. CLEAR MEMORY RETEST OK
SSM		INOP COMP. EEC (QUICK TEST) DIAGNOSIS
		TESTED ON UDS, NO CODES, REPROGRAM PCM PER SSM
TSS		CHECK ON NG8 AND PERFORM TSS (28008)
TSS		TEST DRIVE AND COULD NOT DUPLICATE CONCERN, NO CODES IN PCM PER TSS 02 11 8 REPROGRAMMED
		PCM FOR STALLING CONCERN AND TEST DRIVE OK
TSS		RAM NG8 AND FINPOINT TESTS. COULD NOT FIND A SYSTEM PROBLEM AND COULD NOT DUPLICATE
		PROBLEM. THERE WILL BE AN UPDATED TSS FROM FORD IN NEAR FUTURE. CANNOT REPAIR UNTIL UPDATE
		RECEIVED
TSS		TEST VEHICLE, COULD NOT DUPLICATE PROBLEM. RAM NG8 TO WATCH IAC PURGE FLOW. REPLACED IAC AND
		THROTTLE BODY PER TSS 12 11 00 PER TSS FROM FORD.
APF		TEST EEC NO CODES HOOK UP NG8 SCAN TOOL ROAD TEST MONITOR ENG PERF NO PROBLEM FOUND UNABLE
		TO DUPLICATE CONCERN
TSS		EEC TEST ALL PASS CODES ROAD TEST NO STALLING RAM OASIS AND FOUND TSSM 02 11 8 REPROGRAMMED
SSM		PCM AND REPLACED EEC RELAY
		1 DIAGNOSE AND REPLACE PCM RELAY PER SSM 15494
REFLASH		DOES NOT OPERATE PROPERLY DIAGNOSE AND REPROGRAM PCM D31 42
REPLACED		SCOPE TEST EEC KOEO P1000 KOEC P1000 KOER P1000 FUEL 64# NG8 FID MONITOR PINPOINT AND REPLACE
		STICKING THROTTLE BODY AND
REFLASH		NG8 TEST TO CHECK FOR CODES NO CODES. REPROG RAM PCM AND BLOW AIR THROUGH VENT LINES AND
		CHE CK EEC RELAYS.
REPLACED		TEST DRIVE, STALLED ONCE CHECK FOR CODES, NONE. CHECK DCL DISPLAYS, POWER BALANCE, SPARK
DIAG		DURATION, IGNITION SYS TEST, REPLACE IAC AND EEC POWER RELAY, FLASH PCM PER OASIS. LET CUSTOMER
		TRY
		SCAN FOR CODES O.K. ROAD TEST 12800 2 12800 2 3
TSS		SSM40 TSS 2 11 8 WDS BELF TEST DCL DISPLAY PIN POINT TEST CHECKED ABPV CHECKED EVAP SYSTEM AND
		VAPOR MANAGEMENT VALVE PER TSS SET IDLE HARD STOP REPLACED ABPV REPLACED EEC POWER RELAY
		REPROGRAMMED P
REFLASH		12804 3 36 WARRANTY EEC TEST AND NO FAULTY CODES WERE RECEIVED. CHECK FUEL PRESSURE AND IT
DIAG		WAS GOOD 40 PSI. PERFORMED PINPOINT TEST AND MONITOR PIDS. EVERYTHING CHECKED OUT OK.
		PROCEEDED TO REPROG
SSM		EEC (QUICK TEST) DIAGNOSIS
REPLACED		SSM1 CUST CONCERN STALLING AT TIMES, DID NOT CONFIRM DURING ROADTEST. REFER TO SSM15588
REPLACED		REPROGRAM PCM AND INSPECT EEC RELAY FOR PROPER PART, REPLACE RELAY WITH UPDATED UNIT.
SSM		CHECK EVAP VENT HOSE W
REPLACED		DIAGNOSED AND REPLACED IDLE AIR CONTROL VALVE
REPLACED		EEC TEST REPLACE EEC POWER RELAY AND RETEST
SSM		EEC TEST MONITOR REPLACE IAC CHECK GROUND AND REPLACE EEC POWER RELAY PER SSM15494
ADJUST		EEC TEST MONITOR RESET BASE IDLE AND IAC RETEST
REFLASH		PERFORM PCM REFLASH
		TEST DRIVE HOOK UP WDS AND CHECK FOR CODES NO CODES PERFORM DIAGNOSIS BY SYMPTOM AND
SSM		PINPOINT TESTS CHECK OASIS AND FOUND SSM 15494 FOR STALLING CHECK IAC VALVE OK AND REPLACE EEC
		RELAY AS PER MESSAGE
REPLACED		CALLED HOTLINE SAID TO CHECK B104, OK, SAID TO OK CONNECTORS, OK, ALSO SAID TO REPLACE EEC RELAY,
		PER EEC RELAY

	CK FOR THE VEH STALLS AT STOPS
	CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON
	C'S VEHICLE DIED WHILE DRIVING HAS HAPPENED TWICE NOW
	CUSTOMER STATES WHILE DRIVING ABOUT 30 CAR SHUT OFF HAS DONE THIS 3 TIMES PULL
	FILE D21
	WAS DRIVING THIS MORNING VEHICLE STALLED WHEN RUNNING, RESTARTED RIGHT
	AFTERWARDS
	CUST SAYS WHILE DRIVING YESTERDAY, VEHICLE DIED AGAIN RESTARTED AFTER 5 MIN
	WAIT. CK ALL TSB'S AND SSM
	VEHICLE DIED WHILE DRIVING 80P
	DIED WITH AQ ON, GOING DOWN HILL. RESTARTED.
	D21 ENGINE STALLS CUST STATES SHE WAS DRIVING DOWN THE ROAD AND THE VEH CUT
	CUST. STATES CAR KEEPS STALLING OUT
	C'S WHILE DRIVING THE VEHICLE STALLED WAS DRIVING AT 45MPH HAD TO PULL OVER AND
	HAD TO RESTART
	VEHICLE STALLED 2 TIMES WHILE DRIVING AROUND 40 MPH AND RESTARTED WHILE
	COASTING
	CUSTOMER STATES ENGINE STALLS
	CUSTOMER STATES THE TRUCK WILL JUST SHUT RIGHT OFF HAS DONE IT 3 TIMES HAS DONE
	IT 1 TIME WHEN STOPPED AT A LIGHT
	ENGINE STALLS AT 30 MPH STEADY SPEEDS WARM
GM TO LATEST REVISION AND RE ROAD TEST VEHICLE DID NOT STALL ANY MORE AFTER	VEHICLE CUTS OFF WHILE DRIVING, FOR THE PAST 3 WKS. WHEN ENGINE IS COOL AFTER
REPAIRS CC 42 ROER P1111 XDED P1111 KOBO 1111	FIRST TAKING OFF MAKING A STOP THEN VEH STALLS. D21
AM PCM PER TSB 02 11 6 FOR STALLING CONDITION. PARTS OF PCM IS 1U7A 12A050 AXB.	CHECK CUSTOMER WAS DRIVING AND THE TRUCK DIED OUT AND AFTER SHE RESTARTED IT
	SHE NOTICED THAT THE STEERING STAYED STIFF AFTER THAT AND RUNS A LITTLE ROUGH
	ENGINE STALLED WHILE DRIVING
ITH SHOP AIR PER SSM CLEAR.	CK FOR STALLING CONCERN HAS HAPPENED 2 TIMES THIS MONTH CUST. STATES WHILE
	DRIVING THE VEH STALLED OUT AFTER WARMED UP CK
	VEHICLE STALLED WHILE DRIVING
	VEHICLE CUT OUT WHILE DRIVING, RESTARTED OKAY
	TOW TO SHOP CUT OUT WHILE DRIVING CHECK HISTORY
	CUST STATES WHILE DRIVING CAR COMPLETELY DIES ALL LIGHTS COME ON HAS DONE THIS
	TWICE BEFORE CAR STARTS RIGHT UP AFTER DRIVING
	CUSTOMER STATES WHEN DRIVING STALLS AT TIMES AND STARTS RIGHT BACK UP
CHECK GROUNDS OK ROAD TEST	CUSTOMER STATES THAT THE VEHICLE STALLS AT TIMES

2002	1891	S11	1FMYU04182KA14488	S.O.L	TALD	5	2001	2004	DIAG	021	1	200028	1000	NO TEXT
2002	1897	S11	1FMYU04182KA06883	S.O.L	TALD	5	2001	2004	12A850	021	5	205808	27000	LACKS POWER
2002	1898	S11	1FMYU04182KA08900	S.O.L	TALD	5	2001	1A03	8080	021	2	383704	2000	WHILE DRIVING
2002	1899	S11	1FMYU04182KA06800	S.O.L	TALD	5	2001	1H03	8A80	021	3	302157	3000	WHILE DRIVING
2002	1915	S11	1FMYU04182KA06582	S.O.L	TALD	5	2001	2004	12A850	021	4	424048	3000	STALLS
2002	1919	S11	1FMYU04182KA06008	S.O.L	TALD	5	2001	7A01	18A531	021	7	112848	3000	DOWNHILL
2002	1941	S11	1FMYU04172KC53724	S.O.L	TALD	5	2002	2004	12A850	021	1	2143540	0	WHILE DRIVING
2002	1942	S11	1FMYU04172KC61575	S.O.L	TALD	5	2002	2.00E+03	9F715	021	1	2161853	5000	STALLS
2002	1947	S11	1FMYU04172KC68582	S.O.L	TALD	5	2002	2004	DIAG	021	3	345588	1000	STALLS
2002	1955	S11	1FMYU04172KC62750	S.O.L	TALD	5	2002	2.00E+03	9F715	021	1	1918337	0	STALLS
2002	1998	S11	1FMYU04172KC41605	S.O.L	TALD	5	2002	2004	DIAG	021	2	1735224	1000	WHILE DRIVING
2002	1978	S11	1FMYU04172KC211088	S.O.L	TALD	4	2002	2.00E+03	9F715	021	4	2114025	5000	AT IDLE
2002	1980	S11	1FMYU04172KC00811	S.O.L	TALD	5	2002	2002	88585	021	1	1503312	0	STALLS
2002	1987	S11	1FMYU04172KC83140	S.O.L	TALD	3	2002	2004	DIAG	021	4	2272884	1000	STALLS
2002	2003	S11	1FMYU04172KC71857	S.O.L	TALD	3	2002	7C05	14N088	021	-1	1230165	0	WHILE DRIVING
2002	2004	S11	1FMYU04172KC88884	S.O.L	TALD	3	2002	2F02	88525	021	5	2883728	3000	DOWNHILL
2002	2005	S11	1FMYU04172KC68884	S.O.L	TALD	3	2002	2002	128579	021	4	2077317	3000	DOWNHILL
2002	2006	S11	1FMYU04172KC58884	S.O.L	TALD	3	2002	2F02	88525	021	5	2372808	4000	NO TEXT
2002	2007	S11	1FMYU04172KC88884	S.O.L	TALD	3	2002	2.00E+03	88525	021	3	1782288	2000	WHILE DRIVING
2002	2012	S11	1FMYU04172KC88885	S.O.L	TALD	3	2002	7C08	14N088	021	2	2434004	2000	DOWNHILL
2002	2017	S11	1FMYU04172KC58533	S.O.L	TALD	3	2002	2.00E+03	9F715	021	4	2040347	7000	TURNING
2002	2018	S11	1FMYU04172KC48885	S.O.L	TALD	2	2002	2004	DIAG	021	4	1982058	5000	WHILE DRIVING
2002	2020	S11	1FMYU04172KC48084	S.O.L	TALD	2	2002	2002	128579	021	1	1375713	1000	DOWNHILL
2002	2023	S11	1FMYU04172KC47433	S.O.L	TALD	2	2002	2002	128579	021	3	1608315	5000	AT IDLE

HOTLINE		ROAD TESTED, CHECKED OBD11 FOR CODES, ALL PASS CODES. PERFORMED DIAG, CALLED HOTLINE INVESTIGATING CONCERN, SAID TO RELEASE CAR TO CUSTOMER
REFLASH		EEC TEST, PASS, PERFORM PINPOINT TEST, PERFORM PID DATA MONITOR TEST PERFORM FUEL PRESSURE & LEAK DOWN TESTS, PERFORMED IGNITION TEST, PERFORMED POWER BALANCE & RELATIVE COMPRESSION TESTS, COULD NOT
NPF		ROAD TESTED VEHICLE COULD NOT DUPLICATE PROBLEM PERFORMED NGS TEST FOUND NO CODES AT THIS TIME NO PROBLEMS FOUND AT THIS TIME
REPLACED		ROAD TESTED VEHICLE COULD NOT DUPLICATE PROBLEM CHECKED FOR CODES NONE FOUND CALLED HOTLINE AND RETRIEVED INFORMATION REPLACED DPFE SENSOR AND EEC RELAY
REFLASH		VERIFIED STALLING AND HARD START PERFORM WDS DIAG RETRIEVE CLEAR DTC DATA LOGGER MONITOR ROAD TEST NO DTC REPROGRAMMED PCM TO LATEST CALIBRATION RETESTED OK
SSM		CHECK FOR STALLING ON DECEL, ROAD TEST CHECK EEC SYSTEMS PASS REPROGRAM PROCESSOR REPLACE EEC POWER RELAY TIGHTEN TERMINAL CONTACTS CHECK AND CLEAR EVAP SYSTEM HOSE PER SSM 16889
TSS		REROAD TEST OK
TSS		OK AND PERFORM ALL APPLICABLE STEPS IN TSS 02 11 08
TSS		CHECK FOR CODES NO CODES CHECK FUEL PRESSURE OK IGN SYSTEM DIAG OK CHECK EVAP SYSTEM AS PER TSS 02 11 08 REPLACE IAC VALVE TO CORRECT RETEST SYS TEM
NPF		NPF EEC (QUICK TEST) DIAGNOSIS
TSS		PERFORMED SYSTEM TEST AND DID NOT FIND ANY CODES. RAN MESSAGES FROM FORD AND FOUND TSS 2 11 08 REPLACED THE IDLE AIR CONTROL MOTOR AS PER THE TSS
TSS		TRIED TO VERIFY CUSTOMER CONCERN. WOULD NOT ACT UP. CHECKED ESO SYSTEM AND THERE WERE NO CODES IN SYSTEM. FOUND TSS 02 11 08. MT TIME TO FOLLOW PROCEDURE IN TSS 02 11 08.
STICKING		IDLE AIR CONTROL VALVE STICKING EEC (QUICK TEST) DIAGNOSIS
REPLACED		CHECKED FOR CODES HAS P1129 PINPOINT TESTED REPLACED TP SENSOR CLEARED CODES
TSS		ROAD TEST 10 MILES NO STALL CHECK EEC FOR DTC'S NO DTC'S CHECK OASIS FOUND TSS 02 11 08 CHECK IAC DUTY CYCLE WITH NO FUEL FLOW OK 32 TO 40 %. CHECK EVAP AND VAPOR MANAGEMENT FOR PROPER FUEL TONING O
TSS		280.20 HRS PUNCH TIME RUN WDS TESTS PASS CODE RUN OASIS AND RUN ALL OF TSS 02 08 08 REPLACE EEC RELAY PER TSS ROAD TEST FOR 10 MILES CANT VERIFY STALLING
ADJUST		NO ENGINE LIGHT ON AT THIS TIME ROAD TEST OK FOR STALLING, STAR TEST NO CODES, PERFORMED BASE IDLE ADJUSTMENT, REMOVED AND DRILLED OUT THROTTLE BODY
SSM		1 REMOVED AND REPLACE MAP SENSOR AS PER SSM AND RE ROAD TEST CHECK FOR ENGINE LIGHT ON STAR TEST EEC SYSTEM CODE
NO TEXT		
SSM		ROAD TEST, PERFORM EEC TEST, PERFORM SSM 16889 REPROGRAM PROCESSOR, OK IAC DUTY CYCLE OK, OK DPFE HAS UPDATED PART, EEC REPLAY OK, PERFORM EVAP TEST OK. BLOW THRU EVAP LINE PER MESSAGE OK GROUND OK
REFLASH		REPROGRAM PCM REPLACE POWER RELAY EEC TEST P1000 P1000 P1000 NGS RECORDER FUEL PRESS 42 PSI P INPOINT TEST REPROGRAM PCM & REPLACE POWER RELAY & RETEST
REPLACED		7582 0F715 48 TEST EEO W NGS. CODE P1607 CONT. GO TO PINPOINT TEST K82. IAC VALVE RESISTANCE OUT OF SPEC. REPLACE IAC VALVE. RETEST. SYS PASS. ROAD TEST.
TSS		EEC TEST KOEC O R PASS MONITOR RECORD TEST AND PERFORM TSS 02 11 08 ALL NORMAL TEST DRIVE COULD NOT VERIFY
TSS		EEC TEST NO CODES DCL DISPLAY NGS MONITOR FUEL PRESSURE TEST IGN TEST PINPOINT TEST REFER TO TSS 02 08 08 REPLACE IAC EVAP TEST REPLACD THROTTLE BODY AND EVAP VAPOR MANAGEMENT VALVE TESTED EEO POWER RE
TSS		PERFORM EEC TEST AND PERFORM PINPOINT TESTS PER SSM 16424 AND TSS 02 08 08. REPLACE EEO RELAY, PRESSURE FEEDBACK SENSOR, MASS AIR FLOW SENSOR, IDLE BYPASS VALVE AND CANISTER VENT.

VERIFY, FOUND A LATER UPDATE FOR PCM RECALIBRATE PCM WITH LATEST UPDATE, RETEST, ROADTEST, PASS	WHEN TRAVELLING AT LOW SPEED ENGINE LAGS & FEELS LIKE IT'LL STALL
	CUSTOMER STATES THAT THE VEHICLE STALLED ONCE WHILE DRIVING 35 MPH
	CUSTOMER STATES THAT THE ENGINE STALLS OUT WHILE DRIVING DOWN THE ROAD
	VEHICLE HARD START AND STALLS WHEN WARM
	ENGINE STALLED ONCE COASTING DOWN HILL
	CUTE OFF WHILE DRIVING
	CUSTOMER COMPLAINT, STALLS IN AM INTERMITTANTLY
	C'S 807 IS STALLING
	CUSTOMER STATES THE ENGINE WILL STALL SOMETIMES
	CUST STATES WHILE CRUISING AT 40 MPH ENGINE STALLED PULLED OFF THE ROAD AND ENGINE RESTARTED
	CUST STATES VEHICLE DIES AT IDLE SEEMS TO IDLE LOW AND SEEMS SLUGGISH ON ACCELERATION
	CUSTOMER STATES AT TAKE OFF VEH CUT OUT ALMOST STALLED THEN LURCHED FORWARD
OK CHECK FOR PREMATURE PURGE SHUT OFF OK. CHECK EEC RELAY FOR STAMPED OR PRINTED NUMBERS RELAY IS OK. CHECK KEY RING PER TSB OK ROAD TEST AGAIN WITH 3 DECEL STOPS OK. CHECK PCM FOR LATEST	CUSTOMER STATED VEHICLE KEEPS STALLING
	WHILE ON A TEST DRIVE THE VEHICLE STALLED WHILE CRUISING.
	WHEN TRAVELLING DOWN HILLS, SHUTTING OFF ON DOWN GRADE
	CUST STATES CHECK FOR STALLING WHEN GOING DOWN HILL, NO AC, NO WET WEATHER SOP MAF SENSOR
	CUST STATES ENGINE JUST SHUT DOWN WHILE DRIVING WHILE COASTING DOWN A HILL, RESTARTED OK
	CUST STATES CAR DIED COMING DOWN HILL LOST ALL POWER WOULD RESTART FOR 15 MIN
	WHEN AT CONSTANT SPEEDS VEH STALLED WHEN TURNING A CORNER
	VEHICLE WILL INTERMITTANTLY STALL WHEN DRIVING AT 35 TO 40 MPH, RELAY HAS BEEN REPLACED
LAY R AND R BATTERY CALL HOTLINE INSPECT GKP HARNESS PCM WIRING FOR DAMAGE OK REPLACED DPFE SENSOR INSPECT ALL CONNECTORS REPLACED MAF SENSOR AND ROADTEST AND RETESTED	CUSTOMER STATES VEHICLE STALLED 4 TIMES WHEN GOING DOWN HILL, LETTING FOOT OFF OF ACCELERATOR
	CUSTOMER STATES CAR HAS STALLED AT IDLE IN TRAFFIC HAPPENED 2 OR 3 TIMES ALSO FEELS LIKE IT HESITATES WHEN ACCEL AT TIMES

2002	2034	S11	1FMVU041729C47285	S.O.L	TLD	2	2002	2904	12A050	D21	2	1086432	1000	DOWNHILL
2002	2030	S11	1FMVU041729C46427	S.O.L	TLD	2	2002	2901	12A050	D21	2	1271818	1000	WHILE DRIVING
2002	2042	S11	1FMVU041729C39775	S.O.L	TLD	2	2002	1H03	9A480	D21	3	2113945	2000	WHILE DRIVING
2002	2044	S11	1FMVU041729C28967	S.O.L	TLD	2	2002	2904	DIAG	D21	5	1582292	3000	WHILE DRIVING
2002	2047	S11	1FMVU041729C29097	S.O.L	TLD	2	2002	2902	12B079	D21	1	920000	0	AT IDLE
2002	2048	S11	1FMVU041729C28871	S.O.L	TLD	2	2002	2.00E+03	9E930	D21	1	2000490	0	UPHILL
2002	2052	S11	1FMVU041729C28224	S.O.L	TLD	2	2002	1H03	9A480	D21	6	2277811	4000	AT STOP
2002	2053	S11	1FMVU041729C29078	S.O.L	TLD	2	2002	2.00E+04	9C915	D21	5	1573433	4000	WHILE DRIVING
2002	2067	S11	1FMVU041729C28835	S.O.L	TLD	2	2002	2904	DIAG	D21	1	929383	0	WHILE DRIVING
2002	2076	S11	1FMVU041729C01367	S.O.L	TLD	1	2002	2904	DIAG	D21	4	1512880	3000	WHILE DRIVING
2002	2077	S11	1FMVU041729C01021	S.O.L	TLD	1	2002	2.00E+03	9E925	D21	2	1339855	1000	AT STOP
2002	2079	S11	1FMVU041729C99939	S.O.L	TLD	1	2002	2.00E+04	9C915	D21	5	1839533	5000	DOWNHILL
2002	2089	S11	1FMVU041729C99924	S.O.L	TLD	1	2002	7C05	14H059	D21	3	1188850	2000	OVER BUMPS
2002	2081	S11	1FMVU041729C99924	S.O.L	TLD	1	2002	1H03	9A480	D21	6	1900447	5000	WHILE DRIVING
2002	2082	S11	1FMVU041729C99924	S.O.L	TLD	1	2002	2.00E+03	9F715	D21	5	1551348	4000	WHILE DRIVING
2002	2090	S11	1FMVU041729C99902	S.O.L	TLD	1	2002	2.00E+03	9F715	D21	7	2189045	5000	WHILE DRIVING
2002	2091	S11	1FMVU041729C99931	S.O.L	TLD	1	2002	7C05	14H059	D21	2	1718219	1000	WHILE DRIVING
2002	2095	S11	1FMVU041729C87153	S.O.L	TLD	1	2002	2904	12A050	D21	5	2448984	5000	DOWNHILL
2002	2098	S11	1FMVU041729C87028	S.O.L	TLD	1	2002	2.00E+03	9E925	D21	7	2119475	7000	STALLS
2002	2112	S11	1FMVU041729C877415	S.O.L	TLD	1	2002	2904	12A050	D21	5	1780164	3000	WHILE DRIVING
2002	2122	S11	1FMVU041729C878529	S.O.L	TLD	1	2002	2904	DIAG	D21	3	2885477	3000	STALLS
2002	2128	S11	1FMVU041729C87882	S.O.L	TLD	12	2001	2.00E+04	9C915	D21	5	1425881	2000	WHILE DRIVING
2002	2131	S11	1FMVU041729C874070	S.O.L	TLD	1	2002	7C05	14H059	D21	3	285888	1000	WHILE DRIVING

REFLASH		12A05 CC 42 CCC DSI EEC PINPOINT MONITOR TESTS, NECC TO REPROGRAM PCM
TSS		1376 48 LRT TO VERIFY AND RUN KOED/KOER AND ALL SYSTEMS PASSED. RUN 89M AND FOUND 89M AND TSS ON CONCERN. FOLLOWED STEPS TO EITHER REPROGRAM PCM OR REPLACE. PCM DOES NOT HAVE A BAR CODE TAG WITH
TSS		TEST EEC SYSTEM, AL PASS. TEST CHARGING SYSTEM AND BATTERY BATTERY FAILED TESTING. CHARGE AND RETEST, FAIL. REPLACE BATTERY, PERFORM TESTING OF EEC SYSTEM PER TSS 02 11 6, CONTACT HOTLINE, TEST AND RE
TSS		NO PROBLEM DETECTED AT THIS TIME. CAUSAL. DIAG TRIED TO VERIFY CONDITION AND COULD NOT DUPLICATE. PERFORMED KOED, KOER AND NO CODES PRESENT. RAN CASIS AND FOUND TSS 02 11 6 INSTRUCTED TO MONITOR PARA
HOTLINE		MAF SENSOR CCC D21 CC 42 VERIFIED CONCERN, RAN SELF TESTS, MONITORED AND RECORDED PID DATA, STILL UNABLE TO DETERMIN CAUSE, INSTALLED BREAK OUT TO PERFORM PINPOINT TEST FOR SYMPTOM ALL TESTS PASSED SPOKE 7
TSS REPLACED		EEC TEST NO CODES PIN POINT TEST OK FUEL PRESSURE NORMAL PERFORM DIAG FOR TSS 2 11 06 REPLACE IAC AND THROTTLE BODY CK AND REPLACE DPPE SENSOR
TSS		4783 TEST DRIVE, DIDNT VERIFY CONCERN AND NO OK. ENGINE LIGHT, PERFORMED EEC TEST AND RECEIVED NO DTCs. RAN CASIS AND REFERED TO TSS 02 11 6 AND FOLOWED TEST STEPS 1 THRU 8. REPLACED EVAPV M VALVE
HOTLINE		CHECK VEHICLE STALLS, FOLLOW CHECK LIST FROM FIELD ENGINEER RAMDY CORLOW, CK EEC RELAY, CK PART NO. IACs DUTY CYCLE OK, CK GROUNDS AND CONNECTORS, CK PCM CONNECTOR AND HARNESS AND UPDATE CALL TECHLINE. BFI
NPF		EEC TESTED NO CODES NSS MONITOR ROAD TEST ALL OK. NPF AT THIS TIME
TSS		CHECK AND CONFIRM PROBLEM FOUND TSS 02 8 8 CHECK IDLE AS PER TSS RECALIBRATE PCMMY7Z12A660AB CHECK AND INSPEC RELAY
TSS		4647 ROAD TEST CONFIRM VEHICLE STALLS PERFORM DIAG HOOK UP TO WDS FOLLOW PINPOINT DIAG AS PER TSS 02 11 06 TRACE TO VAPOR MIST VALVE STICKING NECESSARY TO REPLACE VAVL REASSEMBLE RECHECK OK
INOP		NOT WORKING PROPERLY FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
INOP		NOT WORKING PROPERLY FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
INOP		NOT WORKING PROPERLY FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
TSS		544H STALLS ROAD TEST TO CHECK STALLING PERFORM EEC TEST PASS CODES DCL DISPLAY MONITOR PIDS PERFORM FUEL PRESSURE AND LEAKDOWN TEST CHECKS OK SOPS REFER TO TSS 02 11 06 MONITOR IAC DUTY CYCLE CH
TSS		1316 TEST KOED PASS KOER PAS TEST DCL OK PERFORM TSS 02 11 6 UP DATE PCM REPLACED EEC RELAY RETEST ROAD TEST 6 MILLS ALL OK AT THIS TIME
TSS		AS PER TSS 02 11 06, REPROGRAMMED PCM
REFLASH		7190 OWS WARRANTY EEC TEST NO CODES SYMPTOM PINPOINT TEST REFERENCE TSS 02 11 06 PID DATA DISPLAY WHEN RECORDING PID REF FOR IAC DUTY CYCLE, EVAPVM, FTP, TACH, TP AND RPM REPLACE IAC AND TBODY
REFLASH		3626 42 WDS EEC TEST, NO CODES RETRIEVED, DCL DISPLAY, REPROGRAMMED PCM.
NPF		TEST DR, EEC TEST, COULD NOT DUPLICATE CONCERN
TSS		EEC TEST PIN POINT TEST NO CODES EVAP TEST AND REPLACE VAPOR MANAGEMENT VALVE PER TSS 02 06 06 RD TEST
89M		RAN CASIS FOUND 89M FOR CONCERN TRIED TO REPROGRAM PCM AND THE WDS SAYS THAT THE CALIBRATION IS UPDATED ALREADY ALSO CHECKED THE EEC POWER RELAY AND REPLACED WITH NEW ONE ROADTEST NUMEROUS TIMES WOULD

	CUST STATES ENGINE STALLED 2X'S COAST GOING DOWN HILL WARM ENGINE
THE NUMBERS NOTED IN TSB. REPLACED PCM AND NEW PCM WILL NOT TAKE PROGRAM AND WILL NOT START. RETRIED OLD PCM AND IT WILL NOT START EITHER. LOOK UP AS BUILT INFO. NEED TO CALL HOTLINE 48	VEHICLE DIED THREE TIMES WHILE DRIVING AND THE CHECK ENGINE AND OIL LIGHTS CAME ON, CORRECT FOR
PLACE DPFE SENSOR PER HOTLINE.	ENGINE HAS BEEN STARTING HARD LATELY, TODAY WHILE DRIVING BATTERY AND OIL LIGHTS CAME ON AND STALLED, RESTARTED AND
METERS IAC, EVAPVM AND FTP FOUND NO FAULT PROCEEDED TO INSP. EEC RELAY AND THE PROPER RELAY WAS PRESENT DROVE VEH NO FAULT DETECTED CND PCM FOR LATEST CALIBRATION WAS UP TO DATE NO FUTHER DIAG NO REPAIR.	CUSTOMER STATES THAT ENGINE DIED WHILE DRIVING STARTED BACK NO OTHER PROBLEMS
O HOT LINE AND WAS TOLD TO REPLACE MAF SENSOR AND RELEASE VEH IF ALL PIDS WERE IN SPEC ROAD TESTED 18 MILES PROBLEM DID NOT RETURN.	CUSTOMER STATES THAT WHEN AT IDLE THE VEHICLE SHUTS DOWN NO CHECK ENGINE LIGHT CAME ON
	C'S WHEN GOING UP A HILL THE TRUCK LOST POWER ENGINE STAYED RUNNING BUT WOULD NO ACCEL
	CK ENGINE DIES AT STOP
PER STEP 4. REDROVE VEH.	CUST STATES VEHICLE CUTS WHILE DRIVING CUTS OUT WILL RESTART.
AM REPORT 2CTE011 CK EVAP HOSE FROM TANK COMING FORWARD PERFORM EVAP TEST AND FUEL PRESSURE TEST COULD NOT DUPLICATE	CHECK WHILE DRIVING VEHICLE STALLED THEN RESTARTED
	DIED WHILE DRIVING, PUT IN PARK AND RESTARTED OK
	CUSTOMER STATES TRUCK CUTTING OUT WHEN COMING TO STOP
	CUSTOMER STATES ENGINE STALLED OUT DESCENDING A MOUNTAIN??? D21
	SHUTS OFF GOING OVER BUMPS
	CK SHUTS OFF GOING 30MPH W FOOT OFF THE GAS IAC WAS REPLACED BEFORE TO DATE OF THE REVISD ONE'S DO T.S.B. 02 11 06 COMPLETE SEE KEVIN
	CK SHUTS OFF WHILE DRIVING WILL RESTART
CHECKS BAD ACCORDING TO TSB REPLACE IAC THROTTLE BODY BAD PER TSB REPLACE THROTTLE BODY REPROGRAM PROCESSOR MONITOR EVAPVM DUTY CYCLE CHECKS BAD REPLACE EVAPVM VALVE INSPECT PCM RELAY	CUSTOMER STATES WHILE DRIVING THE CAR WILL JUST COMPLETED STOP
	C'S WHEN DRIVING ON HIGHWAY, VEHICLE STALLED OUT, ONLY MADE NUMEROUS CLICKING NOISE WHEN RETRYING TO START, LET SIT UNTILL ROAD SIDE SERVICE SHOWED UP AND THEY CUSTOMER TRIED
	VEHICLE STALLED COMING DOWN A HILL
DUE TO INCORRECT IAC DUTY CYCLE AS OUTLINED IN STEP 1 OF TSB REPLACE VAPOR MANAGEMENT VALVE AND EEC RELAY AS PER STEPS 4,5 AND 6 COMPLETE EVAP SYSTEM TESTING AFTER REPROGRAMMING	CUSTOMER STATES VEHICLE JUST DIES
	VEHICLE STALLS WHILE DRIVING AT 20 30 MPH, WILL RESTART, HAS ONLY HAPPENED 4 TIMES D21
	CK VEHICLE FOR STALLING
	C'S THAT THE CAR STALLS INTERMITTENTLY WHILE DRIVING
D NOT STALL ADVISED CUSTOMER TO ROADTEST	CUST STATES VEHICLE STALLED WHILE DRIVING THIS MORNING PLEASE CHECK FOR PROBLEMS

2002	2132	S11	1FMYU04172KB674070	3.0L	TLD	1	2002	2.00E+03	8F715	D21	9	1095542	3000	STALLS
2002	2133	S11	1FMYU04172KB60881	3.0L	TLD	12	2001	2006	RECAL	D21	7	1872528	4000	WHILE DRIVING
2002	2139	S11	1FMYU04172KB68433	3.0L	TLD	12	2001	2006	RECAL	D21	8	1895382	4000	WHILE DRIVING
2002	2140	S11	1FMYU04172KB65402	3.0L	TLD	12	2001	2006	RECAL	D21	1	904588	0	WHILE DRIVING
2002	2142	S11	1FMYU04172KB68918	3.0L	TLD	12	2001	2001	12A850	D21	5	2942277	5000	STALLS
2002	2148	S11	1FMYU04172KB65993	3.0L	TLD	12	2001	2.00E+03	8F715	D21	9	1593308	8000	WHILE DRIVING
2002	2152	S11	1FMYU04172KB64844	3.0L	TLD	1	2002	2004	12A850	D21	7	1880944	13000	WHILE DRIVING
2002	2154	S11	1FMYU04172KB64083	3.0L	TLD	12	2001	2004	12A850	D21	9	2372818	8000	STALLS
2002	2164	S11	1FMYU04172KB64088	3.0L	TLD	12	2001	2004	12A850	D21	8	2343808	3000	NO TEXT
2002	2165	S11	1FMYU04172KB64072	3.0L	TLD	12	2001	2004	12A850	D21	2	1128228	2000	WHILE DRIVING
2002	2166	S11	1FMYU04172KB64072	3.0L	TLD	12	2001	2.00E+03	8F715	D21	5	1763471	5000	WHILE DRIVING
2002	2169	S11	1FMYU04172KB63678	3.0L	TLD	12	2001	2.00E+03	8F715	D21	5	2308821	6000	WHILE DRIVING
2002	2172	S11	1FMYU04172KB62774	3.0L	TLD	12	2001	2.00E+03	8F715	D21	9	2488885	6000	STALLS
2002	2173	S11	1FMYU04172KB62749	3.0L	TLD	12	2001	2004	12A850	D21	4	981818	1000	WHILE DRIVING
2002	2175	S11	1FMYU04172KB62708	3.0L	TLD	12	2001	2.00E+03	8E888	D21	5	2161594	6000	WHILE DRIVING
2002	2182	S11	1FMYU04172KB44044	3.0L	TLD	12	2001	2008	RECAL	D21	8	1688372	6000	DOWNHILL
2002	2183	S11	1FMYU04172KB43881	3.0L	TLD	12	2001	2004	12A850	D21	6	1548882	8000	AT IDLE
2002	2189	S11	1FMYU04172KB68891	3.0L	TLD	12	2001	2004	DIAG	D21	4	1108852	2000	WHILE DRIVING
2002	2190	S11	1FMYU04172KB68587	3.0L	TLD	12	2001	2004	12A850	D21	7	2228850	8000	STALLS
2002	2189	S11	1FMYU04172KB67742	3.0L	TLD	11	2001	8-03	8M80	D21	9	2411178	15000	NO TEXT
2002	2197	S11	1FMYU04172KB68885	3.0L	TLD	11	2001	2.00E+03	8F715	D21	2	1301089	3000	WHILE DRIVING
2002	2198	S11	1FMYU04172KB68826	3.0L	TLD	11	2001	2004	12A850	D21	8	2022743	8000	STALLS
2002	2199	S11	1FMYU04172KB68585	3.0L	TLD	11	2001	2004	12A850	D21	9	2312885	7000	WHILE DRIVING
2002	2202	S11	1FMYU04172KB68448	3.0L	TLD	11	2001	2004	12A850	D21	5	1318888	5000	AT STOP

TSB		CHECKED CONCERN HOOK UP WDS NO CODES GO THROUGH TSB 020808 BLOW OUT LINES CHECK IN PIDS REPLACE AIR BY PASS VALVE AND EVAP VM VALVE ROADTEST CHECK PCM FOR REPROGRAM ROADTEST RECHECK OK
TSB		4568 REPROGRAM TEST DROVE AND IT DID NOT STALL. I CHIED OASIS AND RAN KOER PASS, KOER PASS. I FOUND TSB 02 11 08, I MONITORED A FEW SENSORS AND THEN REPROGRAMMED THE PCM THEN I MONITORED THE SENSORS
REFLASH		PCM PROGRAM EEC TEST NO CODES DIAG BY SYMPTOM WDS TEST FUEL P.TEST REPROGRAM PCM
REFLASH		INSPECT FOR UPDATED RELAY, HOOK UP WDS AND SELF TEST PCM REPROGRAM PCM AND RETEST
TSB		MIT TIME FOR WDS DIAG TESTING, PERFORMED ALL STEPS AS PER TSB 02 11 08, REPLACED DIPE AND IAC, CK CONNECTORS, RECALIBRTAED PCM, RECHECK OK.
TSB		RD TEST, RAN WDS TEST, PASS CODES, RAN VARIOUS TEST, PERFORMED TSB 02 8 6, RAN EVAP TEST, WITHIN SPECS, OK PCM RELAY, CK WIRING & GROUNDS, REPROGRAMMED PCM, RAN IDLE AIR CONTROL VALVE, RD TEST, RETEST
TSB		TEST EEC SYSTEM PINPOINT TEST MONITOR PIDS CHECK AND REPROGRAM PCM PER TSB 02 11 08
TSB		ROAD TEST VERIFIED CONCERN EEC TEST MONITOR PIDS CL OASIS FOUND TSB 02 11 08 REPROGRAM PCM CK EEC PWR RELAY BUILT DATE 12 20 01 MPL CODE 101 RETEST ROAD TEST OK
NO TEXT		
REFLASH		ROAD TEST, TEST EEC SYSTEM NO CODES FOUND SPECIAL SERVICE MESSAGE 1686, INSPECT RELAY AND REPROGRAM PROCESSOR
TSB		TEST DRIVE, TEST EEC. NOTE TSB 02 11 8, HOOK UP WDS AND MONITOR IAC DUTY CYCLE, EVAP VM DUTY CYCLE, FTP VOLTAGE, REPLACED IAC VALVE, MAP SENSOR, THROTTLE BODY, VAPOR MANAGEMENT VALVE, RECHECK PIDS IAC 28 TP .91V
REFLASH		DIAGNOSED AND REPLACED IDLE AIR CONTROL VALVE AND REPROGRAMMED POWERTRAIN CONTROL MODULE
REFLASH		STALLS EEC (QUICK TEST) DIAGNOSIS QUICK TEST REPLACE IAC MONITOR ROAD TEST
REFLASH		REPROGRAM PCM
REFLASH		1397 WDS TEST NO ALL PASS KOER KOER RUN DCL DISPLAY ALL OK REPROGRAM PCM
DIAG		D21 EEC (QUICK TEST) DIAGNOSIS
REFLASH		CP 12A260 WDS EEC SYSTEM SELF TEST KOER PASS, KOEC PASS, PINPOINT TESTS SYMPTOM CHART 1, DATA LOGGER DISPLAY, IGNITION SYSTEM
TSB		PERFORM TSB 02 8 8 NO CODES REPROGRAM PCM
WFF		DIAGNOSED WITH WDS NO CODES MONITOR PID CHECK FUEL PRESSURE TEST DROVE CHECKED ELECTRICAL CONNECTIONS NO PROBLEM FOUND
TSB		ROAD TEST. WDS TESTING NO CODES. PID MONITOR OF IAC AND PURGE SOLENOID OK. PERFORM TSB 02 11 08
TSB		REPROGRAM PCM RECK VOLTAGES FOR SENSORS OK CK RELAYS FOR PROPER MARKINGS OK. ROAD TEST OK.
TSB		CHECK THAT TSB 02 11 08 WAS DONE PERFORM TEST PER ISM 02 06 025
REPLACED		IAC VALVE EEC (QUICK TEST) DIAGNOSIS
TSB		EEC TEST, CHECK IAC DUTY CYCLE AS PER TSB 02 11 8, MONITOR PIDS FOR VACUUM LEAKS NONE, REPROGRAM PCM
REFLASH		TECH 228 VERIFY REPROGRAM PCM
WFF		ROAD TEST ANDS CANNOT VERIFY ANY STALLING. INSTALL FUEL PRESSURE GAUGE AND TEST O.K. INSTALL WDS AND PERFORM KOER KOER AND PID MONITOR AND NO CODES RECEIVED AND ALL PIDS APPEAR NORMAL, RECOMMEND CU

	CUST STATES VEHICLE STILL STALLS PLEASE CHECK FOR PROBLEMS
AND EVERYTHING CHECKED GOOD. I PERFORMED ANOTHER ROAD TEST AND VERIFIED THE REPAIR.	CK ENGINE STALLS WHEN DRIVING, THE CUST NOTES THAT THIS HAS OCCURRED BOTH HOT AND COLD ENGINE AND SEEMS TO BE BETWEEN 30-40MPH. THE VEHICLE WILL START RIGHT BACK UP. THIS HAS HAPPENED 4
	CUSTOMER STATES ENGINE CUT OFF WHILE DRIVING DOWN HIGHWAY RESTARTED & DROVE TO WORK
	INTERMITTENTLY VEH DIES WHILE DRIVING HOT OR COLD VEH STARTS AND RUNS FINE AFTER IT STALLS NO CK ENG LIGHT
	CUSTOMER STATES CEL CAME ON AND STEERING LOCKED UP
OK	CUSTOMER STATES ENGINE STALLED OUT DRIVING DOWN THE ROAD
	CHECK VEHICLE STALLED WHILE DRIVING, CUSTOMER SHUT OFF THEN RESTARTED, VEHICLE RESTARTED RIGHT AWAY
	ENGINE STALLS ALSO IDLES TO LOW
	ENGINE SHUT OFF WHILE DRIVING
TEST DRIVES OK	STILL STALLING AT AROUND 35-40 MPH/CREST HILL AND START DOWN IS WHEN IT STALLS OUR LOANER
	ENGINE STALLS WHILE DRIVING
	CHECK INTERMITTENT STALLS WHEN HOLDING STEADY AT SLOW SPEEDS
	ENGINE SHUT DOWN WHILE DRIVING STEADY SPEED RESTARTED OK
	STALLS SOMETIMES WHEN TURNING OR STOPPED A LIGHT, USUALLY AFTER 1ST OR 2ND START OF DAY & DRIVING ABOUT A MILE TEMP OR GAS LEVEL NOT A FACTOR
	ENGINE HAS STALLED TWICE WHILE SLOWING DOWN HILL RPM'S SEEM ERATIC WHILE DRIVING TOO DR1
	ENGINE STALLS AT IDLE
	CUSTOMER SAYS CAR DIED WHILE DRIVING SHE HAD AC ON AND TURNED IT OFF THEN CAR DIED AFTER SHE TURNED
	CUSTOMER STATES VEHICLE STALLED OUT AT 40 MPH. ALSO HAD TO CRANK FIVE TIMES STILL NO START
	CHECK FOR VEHICLE STALLING PER CUSTOMER WHEN DRIVING AT SLOW SPEEDS
	CK OIL LITE CAME ON THEN VEHICLE STALL, HISsing NOISE
	CK FOR INTERMITTENT STALLING WHEN DRIVING, WHILE DRIVING CAR THE ENGINE WILL JUST SHUT OFF USUALLY WHILE COASTING NOT GIVING GAS
STOMER RETURN WHILE EXPERIENCING STALLING	C & S THE ENGINE CUT OUT HAD TO ROLL TO A STOP, RESTARTED AND SEEMS TO RUN FINE

2002	2203	811	1FMYU04172K020446	3.0L	T/LD	11	2001	2304	12A850	D21	8	2943747	11000	STALLS
2002	2204	811	1FMYU04172K020538	3.0L	T/LD	11	2001	2301	12A850	D21	7	2323179	11000	WHILE DRIVING
2002	2205	811	1FMYU04172K020587	3.0L	T/LD	11	2001	2304	12A850	D21	2	878279	2000	WHILE DRIVING
2002	2206	811	1FMYU04172K020687	3.0L	T/LD	11	2001	2.00E+03	9F715	D21	3	740881	3000	WHILE DRIVING
2002	2207	811	1FMYU04172K020687	3.0L	T/LD	11	2001	2F02	9E286	D21	6	2168846	11000	DECELL
2002	2210	811	1FMYU04172K020588	3.0L	T/LD	11	2001	2304	12A850	D21	4	1803124	3000	WHILE DRIVING
2002	2220	811	1FMYU04172K020159	3.0L	T/LD	11	2001	2305	RECAL	D21	4	1014168	8000	WHILE DRIVING
2002	2221	811	1FMYU04172K020881	3.0L	T/LD	11	2001	2302	12B578	D21	7	1978187	8000	WHILE DRIVING
2002	2222	811	1FMYU04172K020738	3.0L	T/LD	11	2001	2304	12A850	D21	3	1488068	4000	STALLS
2002	2224	811	1FMYU04172K020888	3.0L	T/LD	11	2001	2304	12A850	D21	8	2138321	13000	WHILE DRIVING
2002	2225	811	1FMYU04172K022088	3.0L	T/LD	11	2001	2304	12A850	D21	10	2448880	13000	WHILE DRIVING
2002	2227	811	1FMYU04172K022382	3.0L	T/LD	11	2001	2.00E+03	9F715	D21	7	1806183	17800	DOWNHILL
2002	2234	811	1FMYU04172K020075	3.0L	T/LD	11	2001	2.00E+03	9F715	D21	2	882886	1000	WHILE DRIVING
2002	2238	811	1FMYU04172K020851	3.0L	T/LD	11	2001	2304	12A850	D21	7	1088208	10000	WHILE DRIVING
2002	2240	811	1FMYU04172K020870	3.0L	T/LD	11	2001	2305	RECAL	D21	7	1588882	8000	STALLS
2002	2285	811	1FMYU04172K013871	3.0L	T/LD	11	2001	2C08	14A888	D21	8	1833784	8000	WHILE DRIVING
2002	2288	811	1FMYU04172K013882	3.0L	T/LD	10	2001	2304	12A850	D21	4	838577	3000	STALLS
2002	2281	811	1FMYU04172K018277	3.0L	T/LD	11	2001	2305	RECAL	D21	3	883333	3000	WHILE DRIVING
2002	2288	811	1FMYU04172K005745	3.0L	T/LD	11	2001	2301	12A850	D21	8	2157878	9000	TSS
2002	2287	811	1FMYU04172K005745	3.0L	T/LD	11	2001	2304	12A850	D21	8	1180417	8000	ON HIGHWAY
2002	2288	811	1FMYU04172K003810	3.0L	T/LD	11	2001	2304	12A850	D21	8	1888888	8000	STALLS
2002	2273	811	1FMYU04172K003221	3.0L	T/LD	11	2001	2305	RECALISM	D21	3	2388572	8000	WHILE DRIVING
2002	2278	811	1FMYU04172K001488	3.0L	T/LD	10	2001	1E08	8A60	D21	2	1787887	3000	WHILE DRIVING
2002	2280	811	1FMYU04172K001488	3.0L	T/LD	10	2001	2305	RECAL	D21	3	1851448	3000	STALLS
2002	2281	811	1FMYU04172K001488	3.0L	T/LD	10	2001	2.00E+03	9F715	D21	2	1888888	3000	WHILE DRIVING

SSM		TEST DRIVE FOR HARSHNESS AND VIBRATION RUN FUEL PRESSURE TEST RUN IGNITION TEST RUN EBR TEST RUN KEY ON AND OFF TESTS RUN FUEL EVAP TEST RUN PID DATA FOR MASS AIR FLOW RUN OASIS FOR UPDATES SSM FO
DIAG		ROAD TESTED VERIFIED CONCERN PERFORMED WDS DIAGNOSIS KOEO PA 86 KOER PASS PERFORMED FUEL PRESSURE TEST TEST RPMs TEST IAC
REFLASH		PERFORMED SERVICE MESSAGE 15586,CHECKED EEC RELAY O.K. CHECKED EVAP VENT LINE O.K. REPROGRAMMED PCM W LATEST CALIB.
REPLACED		PERFORMED SYSTEMS TEST,PINPOINT CODE B1962,O.K. (NOT DRIVEABILITY CODE) CALLED HOTLINE,PERFORMED HARNESS CHECKED (CONNECTORS AND GROUNDS) O.K. CHECKED AIR BYPASS PERCENTAGES HOT NOT O.K.,REPLACED AIR B
TSS		PERFORMED SYSTEMS TEST,NO CODES,PERFORMED THROTTLE BODY MODIFICATION PER FORD ENGINEER JIM CIP,REPLACED TP SENSOR SET TP VOLTAGE AND SET IAC %,CHECKED PCM CALIBRATION
SSM		RUN EEC ON WDS. RUN DATALOGGER AND CK PIDS. CK EVAP VENT HOSE FOR OBSTRUCTIONS. CK PCM POWER RELAY FOR CURRENT LEVEL PART 8. REPROG PCM PER SSM
NPF		1 HOOKED UP NGS TO RUN CODES NO CODES FOUND IN SYSTEM PER FORMED PINPOINT TESTS TO DETERMINE ENGINE STALLING. ALL TEST
REPLACED		1 ROADTEST & HOOK UP WDS PERFORM DIAGNOSIS AS PER ARTICLE 02 11 6 ,CK PCM CK ALL COMPONENTS REPLACE IAC VALVE MASS AIR
REFLASH		RUN WDS TEST, NO CODES, REPROGRAM ECM WITH LATEST CALIBRATION, RUNS OK
NPF		UNKNOWN PERFORM ELECTRONIC ENGINE TEST NO CODES TEST DRIVE WAGGLE ALL HARNESS CONNECTORS WHILE RUNNING WAS UNABLE TO
REFLASH		PROCESSOR DOES NOT OPERATE PROPERLY PERFORM ELECTRONIC ENGINE TEST NO CODES CHECK PIDS ON DATALOGGER PERFORM EVAP TEST OK REPROGRAM PROCESSOR CHECK
REPLACED		PERFORMED COMPUTER FUEL AND EMISSIONS TESTING, SYSTEM PASSED LIGHT OFF NOW, NEEDS IDLE AIR CONTROL AND REPROGRAM REPLACED IDLE AIR CONTROL AND REPROGRAMMED POWERTRAIN CONTROL MODULE OK NOW
MISFIRE		CHEK CODE SYSTEM PASS PERFORM TESTS INDICATED POUND MISSING #2 CYC LINDER CK INJECTOR FLOW TEST PASS RMR SPARK PLUG CRACKED AFTER CAR WARM IAC SOLENOID NOT WORKING CORRECTLY AT TIMES DROP TO 18PERCENT
TSS		MIT TIME FOR WDS DIAG,AS PER TSS 02 11 06 PERFORMED STEPS 1 THRU 6, ALL IN WORKING
REFLASH		ORDER,RECALIBRATED PCM AS PER TSS.
SSM		EEC TEST, NO CODES, REPROGRAM PROCESSOR
REFLASH		NO DTCS TEST DRIVE WITH NGS REPLACE EEC RELAY PER SSM
SSM		ROAD TEST, PERFORM SELF TEST, PASS CHECK FUEL PRESSURE, 50 PSI. PID MONITOR IAO, TP, MAF, ALL INSPECT. REPROGRAM PCM AS PER FORD SERVICE MESSAGE.
SSM		CHECK AND VERIFY CONCERN AND CHECK CODES AND SSM PERFORM SSM 11689 REPROGRAM PCM TO 2L8A 12A80 AD
TSS		9000 VERIFIED CONCERN STALLING WHILE DRIVING INSTALLED NEW SOP IAC VALVE THROTTLE BODY AND EEC RELAY DUE TO TSS VERIFIED LATEST CALIBRATION OF PCM ROADTESTED WITH WDS MONITORING TP MODE AND VEH SPEE
TSS		4301 PCM ROAD TESTED CHECK OASIS FOUND TSS03 6 6 WDS TEST EEC NO CODES DATA LOG MONITOR IAC WAS AT 38% NO FUEL FLOW CHECK PCM MPC 161 REPROGRAM TO NEW CAL MONITOR EVAPVM AND FTP NORMAL OPERATION CH
REFLASH		EEC & NGS TEST & REPROGRAMMED PCM
TSS		5876 CC 42 TEST DRIVE,UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME. PERFORMED SELF TEST WITH WDS. PASS CODES RECEIVED. LOCATE TSS 02 11 06 FOR STALLING CONCERNS. TEST DRIVE WITH WDS. PERFORMED
INOP		NOT WORKING PROPERLY FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
INOP		NOT WORKING PROPERLY EEC (QUICK TEST) DIAGNOSIS
INOP		NOT WORKING PROPERLY FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS

R PCM REPROGRAM WILL CORRECT STALL PROBLEM REPROGRAM PCM AND TEST DRIVE NOSTALLING AT THIS TIME	TOWED IN ROADSIDE ONLY RUNS IF PEDAL PUSHED TO FLOOR HARD START THEN STALLS CUSTOMER STATES LAST THURS THE ENGINE STALLED WHILE DRIVING DOWN ROAD AFTER BITTING A FEW MINS IT STARTED FINE CUB STS WHILE DRIVING LOST ALL POWER. WHILE DRIVING, DASH INDICATORS CAME ON TRIED TO BRAKE
YPASS VALVE AND ADJUSTED	CUB STS WHILE DRIVING TO WORK CAR WENT DEAD, CUST WAITED THEN CAR STARTED, CUB CAME STRAIGHT HERE. ENGINE STILL STALLS ON DECELL, NO SET PATTERN
	VEHICLE OUT DRIVING DOWN THE ROAD, RESTARTED OK. ENGINE INTERMITTANTLY STALLS WHILE DRIVING. WILL RESTART. CHECK AND ADVISE. CCC: D21
	CUSTOMER STATES ENGINE STALLS WHEN DRIVING HAS HAPPENED TWICE CUTS OFF WHEN SLOWING DOWN VEHICLE IS IDLING LOW, SHUT OFF
	CUSTOMER STATES ENGINE HAS 2 TIMES LAST WEEK WHILE DRIVING DOWN ROAD LIKE SHUT KEY OFF RESTARTED OK CHECK AND
	CUSTOMER STATES VEHICLE DIED WHILE DRIVING DOWN ROAD SEE T88 02 11 8
	CUSTOMER STATES SHE WAS GOING DOWN HILL, PUT BRAKES ON, CHECK ENGINE LIGHT CAME ON AND CAR OUT
REPLACE PLUG AND W/ RETESTED ROAD EXITED OK	CUSTOMER STATES WHEN DRIVING BETWEEN THIRTY AND FORTY MPH DOWN A HILL THE ENGINE JUST STALLED /OUT CUST STATES MIL LIGHT ON THEN DIED OUT WHILE DRIVING ROLLED TO SIDE THEN IT RESTARTED. CUSTOMER STATES STALLED 2 X, RESTARTS RIGHT AWAY PLEASE CHECK FOR SHUTTING OFF WHILE DRIVING ABOUT 5 MILES
	CUST STATES THE ENGINE IS STALLING
	CUSTOMER STATES TRUCK STALLED WHILE DRIVING
IS ALONG WITH RPM PERFORMED DRIVE CYCLE OF 40 TO 10 MPH DECEL TRYING TO GET ENGINE TO STALL. OUT VEHICLE OK DID NOT STALL DURING ROADTEST AT THIS TIME STOPPED AND TRIED AGAIN CONCERN GONE	CHECK ENGINE STALLS INTERMITTENTLY SEE T8802 11 08
HECKED EBC RELAY OK ROAD TEST WITH WDS TO MONITOR RPM AT CLOSED THROTTLE DECELL CHECKED OK RPM STAYED ABOVE 800 ON DECELL ROADTEST OK	D21 CAR STALLED OUT WHEN A C WAS TURNED ON WHILE DRIVING ON HIGHWAY STARTED FRONT BACK UP CHECK ENGINE STALLS
DATA LOGGER TEST AND MONITOR IAC MOTOR AS PER T88. FLASHED PCM WITH UPDATTED CALIBRATION AS PER T88. TEST DRIVE AND MONITOR TRANNY AND EVAP SYSTEMS. EVERYTHING CHECK OUT OK NOW.	CUSTOMER STATES THAT VEHICLE DIED WHEN DRIVING DOWN ROAD BUT RESTARTED IMMEDIATELY WOULD LIKE VEH LOOKED AT SHUTS OFF WHILE DRIVING WILL RESTART OK SHUTS OFF OK SHUTS OFF WHILE DRIVING

2002	2285	811	1FMYU04172KA001004	3.0L	T/LD	10	2001	7802	14401	D21	2	404847	1000	STALLS
2002	2289	811	1FMYU04172KA000800	3.0L	T/LD	10	2001	7C05	14N089	D21	3	520007	4000	STALLS
2002	2301	811	1FMYU04172KA02110	3.0L	T/LD	10	2001	2604	12A880	D21	11	2216803	14000	DOWN HILL
2002	2302	811	1FMYU04172KA02057	3.0L	T/LD	10	2001	2.00E+03	9F715	D21	2	428011	1000	WHILE DRIVING
2002	2307	811	1FMYU04172KA01983	3.0L	T/LD	10	2001	2304	12A880	D21	8	1007857	8000	WHILE DRIVING
2002	2314	811	1FMYU04172KA03424	3.0L	T/LD	10	2001	7C05	14N089	D21	4	694887	3000	WHILE DRIVING
2002	2315	811	1FMYU04172KA03434	3.0L	T/LD	10	2001	2.00E+03	9F715	D21	6	1088334	5000	WHILE DRIVING
2002	2317	811	1FMYU04172KA03085	3.0L	T/LD	10	2001	1H03	9D475	D21	5	1301825	7000	AT STOP
2002	2319	811	1FMYU04172KA02533	3.0L	T/LD	10	2001	2304	12A880	D21	5	958043	3000	WHILE DRIVING
2002	2323	811	1FMYU04172KA00480	3.0L	T/LD	10	2001	2.00E+03	9F715	D21	10	2012751	14000	WHILE DRIVING
2002	2326	811	1FMYU04172KA00336	3.0L	T/LD	10	2001	2305	RECALEM	D21	8	1388775	8000	WHILE DRIVING
2002	2330	811	1FMYU04172KA00198	3.0L	T/LD	10	2001	2.00E+03	9F715	D21	10	2114810	28000	STALLS
2002	2333	811	1FMYU04172KA00088	3.0L	T/LD	10	2001	2.00E+03	9F715	D21	10	2104882	5000	WHILE DRIVING
2002	2334	811	1FMYU04172KA00088	3.0L	T/LD	10	2001	2.00E+03	9E926	D21	10	228000	5000	STALLS
2002	2337	811	1FMYU04172KA78809	3.0L	T/LD	10	2001	2.00E+03	9F715	D21	5	1811873	9000	WHILE DRIVING
2002	2342	811	1FMYU04172KA78807	3.0L	T/LD	10	2001	2304	12A880	D21	5	857806	3000	STALLS
2002	2343	811	1FMYU04172KA78807	3.0L	T/LD	10	2001	2.00E+03	9F715	D21	2	485718	1000	WHILE DRIVING
2002	2344	811	1FMYU04172KA78806	3.0L	T/LD	10	2001	2304	12A880	D21	6	1138292	6000	STALLS
2002	2345	811	1FMYU04172KA78821	3.0L	T/LD	10	2001	2.00E+03	9F715	D21	10	2007810	14000	STALLS
2002	2346	811	1FMYU04172KA78827	3.0L	T/LD	10	2001	2305	RECALEM	D21	8	1158958	3000	WHILE DRIVING
2002	2348	811	1FMYU04172KA78045	3.0L	T/LD	10	2001	2304	12A880	D21	10	2306901	7000	STALLS
2002	2350	811	1FMYU04172KA78174	3.0L	T/LD	10	2001	2304	12A880	D21	8	1159119	8000	WHILE DRIVING
2002	2358	811	1FMYU04172KA78032	3.0L	T/LD	10	2001	2302	6E968	D21	11	2411022	18000	STALLS
2002	2359	811	1FMYU04172KA78002	3.0L	T/LD	10	2001	2.00E+03	9F715	D21	9	1986414	14000	WHILE DRIVING

0542-827 2381

SSM		CHECK FOR THE CONCERN PERFORM EEC TESTING NO CODES STORED REFER TO SSM 15434 FOR REPLACEMENT OF THE EEC POWER RELAY ALSO WIRING GROUND CHECKS AND ALSO OPERATION OF THE IAC RESET THE HARD STOP IN ORDER T
SSM		ROAD TEST VEHICLE FOR CONCERN CANNOT DUPLICATE. PERFORM EEC DIAGNOSTICS COULD NOT DUPLICATE COMPLAINT. PERFORM VISUAL INSPECTION OKAY. FOUND SSM 15434 ADVISING REPLACE EEC POWER RELAY. REPLACE EEC R
REFLASH		TEST EEC DATA LOGGER ROAD ATEST. REPROGRAM PCM. INSPECT RELAYS INSPECT THROTTLE BODY RETEST
SSM		HOOK UP TO WDS TEST EEC SYSTEM NO CODES ORDER EEC RELAY AND AIR BYPASS VALVE PER SSM 15434
DIAG		REPLACE AIR BYPASS VALVE AND INT. TIME TO PERFORM WDS TEST
SSM		EEC TESTED PASSED, REPLACED IDLE AIR BYPASS VALVE AS PER SSM #15434, REPLACED EEC POWER RELAY AS PER SSM # 15434
REPLACED		EEC TESTED PASSED, PINPOINT TEST AS PER HOTLINE, REPLACED IDLE AIR BYPASS VALVE, RETESTED. ROAD TEST VERIFY MULLIGHT ON BUCKING & BURLING. INSTALL ON WDS PERFORM GUIDED DIAGNOSTICS PERFORM KOEO SELF TEST PASS CODE. PERFORM DCL DRB PLAY POWER BALANCE & KOER SELF TEST CODE P1406. PERFORM PINPO
DPFE INOP		RAN DIAGNOSTICS, NO CODES, RAN OASIS, FOUND SSM 15599, REPROGRAMMED PCM AS INSTRUCTED, RETESTED, NO STALL AT THIS TIME
SSM		EEC (QUICK TEST) DIAGNOSIS PIN POINT TEST DIAGNOSIS
TSS		TEST DROVE, CHECKED OASIS, FOUND TSS 02 11 8 REPROGRAMMED PCM PER TSS TESTED OK AFTER REPAIRS EEC TEST KOEO KOER PASS CONTINUOUS PASS NO CODE 8 FOLLOWED TSS 02 11 08 IAC CHECKED OK EVAP SYS TEM OK EEC RELAY DID NOT HAVE WHITE LETTERS REP. ROGRAMMED PCM TO LATEST CALIBRATION
TSS		RE DROVE RPM WAS DRD
TSS		CHECKED OASIS, FOLLOWED TSS 02 11 08, HOOKED UP WDS, MONITOR PIDS, IAC READINGS ABOUT 31%
TSS		REPLACED IAC WITH NEW PART
TSS		HOOK UP WDS, EEC TEST NO LIGHT NO CODES, TEST FUEL PRESSURE 48 LBS, GOOD, TEST PCM, MONITOR ROAD TEST, RUN OASIS, TSS
TSS		TECH S14 EEC TEST REPLACE AIR BYPASS REPROGRAM PERFORM TSS 021108 CHECK EVAP SYSTEM RECHECK OK
REFLASH		ENGINE DIAG TEST PIN POINT MONITOR TEST AND REPROGRAMMED PCM AND RETEST
SSM		ENGINE DIAG TEST AND REPLACED IAC VALVE FOR STICKING AND TRAGED AND REPLACED RELAY PER SSM 15434 AND RETEST
SSM		CK PCM DTCS WITH NBS AND NO CODES FOUND... CK ISEM AND ICM DTCS AND NO CODES FOUND... CK AND FUEL PRESSURE AT 48 PSL. INJ FLOW AND LEAKDOW TESTS PASS... ROAD TEST MONITOR VREF PIDS AND ALWAYS AT
TSS		14886 DIAG USING WDS FOUND NO CODES PERFORM PINPOINT TESTS BY SYNTOM AND PERFORM ALL STEPS IN TSS 02 11 08 REPLACED IAC AND REPROGRAM PCM PER TSS RETEST AL OK
SSM		EEC TEST NO CODES MONITOR FUEL PRESSURE ROADTEST WITH WDS MONITOR PIDS OK RECALIBRATE PCM AS PER SSM 15599 BLOW OUT LINE FOR EVAP SYSTEM AND CHECK RELAY FOR EEC ROAD TEST
TSS		REPAIR PER TSS 02 11 08 ADDY TIME NEEDED TO PERFORM COMPLETE SERIES OF DIAGNOSTICS AND REPROGRAM ECM
NO TEXT		
ADJUST		VERIFIED CONCERN SCAN TEST CODE 41 ADJUST TP SENSOR VERIFIED REPAIR
REPLACED		PERFORMED EEC TEST AND RECEIVED NO TROUBLE CODES. PERFORMED PID MONITOR ROAD TEST AND FOUND THE IAC PERCENTAGE IS OUT OF REPLACED THE IAC VALVE AND REPROGRAMMED THE PCM. ROAD TEST.

ERR2-827 23962

STALLS CLAIMS 02_09_09.xls

O ADJUST THE IAC SETTING ALSO CONSULT WITH THE FORD FSE TO CONFIRM REPAIR PROCEDURE FIX CONFIRMED	CUST STATES VEHICLE STALLED OUT
ELAY AND REPROGRAM PCM	CUSTOMER STATES ENGINE STALLS IN TRAFFIC
	WHEN GOING DOWN AN INCLINE AT TIMES IT WILL STALL RESTARTS FINE
	CUSTOMER STATES STALLS WHILE DRIVING
	CUST STATES VEHICLE HAS DIED WHILE DRIVING THREE TIMES
	STALLS OUT WHEN DRIVING AT TIMES
	SHUTS OFF WHILE DRIVING, BUT RESTARTS RIGHT AWAY.
HITS PER WIDS REPLACE PFE SENSOR RETEST KOEO PASS CODE.	ADVISE ON VEHICLE IS STALLING AND MAKING A HISSING NOISE WHENEVER YOU STOP ALSO VEHICLE IS SPUTTERING
	CUSTOMER STATES THAT ENGINE WILL SHUT OFF WHEN DRIVING.
	CUSTOMER STATES VEHICLE STALLED WHILE DRIVING
	CUSTOMER STATES VEHICLE DIED WHILE DRIVING ,TURNING AT SLOW SPEED
SPRING LOW WHEN COMING TO A STOP MONITORE D PIDS IAC NOT RESPONDING TO PCM COMMAND REPLAC ED IAC REDROVE OK	CUSTOMER STATES ENGINE LOST ALL POWER AND STALLED LET VEHICLE SIT ABOUT 10 MINS WAS ABLE TO RESTART IT BUT STILL HAD NO POWER
	ENGINE STALLS WHILE DRIVING,STARTS RIGHT BACK UP
	VEHICLE STILL STALLS, JUST CHECKED 07 3 02
	CAR STALLS SOMETIMES MOVING 35 TO 40 MPH
	CHECK TO SEE WHY VEH HAS STALLED SEVERAL TIMES FOR NO APPERENT REASON
	CUST STATES THAT VEH STALLED WHEN DRIVING FOR NO APPERENT REASON AND RESTARTED OK SHORTLY AFTERWARDS
BATTERY VOLTAGE... POWER BALANCE TEST FOUND ALL CYL WITHIN 3 PERCENT... UNABLE TO DUPLICATE DYING CONCERN... CK CASIS AND FOUND 88M 15889... REPROGRAMMED PCM AS PER 88M...	CUSTOMER STATES THAT MONDAY MORNING THE CHECK ENGINE LIGHT CAME ON BATTERY LIGHT OIL LIGHT AND THEN VEHICLE DIED LET SIT FOR AWHILE AND THEN RESTARTED CAR NO PROBLEMS SINCE THEN
	ENGINE STALLS WHILE DRIVING, SOP.
	CUSTOMER STATES WHILE DRIVING DOWN HIGHWAY ENGINE JUST SHUT OFF ,RESTARTED LATER
	CHECK OUT FOR ENGINE STALLING
	REPAIR VEHICLE SHUT OFF AT 88 MPH
	CUSTOMER STATES VEHICLE SHUTS OFF
	THE ENGINE STALLS WHILE DRIVING.

ENGINE-827 23883

2002	2300	S11	1FMYU04172KA78082	S.O.L	TLD	10	2001	2.00E+03	9E928	D21	10	2189421	15000	WHILE DRIVING
2002	2353	S11	1FMYU04172KA71015	S.O.L	TLD	10	2001	2304	DIAG	D21	7	1188339	6000	WHILE DRIVING
2002	2355	S11	1FMYU04172KA70947	S.O.L	TLD	10	2001	2304	12A850	D21	7	1482459	3000	WHILE DRIVING
2002	2389	S11	1FMYU04172KA89278	S.O.L	TLD	9	2001	7802	11572	D21	7	1189289	5000	WHILE DRIVING
2002	2371	S11	1FMYU04172KA89588	S.O.L	TLD	10	2001	2304	DIAG	D21	1	287685	1000	STALLS
2002	2372	S11	1FMYU04172KA89589	S.O.L	TLD	10	2001	2304	DIAG	D21	8	620514	9000	WHILE DRIVING
2002	2377	S11	1FMYU04172KA89275	S.O.L	TLD	10	2001	2302	12B579	D21	7	1172808	7000	DOWNHILL
2002	2382	S11	1FMYU04172KA89105	S.O.L	TLD	9	2001	2304	12A850	D21	7	1120040	13000	AT STOP
2002	2384	S11	1FMYU04172KA85487	S.O.L	TLD	9	2001	7802	10346	D21	5	887882	14000	STALLS
2002	2387	S11	1FMYU04172KA84775	S.O.L	TLD	10	2001	2302	9E928	D21	2	401181	1000	WHILE DRIVING
2002	2407	S11	1FMYU04172KA53837	S.O.L	TLD	9	2001	7802	9300	D21	7	1127074	8000	COASTING
2002	2415	S11	1FMYU04172KA81282	S.O.L	TLD	9	2001	7C05	14N089	D21	2	364887	1000	WHILE DRIVING
2002	2418	S11	1FMYU04172KA51105	S.O.L	TLD	9	2001	2304	12A850	D21	10	2189083	3000	NO TEXT
2002	2421	S11	1FMYU04172KA50934	S.O.L	TLD	9	2001	2.00E+03	9F715	D21	9	1738780	3000	WHILE DRIVING
2002	2424	S11	1FMYU04172KA50519	S.O.L	TLD	9	2001	7C05	14N089	D21	9	841209	8000	WHILE DRIVING
2002	2430	S11	1FMYU04172KA80102	S.O.L	TLD	9	2001	2304	12A850	D21	8	1488716	18000	WHILE DRIVING
2002	2434	S11	1FMYU04172KA80435	S.O.L	TLD	9	2001	2304	12A850	D21	5	1508288	6000	TURNING
2002	2443	S11	1FMYU04172KA45370	S.O.L	TLD	9	2001	7C05	14N089	D21	5	825851	4000	WHILE DRIVING
2002	2444	S11	1FMYU04172KA45870	S.O.L	TLD	9	2001	2.00E+03	9E928	D21	11	2289445	16000	WHILE DRIVING

TSS		CHECKED OASIS AND FOUND TSS 02 11 6. PREVIOUSLY PERFORMED TSS. RECHECKED THE IAC PERCENTAGE RANGE. FOUND PERCENTAGE REPLACED THE THROTTLE BODY WITH REVISED UNIT. ROAD TEST.
TSS		1942 CHECK VEH. FOR CUSTOMER CONCERN FOR STALLING EXTENDED ROAD TEST UP/DOWN HILLS. COULD NOT VERIFY CONCERN AT THIS TIME. PERFORM ECC TEST. NO CODES FOUND. PERFORM KOEO TEST PERFORM KOER TEST NO
TSD		3027 DIES AT STOPS INTERMITTENTLY TSS REPROGRAM PCM ROADTEST, BEEMS OK
TSD		42 IGNITION SWITCH DID NOT OPERATE PROPERLY, VERIFY CUST CONCERN, TEST PCM WITH WDS, P1080 KOEC & KOED, RAN OASIS FOUND TSS 02 11 6 MONITOR PIDS FOR IAC, ECT, RPM, ALL OK, EVAP VM OK, BEC POWER RELAY OK, ROAD T
DIAG		TALKED WITH SA (CHRIS B) ABOUT CONCERN, WAS TOLD THE VEHICLE STALLED ONCE WHEN DRIVING. WAS TOLD THE CONCERN IS NOT
SSM		RAN NGS TEST, PASSED, NO CODES, RAN OASIS, FOUND SSM 1688, REPRO GRAMMED PCM, CHECK EEC POWER RELAY, OK, RETEST, OK
SSM		ROAD TEST. HOOKED UP NGS KOED & KOER PASS. CHECKED OASIS FOUND SSM 1688 REPROGRAMMED PCM, R AND R BATT TRAY TO CHECK GRNDS 104&105 OK. INSTALLED UPDATED IAC VALVE & MAP SENSOR. RELEARN IDLE. ROAD TE
REFLASH		1238 EEC TESTED KOEDPASS KOECPASS KOERPASS DID DCL R RECORD MONITOR REPROGRAM PC AND RETESTED AND ROAD TESTED OK
REPLACED		1406 ALTERNATOR NOT CHARGING PROPERLY 12.18 VOLTS REPLACE ALTERNATOR CHARGING AT 14.5 VOLTS NOW. M TIME NEEDED TO REMOVE FR. HUB AND DRIVE AXLE TO GAIN ACCESS TO REPLACE ALT.
ADJUST		TECHNICIAN #127 VERIFIED CONCERN, PERFORMED EEC TEST KOED P1111, KOEC P1111, KOER P1111 PERFORMED PINPOINT TEST PERFORMED DCL TEST, TAP ON IAC, AND UNPLUG IAC ENGINE STALLED. MTIME TO RAISE BASE IDLE
ADJUST		660 T7 WARR ROADTEST TO VERIFY CONCERN, USED WDS DCL PID DATA RECORDER TO MONITOR IAC, TP, MAP AND RPM IAC VALVE WAS AT 68% WHILE IDLE SPEED WAS ONLY 615, RESET BASE IDLE WITH TP PID, SET TP TO 28V F
REPLACED		OK FOR STALL CONCERN, UNABLE TO DUPLICATE, EEC SYSTEM TEST NO CODES STORED CONTACT FORD TECH LINE AND REPLACED EEC RELAY ROAD TEST CUSTOMER TO DRIVE AND ADVISE
SSM		CHECK OUT CAN STALL AT TIMES RUN EDOV SYSTEM TEST PASS. CHECK OASIS FOUND SPECIAL SERVICE MESSAGE TO REPROGRAM PCM FOR STALLING CONCERN REPROGRAM PCM PER INSTRUCTION RECHECK AND PERUN TEST
TSS		TEST DRIVE DID NOT VERIFY CONCERN, HOOK UP TO W DS CHECK FOR CODES PASSED, WENT INTO PIDS PASSED PINPOINT TEST POWER BALANCE AND CHECK RELATIVE COMPRESSION IGNITION AND INJECTOR TESTS PASSED, PCU
DIAG		EEC SELF TEST TEST EXTRA TIME TO REPEAT FINAL QUICK TEST
REFLASH		COMPUTER DIAG SYSTEM REPROGRAM PCM AND RESET BASE IDLE
TSS		ROAD TEST COULD NOT DUPLICATE CONCERN OK OASIS FOUND TSS 02 11 6 PERFORM DIAG MONITOR PIDS NO CODES REPROGRAM PCM RT OK
SSM		4885 BASIC 18485 CC 36 KOED 1111 KOEC 1111 KOER 1111 ROAD TEST CUSTOMER CONCERN STALLS NOT FOUND WDS DIAG QUICK TEST DCL DISPLAY PINPOINT TESTS AS PER SSM 1688 REPLACE PCM RELAY AND REPROGRAM PCM
TSS		15045 BASIC 65825 CC 42 KOED 1111 KOEC 1111 KOER 1111 ROAD TEST NOT CUSTOMER CONCERN STALLS NOT FOUND WDS DIAG QUICK TEST AS PER TSS 02 11 06 INCF ONLY TSS IGN DIAG FUEL PRESSURE TESTS DCL DISPLAY

ES62-827 23585

	THE CUSTOMER STATES THE ENGINE SHUTS OFF WHILE DRIVING. IT WILL RESTART AND CONTINUE RUNNING.
CONCERN FOUND AT THIS TIME CHECK OASIS AND TSB CONCERN	CUSTOMER STATES CAR SIMPLY STALLED WHILE DRIVING
	CUSTOMER SAID, VEHICLE STALLS OUT AT TIMES WHEN DRIVING IN TOWN, RESTARTS RIGHT AWAY. ANOTHER DEALER SAID THERE IS A SERVICE MESSAGE REGARDING THIS PROBLEM WITH A RELAY. ADVISE WARRANTY
TEST WITH WDS, RPM'S DROPPED BELOW 800, TEST ALL MODULES, B1249, IS FOR IGNITION SWITCH, REPLACE IGNITION SWITCH, CLR CODES RETEST OK ROAD TEST OK MT TIME CLAIMED FOR SPECIFIED DIAG TESTS PER TSB 02 5 0	D21 CUST STATES WHILE DRIVING 40 45 MPH VEH STALLED OUT DODDS NOTE RPR 130265, TESTED FOR POOR FUEL ECONOMY, THIS RPR WAS FOR STALLS OUT
	OK CUST STATES VEHICLE IS STALLING OUT
	CUST STATES ENGINE STALLS WHILE DRIVING, CONCERN IS INTERNO CEL, BATTERY LIGHT DOES COME ON INTER
ST OK	CUSTOMER STATE THE VEHICLE STALLS WHEN GOING DOWN HILLS. HAPPENED 3 TIMES IN LAST WEEK.
	D21 CUST STATES ENGINE WILL STALL WHEN WORSE WHEN BRAKING DOWN HILL AND COMING TO STOP
	CHECK BATTERY AND CHARGE SYSTEM BATTERY LIGHT CAME ON AND VEHICLE DIED TOW IN
DUE TO IAC PERCENTAGE RATE AT 40%. CHECK ALL RELATED RELAYS AND TIGHTEN CONNECTIONS AT EBC RELAY. AFTER ADJUSTING BASE IDLE. IAC PERCENTAGE DROPPED TO 32%. ROAD TEST AND RETEST	CUST STATES ENGINE STALLED OUT WHILE DRIVING AND BEGINNING TO DECELERATE AT A SPEED OF 25 MPH MAKING A RIGHT HAND TURN
FROM .STV, REDROVE TO SET NEW IDLE STRATEGY OK	OK ENGINE STALLED OUT WHILE COASTING DOWN A HILL
	TOWED IN (CUST STATES THAT THE CAR WILL STALL OUT ALL BY ITSELF WHEN DRIVING) OK AND ADVISE
NO TSB 021118 EVAP TEST MONITOR IAC PER TS B DIPPED TO 28 PERCENT REPLACE IAC REPROGRAM PCM AND MONITOR ROADTEST NO STALLING	CUSTOMER STATES VEHICLE STALLED WHILE DRIVING ONCE GOING THROUGH A DIP AND DOWN A HILL
	D21 OWNER STATES BRUATICALLY ENG WILL NOT START CRANKS GOOD ONE TIME STALLED WHILE DRIVING LIKE A SWITCH WAS
	CUSTOMER STATES WHILE DRIVING VEHICLE LOST POWER STEERING ASSIST CHECK ENGINE LIGHT CAME ON
	STALLED TWICE SINCE OWNED GOING AROUND CORNER 35 MPH WILL RESTART AFTER PUTTING IN PARK
TO LATEST LEVEL RETEST OK	CUSTOMER STATES THE CAR DID STALLED OUT 3 TIMES WHILE DRIVING
REPLACE THROTTLE BODY ASMY REPROGRAM PCM TO LATEST LEVEL RETEST OK	CUST STATES THAT THE TRUCK IS STALLING WHILE DRIVING ABOUT 35MPH AND THEN TURNING OK AND ADVISE

2002	2445	S11	1FMYU04172KA45370	S.O.L	TLD	8	2001	2002	128579	D21	7	1047881	7000	ON HIGHWAY
2002	2446	S11	1FMYU04172KA45081	S.O.L	TLD	8	2001	2004	DIAG	D21	7	1220675	6000	NO TEXT
2002	2456	S11	1FMYU04172KA44008	S.O.L	TLD	8	2001	2004	DIAG	D21	4	519288	3000	RESURGE
2002	2461	S11	1FMYU04172KA43750	S.O.L	TLD	8	2001	2004	12A850	D21	7	1091078	6000	WHILE DRIVING
2002	2462	S11	1FMYU04172KA43571	S.O.L	TLD	8	2001	2.00E+03	BF715	D21	8	1580148	3000	AT STOP
2002	2470	S11	1FMYU04172KA40285	S.O.L	TLD	9	2001	2003	RECAL	D21	10	2038605	6000	WHILE DRIVING
2002	2473	S11	1FMYU04172KA40248	S.O.L	TLD	9	2001	2.00E+03	BF715	D21	8	1511258	15000	WHILE DRIVING
2002	2476	S11	1FMYU04172KA39225	S.O.L	TLD	9	2001	7C05	14N088	D21	1	289805	0	DOWNHILL
2002	2487	S11	1FMYU04172KA38273	S.O.L	TLD	8	2001	2.00E+03	BF715	D21	7	1143208	13000	STALLS
2002	2488	S11	1FMYU04172KA38127	S.O.L	TLD	9	2001	2004	12A850	D21	7	1220734	12000	STALLS
2002	2503	S11	1FMYU04172KA37581	S.O.L	TLD	8	2001	2004	12A850	D21	8	1857184	7000	WHILE DRIVING
2002	2505	S11	1FMYU04172KA36778	S.O.L	TLD	8	2001	2004	12A850	D21	3	530184	2000	ON HIGHWAY
2002	2511	S11	1FMYU04172KA36104	S.O.L	TLD	8	2001	7C05	14N088	D21	2	400057	2000	WHILE DRIVING
2002	2521	S11	1FMYU04172KA32185	S.O.L	TLD	8	2001	7C05	14N088	D21	3	432230	5000	WHILE DRIVING
2002	2523	S11	1FMYU04172KA32151	S.O.L	TLD	8	2001	7802	14401	D21	8	888112	6000	NO TEXT
2002	2527	S11	1FMYU04172KA31341	S.O.L	TLD	8	2001	7C05	14N088	D21	3	378882	4000	WHILE DRIVING
2002	2528	S11	1FMYU04172KA31338	S.O.L	TLD	8	2001	2.00E+03	BF715	D21	10	1571434	6000	WHILE DRIVING
2002	2531	S11	1FMYU04172KA29153	S.O.L	TLD	8	2001	1H03	8J850	D21	12	2250322	23000	NO TEXT
2002	2536	S11	1FMYU04172KA27418	S.O.L	TLD	8	2001	1A03	8006	D21	7	1232584	13000	NO TEXT
2002	2538	S11	1FMYU04172KA27418	S.O.L	TLD	8	2001	1A03	8006	D21	7	1192583	13000	WHILE DRIVING
2002	2542	S11	1FMYU04172KA25905	S.O.L	TLD	8	2001	2004	DIAG	D21	2	285319	1000	WHILE DRIVING
2002	2544	S11	1FMYU04172KA25187	S.O.L	TLD	8	2001	2001	12A850	D21	4	471744	4000	STALLS
2002	2548	S11	1FMYU04172KA23182	S.O.L	TLD	8	2001	7C05	14N088	D21	8	1288382	12000	STALLS
2002	2551	S11	1FMYU04172KA20405	S.O.L	TLD	8	2001	2.00E+03	8E928	D21	10	2101082	21000	WHILE DRIVING
2002	2552	S11	1FMYU04172KA19180	S.O.L	TLD	8	2001	2004	12A850	D21	10	2139822	11000	COASTING
2002	2588	S11	1FMYU04172KA15881	S.O.L	TLD	8	2001	7C05	14N088	D21	3	302084	3000	WHILE DRIVING

HOTLINE NO TEXT		8086 BASIC (3486) CC BY KOEO 1111 KOEG 1111 KOER1111 ROAD TEST OVER 4 DAYS APPROX 6 TIMES WITH APPROX 80 STOPS AFTER HIGHWAY DRIVING CUSTOMER CONCERN STALLS NEVER VERIFIED CALLED FORD HOTLINE EXTRA TI
REFLASH		1 PERFORM EEC AND PINPOINT TESTS ALL CODES PASS ROAD TEST COULD NOT VERIFY WVIC TEST.PASS CODES.REPROGRAM PCM
INOP REFLASH		TEST DRIVE VEHICLE VERIFY COMPLAINT DIAG FOUND IAC VALVE FAILURE FOR IAC VALVE RETEST ALL OK TBS #02 11 6 REPROGRAMMED PCM
REPLACED		WDS DIAGNOSES POWER BALANCE PCM REPROGRAM AND REPLACED IAC MOTOR AS PER BROADCAST MESSAGE RETESTED ROAD TESTED OK
HOTLINE REPLACED REFLASH		ROADTEST CANNOT VERIFY,STAR TEST EEC NO CODES,PIN TEST EEC HARNESS,CHECK PCM OK LATEST LEVEL,CALLED HOTLINE TALKED TO JOSE,NO KNOWN CONCERNS,CHECKED G100,101,104,106,PHYSICALLY ALL TIGHT,CHECK GZR08, REPLACE IAC AND REPROGRAM PCM REPROGRAMMED PCM TO CORRECT CALIBRATION
NO TEXT		
DIAG		CHECK NO START AND VEHICLE STARTS,INSTALL WDS AND TEST FOR CODES AND NO CODES FOUND,ROAD INSTALL GAUGE AND TEST FUEL PRESSURE O.K. INSTALL VACUM GAUGE AND TEST VACUM O. K. REMOVE O2 SENSOR AND INST
REPLACED		CCC,D21,OC,RL,PERFORMED EEC,PINPOINT,N08,DCL TEST,NOTHING SHOWN UP,CALLED HOT LINE WAS TOLD TO REPLACE THE EEC RELAY WITH UPDATED ONE.
TSB DIAG		TEST DROVE OK,CHECKED FOR TSB8 AND 88MS CHECKED GROUND FOR IAC,MAN. 88M,OK REPLACED EEC RELAY
REPLACED		CHECK MAIN WIRING HARNESS, AND ALL CHECKS ACCORDING TO FSE RANDALL CONLEN EEC PWR RELAY INOP EEO (QUICK TEST) DIAGNOSIS MONITOR ROAD TST REPLACED EEC PWR RELAY AND BROWLDS & CK IAC RETST
TSB REFLASH		EEO TEST NO CODES OASIS OK TSB AND 88M FOUND TSB 02 11 6 WDS PID MONOTR IAC OUT OF SPEC REPLACE AND REPROGRAM PROCESORL.
ENGINE FAILURE		1 WDS TEST REPLACED PPE SENSOR & REPROGRAM PCM REQUESTING DEALERS PIA CODE 30341
HOTLINE		CALLED HOTLINE. OIL NOT ON DIPSTICK, HOLE IN PAN, OIL CHANGE STICKER AT 12445, NO MAINT HISTORY. . INSPECTED OIL FILTER FOR SLUDGE, NONE VISIBLE. VERIFIED THAT CONNECTING ROD WENT THROUGH OIL PAN, R/R M
INPF		CHECK EEC AND FUEL PRESSURE 34PFI IGN SYSTEM DIAG AND N08 RECORDING NO PROBLEM FOUND PUT ON WDS, QUICK TEST, PINPOINT TESTS, INSTALL ED 104 PIN BREAKOUT BOX, OK ALL VOLTAGES AND GO ROUNDS, REMOVE PCM FROM GOOD VEHICLE, INSTALLED IN VEHICLE AND REPROGRAM, CALLED RTDA, GOT APPRO OVAL.
REFLASH		EEC TEST NO CODES. TSB 02 5-8. FOLLOW TESTING IAC AT 34 PER CENT.REPROGRAM PCMLEVAP READINGS NORMAL.REPLACE EEC RELAY AND TEST DRIVE. NO STALLING
TSB REFLASH		VERIFY CONCERN DURING TESTS COULD NOT VERIFY ANY BAD COMPONENTS PERFORM PCM REPROGRAMMING TEST PER TECHLINE AFTER GOING TESTS ON ALL IDLE COM PONENTS REPLACED THROTTLE BODY PER TECHLINE ROAD TEST A
TSB		PERFORMED EEC AND PINPOINT TESTS REPROGRAMMED PCM AS PER TSB 02 11 06 RETEST ROAD TEST OK AT THIS TIME
INPF		D21 42 FOAZ 14N08 A PERFORMED EEC TESTS I PASSED 111 111 111 ROAD TESTED UNABLE TO DUPLICATE CONCERN PINPOINT TEST Z CHECK OASIS NO INFO

WAS REQUIRED TO PERFORM THE FOLLOWING PER HOT LINE R AND R BATTERY AND BATTERY TRAY TO ACCESS INSPECT BOUNDS 104 105 101 ALL OK R AND R LEFT FRONT SEAT AND CARPET TO ACCESS INSPECT	CUST STATES VEHICLE STALLS W OUT WARNING AT TIMES, USUALLY W GETTING OFF HWY RAMP IN CURVE, VEHCL
	OWNER STATES CAR HEBTATES AT TIMES CUST STATES ENGINE SHUTS OFF INTERMITTENTLY WHILE DRIVING MID SPEED
	CUST STATES ENGINE STALLS AT STOPS C & S ENGINE HAS STALLED THREE OR FOUR TIMES WHILE DRIVING
	VEHICLE DIES WHILE DRIVING
G,D,E FOR CORROSION AND WATER INTRUSION OK TAP ON EEC FUEL RELAYS NO PROBLEM FOUND, REPLACED RELAYS WITH UPDATED PARTS, SEEMS OK AT THIS TIME	OK TRUCK STALLS AT TIMES WHEN GOING DOWN HILL AND BRAKING, RESTARTED OK CUSTOMER STATES ENGINE STALLS ENGR STALLS OUT
	OK ADV MIL LIGHT CAME ON VEHICLE STALLED WHILE DRIVING DOWN AN INCLINE 12/12
ALL BACKPRESSURE GAUGE AND TEST BACK PRESSURE OK REASSEMBLE AND PERFORM VISUAL INSPECTION OK PERFORM EXTENDED ROAD TEST WHILE MONITORING FIDS AND ALL APPEARS OK RECOMMEND QA MAN RERDAD	DIAG VEHICLE STALLED ON HIGHWAY RESTARTED RAN ROUGH TOWED IN ROADSIDE DRIVEN ON LOT THIS AM BY ADVISOR
	CUST STATES THE TRUCK SHUT OFF TWICE WHILE DRIVING, GOING ABOUT 40MPH
	CUST SAYS THE VEHICLE STALLED IN SLOW TRAFFIC
	DIED WHILE DRIVING OK FOR CODES HAS NOT DUPLICATED OK OUT
	OK VEHICLE CUTS OFF WHILE GOING DOWN THE ROAD
OTOR, TRANSFERRED PARTS, ROAD TEST OK. (PLANT SUPPLIED)	ENGINE MADE NOISE DIED WHILE DRIVING WHILE DRIVING THE VEHICLE HAS STALLED TWO DIFFERENT TIMES, APPROX 3 TO 4 WEEKS BETWEEN INCIDENTS ONCE THE MILEAGE
ORDER PARTS, REFL PCM, REPROGRAM KEYS, RE SET PARAMETERS, TEST DRIVE	CUSTOMER STATES ENGINE STALLED, WOULD NOT RESTART CUSTOMER STATES VEHICLE STALLS
TOTAL OF 51 MI. AND DID NOT STALL AFTER CUSTOMER PICKED UP THE ENGINE STALLED IMMEDIATLY DURING DRIVE HOME REPLACE DIFFE PER SVO ENGINEER.	CUSTOMER STATES THE ENGINE STALLS WHILE DRIVING IT HAPPENED WHEN BRAKING AND IT HAPPENED WHEN TUR STALLS WHEN COASTING DOWN HILLS AT TIMES CUSTOMER STATES VEHICLE STALLED OUT ONCE WHEN DRIVING STARTED RIGHT BACK UP HAD JUST GONE OVER RAILROAD

2002	2572	S11	1FMYU04172KA15900	3.0L	TLD	8	2001	2604	12A850	D21	7	1100941	5000	WHILE DRIVING	
2002	2573	S11	1FMYU04172KA14798	3.0L	TLD	8	2001	2605	FECAL	D21	11	1842780	24000	WHILE DRIVING	
2002	2576	S11	1FMYU04172KA14378	3.0L	TLD	8	2001	2.00E+03	9F715	D21	11	2202269	12000	WHILE DRIVING	
2002	2591	S11	1FMYU04172KA08982	3.0L	TLD	8	2001	2.00E+03	9F715	D21	10	1809093	5000	WHILE DRIVING	
2002	2598	S11	1FMYU04172KA06410	3.0L	TLD	7	2001	2604	12A850	D21	12	2180138	15000	ACCELERATING	
2002	2605	S11	1FMYU04172KA06838	3.0L	TLD	8	2001	7C05	14ND89	D21	10	1518019	9000	WHILE DRIVING	
2002	2628	S11	1FMYU04182KD49385	3.0L	TLD	5	2002	7802		14401	D21	1	1883250	0	WHILE DRIVING
2002	2634	S11	1FMYU04182KD91971	3.0L	TLD	5	2002	2604	DIAG	D21	2	1782908	0	NO TEXT	
2002	2657	S11	1FMYU04182KD13543	3.0L	TLD	4	2002	2.00E+03	9F715	D21	1	1628362	1000	AT STOP	
2002	2645	S11	1FMYU04182KD08940	3.0L	TLD	4	2002	2.00E+03	9C984	D21	3	1832885	4000	WHILE DRIVING	
2002	2647	S11	1FMYU04182KD01787	3.0L	TLD	4	2002	2.00E+03	9F715	D21	1	1801773	0	WHILE DRIVING	
2002	2652	S11	1FMYU04182KD00489	3.0L	TLD	4	2002	2604	12A850	D21	1	2311958	1000	STALLS	
2002	2658	S11	1FMYU04182KD88444	3.0L	TLD	4	2002	2604	DIAG	D21	3	1808888	3000	COASTING	
2002	2680	S11	1FMYU04182KD74386	3.0L	TLD	3	2002	2.00E+03	9F715	D21	2	1801087	1000	AT STOP	
2002	2672	S11	1FMYU04182KD36282	3.0L	TLD	3	2002	2.00E+03	9C984	D21	1	1872876	0	STALLS	
2002	2688	S11	1FMYU04182KD47820	3.0L	TLD	2	2002	2.00E+03	9F715	D21	3	2183883	2000	WHILE DRIVING	
2002	2693	S11	1FMYU04182KD38670	3.0L	TLD	2	2002	2.00E+04	9C915	D21	4	1848030	2000	WHILE DRIVING	
2002	2699	S11	1FMYU04182KD38435	3.0L	TLD	2	2002	7C05	14ND89	D21	5	1834091	6000	WHILE DRIVING	
2002	2700	S11	1FMYU04182KD38438	3.0L	TLD	2	2002	2.00E+03	9F715	D21	4	1484385	4000	???	
2002	2708	S11	1FMYU04182KD38408	3.0L	TLD	2	2002	2.00E+03	9F715	D21	3	1458078	4000	NO TEXT	
2002	2709	S11	1FMYU04182KD38182	3.0L	TLD	2	2002	2604	12A850	D21	4	2211280	5000	AT STOP	
2002	2716	S11	1FMYU04182KD21129	3.0L	TLD	2	2002	2604	DIAG	D21	1	779062	0	STALLS	
2002	2717	S11	1FMYU04182KD21129	3.0L	TLD	2	2002	7802		10349	D21	1	787755	0	STALLS
2002	2720	S11	1FMYU04182KD20399	3.0L	TLD	2	2002	2.00E+03	9F715	D21	4	1885173	3000	WHILE BRAKING	
2002	2721	S11	1FMYU04182KD20338	3.0L	TLD	2	2002	2.00E+04	9C915	D21	4	2088370	3000	WHILE DRIVING	

SBM		4180 PCM CALIBRATION G.G 42 PERFORMED KOEO SELF TEST NO CODES PERFORMED ROAD TEST NO STALL OCCURRED PROBLEM INTERMITTENT PERFORMED VISUAL INSPECTION AND WIGGLE TESTED HARNESS CONNECTIONS CHECKED O
TSS		EMTY TIME TO DIAG AND REPAIR AS PER TSS 02 11 8 NO TIME PUBLISHED
STICKING		STICKING PERFORMED DIAGNOSTICS REPLACED IDLE AIR CONTROL RECODE PCM
TSS		PERFORM TSS 02 11 08 REPLACED AIR BYPASS VALVE AND REPROGRAM PCM
TSS		EEC TESTED, PINPOINT TESTS REPROGRAMMED PCM POWER TRAIN CONTROL MODULE TO NEW CALIBRATION PER TSS 02 11 08 TEST DROVE OK
REPLACED		ROAD TEST TO VERIFY COMPLAINT, COULD NOT VERIFY, HOOK UP ON WDS, RUN SELF TEST, CODE PABS KOEO AND KOER, RUN FUEL PRESSURE TEST, OK, CHECK AND REPROGRAMMED PCM AND REPLACE EEC POWER RELAY AND CHECK IAC AS PD
HOTLINE		EXTENSIVE ROAD TESTING CHECKED WIRING CONNECTIONS AND COMPONENTS EXTENSIVE WIGGLE TESTING HAD TO R AND R AIR CLEANER ASSY AND INTAKE DUCT WORK BATTERY AND BATTERY BOX FOR ACCESS CALLED HOLTINE RAN
DIAG		TEST DROVE FOR STALLING WHEN DRIVING. SCANNED FOR CODES WITH NGS AND NO CODES WERE STORED OR RETRIEVED AND ALL
TSS		EEC P1000, P1001 MONITORED BARO 155HZ MAF .85V. NGS MONITOR ECT .85V AT 105 DEB, DCL DISPLAY IAC 48PGT IAT 2.85V AT 114 DEG, FUEL PER 60 NO DROP. FOUND TSS NO 021108 FOR STAL ONDITON IAC IS OUT OF SPEC R
NPF		SYSTEM, TEST DRIVE, DID NOT DIE AT THIS TIME
TSS		ROAD TESTED VERIFIED CONDITION PERFORM EEC SYSTEM DIAG AND PP TEST NO DTC FOLLOW PP TESTS 1 8 8 PER TSS 02 11 8 MONITOR PIDS REPLACE IAC OUTAND PPE BOTH OUT OF RANGE PERFORM EVAP SYSTEM LEAK TEST AND
TSS		EEC TEST PASS CODES TSS 02 11 08 RE PROGRAM PCM ALL CHECKS O.K. IAC, PDPE, POWER RELAY CHECK O.K.
NPF		EEC TEST, PASS, FUEL PRESSURE TEST, PASS, DCL ROADTEST AND MONITOR, ALL OPS NORMAL, UNABLE TO DUPLICATE OR IDENTIFY
TSS		VERIFIED CONCERN, PERFORMED EEC TEST, NO CODES. RAN OASIS. FOUND TSS 02 11 8. PERF. TSS. RAR IAC VALVE AND EEC RELAY.
DIAG		NOT WORKING PROPERLY FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
TSS		AIR BYPASS VALVE AND THROTTLE PER TSS 02 11 8 EEC TEST, DCL DISPLAY TEST CODE P0416, PINPOINT TEST, MONTO R, REPLACE IAC VALVE AND THROTTLE BODY PER TSS 02 11 8
DIAG		EEC TEST DATA LOGGER PERFORM EVAP EMISSION TESTS. CLEAN GANISTER VENT LINE RETEST EEC NO PCM UPDATE TEST DROVE RETEST
REPLACED		PERFORMED EEC PINPOINT TEST AND WDS TEST, REMOVED AND REPLACED FUEL PUMP RELAY AND EEC POWER RELAY RETEST ALL OK
TSS		CHECK FUEL PRESSURE OK CHECK FLUIDS OK LEAK DOWN N OK CHECK IGNITION SYS OK NEED EEC SYS OK
NO TEXT		CHEC K OASIS CHECK AIR BY PASS VALVE AS PER TSS 02 8 8
NPF		TESTED EEC WITH NGS. PERFORMED PINPOINT TEST, NO PROBLEM FOUND AT THIS TIME.
REPLASH		EEC TEST AND TEST FOR PCM REPROGRAMMING CHECK POWER RELAY ALL OK AT THIS TIME PERFORM STATED EVAP SYSTEM LEAK TEST NO ABNORMAL CONDITION FOUND AT THIS TIME
REPLACED		REMOVE RIGHT FRONT AXLE FOR ACCESS REMOVE AND REPLACE ALTERNATOR CHECKCHARGING SYSTEM
DIAG		ROAD TESTED, PERFORMED EEC TEST, PASS CODES, MONITORED PIDS ON ROAD TEST WITH NGS, AND PERFORMED NGS SIGNAL SIMULATION
REPLACED		1 ROAD TESTED, PERFORMED EEC TEST, PASS CODES, MONITORED PIDS ON ROAD TEST WITH NGS, AND REPLACED VAPOR MANAGEMENT VALVE

ABIS REPROGRAMMED PCM AS SUGGESTED PER SSM # CHECKED ISEC POWER RELAY AND AIR CHECKED EVAP LINE TO COMPLETE REPAIR ROAD TESTED OK	CUSTOMER STATES THE CAR STALLED WHILE DRIVING DOWN A HILL FOOT OFF GAS CUSTOMER STATES VEHICLE STALLS WHILE DRIVING AT TIMES CHECK CUSTOMER CONCERN MOTOR JUST STOPPED JUST SHUT OFF WHILE DRIVING CHECK AND ADVISE ESCAPE STALLS WHILE DRIVING
	CK CAR DIES OUT IN INITIAL ACCELL, AFTER STOPPED CLOSED BY WFI
PER SSM 18899, RETEST AND REROAD TEST DABIS EXTENSIVE INSPECTION OF HARNESS ECT SAW POSSIBLE OF CONTACT BETWEEN HARNESS AND AC ACCUMULATOR PIPE FOUND WIRE HAD BEEN DAMAGED BY SUCH CONTACT REPAIR WIRE RT REAR CORNER OF ENGINE	SHUTS OFF WHILE DRIVING C & THAT THE TRUCK SHUT OFF WHILE DRIVING, WOULD NOT RESTART.
REPLACE IAC NOTE ALS IAC STILL OUT OF SPEC REPLACED THROTTLE BODY AND REPROGRAMMED PCM TEST DROVE IDLE MAINTAINING RECHECKED FOR CODES P1000	CUSTOMER STATES THAT THE UNIT STALLED A COUPLE TIMES WHILE COMING TO A STOP IDLE MAY TO LOW VEHICLE HAS STALLED ONE TIME DRIVING 40 MPH WITH NO WARNING, HAS NOT DONE SINCE ALSO H
REPLACE CANISTER PURGE VALVE AS PER TEST RESULTS AND SMOKE TEST ROAD TEST RETEST OK	CS: DRIVING TO WORK THIS MORNING THE TRUCK STALLED, LOST POWER STEERING AND BRAKES GOT VERY HARD TO USE, TOWED TO SHOP CUSTOMER STATES VEHICLE STALLS INTERMITTANTLY BUT RE START FINE CHECK WITH TECH ASSIST FOR INSTRUCTIONS CUST ADVISES WAS DRIVING 40 TO 50 MPH AND ENGINE STALLED, CUST COASTED TO SIDE OF ROAD AND RESTARTED CK & ADV
	CUSTOMER STATES ENGINE STALLS AT STOPS CK FOR STALLING CK FOR ANY TSB
	CUSTOMER STATES WHILE DRIVING VEHICLE WILL DIE BUT WILL RESTART OK AND RUN HAS HAPPENED CK IN LESS THAN 2WKS.
	STALLS WHILE DRIVING, RESTARTS OK NO CK ENGINE LIGHT
	CUST STATES VEHICLE STALLS WHILE DRIVING, ESP WHEN DRIVING DOWN A HILL
	NTE NO NOTE
	CUSTOMER STATES ENGINE CUT OFF WHILE AT STOP AFTER TURNING A C ON HIGH
	CHECK FOR VEH DIES INTERMITTENTLY CHECK FOR VEH DIES INTERMITTENTLY RADIO SHUTS OFF THEN LIGHTS FLICKER AND THEN VEH GOES DEAD
	DIAGNOSE INTERMITTENTLY VEHICLE STALLS, CAN HAPPEN AT IDLE OR WHEN SLOWING DOWN.
	DIAGNOSE VEHICLE STALLS INTERMITTENTLY WHILE DRIVING AT ANY SPEED FOR NO APPARENT REASON.

DABIS-027 2/20/02

2002	2722	S11	1FMYU04102KC20306	3.0L	TLD	2	2002	1H09	9M90	D21	4	2109920	3000	WHILE DRIVING
2002	2725	S11	1FMYU04102KC19672	3.0L	TLD	2	2002	2.00E+03	6F715	D21	6	2263046	12000	STALLS
2002	2727	S11	1FMYU04102KC01009	3.0L	TLD	1	2002	2.00E+03	6F715	D21	5	1773543	4000	AT STOP
2002	2728	S11	1FMYU04102KC01008	3.0L	TLD	1	2002	2301	12A950	D21	4	1547799	3000	WHILE DRIVING
2002	2729	S11	1FMYU04102KC01009	3.0L	TLD	1	2002	2302	12B679	D21	7	2457061	6000	WHILE DRIVING
2002	2733	S11	1FMYU04102KC997480	3.0L	TLD	1	2002	2302	12B679	D21	2	1058756	2000	WHILE DRIVING
2002	2735	S11	1FMYU04102KC997219	3.0L	TLD	1	2002	2.00E+03	6F715	D21	5	2189431	9000	DOWNHILL
2002	2744	S11	1FMYU04102KC997802	3.0L	TLD	1	2002	2606	FECAI	D21	4	1943137	3000	WHILE DRIVING
2002	2749	S11	1FMYU04102KC997032	3.0L	TLD	1	2002	2.00E+03	6F715	D21	2	1253402	16000	WHILE DRIVING
2002	2754	S11	1FMYU04102KC995149	3.0L	TLD	1	2002	2604	12A950	D21	4	1569144	2000	WHILE DRIVING
2002	2759	S11	1FMYU04102KC975949	3.0L	TLD	12	2001	2.00E+03	6F715	D21	2	1140155	1000	STALLS
2002	2757	S11	1FMYU04102KC975344	3.0L	TLD	12	2001	2604	12A950	D21	7	1903910	13000	WHILE DRIVING
2002	2759	S11	1FMYU04102KC975009	3.0L	TLD	12	2001	2604	12A950	D21	4	1169844	3000	NO TEXT
2002	2760	S11	1FMYU04102KC997489	3.0L	TLD	12	2001	2.00E+03	6E925	D21	4	1408099	5000	WHILE DRIVING
2002	2767	S11	1FMYU04102KC995905	3.0L	TLD	12	2001	2.00E+03	6E925	D21	6	1929927	10000	DECELL
2002	2779	S11	1FMYU04102KC995476	3.0L	TLD	12	2001	2605	FECAI	D21	2	904708	1000	WHILE DRIVING
2002	2778	S11	1FMYU04102KC995418	3.0L	TLD	1	2002	2605	FECALEM	D21	7	2181571	4000	COASTING
2002	2776	S11	1FMYU04102KC994394	3.0L	TLD	12	2001	2604	12A950	D21	5	1159189	6000	WHILE DRIVING
2002	2777	S11	1FMYU04102KC994394	3.0L	TLD	12	2001	2.00E+03	6E925	D21	7	1902732	10000	STALLS
2002	2782	S11	1FMYU04102KC993929	3.0L	TLD	12	2001	7C05	14N099	D21	4	2070095	5000	WHILE DRIVING
2002	2789	S11	1FMYU04102KC993930	3.0L	TLD	12	2001	2604	12A950	D21	1	1046025	1000	STALLS
2002	2799	S11	1FMYU04102KC994975	3.0L	TLD	12	2001	2605	FECAI	D21	4	1137993	5000	WHILE DRIVING
2002	2792	S11	1FMYU04102KC993975	3.0L	TLD	12	2001	2604	12A950	D21	7	2075545	2000	WHILE DRIVING

HOTLINE		1 ROAD TESTED, PERFORMED EEC TEST, PASS CODES, MONITORED PIDS ON ROAD TEST WITH NGS, AND CALLED FORD TECHNICAL HOTLINE.
REFLASH		DIAGNOSED AN FOUND NO CODES FOUND UPDATE FOR PCM UPDATED PCM AND FOUND IAC OUT OF SPECIFICATION REPLACED IAC AND EEC RELAY AND HAD EXTRA TIME TRACING WIRING TO SEE IF ALL CONNECTORS WERE OK REM
TSS		SHUTTING OFF CONCERN VERY INTERMITTENT HAD PREVIOUSLY PERFORMED TSS 02 11 08 HOOK TO WDS EEC TEST KOEO PASS CONT PASS KOER PASS PERFORM DATA LOGGER MONITOR IAC AND TP READINGS CALL HOTLINE SPOKE WITH
TSS		HOOK TO WDS PERFORM EEC TEST KOEO PASS CONT PASS KOER PASS PERFORM TSS 02 11 08 PERFORM STEP ONE MONITOR IAC 35 PERCENT OK PERFORM STEP 2 REPROGRAM PCM WITH WDS AS PER BUILD DATE PERFORM STEP 4 FUEL T
REPLACED REPLACED		INTERMITTENT STALLING CALL FORD HOTLINE PERFORM CHECKS LISTED AS PER FORD HOTLINE HOOK TO WDS EEC TEST KOEO PASS CONT PASS KOER PASS DISCONNECT PCM INSPECT PMS CK MAF GSK OK REPLACE MAF AND OPFS 82NS
TSS		FORD ENGINEER REPLACED MAF APPROVAL CODES WAS FOR LOANER CAR PERFORMED EEC TEST TSS 02 11 08 REPROGRAMMED PCM . DATA LOGGER MONITORED PIDS PER TSS. INSPECTED PCM RELAY OK IAC 42.10% HIGH . P. R IAO TESTED WITH DATALOGER 38.10% OK. ROADTESTED WITH NGS OK
TSS		2018 ROAD TEST TO CK FOR STALLING, OK OVER, CK AIR INTAKE SYSTEM, CK ILDE, ECD TEST OR TEST COMP. FOR CODES, SYSTEM PASS, DO PID MONITOR TEST. CK FUEL PRESS. OK AT 80PSI CK ON LINE COMP. FOR HELP
TSS REFLASH		18578 12860D 2 D3 1 D22 4 D45 3 D65 3 D6D 1 D51 5 D84 2 82NS .5 TOTAL 2.4 NGS DIAG KOEO PASS KOEC PASS KOER PASS. DCL DIS PLAY, IGN DIAG, AND PP ALL OK. PINPOINT TEST FOLLOWED TSS 02 08 0 REPROGRAM PROCESSOR EEC (CLICK TEST) DIAGNOSIS
STICKING DIAG		VERIFIED CHECK FOR CODES SYSTEM PASS PERFORM TESTS ROAD TESTED NGS IAC STICKING OK DECELL R/R IAO NO AD TESTED RECK OK EEC (CLICK TEST) DIAGNOSIS
REFLASH		ROAD TESTED FOR STALL CONCERN AS PER FORD WAS NECESSARY TO RESET BARE IDLE RELEARN IDLE STRATEGY AND REPROGRAM THE PCM
TSS		PERFORMED TSS 02 08 08
TSS REFLASH		NGS QUICK TEST PINPOINT TEST NO CODES MIL OFF CK OASIS TSS 2 11 8 WDS DCL DISPLAY, PER TSS CK IAC % AT 80% 80PSI 35 40% REPLACED IAC PER TSS RE CK FAIL REPLACED THROTTLE BODY PER NEXT STEP RE CK PCM REPROGRAM EEC (CLICK TEST) DIAGNOSIS
TSS REFLASH		4075 VERIFIED CONCERN SEARCHED APPLICABLE TSS 88M, FOUND TSS 02 08 08 PERFORMED TSS. MONITORED IAO AND RPM PIDS PASS. REPROGRAMMED PCM W LATEST UPDATE. MONITORED FTP AND EVAPVMI PIDS PASS. INSPECT
REPLACED		82NS WDS AND NGS TESTING 12860D, D31, D45, D65, D80, D81 82NS, D84 REPROG PCM RETEST 10774 D85 VERIFY CUSTOMER CONCERN ON TEST DRIVE HOOK UP WDS VERIFIED IAC DUTY CYCLE WAS BETWEEN 32% 40% DUTY CYCLE WAS AT 60% REMOVE AND REPLACE IAC REPROGRAM PCM AS PER STEP 2 EVAP EMISSIONS 8
TSS DIAG		PERFORMED NORMAL DIAG ALL PASS NO DTCS, NORMAL PIDS. PERFORMED OASIS SEARCH REF TSS 02 11 08 REFL ASHED PCM REPLACED EEC RELAY CHECKED THROTTLE BODY AND IAC. NECESSARY TO ADJ IAC TO 760RPM PARK ROAD CK VENG STALLS EEC (CLICK TEST) DIAGNOSIS
SSM DIAG		1 EEC TEST NO CODES FUEL TEST OK DCL DISPLAY AND RECORD NPP ROAD TEST FOUND TRUCK TO CUT OFF CK OASIS FOUND SSM FOR ENGINE STALLS EEC (CLICK TEST) DIAGNOSIS

	DIAGNOSE VEHICLE STALLS INTERMITTENTLY WHILE DRIVING, USUALLY BETWEEN 30-35 MPH.
CHANGED BATTERY TRAY TO CHECK WIRING CONNECTORS C2705, C.D, AND E ALL GOOD RECHECKED AND IS WORKING AS DESIGNED AT THIS TIME	STALLS OUT WHILE DRIVING
ADAM DRALLETI SUGGESTED NEW IAC AND THROTTLE BODY WITH REVERSED PART NUMBERS REPLACE IAC DUE TO BORDER LINE PERCENTAGE R R THROTTLE BODY AS PER FORD PERFORM EVAP TEST PASSED ROAD TEST	VEHICLE SHUTS OFF COMING TO A STOP
ANK TOO FULL CANNOT PERFORM EVAP TEST STEP 6 INSPECT EEC RELAY PART NUMBER OK STEPS 7 AND 8 ROAD TEST WITH WDS DECELERATE FROM 40 TO 10 MPH 3 TIMES IDLE DOES NOT DIP RELEASE VEHICLE	CHECK FOR STALLING OUT WHILE DRIVING
OR WITH UPDATED PART NUMBERS OK CONNECTORS G270 B G270C G270D OK CK CONNECTORS C110 OK G133 OK CK GROUND G100 G104 G105 G101 R R LFT SEAT LFT CARPET TO GAIN ACCESS TO GROUND G300 OK	CHECK FOR STALLING OUT WHILE DRIVING ENGINE JUST DIES WHILE DRIVING
	CUST STATES COMING DOWN HILL, VEH STALLED AND WENT TO APPLY BRAKES DIDNT WORK.
DO TSB 02 11 08, FOR INTER. STALL, CK IAC AND IAC %, REPROGRAM PCM TO LATEST CAL., CK EVAP SYSTEM, CK EEC RELAY, REROAD TEST FROM 40 TO 10MPH 5 TIME TO RECK IDLE, ROAD	CS, VEH STALLED 6 TIMES WHILE DRIVING
8 STEPS AND MONITORED DGL TP SIGNAL WAS OK REPLACED IAC AND VMV. CHECKED EVAP CHECK VALVE OK. CHECKED EEC RELAY IS REVISED STYLE. REPROGRAMMED PCM PER TSB.	ENGINE STALLS RANDOMLY WHEN DRIVING CUSTOMER STATES THE VEHICLE STALLED WHILE DRIVING
	CUST STATES CHECK AND ADVISE HESITATION ON ACCELERATION RPM'S DROP DOWN AND VEH STALLS AT TIMES, VEHICLE FEELS ROUGH CUST STATES ENGINE STALLS WHILE DRIVING
	C S WHILE DRIVING 2 TIMES 20 MINUTES INTO HER COMUTE HER CHECK ENGINE LIGHT COMES ON AND BRAKES DON'T WORK SHE COULD NOT STOP VEHICLE
PASS STEP 2 REPROGRAMMED PCM STEP 4 TEST EVAP/VM VALVE PASS CK EEC RELAY STAMPING PASS FINAL TEST PASS	3-36 ENGINE STALLS DURING CLOSED THROTTLE DECEL. CUST FOUND TSB# REGARDING PROBLEM CUSTOMER STATES VEHICLE STALLED AT 40MPH.
EEC RELAY OK. INSPECT CUSTOMER KEY CHAIN OK. TEST DRIVE. NO DIPS OR STALLS EXPERIENCED.	CUSTOMER STATES WHEN COASTING TO A STOP VEHICLE DIED BUT RESTARTED EASILY CUSTOMER STATES ENGINE DIES WHILE DRIVING THIS HAS HAPPENED TWICE
TATIC LEAK TEST, RUNNING LOSS SYSTEM DRIVE CYCLE AND STANDARD LEAK TEST BECAUSE VMV WOULD NOT INCREASE TO 84% 100% REPLACE VMV AS PER	CHECK CUSTOMER STATES THAT INTERMITTENTLY VEHICLE WILL DIE IT WILL RESTART.
TESTED WITH WDS DATALOGGER TO MONITOR EVA P SYSTEM UNDER CLOSED THROTTLE COAST RPM'S STAY OVER 800 RPM OK	CUSTOMER STATES ALL LIGHTS CAME ON WHILE DRIVING, CAR QUIT, OWNER RESTARTED CAR AND WAS FINE DRIVE CHECK VEH STALLS CUSTOMER STATES ENGINE CUT OFF WHILE DRIVING AT SLOW SPEED BUT RESTARTED A FEW SECONDS LATER STALLS IN TRAFFIC P S GETS STIFF

2002	2708	S11	1FM1YU04162K053551	3.0L	TLD	12	2001	2694	12A850	D21	6	1654408	2000	WHILE DRIVING
2002	2704	S11	1FM1YU04162K053594	3.0L	TLD	12	2001	2694	12A850	D21	3	906900	2000	WHILE DRIVING
2002	2796	S11	1FM1YU04162K053124	3.0L	TLD	12	2001	2694	12A850	D21	6	1654408	2000	AT STOP
2002	2798	S11	1FM1YU04162K053595	3.0L	TLD	12	2001	2696	RECAL	D21	8	2306987	11000	WHILE DRIVING
2002	2804	S11	1FM1YU04162K054052	3.0L	TLD	11	2001	7C06	14N089	D21	2	811706	0	WHILE DRIVING
2002	2806	S11	1FM1YU04162K057778	3.0L	TLD	11	2001	2694	DWAG	D21	8	2522759	15000	ACCELERATING
2002	2808	S11	1FM1YU04162K057932	3.0L	TLD	12	2001	2601	12A850	D21	6	2069049	16000	WHILE DRIVING
2002	2814	S11	1FM1YU04162K050699	3.0L	TLD	11	2001	2.00E+03	9F715	D21	5	1167629	6000	TURNING
2002	2815	S11	1FM1YU04162K050480	3.0L	TLD	11	2001	2.00E+03	9E926	D21	7	2022951	3000	STALLS
2002	2818	S11	1FM1YU04162K0520071	3.0L	TLD	11	2001	2601	12A850	D21	3	788307	3000	WHILE DRIVING
2002	2819	S11	1FM1YU04162K0529180	3.0L	TLD	11	2001	2604	12A850	D21	9	2000009	9000	WHILE DRIVING
2002	2821	S11	1FM1YU04162K0529101	3.0L	TLD	11	2001	2604	12A850	D21	4	895744	4000	WHILE DRIVING
2002	2826	S11	1FM1YU04162K0524707	3.0L	TLD	11	2001	2604	DWAG	D21	9	2242485	4000	WHILE DRIVING
2002	2828	S11	1FM1YU04162K0524454	3.0L	TLD	11	2001	2605	RECAL	D21	4	842389	1000	WHILE DRIVING
2002	2830	S11	1FM1YU04162K0524321	3.0L	TLD	11	2001	7C06	14N089	D21	1	781379	0	STALLS
2002	2836	S11	1FM1YU04162K0525159	3.0L	TLD	11	2001	1H03	9M400	D21	7	1585335	9000	STALLS
2002	2840	S11	1FM1YU04162K0522165	3.0L	TLD	11	2001	2605	RECALEM	D21	6	2178480	8000	WHILE DRIVING
2002	2841	S11	1FM1YU04162K0529040	3.0L	TLD	11	2001	2.00E+03	9F715	D21	5	1639296	12000	AT IDLE
2002	2843	S11	1FM1YU04162K0522049	3.0L	TLD	11	2001	2.00E+03	9F715	D21	4	1949800	10000	DOWNHILL
2002	2846	S11	1FM1YU04162K0520704	3.0L	TLD	11	2001	2604	12A850	D21	3	837292	2000	STALLS
2002	2847	S11	1FM1YU04162K0516926	3.0L	TLD	11	2001	2604	12A850	D21	6	2116797	7000	WHILE DRIVING
2002	2849	S11	1FM1YU04162K0516512	3.0L	TLD	11	2001	2604	12A850	D21	3	864442	2000	WHILE DRIVING
2002	2850	S11	1FM1YU04162K0516263	3.0L	TLD	11	2001	2605	RECAL	D21	6	2182980	7000	WHILE DRIVING
2002	2852	S11	1FM1YU04162K0516389	3.0L	TLD	11	2001	2.00E+03	9F715	D21	10	2229111	8000	STALLS
2002	2856	S11	1FM1YU04162K0514890	3.0L	TLD	11	2001	2.00E+03	9F715	D21	7	1686700	3000	BY POWERFLIES

REFLASH		TEST SYSTEM REPROGRAM PCM
ADJUST		CUSTOM D21 CONC# 12A850 BASH 12A850 DIAG AND ADJUST THROTTLE STOP
TSS		MY TIME FOR WDS DIAG TESTING, PERFORMED TSS 02 11 08 STEPS 1,2,4,6,7,8, PERFORMED RECALIBRATION
REFLASH		OFFICAL, RECHECK OK
SSM		REPROGRAMMED PCM
DIAG		DIAGNOSE AND PERFORM SSM 15484
		DIAG EEC (QUICK TEST) DIAGNOSIS
TSS		ROAD TEST VEHICLE, UNABLE TO VERIFY CONCERN TEST SYSTEM, TEST IGNITION SYSTEM, ROAD TEST WITH
		NSS PERFORM DIAG AS OUTLINED IN INFO TSS 02 11 08 REPLACE IDLE AIR CONTROL AND REPROGRAM PCM
ADJUST		ROAD TESTED AND VERIFIED CONCERN, BROUGHT IN AND RAN EEC TEST AND RECEIVED CODE P0108,
		PERFORMED PINPOINT TESTS AND ADJUSTED TPS OPENING TO .87 AND CHECKED IAC DUTY AND AT 38.3
		PERCENT, CLEARED CODES A
REPLACED		REPLACE DPFE SENSOR AND THROTTLE BODY REPROGRAM PROCESSOR, RECHECK AND CLEAR CODES ALL
		OK 9F715, D21, 42
SSM		ROAD TEST AND DID NOT CONFIRMED COMPLAINT, DO ECCTESTS. DO KOED AND KOER ON DEMAND TESTS
		BOTH PASS/RETRIEV CONT CODES NONE. RUN DASH AND SSM 15589 FITS COMPLAINT EXACTLY. REPAIRS AS
		FOLLOWS. CHECK P
REFLASH		PCM NEEDS REPROGRAMED EEC (QUICK TEST) DIAGNOSIS
SSM		PERFORMED PCM QUICK TEST, NO CODES. PERFORMED REPROGRAM OF THE PCM PER SSM 15589.
NPF		TEST DROVE AND HOOKED UP NSS AND FOUND NO CODES PRESENT HOOKED UP WDS AND PERFORMED
		POWER BALANCE AND FUEL INJ NO DRIVABILITY PROBLEMS AT THIS TIME GCJM.
DIAG		TEST DROVE, WDS EEC DIAGNOSTICS COMPLETED PASS PASS PERFORMED DCL ROAD TEST AND DCL
NPF		DISPLAY, CHECKED OASIS
		DID NOT DUPLICATE CONCERN RAN QUICK TEST NO CODES ROAD TESTED OK
TSS		RUN OASIS, TSS 02 8 & SELF TEST WITH WDS, PASS. DATA LOGGER ROADTEST MONITOR, REPROGRAM PCM
		AS PER TSS. CALL HOTLINE, REPLACE MAF AND DPFE. CHECK GROUNDS 104 106 101 UNDER BATTERY AND
		CHECK C110 C133
REFLASH		ROADTEST FOR STALL, UNABLE TO DUPLICATE, GCJM EEC SYSTEM FOR CODES, NONE STORED, REPROGRAM
		PCM WITH LATEST UPDATES AND REROAD TEST, OK NO STALL AT THIS TIME.
TSS		ROAD TEST. ENGINE DIES ON ACCELERATION AFTER SLOWING DOWN. TSS 02 11 & VMV AND GANGSTER PURGE
		OUT OF RANGE. PARTS ORDERED
REPLACED		IAC VALVE FAILURE REPLACED IAC VALVE AND REPROGRAMMED THE PCM.
SSM		PERFORM COMPUTER DIAG, COULD NOT DUPLICATE. PER SSM 15589 REPROGRAM PCM. D21 12A850 42
REFLASH		7879 12A850 CORRECAL RAN WDS KOED KOER NO CODE MONITORED PIDS OK ROAD TESTED OK RECAL THE
		PCM RETEST CODE P1000
REFLASH		3572 WF TESTED EEC SYSTEM NO CODES. NSS MONITOR AND RECORD PIDS. REPROGRAMMED PROCESSOR
REFLASH		CHECK ENGINE LIGHT ON PERFORM EEC TEST PINPOINT TEST MONITOR TEST FINAL QUICK TEST FUEL
		PRESSURE TEST REPROGRAM PCM ROAD TEST CHECK OK
REPLACED		8988 VERIFIED CONCERN HOOKED UP WDS CHECKED IAC AT 65% SHOULD BE BETWEEN 32 AND 40%
		REPLACED IAO RECHECKED AT 780 RPM AT 37% RUNS OK
REPLACED		WDS TEST, PINPOINT NO CODES, REPLACE AIR BY PASS VALVE, RETEST, AND ROAD TEST.

	STALLS WHILE DRIVING
	CUST REPORTS ENGINE HAS DIED WHILE DRIVING 2 TIMES LAST TIME WAS MONDAY, TIME BEFORE A MONTH AGO. START BACK UP OK.
	CUST STATES VEH STALLED COMING TO A STOP IMMED RESTARTED,HAPPENED TWICE SINCE HAS HAD IT
	CUSTOMER STATES VEH QUTS ON ROAD
	RY DIES AT TIMES WHILE DRIVING NOTICE CITY DRIVING
	CUST STATES ENGINE STALLED WHEN ACCEL ON INCLINE,HAS ONLY HAPPEN ONCE.
	VEHICLE STALLS INT WHILE DRIVING, CHECK PER TSB SEE CHRIS W
ND TEST DRIVE AND	CHECK CUSTOMER STATES THAT THE VEHICLE HAS BEEN STALLING OUT, WHEN MAKING A TURN OR WHEN DECLERATING AND NOW
	CUSTOMER STATES: SHUTS OFF RAN DIAGNOSIS TEST
CM POWER RELAY FOR WHITE LETTERING AND BEATING OF PINS OK. CHECK BAR CODE ON PCM TO SEE IF PCM CAN BE REPROGRAMMEDS CODE 161 OK ALSO CHECK EVAP CHECK VAVLE OK CORRECT TO WCS AND HAD TO UPDATE PIL	CAR SHUT OFF WHILE DRIVING, BUT RESTARTED
	CUST SAYS ENGINE STALLED WHILE DRIVING DOWN ROAD AT 40 MPH (ENGINE DID START BACK UP)
	CUST STATES DIED WHILE DRIVING, A LIGHT CAME ON, STARTED RIGHT BACK UP, HAPPENED ONLY ONCE
	CUST. STATES VEH. WILL DIE WHILE DRIVING IT, IT WILL RESTART
	CUST. CONCERN OF ENGINE STALLING WHEN DRIVING,WILL RESTART, TWICE IN LAST WEEK VEHICLE SHUT OFF AND WILL NOT RESTART
OK. RETEST, OK	CUSTOMER STATES:VEHICLE STALLED OUT AND RESTARTED
	CUSTOMER STATES THAT ESCAPE HAS STALLED OUT TWICE WHILE DRIVING AT 35 40 MPH SINCE ESCAPE WAS NEW.
	CUSTOMER STATES THE VEHICLE HAS DIED ON HER IT WILL IDLE LOW AND THEN WHEN THE ACCELERATOR IS USED
	CUSTOMER STATES WENT DOWN A HILL AND THE TRUCK JUST DIED, BUT RESTARTED RIGHT UP. CHECK AND ADVISE.
	CUST STATES: STALLED OUT TWICE ON TUES, HASN T HAPENED SINCE IDLE SEEMS LOW.
	VEHICLE WILL STALL AFTER DRIVING FOR ABOUT 20MIN.
	CHECK ENGINE CUTTING OFF AT TIMES AT SLOW SPEEDS MUST BE RESTARTED
	CUST STATES CHECK ENGINE LIGHT ON AND CAR HAS STALLED WHILE DRIVING
	CUSTOMER STATES CAR STALLS WHEN FIRST BEING STARTED
	CUSTOMER STATES VEHICLE CUTS OFF AT THE SAME PLACE ON HIS WAY HOME BY POWER LINES

2002	2858	S11	1FMYU04162K014744	S.O.L	TLD	11	2001	2804	12A850	D21	3	749797	6000	STALLS
2002	2859	S11	1FMYU04162K014744	S.O.L	TLD	11	2001	2.00E+03	9F715	D21	8	1044873	18000	DOWNHILL
2002	2860	S11	1FMYU04162K014863	S.O.L	TLD	11	2001	7C06	14N089	D21	6	1128848	5000	WHILE DRIVING
2002	2868	S11	1FMYU04162K014324	S.O.L	TLD	11	2001	2.00E+03	9F715	D21	7	1629710	7000	AT STOP
2002	2878	S11	1FMYU04162K012883	S.O.L	TLD	10	2001	2.00E+03	9F715	D21	6	2007363	6000	STALLS
2002	2885	S11	1FMYU04162K011908	S.O.L	TLD	10	2001	1H03	9J480	D21	7	1367322	8000	STALLS
2002	2889	S11	1FMYU04162K030804	S.O.L	TLD	10	2001	1A03	8007	D21	8	1844144	9000	WHILE DRIVING
2002	2902	S11	1FMYU04162K001444	S.O.L	TLD	10	2001	2804	12A850	D21	8	2013141	9000	AT STOP
2002	2908	S11	1FMYU04162K000784	S.O.L	TLD	10	2001	2804	12A850	D21	2	420857	1000	STALLS
2002	2907	S11	1FMYU04162K000784	S.O.L	TLD	10	2001	7C06	14N089	D21	1	378957	0	STALLS
2002	2917	S11	1FMYU04162K022688	S.O.L	TLD	10	2001	2804	12A850	D21	4	700886	3000	FUEL ODOOR
2002	2918	S11	1FMYU04162K022115	S.O.L	TLD	10	2001	1H03	9J480	D21	11	2883883	8000	STALLS
2002	2928	S11	1FMYU04162K020779	S.O.L	TLD	10	2001	2806	RECALEM	D21	9	2514081	12000	AT STOP
2002	2921	S11	1FMYU04162K021837	S.O.L	TLD	10	2001	2806	RECALEM	D21	8	2055528	8000	WHILE DRIVING
2002	2922	S11	1FMYU04162K021837	S.O.L	TLD	10	2001	2.00E+03	9F715	D21	3	582571	2000	ON HIGHWAY
2002	2928	S11	1FMYU04162K020885	S.O.L	TLD	10	2001	2.00E+03	9F715	D21	1	308482	0	AT STOP
2002	2927	S11	1FMYU04162K020885	S.O.L	TLD	10	2001	7C06	14N089	D21	1	378214	0	STALLS
2002	2929	S11	1FMYU04162K023432	S.O.L	TLD	10	2001	2805	RECAL	D21	5	902852	4000	WHILE DRIVING
2002	2930	S11	1FMYU04162K023432	S.O.L	TLD	10	2001	2.00E+03	9F715	D21	2	403789	1000	WHILE DRIVING
2002	2931	S11	1FMYU04162K023432	S.O.L	TLD	10	2001	1H03	9J480	D21	5	1787811	7000	WHILE DRIVING
2002	2932	S11	1FMYU04162K023431	S.O.L	TLD	10	2001	2805	RECAL	D21	8	1187457	3000	STALLS
2002	2934	S11	1FMYU04162K022507	S.O.L	TLD	10	2001	2P02	9E228	D21	5	878134	5000	WHILE DRIVING
2002	2935	S11	1FMYU04162K022507	S.O.L	TLD	10	2001	2805	RECAL	D21	5	770184	4000	WHILE DRIVING
2002	2938	S11	1FMYU04162K022507	S.O.L	TLD	10	2001	7C06	14N089	D21	2	418805	1000	STALLS
2002	2944	S11	1FMYU04162K079882	S.O.L	TLD	10	2001	2804	12A850	D21	7	1287731	5000	WHILE DRIVING
2002	2945	S11	1FMYU04162K079883	S.O.L	TLD	10	2001	7C06	14N089	D21	3	534782	2000	WHILE DRIVING

BSM		TESTED WITH WDS FOR ENGINE STALLING, PERFORMED BSM 1688, REMOVED BATTERY AND TIGHTENED ALL GROUNDS, ADJUSTED BASE IDLE WITH DATA LOGGER, RECALIBRATED THE PCM WITH LATEST UPDATE, REMOVED ENGINE COMPAR
TSB		VERIFIED, PERFORMED TSB 02 11 6 AS PER INSTRUCTED, RETESTED
REPLACED		6048 RECHECK AND PROGRAMMED PCM, CKED AND REPLACED EEC POWER RELAY, PULLED LINES OFF FOR EVAP SVS TEN BLOW AIR TROUGHT LINES NO BLOCKAGE IN LINES CKED PCM NO. NO. IS MPC 161 CAN BE PROGRAMMED TEST D
TSB		TEST EEC SYSTEM PID MONITOR TEST REPLACE IAC AS PER TSB 02 11 06
TSB		CHECK FOR DYING PERFORMED TSB 02 11 06 REPLACED IAC VALVE REPROGRAM PCM PER TSB
NO TEXT		
HOTLINE		ENGINE WONT TURN OVER, ENGINE IS LOCKE DUP CALL HOTLINE REQUEST REPLACEMENT. MADE ME INSPECT SPARK PLUGS, CYL. GAL. HOTLINE BACK. REMOVE STARTER ECT FOND ANTIFREEZE IN OIL. CALL HOTLINE. GOT APPROV. FO RNE
TSB		ADD CHECKED FOR STALL. EEC TEST, NO CODES. FOUND TSB ON CONCERN. DIAG. PER TSB. MONITOR PIDS. REPROGRAM PCM PER TSB 2 11 0.
REFLASH		WDS CHECK AND KOEO PASS CONT PASS KOER PASS DATA LOGGER TEST IAC HIGH VOLTAGE HIGH ADJUSTED TP VOLTAGE TO .24 RESET BASE IDLE REPROGRAMMED PCM TO LATEST UPDATE RETEST TP VOLTAGE AND IAC IN SPEC.
BSM		WAS UNABLE TO DUPLICATE SHUTTS OFF WDS DIAG KOEO PASS CONT PASS KOER PASS DATA LOGGER TEST FUEL PRESSURE TEST INJECTOR FLOW TEST POWER BALANCE TEST PASS PERFORM BSM 1643M REPLACE THE EEC POWER RELAY AN
NPF		EEC TEST, PIN POINT, NO PROBLEM FOUND
TSB		CHECK STALLING TEST DROVE OK EEC TEST PASS PERFORM TSB 02 11 6 PASS REPLACED DPPE AS PER HOTLINE 08 T BASE IDLE OK
TSB		12341 TEST DRIVE STALLS ON COAST 15600E 2,4,5,7,10,18,30,34, REPROGRAMM PCM PER TSB TEST DRIVE
REFLASH		DIAGNOSE AND REPROGRAM THE PCM
REPLACED		PERFORM QUICK TEST, PASS, MONITOR PIDS AND RECORD DATA, IAC DROPS 20%, REPLACE IAC VALVE.
REPLACED		IMPROPER OPERATION 9F716 CC42 DIAG AND PINPOINT TESTS. REPLACE IAC P1111 P1111 P1111
BSM		EEC, DCL, RECORDER, MONITOR, PINPOINT, BREAK OUT BOX, CALL HOTLINE PERFORM BSM 1643A, REPLACE EEC RELAY, OK GROUNDS, FUEL PRESSURE
REFLASH		COMPUTER TEST NO CODES, PID MONITOR & DCL DISPLAY TESTS FLASH PCM & RETEST
REPLACED		ROAD TEST, PERFORM ELECTRONIC ENGINE CONTROL DIAGNOSIS WITH WDS NSS, DCL AND PID DISPLAYS, PINPOINT TEST FOR CODES REPLACE IDLE AIR CONTROL
REPLACED		COMPUTER/PINPOINT, PID MONITOR & EVAPORATIVE TESTS & IGNITION TESTS REPLACE DPPE SENSOR, IDLE AIR CONTROL VALVE, THROTTLE BODY & RESET PROCESSOR
REFLASH		UPDATE PCM CALIBRATION EEC (CLICK TEST) DIAGNOSIS
ADJUST		1 PERFORM EEC TEST NO CODES, PERFORM GUIDED DIAGNOSTICS AND FOUND IDLE AIR CONTROL VALVE AT 40% READJUST HARD STOP FOR
NPF		1 ROAD TEST TO VERIFY STALLING COULD NOT VERIFY STALLING CHECK GROUNDS INSPECT WIRING AT POWER DISTRIBUTION BOX
REPLACED		1 PERFORM DIAGNOSTICS AND REPLACE EEC RELAY
TSB		ROAD TESTED, RAN OASIS, TSB 02 8 8. WDS TEST NO CODE, MONIT OR PIDS OP IAC READING IS IN SPEC. REPROGRAMMED PCM. MONITOR TSB 02 8 8 REPROGRAMMED POWERTRAIN CONTROL MODULE AND RETEST, OPERATING PROPER
INOP		INOPERATIVE EEC (CLICK TEST) DIAGNOSIS

<p>ADJUST FUSE BOX AND TIGHTENED ALL CONNECTIONS, RETESTED AND ROADTESTED TO VERIFY REPAIRS</p>	<p>CUSTOMER STATES ENGINE STALLING. CUSTOMER STATES ENGINE STALLED ONE TIME WHILE COASTING DOWNHILL.</p>
<p>ROVE CAR IS NOT STALLING ALSO SUGGEST IAC</p>	<p>CUSTOMER STATES CAR STALLED AFTER APPROX HALF AN HOUR OF DRIVING ENGINE SHUT OFF AT A STOP HAD EXTENDED CRANKING BEFORE ENGINE DID START. ENGINE DIED THE RESTARTED CHECK ENGINE LIGHT ON SEEMS TO RUN OK</p>
<p>ENGINE. DRAIN FLUID, FRESH. REMOVE ENGINE, TRANS SUBFRAME ASSY. STRIP PARTS OFF AND TRANSFER</p>	<p>CHECK CAUSE VEH STALLED WHILE DRIVING HEARD CLATTER ENGINE DIES COMING TO STOPS AT TIMES. INTERMITTENT STALL</p>
<p>D R AND R THE BATTERY AND BATTERY TRAY AND CHECKED GROUNDS G100 G104 G105 G101 ALSO CHECKED CONNED TO RS C1016 C2708 C270C C270D C270E REPLACE THE IAC AND FORD HAS STALLING CONCERN UNDER INVESTIGATION</p>	<p>CHECK ENGINE LIGHT COMES ON AND VEHICLE JUST SHUTS OFF CUSTOMER STATES VEHICLE SEEMS TO RUN RICH IN AIR WHEN FIRST STARTED SMELLS OF FUEL. GOING DOWN ROAD CAR STALLED BUT STARTED RIGHT BACK UP ENGINE STALLS WHEN COMING TO A STOP AFTER A LONG COAST CUSTOMER STATES VEHICLE STALLS INTERMITTENTLY WHILE DRIVING. CUSTOMER STATES ENGINE STALLS AT HIGHWAY SPEEDS CS CAR STALLED WHEN MADE TURN THIS MORNING COASTED TO A STOP SAT FOR A FEW MIN AND STARTED BACK UP DR1 CS ENG HAS STALLED 2 MORE TIMES SINCE LAST TIME CHECK BY SERVICE DEPT. CUSTOMER STATES THAT ENGINE STALLED OUT WHILE DRIVING AT CONSTANT SPEEDS, HAPPENED 4 TIMES SINCE NEW, 40 55 MPH CHECK STALLED TWICE WHILE DRIVING CUST STATES STALLS WHILE DRIVING 1X CAR STALLED CUSTOMER STATES: THE VEHICLE STALLS WHILE DRIVING LOCAL AND HIGHWAY DRIVING THE VEHICLE WAS TOWED IN CUSTOMER STATES: THE VEHICLE STALLS WHILE DRIVING CUSTOMER STATES: THE VEHICLE WAS TOWED IN AND THE WARNING INDICATORS CAME ON AND LOST BRAKES CUST STATES STALLS INTERMITTENTLY WHILE DRIVING AND NO WARNING LIGHTS COME ON BUT WILL RESTART AND THIS ENGINE STALLED OUT WHILE DRIVING AT 35 MPH TOOK A FEW MINUTES TO RE START</p>
<p>LY, CONCERN CORRECTED.</p>	

2002	2946	811	1FM1YU04182KA79808	3.0L	TLD	10	2001	2902	128579	D21	6	1180177	5000	WHILE DRIVING
2002	2947	811	1FM1YU04182KA79171	3.0L	TLD	10	2001	7905	14300	D21	10	1879464	17000	WHILE DRIVING
2002	2948	811	1FM1YU04182KA78974	3.0L	TLD	10	2001	2904	12A890	D21	10	2147984	10000	WHILE DRIVING
2002	2954	811	1FM1YU04182KA78228	3.0L	TLD	10	2001	2901	12A890	D21	6	518543	6000	COASTING
2002	2958	811	1FM1YU04182KA78229	3.0L	TLD	10	2001	2.00E+09	6E928	D21	8	1803882	6000	DECELL
2002	2958	811	1FM1YU04182KA78134	3.0L	TLD	10	2001	2905	RECAL	D21	5	678828	2000	WHILE DRIVING
2002	2957	811	1FM1YU04182KA78134	3.0L	TLD	10	2001	2902	128579	D21	6	1004804	3000	WHILE DRIVING
2002	2958	811	1FM1YU04182KA78134	3.0L	TLD	10	2001	2.00E+09	0F715	D21	2	872908		DOWNHILL
2002	2975	811	1FM1YU04182KA87229	3.0L	TLD	8	2001	2F82	9E928	D21	10	2188090	11000	WHILE DRIVING
2002	2981	811	1FM1YU04182KA88674	3.0L	TLD	8	2001	2905	RECAL	D21	8	1873143	9000	STALLS
2002	2982	811	1FM1YU04182KA85593	3.0L	TLD	8	2001	2.00E+09	0F715	D21	10	2068821	12000	WHILE DRIVING
2002	2983	811	1FM1YU04182KA85800	3.0L	TLD	10	2001	7D11	15890	D21	2	318808	8000	WHILE DRIVING
2002	2988	811	1FM1YU04182KA84718	3.0L	TLD	8	2001	2.00E+09	9E928	D21	8	1827882	12000	DECELL
2002	2988	811	1FM1YU04182KA83898	3.0L	TLD	8	2001	2.00E+09	0F715	D21	8	1758488	7000	WHILE DRIVING
2002	2988	811	1FM1YU04182KA83360	3.0L	TLD	8	2001	2903	12228	D21	6	784042	6000	WHILE DRIVING
2002	2993	811	1FM1YU04182KA83184	3.0L	TLD	8	2001	2904	DIAG	D21	7	1085138	8000	WHILE DRIVING
2002	2998	811	1FM1YU04182KA81636	3.0L	TLD	8	2001	2904	12A890	D21	11	2822788	17000	STALLS
2002	3011	811	1FM1YU04182KA81308	3.0L	TLD	8	2001	2904	12A890	D21	8	1878511	13000	STALLS
2002	3012	811	1FM1YU04182KA81308	3.0L	TLD	8	2001	2904	DIAG	D21	11	2388208	13000	NO TEXT
2002	3030	811	1FM1YU04182KA80270	3.0L	TLD	8	2001	2904	12A890	D21	6	881880	8000	STALLS
2002	3040	811	1FM1YU04182KA45883	3.0L	TLD	8	2001	2.00E+09	9E928	D21	6	1888088	10000	WHILE DRIVING
2002	3044	811	1FM1YU04182KA45888	3.0L	TLD	8	2001	2.00E+09	0F715	D21	10	1885482	22000	WHILE DRIVING
2002	3048	811	1FM1YU04182KA45883	3.0L	TLD	8	2001	7C05	14N088	D21	10	1888134	17000	WHILE DRIVING
2002	3048	811	1FM1YU04182KA44781	3.0L	TLD	8	2001	2905	RECALEM	D21	9	1728181	14000	WHILE DRIVING
2002	3051	811	1FM1YU04182KA44341	3.0L	TLD	8	2001	2C01	11002	D21	10	1913203	20000	WHILE DRIVING
2002	3058	811	1FM1YU04182KA44257	3.0L	TLD	8	2001	7C05	14N088	D21	2	288887	2000	WHILE DRIVING
2002	3064	811	1FM1YU04182KA44100	3.0L	TLD	8	2001	2F01	DRIVE	D21	8	1822318	8000	NO TEXT

DIAG		ERRATIC, POSS FREQ INTERFERE INSTRUMENT PANEL & EEC HARNESS ACCESS TO CHECK GROUNDS & CONN.
POOR CONNECTION		CP 14800 INSPECTED VEHICLE VERIFIED CONCERN. DIAGNOSED AND FOUND NEGATIVE BATTERY CABLE END LOOSE, TIGHTENED
REFLASH		CC 42 CCC D21 ENTER WDS, RE PROGRAM PCM WITH CURRENT VERSION ADVISED CUSTOMER TO DRIVE AND CONTACT DEALER FOR VDR INSTALL
DIAG		PROCESSOR AND POWER RELAY ERRATIC EEC (QUICK TEST) DIAGNOSIS
TSS		IAC NOT WORKING PROPERLY RAN ALL TESTS, CALL OASIS, HOTLINE, PERFORMED TSS 02 11 08, INSTAL
DIAG		ERRATIC OPERATION EEC (QUICK TEST) DIAGNOSIS
REPLACED		REPLACED IAC, MAF, DPFE AND CANISTER PURGE, CHECK FOR PCM UPDATES NONE AND SET IDLE PER FORD SERVICE ENGINEER INSTRUCTIONS.
UNOP		DOES NOT OPERATE PROPERLY EEO (QUICK TEST) DIAGNOSIS
REFLASH		EEC TEST WDS MONITOR TEST REPROGRAM PCM AND ADJ HARD STOP
		6200 ROAD TEST COULD NOT PRODUCE STALL WDS DIAG KOED PASS PASS KOER PASS DATA LOGGER POWER BALANCE FUEL PRESSURE TEST FUEL LEAKDOWN TEST INJECTOR FLOW TEST, PERFORM TSS 02 11 8
TSS		CHECK IAC DUTY CYCLE
TSS		CK FOR STALL CONCERN, PERFORM TSS 02 11 8 REPLACE IDLE AIR CONTROL VALVE REPROGRAM PCM AND ROAD TEST
DIAG		STALL FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
TSS		IDLES TOO LOW, REFERENCE TSS 02 11 8 EEC DIAG, NO DTCS, PERFORM PINPOINT TEST, CK AS PER TSS 02 11 8, REFL IDLE AIR CONTROL SOLENOID, REFLASH PCM
REPLACED		WDS, RECAL PCM, CHECK RELAYS, REPLACE IAC
REPAIR		WDS, KOED, KOER, P071, PIN POINT TEST, DLC MONITOR PIDS, IDLE DATA, RELATIVE COMP, POWER BALANCE, SPARK DURATION TEST REPAIR LEAK AND RETEST ROAD TEST QUALITY CHECKED BY R 9
REFLASH		VERIFY CONCERN REPROGRAM PCM AS BY SPECIAL MESSAGE
DIAG		EEC & NGS TEST
TSS		02 11 08 PERFORMED WDS SYSTEM DIAGNOSIS AND PERFORMED TSS 01 11 08 AND FOLLOWED FORDS STEPS 1 TO 6, REPROGRAMMED PCM
		PERFORMED WDS DIAGNOSIS FOR ENGINE STALLS, NO CODES IN SYSTEM, CHECKED FUEL PRESSURE, RELATIVE COMPRESSION, MONITOR PIDS, CHECKED PCM FOR LATEST UPDATE, NO PROBLEMS FOUND AT THIS TIME
NPF		0438 EEC TESTS, MONITOR PIDS, CHECK OASIS AND TSS, REPROGRAM PCM WITH LATEST LEVEL PER 86M
TSS		15660, RETEST, ROAD TEST.
TSS		COULD NOT VERIFY CONCERN. CKED OASIS, FOUND TSS 02 11 08. REPROGRAMMED PCM, REPLACED IAC, T BODY, AND VAPOR MANAGEMENT VALVE PER TSS, ROAD TESTED OK.
REPLACED		22072 DIES WHILE DRIVING DIAG, RETRIEVED CODES, PASS, MONITORED PIDS, REPLACED IAC VALVE AND THROTTLE BODY, REPROGRAM PCM, RETESTED, VEHICLE IDLES FINE ON RETEST.
TSS		ROAD TEST CUST STATES VEHICLE STALLS WHILE DRIVING PUT ON SEDS WDS NO CODES FOLLOWED TSS REPLACE EEC RELAY AND IAC REFLASHED PCM WITH LATEST AND GREAT EST RETEST OK
REFLASH		EEC TEST, PINPOINT TEST FUEL P, REPROGRAM PCM TO LATEST LEVEL CC 28 BP 12A650
REPLACED		DEFECTIVE BATTERY AND STARTER REPLACED
REPAIR		STALLS WIRING ASSEMBLY REPAIR
DIAG		CK WHY COASTED TO A STALL

	QUITS WHILE DRIVING
	D21 OK FOR TRUCK STALLING ONE TIME ABOUT 3 WKS AGO WHILE DRIVING AND IT STARTED RIGHT BACK UP, BUT ABOUT A WK AGO
	CUSTOMER STATES ENGINE DIES DRIVING DOWN ROAD THEN RESTARTS SELF BEFORE TOTAL STOPPING
	CUSTOMER STATES VEHICLE STALLS ON ACCELERATION OR DECELERATION UNSURE.
	OWNER STATES VEHICLE STALLS ON DECEL.
	CUSTOMER STATES VEHICLE STALLS OUT WHILE DRIVING AT TIMES, HAPPENS IN THE SAME STRETCH OF ROAD EACH TIME AFTER ABOUT 2 MILES OF DRIVING. SEE PREV
	CUSTOMER STATES THE VEHICLE STALLS AT TIMES WHILE DRIVING SEE DATE
	CUSTOMER STATES THE VEHICLE WILL STALL WHEN SHE GOING DOWN HILL DRIVING ABOUT 30MPH DOES NOT HAPPEN ALL THE TIME BUT DOES HAPPEN IN THE SAME PLACE DIES WHEN DRIVING
OK REPROGRAM PCM CHECK EVAPVM DUTY CYCLE OK CHECK PCM RELAY OK	CUSTOMER STATES ENGINE STALLED DURING PRE WARM UP HAPPENED ONE TIME D21
	CUST STATES THAT THE CAR SHUTS OFF ALL BY ITSELF WHEN DRIVING (CK AND ADVISE) ENGINE STALLED WHILE DRIVING. ALTERNATOR LIGHT, BATTERY LIGHT AND OIL LIGHT WHILE DRIVING BEFORE IT DIED. WOULD NOT START FOR 20 MINUTES
	WAS REPAIR FOR THE ENGINE DIED WHEN DECELERATING FROM FREE WAY SPEEDS HAPPENED ONCE AFTER DRIVING A WHILE
	ENGINE IS DIESING WHILE DRIVING SEE T886 2 11 08
	CK. ENG. LIGHT ON VEH. DIED WHEN DRIVING RESTARTED REVVED HIGH & CLICKING NOISE ALL DAY. STARTED TODAY NO LIGHT/NOISE
	STALLED WHILE DRIVING BUT RESTARTED
	CHECK ENGINE CUTS OFF
	TOW TO SHOP CUST STATES THAT THE CAR CUT OUT ON HIM WHILE DRIVING
	STALLS SEE T88
	ENGINE DIED WHILE DRIVING
	DIES WHILE DRIVING
	ENGINE STALLS WHILE DRIVING
	VEHICLE STALLED WHILE DRIVING DOWN HIGHWAY SAT FOR COUPLE MINUTES AND THEN NO PROBLEM NO LIGHT ON, NO RUNNING CONCER
	ERS TOW IN ENGINE DIED OUT WHILE DRIVING WILL NOT RESTART GLASSES IRATIC CLOSED BY WPI
	TRUCK STALLS AT TIMES WHILE DRIVING

2002	3072	S11	1FMYU04102KA38935	S.O.L.	TLD			2001	7C05	14ND99	D21	4	577345	4000 AT STOP
2002	3081	S11	1FMYU04102KA38917	S.O.L.	TLD			2001	1A05		D21	5	264978	11000 WHILE DRIVING
2002	3089	S11	1FMYU04102KA38104	S.O.L.	TLD			2001	1A03		D21	1	381888	1000 NO TEXT
2002	3090	S11	1FMYU04102KA38104	S.O.L.	TLD			2001	1A05		D21	1	278851	1000 AT IDLE
2002	3091	S11	1FMYU04102KA38099	S.O.L.	TLD			2001	1A03		D21	1	308737	0 NO TEXT
2002	3092	S11	1FMYU04102KA38099	S.O.L.	TLD			2001	1A05		D21	1	243401	0 AT IDLE
2002	3095	S11	1FMYU04102KA38099	S.O.L.	TLD			2001	1A03		D21	1	391858	0 NO TEXT
2002	3098	S11	1FMYU04102KA38098	S.O.L.	TLD			2001	1A03		D21	1	314382	0 WHILE DRIVING
2002	3104	S11	1FMYU04102KA37770	S.O.L.	TLD			2001	2.00E+03	9F715	D21	3	300489	4000 WHILE DRIVING
2002	3107	S11	1FMYU04102KA37888	S.O.L.	TLD			2001	3005	RECAL	D21	6	284980	2000 ACCELERATING
2002	3118	S11	1FMYU04102KA36773	S.O.L.	TLD			2001	2004	DIAS	D21	11	1991298	13000 DOWN HILL
2002	3117	S11	1FMYU04102KA36773	S.O.L.	TLD			2001	2.00E+03	9E998	D21	12	2373884	15000 WHILE DRIVING
2002	3131	S11	1FMYU04102KA36363	S.O.L.	TLD			2001	2004	12A850	D21	8	1520048	14000 AT STOP
2002	3133	S11	1FMYU04102KA36363	S.O.L.	TLD			2001	2.00E+03	9E998	D21	18	2048712	11000 STALLS
2002	3135	S11	1FMYU04102KA36415	S.O.L.	TLD			2001	2004	DIAS	D21	4	788510	1000 WHILE DRIVING
2002	3138	S11	1FMYU04102KA32058	S.O.L.	TLD			2001	2005	RECALEM	D21	5	1712227	3000 AT STOP
2002	3138	S11	1FMYU04102KA32058	S.O.L.	TLD			2001	2005	RECALEM	D21	9	1903006	18000 WHILE BRAKING
2002	3140	S11	1FMYU04102KA30487	S.O.L.	TLD			2001	2004	DIAS	D21	10	1285430	10000 WHILE DRIVING
2002	3143	S11	1FMYU04102KA27098	S.O.L.	TLD			2001	1H03	DIAS	D21	11	2207988	8000 STALLS
2002	3145	S11	1FMYU04102KA27098	S.O.L.	TLD			2001	2004	12A850	D21	11	2418229	8000 WHILE DRIVING
2002	3153	S11	1FMYU04102KA38405	S.O.L.	TLD			2001	2001	8C815	D21	7	1287345	5000 WHILE DRIVING
2002	3164	S11	1FMYU04102KA28417	S.O.L.	TLD			2001	2004	12A850	D21	8	882598	8000 STALLS
2002	3165	S11	1FMYU04102KA28417	S.O.L.	TLD			2001	2.00E+03	9F715	D21	8	1886744	8000 STALLS
2002	3169	S11	1FMYU04102KA20491	S.O.L.	TLD			2001	1A03		D21	11	2188212	5000 WHILE DRIVING
2002	3170	S11	1FMYU04102KA19436	S.O.L.	TLD			2001	2.00E+04	DC015	D21	10	1864804	11000 WHILE DRIVING
2002	3178	S11	1FMYU04102KA05980	S.O.L.	TLD			2001	2004	DIAS	D21	1	388408	0 WHILE DRIVING
2002	3193	S11	1FMYU04102KA08880	S.O.L.	TLD			2001	7C05	14ND99	D21	1	331898	0 STALLS

DIAG		ROAD TEST 7 MILES AND THE UNIT RAN FLAWLESS CKD THE EECV SYSTEM N KOEO PASS N KOEGC PASS N KOER PASS PERFORMED FUEL
REPLACED ENGINE FAILURE		COMPONENTS AND REPLACE ENGINE TOP OFF FLUIDS AND RECK OPERATION OK FOUND SPUN BEARING SEIZED CRANKSHAFT LOOKED UP ENGINE REQUESTING DEALERS PIA CODE 05124
REPLACED ENGINE FAILURE		DAGNOSED ENGINE CONDITION SEIZED UP DROPPED VALVE R AND I ENGINE AND REPLACED TOPPED OFF ALL FLUIDS ROAD TESTED REQUESTING DEALERS PIA CODE 05124
REPLACED ENGINE FAILURE		D UP ENG COND DIAG EXTRA TIME TO TEAR DOWN DROP ECH VLV8 #1 CYL PISTON AND CYL HEAD DAMAGE RM ENG REPLACED ENGINE TRANSFERRED NECESSARY COMPONENTS REASSEMBLED OLD ENGINE FOR SHIPPING TOPPED OFF ALL F REQUESTING DEALERS PIA CODE 08987
REPLACED		274 INSPECTED FOUND ENGINE SEIZED, R&R ENGINE AND TRANS ASSEMBLY, REPLACED WITH SUPPLIED NEW UNIT FROM PLANT, EXTRA TIME REQUESTED DUE TO ENGINE SEIZED NECESSARY TO REMOVE TORQUE CONVERTER WITH ASS
REPLACED		MT14ND08 0.8 PER 8.8.M. 15434 DIAG AND REPLACE EEC PWR RELAY AND IAC VALVE
TSS		2198 RAN OASIS FOR 89M, T88, & VEHICLE HISTORY WDS HOOK UP. KOED, KOER, FUEL PRESSURE TEST, INJECTOR FLOW TEST, DCL PID DATA RECORDER. REFERED TO 89M 15588. VERIFIED EEC RELAY CORRECTED PREVIOUSL.
NPF STICKING		ROAD ETSTED EEC TESTED NPF VERIFIED REPLACED THROTTLE BODY STICKING
T88		OK FUEL PRESSURE AND REPROGRAM PCM PER T88 RD TEST
T88		FOLLOWED T88 ARTICLE 02 11 8 REPLACED IAC SENSOR AND THROTTLE BODY
NPF		ROAD TESTED COULD NOT DUPLICATE CONCERN PERFORMED EEC SYSTEM TEST NO
T88		8288 TEST EEC NO CODES, TEST FUEL PSI AND LEANDOWN PIN POINT TEST IAC OPERATION, CHECKED OASIS FOUND T88 02 08 08, REPROGRAMED PCM, ROAD TEST AND MONITOR PID DATA, EVERYTHING WORKING OKAY, DID N
T88		18192 VEHICLE WILL STALL WHEN BRAKING WARRANTY 8988 TEST DROVE VERIFIED CONCERN RAN OASIS BY SYMPTOM FOUND T88 02 8 8 PERFORM T88 DIAG CHECK IAC DUTY CYCLE SPED 32.40% HAD 38% OK REPROGRAM PCM PER
89M		15405 DIAG 82 TEST DROVE, TESTED EEC SYSTEM, ALL SYSTEM PASS CHECKED 89M, RETEST DROVE WHILE MONITORING PIDS WITH NGB, PIDS WERE FINE AND ENGINE NEVER STALLED. ADVISED
T88		FOLLOWED THE DIAGNOSTICS AND PROCEDURES FROM T88 02 11 8 CALLED FORD
T88		VERIFIED CONCERN EEC TESTED PID MONITOR TESTED FOUND THE PCM NOT WORKING PROPERLY REPROGRAMMED PCM PER T88 02 11 05 TESTED PROBLEM SOLVED
REPLACED CLEANED		EEC,NGB TESTS,REPLACE CRANK SENSOR,REPROGRAM PCM
REPLACED		EEC TESTED, NO CODES, CLEANED IDLE AIR CONTROL, IDLE RETURNED TO NORMAL
T88		EEC TESTED, NO CODES, PINPOINT TESTS, REPLACED IDLE AIR CONTROL, TEST DRIVE, RETEST ROAD TESTED, DID NOT STALL, NGB CLUCK TESTS PASSED, RAN OASIS, T88 02 11 05 APPLIES, WDS PID MONITOR OK, REPROGRAM
T88 NPF WOP		11050 NO MIL NO DTCS (90016) 128600 2 D01 .1 D22 4 D46 3 D65 3 D80 .1 D61 3 D64 2 9996 3 9000 4 D1 4 D2 .1 EEC TESTS PASS. DCL DISPLAY OK. IGNITION SYSTEM TESTS PASS. FUEL PRESSURE AND L. EEC DIAGNOSIS ALL PASS CODES IN SYSTEM, OK AT THIS TIME. NOT WORKING PROPERLY EEC (CLUCK TEST) DIAGNOSIS

	CUST STATES THAT THE TRUCK QUIT AT A STOP LIGHT TRUCK WAS DRIVEN 7 MILES BEFORE IT QUIT, THEN IT WOULD NOT CRANK TOOK 3
	CUST ST DIED WHILE DRIVING
	VEHICLE DIED WHILE CUSTOMER WAS SITTING IN DRIVE THRU
LINDS	CUST WAS SETTING IN PARKING LOT LITES STARTED BLINKING ENGINE LOCKED VEHICLE DIED HAD TO BE TOWED IN
REMBLY AND TORCH FLYWHEEL FILLED FLUIDS RD TESTED QC OK	CUST STATES THAT WHEN DRIVING VEH IT QUIT WHILE DRIVING. VEH HAS LONG CRANK AND WHEN STARTED ENGINE
	CHECK ENG HAS DIED 3 TIMES WHILE DRIVING, BATTERY LIGHT COMES ON PERIODICALLY, SEE ATTACHED NOTE
Y. VERIFIED TIGHT CONNECTIONS. VERIFIED EVAP VENT LINE CLEAR. CHECKED GROUNDS & OTHER HARNESS CONNECTIONS, OK. REPROGRAM PCM PER SSM TO LATEST REVISION. RE EEC TESTED, PASSING.	OK FOR STALLS QUTS ON ACCEL. ALL ENGINE TEMPS
	CUST STATES THAT THE ENGINE STALLS OUT WHILE GOING DOWN HILL. WILL RESTART WHEN YOU PULL OVER
	CUST STATES THAT THE VEH DIES OFF WHILE DRIVING SOP
	C B THAT THE CAR STALLS INTERMITTENTLY WHEN COASTING TO A STOP ALWAYS RESTARTS FINE
	CUSTOMER STATED VEHICLE STALLING
	CUSTOMER STATES THE VEHICLE SHUT OFF ONE TIME WHILE DRIVING RESTARTED
OT DIE ANYMORE, RETURNED TO CUSTOMER	CUSTOMER STATES VEHICLE DIES WHILE PULLING TO A STOP SLOWLY AND PUSHING ON BRAKE
TSS CHECK EVAPVM DUTY CYCLE PER TSS ALL OK AND FUEL TANK PRESSURE OK	
CHECK VAPOR VENT LINE FOR OBSTRUCTION NONE FOUND OK CHECK FOR PROPER EEC RELAY OK TEST DROVE AFTER DIAG AND PCM	CUST STATES WHEN VEHICLE IS DRIVEN AND TOUCH THE BRAKES VEHICLE LOSES POWER AND DIES PLEASE CHECK AND ADVISE
	D21 CUS STS VEHICLE STALL WHILE DRIVING DOWN A HILL
	CUSTOMER STATES THAT ON ONE OCCASION THE VEHICLE STALLED AND SHE LOST
	STALLS WHILE DRIVING
	CHECK ENGINE SHUTS OFF DIES WHILE DRIVING (CUSTOMER STATES HAS HAPPENED 2 TIMES & ENGINE STARTS RIGHT BACK UP)
	CHECK VEH STALLS
	CHECK STALLS, ESP COLD, LOW SPEEDS
	CUSTOMER STATES CHECK VEHICLE STALLED WHILE DRIVING ON DECELERATION
BEAKDOWN TESTS PASS. ROAD TESTS W NBS FINDS NO FAULTS IN THE RUNNING GEAR AT THIS TIME. PER TSS 02 11 6, TESTED EVAP STATUS LOGS PASS. TESTED RUNNING LOSS AND TESTS FAIL.	DIED WHILE DRIVING BUT RESTARTED RIGHT AWAY (SEEMS TO HAVE HAD DELAYED ENGAGEMENT INTO REVERSE INTERMITTENTLY)
	SHUT OFF WHILE DRIVING WOULD NOT RESTART WAITED 2 MIN THEN STARTED
	SHUTS OFF

2002	3216	S11	1FMYU04152K07404	S.O.L	TALD	6	2001	2004	12A660	D21	11	2136288	9000	WHILE DRIVING
2002	3230	S11	1FMYU04152K08161B	S.O.L	TALD	6	2002	2.00E+03	9E985	D21	1	2304815	0	WHILE DRIVING
2002	3240	S11	1FMYU04152K080434	S.O.L	TALD	6	2002	7C05	14N089	D21	3	2399232	2000	WHILE DRIVING
2002	3254	S11	1FMYU04152K060949	S.O.L	TALD	5	2002	7822	14N088	D21	1	1588801	0	WHILE DRIVING
2002	3273	S11	1FMYU04152K012439	S.O.L	TALD	4	2002	2.00E+03	9F715	D21	3	2168184	4000	WHILE DRIVING
2002	3276	S11	1FMYU04152K011506	S.O.L	TALD	4	2002	2.00E+03	9F715	D21	2	1912879	0	WHILE DRIVING
2002	3278	S11	1FMYU04152K002964	S.O.L	TALD	4	2002	2.00E+03	9E925	D21	1	1673548	0	WHILE DRIVING
2002	3284	S11	1FMYU04152K089535	S.O.L	TALD	4	2002	9384	12A660	D21	1	1734747	0	WHILE DRIVING
2002	3288	S11	1FMYU04152K083715	S.O.L	TALD	3	2002	2.00E+04	9C615	D21	3	2372747	4000	DOWNHILL
2002	3303	S11	1FMYU04152K060732	S.O.L	TALD	3	2002	2.00E+03	9F715	D21	4	2021688	9000	WHILE DRIVING
2002	3307	S11	1FMYU04152K046048	S.O.L	TALD	2	2002	1H03	9J460	D21	4	1942343	4000	STALLS
2002	3308	S11	1FMYU04152K046048	S.O.L	TALD	2	2002	9392	12B675	D21	4	2057372	4000	STALLS
2002	3312	S11	1FMYU04152K046541	S.O.L	TALD	2	2002	2904	DJ43	D21	0	978240	0	AT STOP
2002	3340	S11	1FMYU04152K021042	S.O.L	TALD	2	2002	9304	12A660	D21	2	1261816	4000	WHILE DRIVING
2002	3343	S11	1FMYU04152K020915	S.O.L	TALD	2	2002	9304	12A660	D21	1	1028233	1000	AT STOP
2002	3354	S11	1FMYU04152K099903	S.O.L	TALD	1	2002	2.00E+03	9F715	D21	5	1948750	3000	STALLS
2002	3355	S11	1FMYU04152K099907	S.O.L	TALD	1	2002	2.00E+03	9F715	D21	6	2143336	8000	STALLS
2002	3360	S11	1FMYU04152K099907	S.O.L	TALD	1	2002	2.00E+03	9E985	D21	7	2221121	9000	ACCELERATING
2002	3385	S11	1FMYU04152K099900	S.O.L	TALD	1	2002	2004	DJ43	D21	3	1112882	2000	WHILE DRIVING
2002	3389	S11	1FMYU04152K067344	S.O.L	TALD	1	2002	1H03	9J460	D21	5	2036132	3000	WHILE DRIVING
2002	3374	S11	1FMYU04152K067347	S.O.L	TALD	1	2002	2.00E+03	9F715	D21	2	1864355	1000	COASTING
2002	3378	S11	1FMYU04152K099132	S.O.L	TALD	1	2002	2.00E+03	9F715	D21	4	1957858	3000	DOWNHILL
2002	3379	S11	1FMYU04152K099132	S.O.L	TALD	1	2002	2.00E+03	9E985	D21	5	2490112	7000	WHILE DRIVING
2002	3381	S11	1FMYU04152K099580	S.O.L	TALD	1	2002	7C05	14N089	D21	7	2185898	9000	STALLS
2002	3384	S11	1FMYU04152K099241	S.O.L	TALD	1	2002	7C05	14N089	D21	7	1919464	4000	WHILE DRIVING
2002	3389	S11	1FMYU04152K077009	S.O.L	TALD	1	2002	2004	12A660	D21	1	1312285	0	WHILE BRAKING

TSB		PERFORMED DIAGNOSTIC TEST AND REPROGRAMMED PCM AS PER TSB 02 11 08.
TSB		DIAG TESTED EEC SYSTEM NO CODES IN MEMORY FOLLOWING TSB 02 11 08 02 08 08
DIAG		2434 DIES WARRANTY SENS TESTING NO CMTCS ARE PRESENT. SYMPTOM CHART 6 PAGE 11. VERIFIED THAT THE TRANSMISSION WAS NOT THE PROBLEM. VERIFIED THAT THE A/C LOAD WAS NOT THE PROBLEM. CHECKED ALL FUEL.
DIAG		CRUISE STATES VEH CUTS OFF WHILE DRIVING IN INTERSTATE, WDS, PIN POINT, R&R TRIM PANELS FOR ACCESS, R
TSB		1 WDS TEST, PINPOINT POINT IAC BELOW SPECS ACCORDING TO TSB REPLACE AND TEST DRIVE
INOP		NOT WORKING PROPERLY FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
NO TEXT		
REFLASH		WDS TESTING ADJUST TP VOLTAGE REPROGRAM PCM RETEST D81 42 19860
INOP		DEFECTIVE VAPOR MANAGEMENT VALVE EEC (QUICK TEST) DIAGNOSIS
TSB		CK STALLING WHEN DRIVING DOWN THE ROAD. ALSO ONE TIME VEH REVVED UP ENGINE THE BANG INTO GEAR. VERIFY RAN OASIS PERFORMED 8 STEP CHECK LIST PROCESS AS PER TSB 02.11.8 IAC OUT OF SPECIFICATION. R&R IAC
TSB		TECH CHECKED THE EEC POWER RELAY AND IT WAS OK. TECH REPROGRAMMED THE PROCESSOR. TECH USED TSB 02 11 8. TECH CHECKED THE IAC MOTOR AND MASS AIR FLOW AND THEY WERE WITHIN SPECS.
INOP		MASS AIR FLOW INOP EEC (QUICK TEST) DIAGNOSIS
INOP		DRIVE 14 MILES UNABLE TO DUPLICATE EEC TEST DCL DISPLAY CK ALL FUEL PRESSURE,IAC,TP SENSOR,DPEE ,EECRELAY,PCM HARNESS & CONNECTOR,CONNECTORS IN LEFT KICK PANEL FOR WATER & LOOSENESS,OK CONNECTOR 110,1
INOP		EEC TEST NO CODES COULD NOT VERIFY
TSB		TEST TO VERIFY CHECK OASIS REFER TO TSB 02 11 08 AND PERFORM DIAGNOSIS AND TESTS PER TSB. RECALIBRATE PCM PER TSB. EVEN INCREASED, IAC DECREASED, ROAD TEST OKAY
TSB		ROAD TEST. CEL OFF. SYSTEM PASS. MT EQUALS TIME TO FOLLOW STEPS AS OUTLINED IN TSB 02 11 8. PERFORM DCL DISPLAY AND ROAD TEST AND MONITOR ENGINE RPM. REPLACE IAC. RETEST. ALL OK NOW
REPLACED		REPL IAC VALVE ASSY WFT
REPLACED		EEC TEST AND RPEL T BODY AN DEVAP VM CLOSED BYW FI
SSM		1 WDS START UP TEST EEC TEST KOEO PASS KOER PASS KOEC PASS DCL DISPLAY DATA LOGGER ALL PIDS NORMAL FUEL PSI NORMAL,CHECK BSM FOUND 15880 AD LATEST UPGRADE TO PCM,INSPECT PCM RELAY AND BLOW BACK THRU
SSM		REPLACE DPEE SENSOR , UPDATED PART FAULT CODE P0401 PER SSM
REPLACED		AIR BY PASS AND THROTTLE BODY SYSTEM THROTTLE BODY AIR INTAKE REPLACE TB AND IAC AND MAKE ALL ADJ
REPLACED		RAN WDS SELF TEST, DATA LOGGER, ROAD TEST, R&R BATTERY CLEANED GROUNDS CHECKED PCM FOR UPDATE REPLACED DPEE.
TSB		1 WDS SELF TEST, DATA LOGGER PERFORMED TSB 2 11 8 CHECKED GROUNDS AND CONNECTORS R&R BATTERY AND HOLDER CLEANED
TSB		VEHICLE STARTED WHEN TRIED AT GARAGE NO DTCS TRIED TO RECREATE PROBLEM FOLLOWED TSB 02 08 08
REPLACED		ALL TESTS CHECKED OK REPLACED PCM RELAY
REPLACED		EEC TEST NO CODES. CHECK FUEL PRESSURE CHK OK. SENS. REPROGRAM PCM, REPLACE FUEL PUMP RELAY. ROAD TEST SEVERAL
REFLASH		PERFORMED WDS KOEO & KOER NO CODES,CONSULTED OASIS,PERFORMED PID MONITOR DIAGNOSIS, PIDS OK,REPROGRAMMED PCM/RAN QUICK

	CUSTOMER STATES VEHICLE HAS STALLED TWICE WHILE DRIVING. GOING UP A SLIGHT INCLINE TRIED TO ACCELERA CUSTOMER STATES STALLED OUT WHILE DRIVING WILL RESTART
SYSTEM COMPONENTS CHECKED FUEL PRESSURE WAS AT 100 PSI WITH FUEL PRESSURE REGULATOR VACUUM DISCONNECTED FUEL PRESSURE WAS WITH TEN PSI OF SPEC. VISUALLY INSPECTED THE INTAKE AIR SYSTEM.	CUSTOMER STATES THAT THE CAR STALLS OUT WHILE DRIVING BUT ESTARTS RIGHT AWAY
	CUST STATES VEH CUTS OFF WHILE DRIVING ON INTERSTATE CUSTOMER STATES THE VEHICLE CUTS OFF WHILE DRIVING SHUT OFF WHILE DRIVING COMING OFF BT 60MPH ONTO RT30. THEN PULLED OVER AND RESTARTED.
	CKHADV ON ENGINE OUT RUNNING WHILE DRIVING YESTERDAY DID START BACK UP. AC WAS ON MAX, GORN
	CUSTOMER STATES STALLED WHILE DRIVING ON DECEL CK STALLED OUT 1 TIME COASTING DOWNHILL SEEMS TO BUCK OR HESITATE
	CHECK STALLING WHEN DRIVING DOWN THE ROAD ALSO ONE TIME VEH. REV. UP ENGINE THEN BANG INTO GEAR CHECK & ADVISE NO CHECK ENGINE LIGHT ON
	CUSTOMER STATES WHEN THAT HAPPENED THE EMISSION LIGHT CAME ON CUSTOMER STATES THE VEHICLE STALLED AND THE STEERING LOCKED
33,OK,REMOVE BATTERY & CK GROUNDS UNDER BATTERY OK,CK CALIBRATION HAS NEWEST UPGRADE FOR PCM CK EVAPHOSES & BLOW OUT RETEST OK NO PROBLEM FOUND AT TH IS TIME	CHECK VEHICLE STALLS AT STOPPS CHECK CAR STALLING WHILE DRIVING, CHECK T888 CUSTOMER STATES WHEN GOING DOWN HILL WITH AC ON COMING TO A STOP VEHICLE STALLED OUT THIS HAPPENED ONE TIME
	CUSTOMER STATES THAT CAR DIED. AT TIMES WHEN STARTING DIES OUT ON ACCEL FROM STOP DIES OUT AT TIMES
VAPOR SYSTEM AS IN 68M,HPF AT THIS TIME	CUST STATES VEH STALLS WHILE DRIVING CUSTOMER STATES WHEN DRIVING DOWN HILL BRAKE LIGHT AND BATTERY LIGHT CAME ON FOR NO REASON
	OWNER STATES VEHICLE STALLS ON COAST AT TIMES
	ENGINE STALLS WHEN GOING DOWN HILLS WITH FOOT OFF GAS PEDAL
	STALLS WHILE DRIVING CUSTOMER STATES ENGINE SHUT OFF AND WONT RESTART ALL LIGHTS CAME ON AND VEHICLE GOT HARD TO STEER
	CHECK VEHICLE HAS DIED WHILE DRIVING TWICE ONCE GOING UP HILL AND ONCE GOING DOWN HILL
	TRUCK STALLED OUT WHEN SLOWING DOWN & TURNING, RESTARTED OK ENGINE 3.0L EFI DCHC, TRANS COME AUTO

2002	3350	811	1FMVYU04152K076832	S.O.L	T/LD	1	2002	1H63	9J400	D21	6	2360381	6000 NO TEXT
2002	3391	811	1FMVYU04152K076832	S.O.L	T/LD	1	2002	2.D0E+04	9C915	D21	5	2078115	6000 DOWNHILL
2002	3392	811	1FMVYU04152K076832	S.O.L	T/LD	1	2002	1H63	9J400	D21	3	1108188	4000 WHILE DRIVING
2002	3401	811	1FMVYU04152K076440	S.O.L	T/LD	12	2001	2.D0E+03	9F715	D21	1	555632	0 WHILE DRIVING
2002	3402	811	1FMVYU04152K076356	S.O.L	T/LD	12	2001	2.D0E+03	9F715	D21	6	1822828	3000 WHILE DRIVING
2002	3403	811	1FMVYU04152K076356	S.O.L	T/LD	12	2001	2305	RECAL	D21	2	827791	1000 WHILE DRIVING
2002	3404	811	1FMVYU04152K076356	S.O.L	T/LD	12	2001	2.D0E+03	9E285	D21	7	1822828	4000 STALLS
2002	3405	811	1FMVYU04152K076356	S.O.L	T/LD	12	2001	2304	12A650	D21	4	1085245	1000 WHILE DRIVING
2002	3408	811	1FMVYU04152K076356	S.O.L	T/LD	12	2001	2.D0E+03	9F715	D21	7	2010487	6000 WHILE BRAKING
2002	3411	811	1FMVYU04152K074821	S.O.L	T/LD	12	2001	2301	12A650	D21	4	1368890	4000 ACCELERATING
2002	3421	811	1FMVYU04152K065375	S.O.L	T/LD	1	2002	2.D0E+03	9F715	D21	7	2152558	3000 WHILE DRIVING
2002	3423	811	1FMVYU04152K065155	S.O.L	T/LD	12	2001	2305	RECAL	D21	7	2182950	1500 STALLS
2002	3428	811	1FMVYU04152K064330	S.O.L	T/LD	12	2001	2304	DIAG	D21	1	546977	1000 HESBURGE
2002	3430	811	1FMVYU04152K064330	S.O.L	T/LD	12	2001	2301	68288	D21	1	822788	1000 WHILE DRIVING
2002	3431	811	1FMVYU04152K064330	S.O.L	T/LD	12	2001	7V01	12A650	D21	2	583012	1000 HESBURGE
2002	3435	811	1FMVYU04152K063840	S.O.L	T/LD	12	2001	1A03	8008	D21	0	551588	0 NO TEXT
2002	3437	811	1FMVYU04152K063840	S.O.L	T/LD	12	2001	1A03	8008	D21	0	552548	0 STALLS
2002	3438	811	1FMVYU04152K063840	S.O.L	T/LD	12	2001	2.D0E+04	9H307	D21	8	2163581	4000 WHILE DRIVING
2002	3442	811	1FMVYU04152K063158	S.O.L	T/LD	12	2001	2.D0E+03	9F715	D21	5	1425111	1000 WHILE DRIVING
2002	3444	811	1FMVYU04152K054889	S.O.L	T/LD	12	2001	2.D0E+03	9E285	D21	4	2023428	6000 WHILE DRIVING
2002	3445	811	1FMVYU04152K054480	S.O.L	T/LD	12	2001	2304	DIAG	D21	7	2091447	9000 STALLS
2002	3448	811	1FMVYU04152K054809	S.O.L	T/LD	12	2001	2305	RECAL	D21	8	2480309	7000 STALLS
2002	3449	811	1FMVYU04152K053841	S.O.L	T/LD	12	2001	2304	12A650	D21	5	1465580	3000 AT STOP
2002	3450	811	1FMVYU04152K046538	S.O.L	T/LD	12	2001	2304	DIAG	D21	3	847803	1000 AT STOP
2002	3479	811	1FMVYU04152K031818	S.O.L	T/LD	11	2001	2304	12A650	D21	7	1768558	14000 NO TEXT
2002	3482	811	1FMVYU04152K030858	S.O.L	T/LD	11	2001	2.D0E+03	9F715	D21	7	1580082	11000 WHILE DRIVING
2002	3483	811	1FMVYU04152K029057	S.O.L	T/LD	11	2001	2304	12A650	D21	7	1479974	10000 STALLS

TSS		INSURE THAT TSS 02 11 08 HAS BEEN PERFORMED PERFORM ALL CHECKS PER 18M 02 08 025 FWR DPFE SENSOR/WIRING NUMBER INSPECT ALL OTHER CONNECTORS AND GROUNDS PER 18M ALL GOOD
REPLACED		CHECKED AND TESTED EEC SYSTEM FOR CODES AND NO CODES PRESENT, CHECKED AND REPLACED VAPOR MANAGEMENT VALVE CHECKED AND REPLACED MASS AIR FLOW SENSOR WITH LATEST PART NUMBER AND RANDY CORLEW INSPECTED A
REPLACED		CHECKED FOR STALLING AND PERFORMED COMPLETE CHECKED LIST AS PER RANDY CORLEW AND ALL CHECKED OUT OK, CHECKED PCM ALL OK, CHECKED CRANK SHAFT POSITION WIRING AND ALL OK, REPLACED DPFE SENSOR AND CHECKED
REPLACED		VALVE ASSEMBLY (IDLE AIR CONTROL) IAC REPLACE (DF715 9P670)
TSS		STALL WHEN OFF GAS . PERFORM TSS 02 11 08 REPROGRAM PCM FUEL PRESSURE OK, CHECK PIDS ALL OK REPLACE EEC RELAY AND IAC. ORDERED VMV AND THROTTLE
REFLASH		ROAD TEST AND COULD NOT DUPLICATE CONCERN FOUND RELATED SERVICE BULLITEN, TEST PCM RELAY AND REPROGRAM POWERTRAIN CONTROL MODULE ROAD TEST OK
REPLACED		THROTTLE BODY REPLACE S O THROTTLE BODY+AIR FLOW VALVE ASMBLY PARTS CHK+ RESET IDLE AND ROADTEST REPAIRS
REFLASH		CHECK STALL OUT AT 45 SET UP FOR ENGINEER ON THUR. CALLED HOT LINE REPROGRAMMING & RELAYS DIDN T WORK ROAD TEST MONITOR PIDS CLEAR ALL CODES RESET KEEP ALL CODES ALIVE IN MEMORY VEHICLE REACTS A LO
TSS		TESTED EEC NON CODES INSPECT ELECT AND VAC CONNECTION OK CHECK AIR INDUCTION TUBE OK RAN CASIS NBS DCL CONNECT EVALUATED IDLE CONTROL PIDS DURING ROADTEST FOLLOWED T8V 02 11 08
REFLASH		EEC TEST(PASS CODES)UNGS MONITOR ROAD TEST,DCL DISPLAY, SIGNAL SIMULATION,TRIED TO REPROGRAM PCM,WOULD NOT
STICKING		IDLE AIR CONTROL VALVE STICKING EEC (QUICK TEST) DIAGNOSIS
TSS		EEC,NBS TESTED,REPROGRAMMED PCM PER T8V 02 11 08
NPF		WDS DIAG ALL PASS TEST DR MONITOR OK PIDS ALL IN SPECIL TEST DR CHV DIDNOT RUN ROUGH OR JENK.
DIAG		EEC DIAG PINPOINT CK CODE P0320 US40. CK 18IN SYSTEM OK OK FUEL PRESS. 65PSI OK. TEST DR MONITOR CK PIDS. CK CASIS.
NO TEXT		
ENGINE FAILURE		REQUESTING DEALERS P/A CODE 02714
REPLACED		SEVERE ENGINE DAMAGE REQUIRED REPLACEMENT
REPLACED		EEC TEST, PASS, FUEL PRESSURE TEST, DCL ROADTEST AND MONITOR PINPOINT TEST, FUEL PRESSURE DROPPED, REPLACE PUMP AND FILT RETEST, PASS
INOP		INOP REPL IAC VALVE FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
REFLASH		EEC TEST P1600 PASS WDS PID DATA LOGGER ,CHECK IAC VALVE OK , REPROGRAM PCM , DUTY CYCLE OF IAC WHEN HOT 280 DEG 42 % , RMR THROTTLE ASSEMBLY RETEST OK DUTY CYCLE AT 34 % , ROAD TEST OK DOBNT STALL, F
NPF		SEVERAL ROAD TESTS,EEC MONITOR,CYLINDER BALANCE,RELATIVE COMPRESSION TESTS,N O CODES,NPF
REFLASH		TESTED EEC,PERFORMED PINPOINT TESTS,CK ID BATTERY AND ELECTRICAL REPROGRAMMED PCM
DIAG		TESTED THE EEC SYSTEM USING WDS AND ALL CODES PASSECT CALLED CASIS CE
REFLASH		WDS TEST AND RD TEST. DATA LOG TEST AND REFLASH THE PCM PER SERVICE MESSAGE. UNABLE TO DUPLICATE BUT UPDATED. INSPECT THE EEC RELAY ANDVENT SOL FOR EVAP. PER MESSAGE, ALL OK.
NO TEXT		
REPLACED		CHECK FOR STALLING, TEST EEC, PASS, MONITOR IAC AND REPLACE, REPROGRAM PCM AND REPLACE THROTTLE BODY, RECHECK IAC, OK, ROADTEST OK
REFLASH		EEC TEST PINPOINT TEST POWER BALANCE TEST INJECTOR FLOW TEST REPROGRAM

NO VERIFIED ALL	CHECK CUSTOMER STATES THAT WHEN COASTING DOWN HILL THE VEHICLE STALLED OUT AND DID RESTART BACK UP.
CONNECTOR C118 AND C133	CHECK CUSTOMER STATES THAT WHEN DRIVING DOWN HILL ESP AND BRAKING THE VEHICLE QUIT LOST POWER STEERING AND C 8 ENGINE DIED WHILE DRIVING STEERING GOT HARD TO TURN BEFORE ENGINE DIED
	STALLS AROUND 45 MPH WHILE DRIVING
	CUSTOMER STATES THE ENGINE SHUT OFF WHILE DRIVING RESTARTED OK
	SOP STALLING
IT BETTER TO DECELL.	ENGINE SHUT OFF WHILE DRIVING 45 RESTARTED FINE
	CUSTOMER STATES THE VEHICLE SHUTS OFF WHILE DRIVING AFTER GOING DOWN A HILL AND SHE IS SLOWING DOWN
	CUSTOMER STATES THE ENGINE STALLED OUT ONCE ON HARD ACCEL WHEN PULLING OUT INTO TRAFFIC
	CUST. STATES CHECK VEHICLE DIED WHILE DRIVING TWICE MOST RECENTLY WHEN GOING DOWN HILL AND APPLYING BRAKES
	CUSTOMER STATES ENGINE DIES OUT IN VERY HOT WEATHER WHEN A C IS ON
	VEH WAS HERE 01 14 02 FOR JERKING WHEN ACCEL AND STALLING WITH CHECK ENGINE LIGHT WAS ON TODAY VEH WILL JERK WHEN
	THE CHECK ENGINE LIGHT IS ON ENGINE IS RUNNING ROUGH BEEN JERKING WHEN DRIVING AND STALLING AT STOPS
	CUSTOMER STATES CHECK ENGINE LIGHT ON VEH WAS HERE ON 01 18 02 FOR JERKING WHEN ACCEL TECH DROVE
	DIAG ENGINE QUIT RUNNING ENGINE SOUNDS BAD
	VEHICLE WILL STALL WHILE DRIVING D21
	CUST STATES VEHICLE JUST CUTT OFF WHILE DRIVING ,ONE TIME DID RESTART
FINALQ TEST P1000 PASS	CUSTOMER STATES VEHICLE STALLED WHILE DRIVING RESTARTS OK SEE HISTORY
	CUSTOMER STATES ENGINE STALLED 1 TIME LAST WEEK (CUSTOMER WOULD LIKE TO SEE IF THERE IS ANY PROBLE
	CUSTOMER STATES VEHICLE STALLED OUT AND AT TIMES SEEMED LIKE VEHICLE LOST ALL ELECTRICAL POWER
	CUSTOMER STATES THE SUV STALLED AT A STOP ON THE WAY HERE RESTARTED OK
	STALLS OUT WHEN TAKING OFF FROM STOP NO OTHER RUNNING CONCERNS , SOMETIMES HAS HAD TO RESTART
	ENGINE STALLS AT TIMES WHILE DRIVING
	STALLS AT TIMES OK TSS 020606

2002	3480	S11	1FMYU04152KB28087	S.O.L	TALD		11	2001	1H09	6J460	D21		7	1822388	8000	WHILE DRIVING
2002	3483	S11	1FMYU04152KB28076	S.O.L	TALD		11	2001	2G06	RECAL	D21		8	2514812	12000	TBS
2002	3486	S11	1FMYU04152KB28068	S.O.L	TALD		11	2001	2G04	12A850	D21		8	1516871	8000	WHILE DRIVING
2002	3500	S11	1FMYU04152KB23211	S.O.L	TALD		11	2001	2.00E+03	BF715	D21		7	1518488	4000	AT STOP
2002	3504	S11	1FMYU04152KB22415	S.O.L	TALD		11	2001	2G04	DIAG	D21		5	1837432	3000	WHILE DRIVING
2002	3514	S11	1FMYU04152KB28015	S.O.L	TALD		11	2001	2G04	12A850	D21		7	1398878	6000	STALLS
2002	3518	S11	1FMYU04152KB15081	S.O.L	TALD		10	2001	2.00E+03	BF715	D21		3	880884	3000	STALLS
2002	3519	S11	1FMYU04152KB15081	S.O.L	TALD		10	2001	7C06	14ND89	D21		1	414403	1000	UPHILL
2002	3520	S11	1FMYU04152KB15081	S.O.L	TALD		10	2001	2.00E+03	BF715	D21		6	1348887	8000	WHILE DRIVING
2002	3522	S11	1FMYU04152KB14888	S.O.L	TALD		11	2001	2G04	DIAG	D21		2	2430385	1000	WHILE DRIVING
2002	3523	S11	1FMYU04152KB14842	S.O.L	TALD		11	2001	2G05	RECAL	D21		6	1363235	6000	WHILE DRIVING
2002	3524	S11	1FMYU04152KB14842	S.O.L	TALD		11	2001	7C06	14ND89	D21		1	419897	2000	WHILE DRIVING
2002	3533	S11	1FMYU04152KB12838	S.O.L	TALD		11	2001	2.00E+03	BF715	D21		1	385891	0	STALLS
2002	3537	S11	1FMYU04152KB12211	S.O.L	TALD		11	2001	2G04	12A850	D21		7	1317005	5000	WHILE DRIVING
2002	3539	S11	1FMYU04152KB06733	S.O.L	TALD		10	2001	2.00E+03	BF715	D21		8	1823640	8000	WHILE DRIVING
2002	3540	S11	1FMYU04152KB06487	S.O.L	TALD		10	2001	7C06	14ND89	D21		1	388747	1000	WHILE DRIVING
2002	3542	S11	1FMYU04152KB06229	S.O.L	TALD		11	2001	2G05	RECAL	D21		8	1901788	4000	WHILE DRIVING
2002	3544	S11	1FMYU04152KB03348	S.O.L	TALD		10	2001	2G04	12A850	D21		8	1857272	11000	COASTING
2002	3547	S11	1FMYU04152KB01533	S.O.L	TALD		10	2001	2G05	RECAL	D21		7	1530310	7000	DOWNHILL
2002	3549	S11	1FMYU04152KB01387	S.O.L	TALD		10	2001	2G04	12A850	D21		5	883788	8000	WHILE DRIVING
2002	3551	S11	1FMYU04152KB01273	S.O.L	TALD		10	2001	2.00E+03	BF715	D21		9	2120314	9000	WHILE DRIVING
2002	3553	S11	1FMYU04152KB00883	S.O.L	TALD		10	2001	2G04	12A850	D21		2	908854	1000	NO TEXT
2002	3554	S11	1FMYU04152KB00883	S.O.L	TALD		10	2001	2.00E+03	BF715	D21		6	1828328	5000	WHILE DRIVING
2002	3557	S11	1FMYU04152KB00820	S.O.L	TALD		10	2001	7C06	14ND89	D21		2	817551	2000	AT STOP
2002	3561	S11	1FMYU04152KA85541	S.O.L	TALD		10	2001	2G04	12A850	D21		8	1276578	10000	STALLS
2002	3573	S11	1FMYU04152KA91055	S.O.L	TALD		10	2001	2G04	12A850	D21		10	2227429	22000	NO TEXT
2002	3575	S11	1FMYU04152KA82577	S.O.L	TALD		10	2001	2G01	12A850	D21		3	732821	3000	STALLS
2002	3578	S11	1FMYU04152KA82515	S.O.L	TALD		10	2001	2.00E+03	BF715	D21		8	1426028	5000	WHILE DRIVING
2002	3577	S11	1FMYU04152KA82515	S.O.L	TALD		10	2001	2G06	RECALEM	D21		3	865777	2000	WHILE DRIVING
2002	3582	S11	1FMYU04152KA79485	S.O.L	TALD		10	2001	2G03	BF471	D21		6	1050711	8000	WHILE DRIVING

ENR2-827 23814

DIAG		REMOVE VDR AND DOWNLOAD RECORDINGS NO STALL BUT RPM DROPPED TO 400
TSS		FOLLOWED ALL STEPS PER TSS 02 11 08 REPROGRAMMED PCM
REFLASH		8830 W/F TEST EEC SYSTEM NO CODES PERFORM PINPOINT TESTS AND REPROGRAM PROCESSOR
REPLACED		PERFORM WDS TEST AND REPLACED IDLE AIR CONTROL VALVE REPROGRAM PCM AND RETEST
DIAG		12488 DC 42 EEC TEST KOED PASS KOEC PASS KOER PASS PINPOINT TEST DCL DISPLAY NG6 MONITOR RECORDER FUEL PRESSURE TEST
REFLASH		8830 REPROGRAMMED PCM WITH LATEST UPDATE, WORKS OK AT THIS TIME
STUCKING		BRINDING AIR BYPASS EEC (QUICK TEST) DIAGNOSIS
NOF		NO PROBLEM FOUND EEC (QUICK TEST) DIAGNOSIS
TSS		TSS 02 08 08 DIAG AND PROGRAM TSS02 08 08
TSS		DIAG ESD WITH WDS MONITOR PDS OK FUEL PRESSURE PINPOINT TEST GOOD SPEEDS PER TSS 02 11 08
REFLASH		PERFORMED EEC TEST REPROGRAMMED PCM
SSM		STAR TESTED PASSED R AND R BATTERY AS PER SSM R AND R HEATER CONTROL REPLACED FUEL PUMP RELAY
REPLACED		408 DIAG AND REPLACED IAC AND UPDATED RELAY AS PER SPEED SERV MESSAGE FOR STALLING
REFLASH		5222 NG6 EEC SELF TEST DCL DISPLAY DCL RECORDER MONITOR PINPOINTED AND REPROGRAMMED PCM TO REPAIR DRIVING CONCERN RETEST ROAD TEST KOED PASS KOEC PASS KOER PASS
TSS		CHECK FOR STALLING VERIFIED LOW IDLE SPEED WHEN COMING TO A STOP PERFORM EEC DIAG NO DTC AS PER TSS 02 11 08 WDS DATALOGGER TEST MONITOR IAC 48 PERC REPLACE IAC REMONITOR 35 PERC OK CHECK DAT ON PCM AN
REPLACED		1 REPLACED EEC RELAY
TSS		WDS TEST PINPOINT PER TSS 02 11 08 REPROGRAM PCM TO LATEST CALIBRATION
DIAG		EEC (QUICK TEST) DIAGNOSIS
REFLASH		CHECKED IAC OK REPROGRAMMED COMPUTER
SSM		8831 SERVICE MANAGER VERIFIED CONCERN, LOOKED OASIS AND FOUND SSM AND PERFORMED SSM TO REPROGRAM AND CHECK PCM, CHECKED PCM RELAY OK, REMOVED EVAP LINE AND CHECKED FOR FLOW OK, ROADTEST OK
TSS		REFER TO TSS 02 11 08 THROTTLE BODY AIR INTAKE REPLACE
NO TEXT		
TSS		884 IAC MOTOR NOT WITHIN SPECS WARRANTY RAN OASIS, ROAD TESTED COULD NOT DUPLICATE, PERFORM INSTRUCTIONS OBTAINED IN TSS 02 11 08 PID MONITOR IAC DUTY CYCLE, DUTY CYCLE IN NOT WITHIN SPECS, REPLACE
INOP		FALTY EEC RELAY EEC (QUICK TEST) DIAGNOSIS
REFLASH		RECALIBRATE THE PCM
NO TEXT		
SSM		PERFORMED DIAG USING WDS FUEL PRESSURE TEST 38 PSI WOT 48 PSI WOT DATA LOGGER CHECK PDS FOR IAC 34 HOT IDLE REPROG PCM AS PER SSM 18588 WOULD NOT REPROGRAM REPL PCM AS PER SSM HAD TO REPROGRAM INSTAL
REPLACED		EEC TEST REPLACED IAC
SSM		2642 OK OUT STALLING CONCERN DO WDS TESTS INCLUDING DATALOGGER, FUEL SYSTEM, IGNITION, INJECTOR, EVAP, DCL DISPLAY, POWERBALANCE, TP SWEEP, MAF, IDLE DISP LAY, A DO PINPOINT TEST FOR STALLING NOTHING FOUND C
SSM		TECH CONNECTED WDS, SELF TESTED EEC SYSTEM PASSED CODES CHECKED OASIS PERFORMED SSM16588
SSM		REPROGRAMMED PROCESSOR

EM2-827 23815

	SHUTS OFF WHEN DRIVING
	TRUCK STALLS TBS 02 11 08
	ENGINE CUTS OUT WHILE DRIVING AT TIMES MAYBE ONCE A WEEK WILL RESTART OK
	OK ENGINE STALLS AT STOPS AND WHILE COASTING THE ACCEL
	D21 CUSTOMER STATES WHEN DRIVING THE VEHICLE AT A CONSTANT SPEED AROUND
	40MPH THE ENGINE STALLED WITH NO WARNING.
	1 TIME ENGINE STALLED THEN RESTARTED
	ENGINE WILL DIE AT LOW SPEED WHEN LETS OFF GAS, STARTS RIGHT BACK
	ENGINE WILL STALL WHEN TURNING OR UP HILL WILL RESTART
	ENGINE WILL DIE WHEN DRIVING DOWN HILL
	OK AND ADVISE CUST STATES WHILE DRIVING VEHICLE JUST STALLS WITHOUT WARNING
	STARTS BACK RIGHT AWAY NO CEL
	CUSTOMER STATES STALLING OUT @ TIMES WHILE DRIVING
	CUSTOMER STATES VEHICLE STALLED WHILE DRIVING.
	VEHICLE SHUTS OFF AT TIMES, HAPPENED 3 TIMES
	D21 CUST STATES ENG HAS DIED TWICE WHILE DRIVING, ALWAYS STRTS BACK UP.
D RETURN PCM WITH LATEST WALBRATION WDE DOWNLOAD MONITOR EVAP SYSTEM AND REPLACE VMV OUT OF SPEC CHECK FOR BLOCKAGE IN VENT LINES OK INSPECTED EEC RELAY OK ROAD TEST MONITOR ALL PDS ALL OK	CB: WHILE DRIVING CAR 7 10 02 LOST POWER STEERING, POWER BRAKES, ENGINE SEEMED TO STALL BUT THEN WHEN COASTING POWER RETURNED
	CUST STATES DRIVING IN TO WORK THIS AM STEERING TIGHTENED UP AND ALL LIGHTS WENT ON IN THE DASH PULLED OVER
	CUSTOMER WAS DRIVING ABOUT 40 MPH AND ENGINE SHUT OFF STALLED, EASY TO RESTART, HAS NOT HAPPEND SINCE
	ENGINE STALLED WHEN DECELERATING RESTARTED OK
	CUSTOMER STATES VECH STALLS OUT ON DOWN HILL
	CUST STATES ENG CUT FLUNING WHILE DRIVING AT ABOUT 40 MPH, RESTARTED OK
	CUSTOMER STATES VEHICLE STALLED WHEN DRIVING, PULLED OVER AND RESTARTED FINE.
D TAG MOTOR. CHECKED VALUES OF FTF SENSOR. TO EVAPVM OK LATEST CALIBRATION IS ALREADY PROGRAMED IN PCM. EEC RELAY IN ALSO NEW STYLE RELAY. ROAD TEST OK	CHECK CUSTOMER STATES THAT VEHICLE HAS DIED TWICE WHILE DRIVING RESTARTED BOTH TIMES CHECK AND ADVISE.
	C S DIED AT STOP SIGN RESTARTED LIGHT ON DASH FLASHED MAYBE OK ENG LIGHT ENGINE INTERMITTENT CUTS
L VID BLOCK INTO PCM INFO ATTACHED	STALLS OUT INTE WHEN RIDING DOWN THE ROAD WILL START BACK UP
	CUSTOMER STATES THE CAR HAS STALLED WHILE DRIVING 2 TIMES
K OASIS & FOUND 86M FOR STALLING OK THE PCM POWER RELAY & EVAP VALVE & REPROGRAM PCM TO LATEST LEVEL RETEST ROADTEST O.K.	CUST STATES SHE WAS DRIVING AND CAR JUST SHUT OFF
	CUST STATS THAT SHE WAS DRIVING AND THE VEHICLE DIED.

2002	3653	S11	1FMYU04152KA79467	3.0L	TLD	10	2001	2.00E+03	9F715	D21	10	2162745	17000	WHILE DRIVING
2002	3691	S11	1FMYU04152KA78986	3.0L	TLD	10	2001	2.00E+03	9F715	D21	9	1756729	12000	STALLS
2002	3687	S11	1FMYU04152KA70877	3.0L	TLD	10	2001	2.00E+03	9F715	D21	9	1636475	7000	WHILE DRIVING
2002	3685	S11	1FMYU04152KA70877	3.0L	TLD	10	2001	2004	12A850	D21	7	1128583	8000	AT STOP
2002	3680	S11	1FMYU04152KA70877	3.0L	TLD	10	2001	2002	88089	D21	11	2411021	9000	WHILE DRIVING
2002	3604	S11	1FMYU04152KA89049	3.0L	TLD	10	2001	9304	DM68	D21	1	298047	1000	DOWNHILL
2002	3606	S11	1FMYU04152KA89294	3.0L	TLD	9	2001	9304	12A850	D21	7	1151572	12000	WHILE DRIVING
2002	3607	S11	1FMYU04152KA89246	3.0L	TLD	9	2001	2001	12A850	D21	10	1690358	9000	WHILE DRIVING
2002	3609	S11	1FMYU04152KA89053	3.0L	TLD	10	2001	1H03	9J480	D21	4	717344	6000	MIL
2002	3612	S11	1FMYU04152KA89791	3.0L	TLD	10	2001	2.00E+03	9F715	D21	9	1986529	16000	CUST TEXT
2002	3614	S11	1FMYU04152KA89408	3.0L	TLD	10	2001	2.00E+03	9F715	D21	10	2086968	16000	STALLS
2002	3617	S11	1FMYU04152KA89085	3.0L	TLD	10	2001	2001	12A850	D21	10	2014952	43000	ACCELERATING
2002	3618	S11	1FMYU04152KA89085	3.0L	TLD	9	2001	2.00E+03	8E928	D21	10	1654877	6000	DOWNHILL
2002	3622	S11	1FMYU04152KA89085	3.0L	TLD	9	2001	1H03	9J480	D21	1	236960	0	ROUGH IDLE
2002	3624	S11	1FMYU04152KA84482	3.0L	TLD	9	2001	7C05	14N089	D21	3	379553	4000	WHILE DRIVING
2002	3627	S11	1FMYU04152KA84032	3.0L	TLD	9	2001	7C05	14N089	D21	10	2025856	16000	DOWNHILL
2002	3630	S11	1FMYU04152KA83885	3.0L	TLD	9	2001	7R02	11572	D21	6	606341	6000	WHILE DRIVING
2002	3631	S11	1FMYU04152KA83885	3.0L	TLD	9	2001	2.00E+03	9F715	D21	4	690044	3000	WHILE DRIVING
2002	3636	S11	1FMYU04152KA83189	3.0L	TLD	10	2001	2.00E+04	9C015	D21	11	2342074	12000	WHILE BRAKING
2002	3632	S11	1FMYU04152KA81649	3.0L	TLD	9	2001	2004	12A850	D21	9	1798412	9000	STALLS
2002	3680	S11	1FMYU04152KA82136	3.0L	TLD	9	2001	2.00E+03	9F715	D21	9	1718448	7000	WHILE DRIVING
2002	3678	S11	1FMYU04152KA8877	3.0L	TLD	9	2001	2004	12A850	D21	6	808324	5000	WHILE DRIVING
2002	2005	S11	1FMYU04152KA44349	3.0L	TLD	9	2001	2002	128579	D21	7	125627	8000	AT STOP

TSS		PERFORMED TSB 021108 RAN DATA LOGGER REPLACED IAC AS PER STEP 1 ORIGINAL IAC 44% REPLACEMENT IAC 36 % REPLACED ESC POWER RELAY AS PER STEP 6 REPROGRAMMED PCM PER STEP 2 RETESTED
TSS		EEC TEST SYSTEM PASSED CHECK TSS FOUND TSS 02 11 08 AIR CONTROL VALVE PCM UPGRADE REPLACE AIR CONTROL VALVE UP GRADE PCM PERFORM PID MONITOR TEST WDS DRIVE CYCLE TEST
TSS		PERFORMED ENGINE DIAGNOSIS CHECKED OASIS AND FOUND TSS 02 11 8. REPLACED THE IAC VALVE AND REPROGRAMMED THE PCM AS PER TSS.
SSM		ROADTEST WE WERE UNABLE TO VERIFY CONCERN MONITORED PIDS, CHECK EVAP SYSTEM FLASH PCM PER SSM 15589
ADJUST		ROADTEST AND VERIFIED CONCERN CODE 42 ADJUSTED TP SENSOR & IAC PERCENTAGE IAC 32% TP 1.1 VOLTS
TSS		G C D80 CORR 42 RAN EEC V ON DEMAND SELF TEST PASS KOEO AND KOER, ROAD TEST MONITOR PID DATA AND ALL WITHIN RANGE. RAN OASIS AND NO TSS
TSS		12618 WDS EEC ROAD TEST MONITOR AND REPROGRAM PCM PER TSS 021008 PINPOINTS AND RETEST
TSS		ENGINE DIAG TEST AND PIN POINT AND MONITOR TEST AND REPROGRAMMED PCM AND REPLACED IDLE CONTROL VALVE AND RESET BASE IDLE EVAP EMISSION TEST PER TSS 02 11 08 AND RETEST
REPLACED		8070 DPFE SENSOR QUICKTEST EGR FLOW MONITOR PIDS WHILE APPLYING VACUUM TO VALVE NO VOLTAGE CHANGE REPLACE DPFE SENSOR RETEST CONCERN REPAIRED
REPLACED		COULD OF SPECIFICATION EEC TEST AND PIN POINT TEST IAC GOES OUT OF RANGE REPLACED IAC
TSS		42 DOES NOT OPERATE PROPERLY EEC TEST KOEO PASS KOEC PASS KOER PASS CHK OASIS FOUND TSS 02 11 8 PPOINT TEST HUN CHK FO R VACUUM LEAK,NONE FOUND,CHK DUTY CYCLE OF IAC AT 30%,REPLAC E IAC,REPROGRAM PCM
INOP		PCM DEFECTIVE, NO RPM SIGNAL, NO TACH, NO INJECTOR PULSE WHILE CRANKING. FUEL PRESSURE TESTS, IGNITION SYSTEM TEST, EEC TEST, DCL DISPLAY, PINPOINT TEST, ACCESS AND HOOK UP BREAK OUT BOX
TSS		2 PERFORMED THE EEC DIAGNOSIS AND TESTS AND REPLACED THE IAC, THROTTLE BODY AND EVAP VALVE AS PER TSS
REPLACED		FOUND DELTA PRESSURE FEED BACK SENSOR AND HOSES INOP REPLACED SENSOR AND HOSES
SSM		4147 12650D 2, DK1 .1, D45 3, D65 3, D60 .1, 12650D41 5, 9560S 3 NO MIL, NO DTCS. TESTED THE FUEL SYSTEMS PASS, IGNITION SYSTEMS PASS. PIN POINT TESTS AND DCL DISPLAY SHOW THAT ALL PIDS ARE
TSS		16475 CK OUT ROADTEST FOR STALLING DO WDS TESTS INCLU DIND DATALOGER, LOOSE LEAD IGNITION, DCL DISPLAY FUEL PRESSURE, EVAP, TP SWEEP, POWER BALANCE, RELATIVE COMPRESSION, IDLE DISPLAY, IGNITION INJECTOR, P
REPLACED		42 IGNITION SWITCH NOT OPERATING PROPERLY. TEST ALL MODULES WITH WDS TESTER, CODES B1342 IN IC MODULE, FOLLOW PINPOINT STEP 8 413 09/C1, REPLACE IGNITION SWITCH, R/M STEERING COLUMN COVER TO ACCESS, RECHK
INOP		42 IAC SOLENOID, DPFE NOT WORKING PROPERLY CAUSING ING IDLE CONCERN TEST PCM WITH WDS TESTN KOEO P1000 KOEC P1000 KOER P 1000, MONITOR PIDS IN DATALOGER, ROAD TESTED SEVERAL MILES, WHILE WATCH PIDS, IAC
DIAG		ROAD TEST AND CKD THE EECV SYSTEM N KOEO PASS N KOEC PASS N KOER PASS PERFORMED EXTENSIVE PINPOINT DIAG USING NG6 PID
REFLASH		1 NG6 TEST, PASSED, PID MONITOR, CHECK OASIS FOR MESSAGES, REPROGRAMMED PCM
REPLACED		STALLS EEC (QUICK TEST) DIAGNOSIS REPLACE IAC
SSM		6824 EEC TESTED KOEC PASS KOEC PASS KOER PASS DID DCL RECORD MONITOR TEST CK WITH OASIS REPROGRAMM PCM AS PER SSM 15589 RETESTED AND ROAD TEST OK
REFLASH		REPROGRAM PCM REPL. MAF, THROTTLE BODY, IAC VALVE, CK 2 CONNECTORS RETEST RD. TEST REPORT #RDP01021 JOHN

	CUSTOMER STATES TRUCK WILL CUT OFF WHILE DRIVING OR AT STOPS. VEHICLE STALLS AT SAME SPOT ON ROAD EVERY DAY, NO WARNING OR WARNING LIGHTS, STARTS RIGHT BACK UP
	THE ENGINE SHUTS OFF WHILE DRIVING. HAS HAPPENED 6 TIMES IN THE LAST MONTH.
	CUSTOMER STATES ENGINE STALLED WHEN SLOWING TO A COMPLETE STOP
	CUSTOMER STATES ENGINE SHUTS OFF WHILE DRIVING RE STARTS OK CUST STATES COMING DOWN A HILL THE ENGINE DIED, STARTED BACK UP OK, INTERM TAKES 3-4 TIMES TO START, CRANKS BUT NO CUST STATES STALLED WHILE DRIVING RESTARTED & DID NOT HAPPEN AGAIN
	CUST STATES ENGINE STALLS OUT AT TIMES WHILE DRIVING
	CK ENGINE LIGHT ON SOME TIMES THE ENGINE STALL OUT WHEN STOPPING
PER TSB, CHK EVAP SYS OK, CHECKED EEC RELAY OK, CHK FOR EVAP SYS LEAKS OK, MT TIME CLAIMED TO FOLLOW GUIDED DIAGNOSTICS PER TSB 02 11 6, CK FOR VAC LEAKS, CK DUTY CYCLE OF IAC, REPROGRAM PCM, CK PCM RELAY, CME	D21 CUST STATES AT TIMES VEH STALLS
	CUSTOMER STATES VEH WHILE PULLING OUT INTO TRAFFIC VEH SHUT OFF STALLED OUT, WHICH BECAME A CRANK NO START, INTERMITTENT STALLING CONDITION HAS HAPPENED THREE TIMES WHEN GETTING TO THE BOTTOM OF HIGHLAND HILL, TODAY IT STALLE C REPORTS ENGINE LIGHT IS, VEHICLE DOES NOT STALLED BUT C STATES IT FEELS LIKE IT WANTS TO DIE.
WITHIN SPECS. ROAD TESTED WITH THE WDS. ALL PIDS AND POWER BALANCE OK, PASS KOEO, KOER. FOUND 80MP 15434, SAYS TO REPLACE THE EEC POWER RELAY, AND TO PULL BATTERY BOX AND TO CHECK THE IMPONT, & REPLAY OUTPUT TESTS DURING PINPOINT TESTS NOTHING FOUND & DIDNT STALL CK OASIS & FOLLOW TSB 02 11 06 REPROGRAM PCM TO LATEST LEV EL & DO TESTS IN TSB REPLACE EEC RELAY & REROD	CK, UNIT DIED W DRIVING BUT RESTARTED ADV
SWITCH OPERATION, CLEAR CODE & RETEST ALL PASS, CALL HOTLINE, CK PCM CALIBRATION, MT TIME TO ACCESS STEERING COLUMN, DO PINPOINT TEST, CALL HOTLINE CONTACT 815-430086, DCDRS RPR 119488 REPLACED IAC, OPPE, WENT OVER 48%, REPLACE IAC, ROAD TEST, CALL HOTLINE, MAT SAID ADJ THROTTLE STOP SCREW, ENG HOT, MONITOR IAC PID, ADJUST, TO 32 38%, CK PCM CALIBRATION OK, LET SIT OVERNITE, START COLD, ROAD TEST OK MAT NOW SAYS C	CUST STATES ENGINE CUT OUT WHEN GOING DOWN HILL. FOOT OFF GAS ADVISE
	CUSTOMER STATES THAT THE ENGINE JUST DIED WHILE DRIVING, D21. THIS IS THE SECOND REPAIR ATTEMPT FOR THIS SAME
	CUST STATES ENG DIES WHILE DRIVING VEH WILL RESTART D21 MT TIME FOR EXCESS DIAG ACCESS, TIME WITH HOTLINE AND PRD SERV ENGINEER, RUN DOWN WIRING CK CONNECTIONS, CUSTOMER STATES THE VEHICLE RUNS ROUGH AT TIMES MAY STALL WHEN SLOWING DOWN TO TURN OR STOP VEHICLE WAS WARMED UP
	SERVICE ENGINE SOON LITE CAME ON, VEHICLE DIED, RESTART NO LITE VEHICLE RAN FINE VEHICLE CUTS WHILE DRIVING DOWN THE ROAD D21 CUST STATES ENG DIES WHILE DRIVING AT 30-40 MPH ON N.O.A.K, HAS HAPPENED 3 TIMES, LATELY.
	CUSTOMER STATES ENG STALLED COMING TO STOP. DID RESTART

2002	3685	811	1FMVU04158KA4807	3.0L	TLD	8	2001	2304	DIAG	D21	1	35203	0	STALLS
2002	3720	811	1FMVU04158KA3880	3.0L	TLD	8	2001	2304	DIAG	D21	8	1454291	3000	STALLS
2002	3730	811	1FMVU04158KA3818	3.0L	TLD	8	2001	1.00E+02	6108	D21	8	1232531	8000	NO TEXT
2002	3732	811	1FMVU04158KA38108	3.0L	TLD	8	2001	1.80E+02	6108	D21	8	800811	8000	UPHILL
2002	3739	811	1FMVU04158KA37812	3.0L	TLD	8	2001	2.00E+02	9F715	D21	8	1408130	13000	WHILE BRAKING
2002	3747	811	1FMVU04158KA38308	3.0L	TLD	8	2001	7C05	14N088	D21	4	881348	6000	WHILE DRIVING
2002	3748	811	1FMVU04158KA38307	3.0L	TLD	8	2001	7C05	14N088	D21	4	482598	7000	ON HIGHWAY
2002	3781	811	1FMVU04158KA34857	3.0L	TLD	8	2001	2304	DIAG	D21	2	348879	2000	ON HIGHWAY
2002	3782	811	1FMVU04102KA34823	3.0L	TLD	8	2001	2304	DIAG	D21	1	288187	1000	AT STOP
2002	3783	811	1FMVU04158KA34158	3.0L	TLD	8	2001	7C05	14N088	D21	2	274518	3000	STALLS
2002	3757	811	1FMVU04158KA32184	3.0L	TLD	8	2001	2.00E+02	9F715	D21	8	1884851	7000	WHILE DRIVING
2002	3780	811	1FMVU04158KA31032	3.0L	TLD	8	2001	7C25	14N088	D21	2	334878	3000	NO TEXT
2002	3788	811	1FMVU04158KA30838	3.0L	TLD	8	2001	2.00E+02	9F715	D21	12	2408070	21000	WHILE DRIVING
2002	3788	811	1FMVU04158KA38857	3.0L	TLD	8	2001	2304	DIAG	D21	3	380383	4000	STALLS
2002	3789	811	1FMVU04158KA28857	3.0L	TLD	8	2001	2305	RECAL	D21	7	827410	11000	WHILE DRIVING
2002	3784	811	1FMVU04158KA18108	3.0L	TLD	8	2001	2.00E+02	9F715	D21	12	2308172	18000	STALLS
2002	3808	811	1FMVU04158KA18808	3.0L	TLD	8	2001	2.00E+02	9F715	D21	4	887335	3000	WHILE DRIVING
2002	3818	811	1FMVU04158KA14888	3.0L	TLD	8	2001	2304	DIAG	D21	7	848837	8000	AT STOP
2002	3831	811	1FMVU04158KA07882	3.0L	TLD	8	2001	1H03	84880	D21	4	388848	2000	SPORT RUN
2002	3838	811	1FMVU04158KA07488	3.0L	TLD	8	2001	2304	DIAG	D21	8	1288841	6000	AT STOP
2002	3838	811	1FMVU04158KA07884	3.0L	TLD	8	2001	7802	14401	D21	7	884745	4000	WHILE DRIVING
2002	3848	811	1FMVU04158KA07884	3.0L	TLD	8	2001	2305	RECAL	D21	8	888300	4000	WHILE DRIVING
2002	3888	811	1FMVU04158KA08880	3.0L	TLD	8	2002	7V01	18A881	D21	1	1781880	10000	NO TEXT
2002	3888	811	1FMVU04143KD57081	3.0L	TLD	8	2002	2.00E+02	9F715	D21	2	888888	1000	WHILE DRIVING

DIAG		PERFORMED DIAGNOSTICS KOEO KOER NO FAULT CODES IN SYSTEM RAN THROUGH WDS DIAG COULD NOT VERIFY CONCERN
REFLASH		3882 INTERMITTANT STALLING W/ TESTED EEC WITH NGS, REPROGRAMMED PROCESSOR
ENGINE FAILURE		REQUESTING DEALER'S PA CODE 20513
HOTLINE		8941 8008, PISTON ROD, BROKE LOOSE. ENG. WOULD NOT START. ENG WOULD NOT TURN OVER BY HAND. PACKED AND INSPECTED, FOUND IN CONNECTING ROD STICKING OUT OF ENG BLOCK. CALLED HOTLINE (REPORT #2CLF020) OR
REPLACED		PERFORMED ENGINE DIAGNOSIS AND WASN'T ABLE TO DUPLICATE THE CONCERN, PERFORMED PID MONITOR TESTS. CHECKED OASIS AND FOUND REPLACED THE IAC VALVE AND REPROGRAMMED THE PCM. ROAD TEST.
DIAG		PWR RELAY EEC (QUICK TEST) DIAGNOSIS
SSM		PERFORM SYSTEM DIAGNOSIS VERIFIED STALLING FOUND SSM ON REPLACING EEC POWER RELAY REPLACED POWER EEC RELAY AND TEST CLEARED CODES OK
NPF		UNABLE TO DUPLICATE ROADTEST FOR 20 MILES HWY, CITY, ETC PERFORM ESO TEST KOEO KOER ALL SYSTEMS PASSED AT THIS TIME MONITORED PIDS FOR EBR OK.
ADJUST		TEST DRIVE UNABLE TO DUPLICATE CONCERN HOOKED UP NGS ALL PAS UNPLUGGED ISC STALLED RECHECKED FOR CODES P1603 ADJUSTED BASE IDLE TO SPEC OK AT THIS TIME CCC D21 CC 07 CAUSAL PART 12890
REPLACED		CHECK VEH CHECK FOR CODES NONE ROADTEST WITH MONITOR PERFORM DIAG PNP TESTS CHECK ALL RELAYS REPLACED FUEL PUMP RECLAN AND CHECK EEC RELAY OK ROADTEST SPOKE WITH FIELD REP TIM E. CHECK AND ADJUST S
REPLACED		NDS, PIN POINT, RETEST, REPLACE AIR BY PASS VALVE
NO TEST		
REFLASH		WDS TEST EVAP TESTING REPLACE IAC REPROGRAM PCM
NPF		TEST EEC SYSTEM, RUN PIN POINT TESTS, TEST FUEL SYSTEM NO PROBLEM FOUND AT THIS TIME
SSM		TEST EEC SYSTEM RUN PIN POINT TESTS, FOUND SSM 15680, REPROGRAM POWERTRAIN CONTROL MODULE AS PER SSM15680, RETEST AND ROAD TEST
TEB		16680 TEST EEC SYSTEM NO CODES, RECORD AND MONITOR PIDS, TEST FUEL PRESSURE AND LEAK DOWN, HOLDS 45 PSI RUN OASIS, PERFORM T88 2 11 OIL DEL DATA DISPLAY, REPLACE IAC AND REPROGRAM PCM.
SSM		8475 TEST DRIVE ODDO RAN QUICK TEST W/ WDS NO CODES OK PIDS ON IAC, FUEL TRIM, MASS AIR O2S NO PROBLEM FOUND RAN OASIS FOUND SSM 15634 R R EEC RELAY CKED FOR PUSHED OUT PINS OR CORROSION NO PROBL.
SSM		WDS CHECK AND KOEO PASS CONT PASS KOER PAS FUEL PRESSURE TEST PASS INJECTOR FLOW TEST PASS DATA LOGGER TEST PERFORMED SSM 15680 CHECK LIST REPROGRAM PCM BLEW OUT EVAP VENT LINE AND CHECKED FOR PROPER
STICKING		EBR VALVE STICKING EEC (QUICK TEST) DIAGNOSIS
REFLASH		COMPUTER DIAG SYSTEM RESET BASE IDLE REPROGRAM PCM
LOOSE GROUND		4688 VERIFIED COMPLAINT CALLED HOTLINE TOLD TO CHECK GROUND G106 G106 FOUND IT NOT GROUNDED INSTALLED BOLT RECONNECTED VERIFIED FIXED HAD TO REMOVE BATTERY AND BATTERY BOX TO GET AT GROUND
SSM		4238 VERIFIED COMPLAINT CHECKED FUEL PRESSURE @ LBS CHECKED POER AND GROUNDS AT PCM OKEY CHECKED GROUND G100 G101 OKEY CHECKED SECURE FUSERS OKEY HOOKED UP WDS CHECKED FOR CODES NONE STORED RAN QA
POOR CONNECTION		TECH FOUND POOR CONNECTION IN EEC HARNESS REPAIRED CONNECTION WFI
REPLACED		DIAGNOSTICS AND REPLACE IAC MOTOR AND VAPOR MANAGEMENT VALVE

	CUSTOMER STATES: STALLED ON ROAD RESTARTED OK. ENGINE STALLS
DIAGNOSIS: NEW ENG REMOVED OIL PAN IN VEHICLE, ENG WOULD NOT TURN OVER TO REMOVE TORQUE CONVERTER BOLTS. REMOVED MAIN CAP BOLTS AND ALL MAIN CAPS ASSY. REMOVED PISTON ROD CAUSING MOTOR NOT TO	CUST STATES THAT THE VEH WAS MAKING A CLICKING NOISE WHILE GOING UPHILL AT 4500 AND 3000 RPMs THEN
	CUSTOMER STATES WHILE SLOWING DOWN VEHICLE HAS REPEATEDLY STALLED BUT RESTARTS FINE
	CUSTOMER STATES THAT THE VEHICLE WILL STALL OUT WHEN DRIVING HAS HAPPENED SEVERAL TIMES
	C & CAR IS STALLING ON HIM WILL BE DRIVING AT HIGHWAY SPEEDS AND CAR JUST CUTS OFF
	CUSTOMER STATES VEHICLE DIED WHEN COMING OFF HIGHWAY...PULLE OVER AND VEHICLE DID START AGAIN
	CUSTOMER STATES VEHICLE STALLED OFF TODAY WHILE COASTING DOWN A HILL TO A STOP
TOP SCREW 80 IAC READS 30 34 PERCENT AND REASSEMBLE ROADTEST OK	CUSTOMER STATES LOST POWER AND POWER STEERING AND DASH LIGHTS ON CUSTOMER STATES CAR STALLS WHILE DRIVING (SOP TECH #239)
	STALLS OUT WHILE DRIVING
	CUST STATES VEH, OIL LIGHT CAME ON THAN VEH, STALLED 1 OTHER LIGHT CAME ON NOT SURE WHICH ONE
	CUST STATES VEHICLE STALLED TWICE IN 7 MONTHS, LAST TIME WAS LAST SATURDAY WAS ABLE TO RESTART. THE VEHICLE WAS GOING ABOUT 40 MPH AND WARMED UP WHEN THIS HAPPENED WAS RUNNING FOR APPROX 1
	CUSTOMER STATES AFTER VEHICLE HAS BEEN SITTING AT WORK IT WILL AT TIMES DIE WHEN PULLING OUT AND ALL DASH LIGHTS WILL COME ON (BATTERY, CHECK ENGINE, ETC)...PLEASE CHECK
TECH FOUND CK GROUNDS G104 108 HAD TO TAKE BATTERY OUT AND TRY CK G101 ON TRANS CK G100 ON BULK HEAD CK IAC FOR CORRECT PART NUMBER NUMBER WRONG F R IAC CK CONNECTORS C270B, C270C, C270E	VEHICLE SHUTS OFF WHEN DRIVING
EEO POWER RELAY RETEST OK	ENGINE STALLED OUT AT A TRAFFIC LIGHT IT DID RESTART DID THIS ONE TIME CK ENGINE WONT STAY RUNNING. ERS TOW VEHICLE STALLS AT STOPS
	CUSTOMER STATES VEHICLE LOOSES POWER WHILE DRIVING, AT TIMES WILL STALL BUT RESTARTS OK. CHECK HISTORY. NOTE ONLY HAPPENS WHEN WET.
SHS FOUND 88M 16589 PERFORMED MESSAGE REPROGRAMING PCM ROADTESTED VERIFIED FIXED	CUST STATES WHILE DRIVING ENGINE LOOSES POWER AND CUTS OUT STALLS FOR ABOUT 2 5 SECONDS THEN LOOSES POWER STEERING HAPPENED ABOUT 80 TIMES IN 6 MONTHS CUST STATES HAPPENS MOSTLY WHEN WET
	CUST STATES THAT THE CAR WILL SHUT OFF ALL BY ITSELF WHEN DRIVING (CK AND ADVISE)

2002	3857	S11	1FMYU04142KD58741	S.O.L	TALD	5	2002	2.00E+03	8F715	D21	0	1524000	0	ACCELERATING	
2002	3866	S11	1FMYU04142KD54874	S.O.L	TALD	8	2002	2G04	12A850	D21	2	2305712	3000	STALLS	
2002	3878	S11	1FMYU04142KD42882	S.O.L	TALD	5	2002	1A03	6J480	D21	3	2118253	2000	DOWNHILL	
2002	3880	S11	1FMYU04142KD34165	S.O.L	TALD	5	2002	2G02	12B579	D21	4	2414595	2000	WHILE DRIVING	
2002	3887	S11	1FMYU04142KD12917	S.O.L	TALD	4	2002	7B02		10848	D21	2	1995714	0	WHILE DRIVING
2002	3887	S11	1FMYU04142KD00784	S.O.L	TALD	3	2002	2.00E+03	8F715	D21	1	2177227	0	GAT STOP	
2002	3888	S11	1FMYU04142KC83831	S.O.L	TALD	3	2002	2G04	DIAG	D21	5	2252776	2000	STALLS	
2002	3812	S11	1FMYU04142KC82889	S.O.L	TALD	3	2002	2G04	DIAG	D21	0	998618	0	STALLS	
2002	3813	S11	1FMYU04142KC82839	S.O.L	TALD	3	2002	2G05	RECAL	D21	5	2295178	5000	WHILE DRIVING	
2002	3883	S11	1FMYU04142KC48331	S.O.L	TALD	3	2002	2G01	12A860	D21	1	1088385	0	STALLS	
2002	3837	S11	1FMYU04142KC4857	S.O.L	TALD	2	2002	2G02	88888	D21	6	2299092	7000	WHILE DRIVING	
2002	3836	S11	1FMYU04142KC48837	S.O.L	TALD	2	2002	2.00E+03	8F715	D21	4	2038118	4000	WHILE DRIVING	
2002	3841	S11	1FMYU04142KC40880	S.O.L	TALD	3	2002	2G01	12A860	D21	2	2024799	2000	WHILE DRIVING	
2002	3842	S11	1FMYU04142KC87827	S.O.L	TALD	2	2002	1A03		6007	D21	4	2006387	4000	STALLS
2002	3853	S11	1FMYU04142KC37409	S.O.L	TALD	2	2002	2.00E+03	8E888	D21	5	2418291	5000	NO TEXT	
2002	3863	S11	1FMYU04142KC30868	S.O.L	TALD	2	2002	2G05	RECAL	D21	4	2206733	2000	WHILE DRIVING	
2002	3865	S11	1FMYU04142KC30823	S.O.L	TALD	2	2002	2.00E+04	9C815	D21	6	2177891	8000	WHILE DRIVING	
2002	3867	S11	1FMYU04142KC30808	S.O.L	TALD	2	2002	2.00E+03	8F715	D21	5	2028229	6000	WHILE DRIVING	
2002	3870	S11	1FMYU04142KC28879	S.O.L	TALD	2	2002	2G04	12A860	D21	1	2288618	0	WHILE DRIVING	
2002	3872	S11	1FMYU04142KC29486	S.O.L	TALD	2	2002	2G04	DIAG	D21	5	1990454	4000	WHILE DRIVING	
2002	3890	S11	1FMYU04142KD19883	S.O.L	TALD	1	2002	2.00E+03	8F715	D21	2	1137801	0	WHILE DRIVING	
2002	3888	S11	1FMYU04142KC19482	S.O.L	TALD	1	2002	7A01		40	D21	4	1583383	3000	???
2002	4002	S11	1FMYU04142KC18482	S.O.L	TALD	1	2002	1A03		6007	D21	3	1525447	3000	STALLS
2002	4003	S11	1FMYU04142KC00828	S.O.L	TALD	1	2002	2G05	RECAL	D21	3	953882	4000	WHILE DRIVING	

INOP	5 ROAD TEST, VERIFIED CONCERN, PERFORMED SELF TEST WITH WDS, KOED P100, KOER P1000, DCL D88 PLAY NO CONCERN FOUND, FOLLOWED PINPOINT TESTS FOR STALLING, FOUND THE IAC SOLENOID VALVE INOP PART 0
REFLASH	3549 EEC TEST, PINPOINT TEST, NGS DISPLAY. REPROGRAM PCM TO UPDATE CAL. TECH 401
T88	VERIFIED, PERFORMED T88 02 11 8 AS PER INSTRUCTED, ROAD TESTED AND RECHECKED
REPLACED	UNABLE TO VERIFY CONCERN, REPLACED MAF SENSOR WITH UPDATED PART
POOR CONNECTION	CHECKED BATTERY AND RECHARGED. CHECKED CHARGING SYSTEM. FOUND NOT CHARGING. CHECKED WIRING AND FOUND LOOSE CONNECTOR AT VOLTAGE REGULATOR. REMOVED SHIELD AND
REPLACED	CONF COMPSLFT TEST/PINPOINT TEST DIAG AND REPLACE IAC VALVE/RETEST/OK AT THIS TIME
DIAG	EEC TEST PASS EEC (QUICK TEST) DIAGNOSIS
T88	EEC TEST PERFORM EEC TEST PER LIST FOR IAC, TP VOLTAGE, ING. SWITCH, CONNECTORS, CRANK POSITION SENSOR, DPFE, OK PCM HAS LATEST LEVEL TESTS PERFORMED PER RANDY CORLEW FSE PITTSBURGH REGION OK OASIS AND T888
T88	RAN EEC TEST PASSED, RAN OASIS T88 02 11 8, FOLLOWED STEPS 1 & 8, FOUND IAC OUT OF SPEC, R-R IAC, ALL OTHER STEPS OK, REPROGRAMMED PCM WITH UPDATED CALIBRATION, INSPECT PCM HARNESS, CONNECTORS 270B, 270L, 270D, 110
REPLACED	CHECKED FOR DTC, NONE PRESENT, REPLACED OLD PCM WITH A NEW PCM, REPROGRAMMED THE PATS KEYS AND ROAD TESTED, OK.
HOTLINE	RAN WDS, PIN POINT TEST, AND MONITORED THE PEDS. TALKED TO HOT LINE. UN HOOKED THE BATTERY FOR TEN MINUTES. RAR THROTTLE BODY, AND INSPECTED. REASSEMBLED AND RE TEST DROVE OK
T88	RAN WDS, PIN POINT, AND TEST DROVE MONITORING THE PIDS. FOUR IAC SENSOR GOING OPEN. ALSO PERFORMED THE T8802 11 08. THERE IS NO TIME STUDY FOR THIS T88. THIS IS CAUSE FOR MTIME. REPROGRAMMED THE
HOTLINE	RES. STILL DID NOT HAVE ANY COMMUNICATION WITH NGS. SAID TO INSTALL NEW PCM BUT COULD NOT TELL ME WHY TWO PCMS WHEN BAD IN VEHL. SAID TO INSTALL NEW PCM AND GO FROM THERE. INSTALL ED NEW PCM PER BEN AT H
REFLASH	EEC TEST NO CODES SEEMS TO BE FINE
REFLASH	CHECK EEC V PASS. NGS TEST DISPLAY AND RECORDER TESTS. DIAG GRAPHS. FUEL TEST 43 PSL. IGNITION TEST PINPOINT TEST REPLACE THROTTLE BODY REPLACE AIR BYPASS MOTOR REPLACE VMV REPLACE EEC RELAY REPRD3
REFLASH	2347 4412 PERFORMED EEC TEST, RETEST, PINPOINT, MONITORED PIDS DURING ROAD TEST, CHECKED FUEL PRESS. REPROGRAMMED PCM TO LATEST CALIB.
REPLACED	2028 4412 PERFORMED EEC TEST, PINPOINT, MONITORED PIDS, CHECKED FUEL PRESS, REPLACED VAPOR MANAGEMENT VALVE & RETESTED SYS.
DIAG	EEC (QUICK TEST) DIAGNOSIS PIN POINT TEST DIAGNOSIS
REFLASH	PCM REFLASH EEC (QUICK TEST) DIAGNOSIS
T88	T88 01 11 08 INFORMATION ONLY. PHIL W. ROAD TESTED ROAD TEST DID NOT VERIFY ENG OUTS, WDS EEC TEST SYS PASS, DATA LOGGER TEST, FUEL PRESS TEST, INSPECT IGN SYS,
REPLACED	PERFORMED EEC, PINPOINT, NGS, DCL, AND MONITORE TEST, FOUND THE IAC INOP, REPLACED THE IAC AND THE EEC RELAY, REMOVED THE FUEL TANK AND BLOW AIR THROUGH THE CHECK VALVE SIDE UP, ROAD TESTED AND RETESTED.
REPLACED	3826 TESTED CHARGING SYSTEM REPLACED BATT CHECKED TWO CONNECTORS AND REPLACED DPFE PER JIM NOTEBOOK OM
REPLACED	3348 CHECK PCM CALIBRATION, IAC, EVAP SYSTEM, 3101 106 G11 G133 PER JIM NOTEBOOK
REPLACED	MISCALIBRATED WDS TEST PASS. CONTACT HOTLINE. ADVISED TO REPLACE EEC RELAY, REPLACE IAC MOTOR, REPROGRAM PCM.

ORDERED REMOVED AND REPLACED THE IAC, ROAD TEST OK	CUSTOMER STATES ENGINE STALLS ON ACCELERATION CUST STATED THAT ONE TIME VEH STALLED OUT. CUSTOMER STATES ENGINE STALLED WHILE BRAKING DOWNHILL ENGINE SHUTS OFF WHILE DRIVING. PERFORM FORD REPAIR PROCEDURE CUST ST WHILE DRIVING ON THE TURNPIKE THE VEHICLE DIED. EVENTUALLY IT WOULD START AGAIN & DIED. THEN IT WOULD CUST STATES ENGINE DIES AT STOPS CUSTOMER STATES INTERMITT STALLS COMING TO STOPS
ROADTEST ALL OK AT THIS TIME	CK FOR STALLING
AND 133.INSPECT GND8 300,100,104,108 AND 101 AS PER TAB UPDATE.TEST DRIVE VEHICLE DID NOT STALL.	CUSTOMER STATES WHILE DRIVING VEHICLE STALLS CUSTOMER STATED THE VEHICLE WILL INTER SHUT OFF BUT WILL RESTART WITH NO PROBLEM
	CUSTOMER STATES THAT VEH.QUITS WHILE DRIVING. IN TRAFFIC 40 TO 45 MPH. INTERMITTENT..THIS IS THE SECOND TIME THIS HAS OCCURED.
PROCEBGR, PER THE T88. RETESTED OK OT LINE AND PROGRAMMED PATS SYS. VEH STARTED AND HAD CODE B1830 IN PCM. RECALIBRATED PCM WITH H88 AND REDRIVE VEH. OKAY AT THIS TIME. OASIS CON # IS 414 444 831, HOT LINE REF # IS 23FVMB08L.	QUITS WHILE DRIVING.40 45 MPH 3 36 CAR TONED IN TRUCK STALLED OUT WHILE DRIVING ENGINE CUT OFF ONCE
RAM PCM RETEST O.K.	CUST STATES TRUCK DIED WHILE DRIVING HAD CHECK ENG LIGHT ON SEC. BEFORE STALL ...RESTARTED NO PROBLEM
	CUST. STATES WHILE DRIVING ENGINE DIED PLEASE CHECK & ADVISE CUST STATES VEHICLE SHUTS OFF WHILE DRIVING, USUALLY AT INTERSTATE SPEEDS. INTERMITTENT. RE STARTS OK.
	CUST STATES VEHICLE WILL STALL WHILE DRIVING ALSO HAS STALLED WHEN SITTING AT A LIGHT ONE TIME ONLY WILL DO IT AT 35 OR ABOVE CUST STATES LAST NIGHT VEHICLE STALLED OUT AT 40MPH GOING AROUND A TURN, THE A C & RADIO WAS ON. CUSTOMER PULLED OFF
	CUST STATES THE TRUCK OUT OFF WHILE DRIVING, CCC,D&I,CC,42
	DRIVEABILITY CONCERNS INBNT THE ENG STALLS, WILL RESTART
	CUSTOMER STATES ENGINE STALLED WHILE DRIVING ON A DECLINE AT 45MPH

2002	4010	S11	1FMYU04142K08014	S.O.L	TLD	1	2002	2004	12A650	D21	2	111324	0	STALLS
2002	4022	S11	1FMYU04142K08006	S.O.L	TLD	1	2002	2.00E+03	0F715	D21	1	200000	0	COASTING
2002	4027	S11	1FMYU04142K08040	S.O.L	TLD	2	2002	2.00E+03	0E926	D21	5	217388	5000	NO TEXT
2002	4031	S11	1FMYU04142K08078	S.O.L	TLD	1	2002	2004	12A650	D21	2	102073	1000	WHILE DRIVING
2002	4032	S11	1FMYU04142K08078	S.O.L	TLD	1	2002	2002	12B579	D21	2	212727	1000	DECELL
2002	4036	S11	1FMYU04142K0877104	S.O.L	TLD	1	2002	2.00E+03	0F715	D21	7	222000	6000	WHILE DRIVING
2002	4038	S11	1FMYU04142K08044	S.O.L	TLD	1	2002	1HD3	0A80	D21	4	170275	3000	WHILE DRIVING
2002	4039	S11	1FMYU04142K087978	S.O.L	TLD	1	2002	2005	RECAL	D21	2	941073	2000	COASTING
2002	4040	S11	1FMYU04142K08010	S.O.L	TLD	12	2001	2004	12A650	D21	1	243000	0	ON HIGHWAY
2002	4049	S11	1FMYU04142K08051	S.O.L	TLD	12	2001	2004	DIAG	D21	4	1300113	4000	WHILE DRIVING
2002	4050	S11	1FMYU04142K084400	S.O.L	TLD	12	2001	1HD3	0A80	D21	7	2000100	12000	WHILE DRIVING
2002	4053	S11	1FMYU04142K084283	S.O.L	TLD	12	2001	2004	12A650	D21	4	1000100	7000	AT STOP
2002	4071	S11	1FMYU04142K083780	S.O.L	TLD	12	2001	2002	12B579	D21	3	1102916	4000	WHILE DRIVING
2002	4075	S11	1FMYU04142K08010	S.O.L	TLD	12	2001	2004	12A650	D21	7	1000700	11000	WHILE DRIVING
2002	4093	S11	1FMYU04142K084400	S.O.L	TLD	11	2001	7C05	14D069	D21	2	800450	2000	WHILE DRIVING
2002	4098	S11	1FMYU04142K08085	S.O.L	TLD	12	2001	2005	RECAL	D21	4	1070002	4000	STALLS
2002	4099	S11	1FMYU04142K08008	S.O.L	TLD	12	2001	2.00E+03	0F715	D21	1	2274500	1000	WHILE DRIVING
2002	4100	S11	1FMYU04142K087780	S.O.L	TLD	11	2001	2005	RECAL	D21	5	1720077	3000	STALLS
2002	4100	S11	1FMYU04142K080021	S.O.L	TLD	11	2001	2004	DIAG	D21	6	2320001	7000	ACCELERATING
2002	4113	S11	1FMYU04142K08030	S.O.L	TLD	11	2001	1HD3	0A80	D21	5	2307100	12000	WHILE DRIVING
2002	4116	S11	1FMYU04142K080243	S.O.L	TLD	11	2001	2005	RECAL	D21	5	2005471	10000	WHILE DRIVING
2002	4123	S11	1FMYU04142K080004	S.O.L	TLD	11	2001	2.00E+03	0F715	D21	5	2010000	12000	STALLS
2002	4123	S11	1FMYU04142K082225	S.O.L	TLD	11	2001	2.00E+03	0F715	D21	7	2000100	5000	WHILE DRIVING
2002	4134	S11	1FMYU04142K080227	S.O.L	TLD	11	2001	2001	12A650	D21	7	2000000	5000	NO TEXT
2002	4137	S11	1FMYU04142K0821571	S.O.L	TLD	11	2001	2005	RECALLEM	D21	5	1000170	7000	STALLS
2002	4138	S11	1FMYU04142K0821001	S.O.L	TLD	11	2001	2005	RECAL	D21	3	710000	3000	WHILE DRIVING
2002	4144	S11	1FMYU04142K0814007	S.O.L	TLD	11	2001	2.00E+03	0F715	D21	5	2174010	5000	STALLS
2002	4145	S11	1FMYU04142K0814537	S.O.L	TLD	10	2001	7C05	14D069	D21	2	802072	1000	WHILE DRIVING
2002	4151	S11	1FMYU04142K0814273	S.O.L	TLD	10	2001	2.00E+03	0E926	D21	5	1000070	12000	STALLS

SSM		ROADTEST,UNABLE TO VERIFY CONCERN.EEC TEST,NO CODES.RAN OASIS,SSM 15689 ON CONCERN,REPROGRAMMED PCM PER SSM TO LATEST CALIBRATION,RETEST,STILL UNABLE TO VERIFY.
TSS		TEST DROVE AND RAN WDS TEST AND OASIS, FOUND NO CODES IN THE SYSTEM, LOCATED A TSS RELATED TO A CLOSED THROTTLE STALL. PERFORMED THE DIAGNOSTICS AND FOUND ALL THE UPDATED PARTS
NO TEXT		
TSS		PERFORMED REPAIRS AS PER TSS
TSS		PERFORMED REPAIRS AS PER TSS
ADJUST		PERFORMED EEC TEST NO CODES RESET BASE IDLE
DIAG		EEC (QUICK TEST) DIAGNOSIS
REFLASH		DIAG,EEC NOS AND FUEL PRESSURE TESTS,REPROGRAM PCM.
		DIAG STALLS IRRATIC, RAN EEC TEST WITH WDS NO CODES, RAN OASIS FOURTS 02 11 6. PERFORMED ALL CHECKS & REPROGRAMMED PCM PER TSS INSTRUCTIONS ROAD TEST & OK OPERATIONS. IN TIME TO PERFORM TSS/OTHER
TSS		
DIAG		TEST DRIVE AND DIAG, ORDERED IAC VALVE
REPLACED		EEC TEST PINPOINT ROAD MONITOR PIDS REPLACE DPFE
DIAG		OUT OF ADJUSTMENT EEC (QUICK TEST) DIAGNOSIS
		NOS TEST NO CODES WET TEST IGNITION SYSTEM OK CK ALL FUSES AND FUSE CONNECTIONS IN UNDER HOOD AND INTERIOR FUSE PANEL OK CK FOR PROPER EEC POWER RELAY OK CK FOR LATEST SOFTWARE REVISIONS OK CALLED H
HOTLINE		DOES NOT OPERATE PROPERLY CALLED FORD INFORMATION TO REPROGRAM PCM UNIT D21 42
REFLASH		
NO TEXT		
SSM		NOS DIAG NO CODE. DO PINPOINT AND PID DATA AND MONITOR. CHECK FUEL PRESSURE, OK. CHECK INJECTOR, OK. CALL OASIS. DO SSM 15689, REPROGRAM PCM. CHECK EEC RELAY, OK. CHECK PERFORMED EEC TEST PASSED. P1111. PERFORMED PINPOINT TEST. MONITORED PIDS AS PER TSS 02 11 6. MONITORED EVAP FTO V IAO AND RPMs. REPROGRAMMED PCM INSPECTED PCM RELAY OK. REPLACED IDLE AIR CONTROL VALV
TSS		
TSS		PERFORMED EEC TEST PASSED. P1111. REPROGRAMMED PCM AS PER TSS 02 11 06
		7211 CC 42 NO MIL,WDS CHECKS,PASS CODES,CHECK SSMs AND TSSs.CHECK FUEL PRESSURE AND EVAP SYSTEMS MONITOR PIDS AND CHECK IGN SYSTEMS,REPROGRAM PCM WITH LATEST UPDATE,NO TEST WITH WDS AND MONITOR I
TSS		MISCALIBRATED PERFORM TSS 02 11 06. REPLACE EEC RELAY, REPLACE DPFE SENSOR REPROGRAM PCM, RESET BASE IDLE, RESET TPS. ROAD TEST OK.
REFLASH		WDS EEC TEST DCL DISPLAY OK DPFE OK CLEAN AND TIGHTEN GROUNDS BLOW AIR THROUGH EVAP HOSE REPROGRAM PCM TO LATEST UPDATE CK IGNITION SWITCH OK ROADTET 14 MILES OK
TSS		DID NOT VERIFY CONCERN,WDS TEST NO CODES,CK OASIS TSS 02 11 6,INTERMITTANT STALLING,REPLACED IAO VALVE. RE CK FOR CODES AND ROADTESTED...JF..
REPLACED		NOS TEST PINPOINT TEST REPLACE IAC THROTTLE BODY CANISTER PURGE REPROGRAM PCM
NO TEXT		
SSM		ROADTEST TO VERIFY CONCERN CHECK WITH WDS CHECK WITH WDS CHECK OASIS SSM 15689 RE PROGRAM POWER TRAIN CONTROL MODULE ROADTEST
SSM		SSDS DIAG NOEO NO CODES IN PCM REPROGRAMMED PCM TO LATEST LEVEL SSM15689 ROAD TEST OK.
REPLACED		STALLS EEC (QUICK TEST) DIAGNOSIS QUICK TEST REPLACE IAC PINPT
REPLACED		REPLACE EEC RELAY
REPLACED		1 VERIFIED PIN POINT TESTED REPROGRAMMED PCM REPLACED IAC VALVE AND REPLACED THROTTLE BODY RETESTED OK

	C'S VEHICLE DIED ON ROAD, LOST BRAKES TOO
	CUSTOMER STATES THAT THE VEHICLE STALLS WHILE COASTING ON HILLS EITHER HOT OR COLD
	CUST STATES THAT THE VEH. WILL STALL OUT WHILE DRIVING
	C'S VEHICLE STALLS ON DECEL.
	CUSTOMER STATES VEHICLE STALLS WHILE DRIVING DOWN THE ROAD.
	STALLED WHEN DRIVING AFTER LEAVING CAR WASH
	CUSTOMER STATES ENGINE STALLED OUT WHEN COASTING DOWN A HILL BUT RESTARTED OK
DIAG NO LABOR OP	STALLS GOING DOWN THE HIGHWAY
	CUST STATES ONE TIME AT ABOUT 30MPH ON A FLAT ROAD, VEH STALLED OUT. STARTED RIGHT BACK UP
	VEHICLE CUTS OUT WHILE DRIVING
	CUST STATES THE TRUCK WILL STALL AT TIMES AT LIGHTS
OUTLINE AND FOLLOWED RECOMMENDATIONS	CONTACT # 2DKGF008
	CAR STALLS GOING DOWN THE RD CUSTOMER PULLS OVER THEN IT STARTS BACK UP
	VEHICLE INTERMITTENTLY STALLS AT 40MPH
	DIED ON ROAD TOWED TO SHOP
	KEEPS SHUTTING OFF. RESTARTS IMMEDIATELY. SHUTS OFF WITHOUT ANY WARNING.
E WITH NEW. RETESTED 8ND RD TESTED OK	
	CUSTOMER STATES CAR STOPS SHUTS OFF WHILE DRIVING.
	CUSTOMER STATES ENGINE STALLED TWICE THEN RESTARTED
AC AND RPM PIDS,OK	
	CHECK FOR INT KILLING PROBLEM WILL HAPPEN AT START UP BOTH HOT OR COLD, WILL HAPPEN AT SLOWING DOWN FOOT OFF ACCEL.
	CUT OFF WHEN DRIVING 30 MIN STARTED UP AFTER 5 10 MIN
	STALLED WHILE DRIVING, 30 35 MPH ON LEVEL. BATTERY AND OIL LIGHTS CAME ON AS VEH WAS STALLING. RESTARTED OK.
	CUSTOMER STATES VEHICLE STALLED 2 TIMES. CK AND ADVISE...
	ENGINE STALLED WHILE DRIVING 35MPH TURNING LEFT
	ENGINE SHUT OFF AFTER IT WAS WARM. NO WARNING LAMPS CAME ON AND IT RESTARTED O.K.
	OIL LIGHT, CHECK ENGINE LIGHT, AND BATTERY LIGHT CAME ON WHILE DRIVING VEHICLE DIED RESTARTED FINE
	CUSTOMER STATES VEHICLE STALLS AND HESITATES AND HAS NO POWER
	ENGINE STALLS WHILE DRIVING D2T
	CUST STATES VEHICLE DIES IN FLIGHT MARK D

2002	4152	S11	1FM1YU04142KB13080	3.0L	TALD	11	2001	2304	12A880	D21	8	218887	8000	WHILE DRIVING
2002	4154	S11	1FM1YU04142KB13080	3.0L	TALD	11	2001	2304	12A880	D21	3	88888	3000	DOWNHILL
2002	4155	S11	1FM1YU04142KB13088	3.0L	TALD	11	2001	2F02	8E228	D21	4	102223	3000	DOWNHILL
2002	4158	S11	1FM1YU04142KB13088	3.0L	TALD	11	2001	2304	DIAG	D21	7	202308	7000	STALLS
2002	4168	S11	1FM1YU04142KB13841	3.0L	TALD	10	2001	1H02	9F670	D21	7	203470	8000	NO TEXT
2002	4185	S11	1FM1YU04142KB83709	3.0L	TALD	11	2001	2.00E+03	9H307	D21	8	2051401	6000	WHILE DRIVING
2002	4188	S11	1FM1YU04142KB83487	3.0L	TALD	10	2001	2.00E+03	9H307	D21	8	1087288	18000	LACK POWER
2002	4172	S11	1FM1YU04142KB83158	3.0L	TALD	11	2001	7C05	14N088	D21	2	885187	0	WHILE DRIVING
2002	4184	S11	1FM1YU04142KB01888	3.0L	TALD	10	2001	2304	DIAG	D21	8	223848	5000	STALLS
2002	4181	S11	1FM1YU04142KB81202	3.0L	TALD	10	2001	2304	DIAG	D21	9	188587	6000	WHILE DRIVING
2002	4186	S11	1FM1YU04142KB00285	3.0L	TALD	10	2001	2.00E+03	9E388	D21	8	2088017	3000	STALLS
2002	4281	S11	1FM1YU04142KA82854	3.0L	TALD	10	2001	2305	RECAL	D21	4	1188117	5000	WHILE DRIVING
2002	4282	S11	1FM1YU04142KA82825	3.0L	TALD	10	2001	2302	128573	D21	7	118388	5000	STALLS
2002	4283	S11	1FM1YU04142KA82825	3.0L	TALD	10	2001	2.00E+03	9E388	D21	5	821834	4000	STALLS
2002	4284	S11	1FM1YU04142KA82825	3.0L	TALD	10	2001	1H08	9J480	D21	11	243388	8000	NO TEXT
2002	4285	S11	1FM1YU04142KA82825	3.0L	TALD	10	2001	2.00E+04	9C815	D21	7	1388448	8000	WHILE DRIVING
2002	4286	S11	1FM1YU04142KA82825	3.0L	TALD	10	2001	1H08	9J480	D21	8	2078110	8000	WHILE DRIVING
2002	4228	S11	1FM1YU04142KA75783	3.0L	TALD	10	2001	2.00E+03	9E388	D21	4	818887	4000	NO TEXT
2002	4229	S11	1FM1YU04142KA78888	3.0L	TALD	10	2001	2.00E+03	9E388	D21	10	285273	13000	STALLS
2002	4228	S11	1FM1YU04142KA79413	3.0L	TALD	10	2001	2.00E+03	9F715	D21	11	282788	6000	STALLS
2002	4241	S11	1FM1YU04142KA78880	3.0L	TALD	10	2001	2305	RECAL	D21	5	187288	15000	DOWNHILL
2002	4247	S11	1FM1YU04142KA88542	3.0L	TALD	10	2001	2304	12A880	D21	5	718250	6000	WHILE DRIVING
2002	4248	S11	1FM1YU04142KA88475	3.0L	TALD	10	2001	2304	DIAG	D21	2	382151	1000	WHILE DRIVING
2002	4248	S11	1FM1YU04142KA88481	3.0L	TALD	8	2001	2304	12A880	D21	7	1128578	8000	WHILE DRIVING

TSS		BN 18485 CODE 42. TEST EEC AND RECEIVED PASS KOEDC KOED KOER. PERFORM TSS 02 11 & PROCESSOR MPC 101, MG 37%.
TSS		TEST DROVE, PUT ON WDS, QUICK TEST, DATALOGER DISPLAY, CK OASIS, CK TSS, CK PCM RELAY, CK VALVE IN EVAP LINE, REPROGRAM PCM, TEST DROVE
CLEAN		WDS, KOED, DCL, PCM AT LATEST LEVEL, CLEAN THRO TTLE BORE, BASE IDLE AT 480 RPM, ADJUST TP VOLT AGE TO 1.0 VOLTS, CLEAR KAM, RETEACH COMPUTER C URIB IDLE, CLEAN MAF SENSOR, DELTA PFI 28 VOLTS
TSS NO TEXT		PUT ON WDS, QUICK TEST, DATALOGER DISPLAY, INSTALLED VDR, TEST DROVE WHERE THE CUSTOMER HAD CONCERN, COULD NOT DUPLICATE, PUT ON WDS AGAIN, CK READINGS AS PER TSS, OK
REPLACED		EEC TEST DCL RECORDER MONITOR ROAD TEST TEST IGNITION SYSTEM TEST FUEL PRESS AND FLOW
REPLACED		PINPOINT TEST REPL IN TANK FUEL PUMP TEST EVAP SVS AFTER REPAIR AND RETESTED
INOP		16104 9/20/02 TEST EEC W NSS, NO CODES. REPLACE FUEL PUMP. REPLACE FUEL FILTER. ROAD TEST.
		INTERMITTANT OPEN IN RELAY EEC (QUICK TEST) DIAGNOSIS
NPF		VEH HAS OIL SPOTS ON BOTH SIDES ON STEP RAILS. DEALER PERFORMED WDS DIAG. ALL PASS CODES. TEST DRIVE, OPERATION NORMAL. CHECKED ALL FLUID LEVELS & INSPECTED FOR OIL LEAKS. NONE FOUND. WASH VEH & TEST
TSS		RAN NSS TEST AND PINPOINT TEST FOUND NO CODES FOUND TSS 2 11 08 REPROGRAMMED PCM
TSS		ROAD TEST COULD NOT DUPLICATE CK OASIS FOUND TSS 02 11 08 DIAG EEC MONITOR PIDS NO CODES
REFLASH		REPLACE IAC, THROTTLE BODY, EVAP VALVE AND RELAY RETEST ROAD TEST AFTER 02 11 08 DONE
		EEC TEST NO CODES, ROAD MONITOR TEST, IGNITION TEST, FUEL SYSTEM TEST, REPROGRAMMED PCM, RETEST
REPLACED		RD TEST UNABLE TO VERIFY STALLING CONDITION WE REPLACED MAF SENSOR WITH UP DATED PART # AS PER SHOP FORMAN REROD TEST ALL PASS WE WERE NOT ABLE TO DUPLICATE STALLING CONCERN AT THIS TIME
SSM		RD TEST UNABLE TO VERIFY CONCERN CK OASIS SSM 16580 BLEW AIR THROUGH VENT AND RECHECKED CALIBRATION FOR A LATER UPDATE CALLED TECH HOT LINE 8 14 02 WAS ADVISED TO CK PCM FOR DOAR4SW NUMBERS HOOK UP PL
TSS		CHECK TO SEE IF TSS 02 11 08 COMPLETED DO TESTS PER SSM 08 08 02
TSS		DIAG CONCERN NEW TSS BECAME AVAILABLE 02 8 6 WE PERFORMED TSS AND VERIFY ALL SETTINGS REPAIR WAS REPLACEMENT OF THE VAPOR MANAGEMENT VALVE
TSS		PERFORM TSS 2 11 6. CHECK ALL COMPONENTS AS PER TSS. DPF SENSOR NEEDS REPLACED. REPLACE AND RECHECK, OK AT THIS TIME
REPLACED		DISCONNECT THROTTLE CABLE AND CHECK OPERATION OK. CHECK THROTTLE BODY AND FOUND PLATE STICKING CLOSED. REPLACE
REFLASH		HOOK UP TO WDS SELF TEST RUN PINPOINT MONITOR P IDS CHECK FUEL SYSTEM CK BASE ENGINE AND CHECK FOR AIR OR VACUUM LEAKS, REPROGRAM PCM REPLACE IDLE AIR CONTROL AND CLEAR AND RETST EEC TEST, RETEST, PINPOINT, DCL, MONITOR, TEST IGNITION, TEST FUEL PRESSURE, REPROGRAMMED PCM, REPLACED EEC POWER
REFLASH		
REFLASH		REPROGRAM PCM
REFLASH		8488 INSPECT AND CK EEC TESTED KOEDPASS KOEDPASS KOERPASS DID DCL RECORD MONITOR TEST CK WITH OASIS REPROGRAMM PCM ROAD TESTED OK
NPF		1128 WARR HOOKED THE NSS UP AND RAN EEC SEFL. TESTS, PASS CODES. I RAN OASIS, RAN FUEL SYSTEM AND IGNITION SYSTEM TESTS. TEST DROVE HOME OVERNIGHT AND I COULD NOT RECREATE THE CONCERN. 2335
REFLASH		REPROGRAMMED POWERTRAIN CONTROL MODULE & CHECKED EEC POWER RELAY PER SERVICE MESSAGE 16580

	D21 CUST STATES STALLS WHILE DRIVING ALONG.
	CUSTOMER STATES CAR DIED GOING DOWN STEEP HILL, ADVISE
	CUSTOMER STATES ENGINE STALLED, SEE HISTORY, ENGINE STALLS ON DOWNHILL DRIVING, ADVISE
	CUSTOMER STATES CAR DIES INTERMITTEN, ADVISE
	CUSTOMER STATES THAT VEHICLE STALL WHILE DRIVING. WE HAVE S.O.P IN STOCK. ENGINE LOST POWER, WAS RUNNING BUT WOULD NOT ACCELERATE
	CURT ST LITES WENT OUT ENG SHUT OFF WHILE DRIVING
DRIVE 32 ML NPT.	CUSTOMER STATES: STEERING LOCKED UP, ALL WARNING LIGHTS ON DASH LIT UP. OWNER LIFELINE IF ENGINE STALLED.
	CUSTOMER STATES WHILE DRIVING ENGINE WILL STALL OUT AND COME BACK ON
	ENGINE STALLED DID RESTART
	CUSTOMER STATED THAT WHILE DRIVING AND COMING TO STOP VEHICLE DIED AND SHE GOT WORRIED AND DID NOT TRY TO
	CUSTOMER STATES THAT THE TK STALLED OUT WHILE DRIVING. PUT IN NEUTRAL AND TK STARTED BACK UP AND CUSTOMER KEPT
WHT RECORDER. ROAD TEST EXTENSIVELY. VEHICLE DID NOT ACT UP. CONTACT RANDY CORLEW FORD FSE. CHECKED VEHICLE. ADVISED TO REPLACE THROTTLE BODY AND DPFE SENSOR.	CUSTOMER STATES THAT THE TK JUST QUIT RUNNING ON THE WAY HOME FROM WORK TK DID RESTART
	CUSTOMER STATES THAT THE TK STALLED OUT WHILE DRIVING TK WAS ON A FLAT AND IT STARTED RIGHT BACK UP
	CUSTOMER STATES THAT THE TK STALLS WHILE DRIVING WILL HAPPEN ANY TIME ANY WHERE IT WILL RESTART
	CUSTOMER STATES THE VEHICLE STALLS INTERMITTANT WHEN SLOWING (WAS ON DOWNWARD HILL)
	CUST STATES CAR STALLED AND WOULD NOT START UNTIL 10-15 MIN LATER. CHECK AND ADVISE.
	CORRECT C STS THAT WHEN SHE DRIVES DOWN A HILL AND GOES TO TRAVEL UP THE HILL THE VEH. WILL DIE. VEH HAS BEEN IN BEFORE FOR SAME CONCERN. REF ROM46033 TECHM9700 MILES OF 2102 12.10.01
	D21 ENG DIES WHILE DRIVING AT TIMES, ALWAYS STARTS BACK UP, NO WARNING LIGHTS COME ON BEFORE IT HAPPENS.
	CUST STATES WHEN DRIVING AT 30 TO 40 MPH THE ENGINE STOPS WILL RESTART NO PATTERN HAPPENED 2 TIMES
	STALLED WHEN DRIVING. A C WAS ON AT THAT TIME ???

2002	4250	S11	1FMYU04142KA08401	3.0L	T/LD		9	2001	1H03	9J460	D21		9	1734663	6000	STALLS	
2002	4251	S11	1FMYU04142KA08301	3.0L	T/LD		9	2001	2301	12A850	D21		1	245336		0	WHILE DRIVING
2002	4254	S11	1FMYU04142KA08009	3.0L	T/LD		9	2001	2304	12A850	D21		7	1177540	12000	AT STOP	
2002	4255	S11	1FMYU04142KA07000	3.0L	T/LD		10	2001	2.00E+03	9F715	D21		3	473985	2000	WONT IDLE	
2002	4257	S11	1FMYU04142KA07715	3.0L	T/LD		10	2001	1H03	9J460	D21		1	489040		0	ROUGH IDLE
2002	4260	S11	1FMYU04142KA05362	3.0L	T/LD		9	2001	2.00E+03	9F715	D21		10	2085415	11000	WHILE DRIVING	
2002	4265	S11	1FMYU04142KA04449	3.0L	T/LD		9	2001	2304	12A850	D21		6	1071356	8000	WHILE DRIVING	
2002	4268	S11	1FMYU04142KA04443	3.0L	T/LD		9	2001	2306	RBCALEM	D21		7	1186954	7000	WHILE DRIVING	
2002	4270	S11	1FMYU04142KA04233	3.0L	T/LD		9	2001	2304	DIAG	D21		4	618505	1000	STALLS	
2002	4271	S11	1FMYU04142KA03380	3.0L	T/LD		9	2001	1H03	9J460	D21		10	1911223	14000	WHILE DRIVING	
2002	4282	S11	1FMYU04142KA51207	3.0L	T/LD		9	2001	7C05	14K080	D21		4	517958	4000	WHILE DRIVING	
2002	4300	S11	1FMYU04142KA05515	3.0L	T/LD		9	2001	2.00E+03	9F715	D21		11	2447888	10000	STALLS	
2002	4312	S11	1FMYU04142KA05813	3.0L	T/LD		9	2001	1.00E+03	8148	D21		10	2153347	10000	ON HIGHWAY	
2002	4313	S11	1FMYU04142KA05729	3.0L	T/LD		9	2001	2.00E+03	9E925	D21		10	2013740	7000	AT STOP	
2002	4323	S11	1FMYU04142KA05228	3.0L	T/LD		9	2001	7W07	15807	D21		1	245817	0	PATS	
2002	4328	S11	1FMYU04142KA44831	3.0L	T/LD		9	2001	2.00E+03	9F715	D21		1	182336	0	STALLS	
2002	4330	S11	1FMYU04142KA44255	3.0L	T/LD		9	2001	2.00E+03	9F715	D21		6	1205145	11000	WHILE DRIVING	
2002	4332	S11	1FMYU04142KA44084	3.0L	T/LD		9	2001	2304	DIAG	D21		6	1488087	8000	WHILE DRIVING	
2002	4333	S11	1FMYU04142KA43949	3.0L	T/LD		9	2001	1A08	6006	D21		1	307062	0	NO TEXT	
2002	4336	S11	1FMYU04142KA43849	3.0L	T/LD		9	2001	1A08	6006	D21		1	380431	0	NO TEXT	
2002	4343	S11	1FMYU04142KA43446	3.0L	T/LD		9	2001	2304	12A850	D21		7	1201800	5000	DOWNHILL	
2002	4351	S11	1FMYU04142KA40093	3.0L	T/LD		9	2001	7C05	14K080	D21		4	580325	4000	WHILE DRIVING	
2002	4352	S11	1FMYU04142KA40093	3.0L	T/LD		9	2001	2304	12A850	D21		5	840385	5000	WHILE DRIVING	
2002	4358	S11	1FMYU04142KA39015	3.0L	T/LD		9	2001	1A08	6007	D21		1	339819	0	WHILE DRIVING	

TSS		EBC TESTED; CHECKED PER TSS 02 11 6, CALLED FORD TECH HOT LINE, REPLACED DPFE SENSOR, CHECKED & CLEANED GROUNDS (100,
REPLACED		TEST DROVE VEHICLE AND VERIFIED CONCERN. PERFORMED NGS QUICK TEST, BUT NO TROUBLE CODES WERE RETRIEVED. PERFORMED PIN POINT TESTS AND FOUND NO COMMUNICATION WITH CONTROL UNIT REPLACED PROCESSOR AND RE
SSM		TEST DROVE CONFIRMED COMPLAINT. RAM EEC TEST OBTAIN CODE P1101. REPROGRAMMED PCM AND CKD RELAY PER SSM 10088. CLEARED CODE AND RETEST PASSED.
REPLACED		RAM EEC TEST USING WGS. PASS CODES. MONITORED MAF, TP AND IAC VALVE. RD IAC VALVE. RECHECKED, OK
REPLACED		IN TIMING OF # FOR WGS PERFORMED DIAG, REPLACED ESR VALVE, CHECKS GOOD.
REPLACED		ROADTESTED CONDITION DESCRIBED COULD NOT BE DUPLICATED AT THIS TIME. ELECTRONIC ENGINE CONTROL DIAGNOSIS. REPLACED IAC VALVE AND RE PROGRAMMED POWERTRAIN CONTROL DIAGNOSIS
DIAG		ROADTESTED COND1
SSM		INTERNAL FAILURE EEC (QUICK TEST) DIAGNOSIS
DIAG		VERIFY CONCERN RAM OASIS GOT SSM 10088 AND VERIFY SYMPTOM SAME PERFORMED NORMAL DIAGNOSIS FIRST EEC TESTED WGS PINPOINT TESTED PERFORM SSM RECK
REPLACED		DIAG FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
SSM		ROADTESTED DATA LOGGER, PERFORMED PIN POINT TEST, REPLACED DPFE AND REPROGRAMMED PCM
STICKING		4000 ROAD TEST NORMAL OPERATION CHECK FOR CODES. RUN PINPOINT TEST ROAD TEST CHECK PIDS
DIAG		CHECK OASIS PERFORM SSM 10434 REMOVE BATTERY CHECK AND CLEAN GROUNDS REPLACE POWER RELAY REMOVE IAC CHECK PART
TSS		EEC TEST NO CODES IGNITION DIAG AIR BY PASS VALVE STICKING IN VALVE INTERNAL FAILURE
REFLASH		EEC (QUICK TEST) DIAGNOSIS EXTRA TIME TO REPEAT FINAL QUICK TEST
REPLACED		TECH 127 RAM EEC TEST NO CODES FOUND. DCL TEST CHECK OASIS FOUND TSS 02 11 6 REPLACED AND CHECKED IAC THROTTLEBODY. REPLACE EVAP VALVE REPROGRAM PCM REPLACE EEC RELAY
REPLACED		FOUND NO START WITH KEYS REPROGRAM KEYS, VERIFY REPAIRS
TSS		42 IAC NOT WORKING PROPERLY AT TIMES. TEST EEC KOEO PASS KOEC PASS KOER PASS, MONITOR PIDS WITH NGS ROAD TESTED FOUND IAC GOES OUT OF RANGE, REPLACE IAC ROAD TESTED AGAIN OK
ENGINE FAILURE		11726 42 IAC SP715 DID NOT VERIFY CURT CONCERN OF STALLS WHEN DRIVING. PERFORMED EEO DIAG. NO CODES IN MEMORY KOEO PASS, KOER PASS. CHECKED VEHICLE FUEL PRESSURE AND BLEED DOWN RATE, OK. PERFORMED P
REPLACED		D21 82 DIAG. PERFORMED NECESSARY DIAGNOSTICS, NO CODES, NEED TO PERFORM TSS 02 05 6 CUSTOMER TO RETURN
TSS		REQUESTING DEALERS PIA CODE 07677
REPLACED		TIME TO REPLACE ENGINE, TRANSFER PARTS, REMOVE SEIZED ENGINE BY REMOVING TORQUE CONVERTOR, ACCESS TO TRANSFER CASE
TSS		6747 EEC TESTED KOEO PASS KOEC PASS KOER PASS DID DCL RECORD MONITOR TEST OK WITH OASIS DID TSS 02 05 6 CK AND REPROGRAM PCM AND ROAD TESTED
SSM		4410 14088 COND. CODE 28 1200D.2 DX1.1 D46.3 D60.1 D81.5 MT 14088.2 EEC TEST N KOEO PASS KOEC PASS. NGS DCL DISPLAY. NGS DCL RECORDER MONITOR. ROADTEST, CHECK PIDS, ALL WITHIN
SSM		5910 12080 COND. CODE 42 1200D.2 DX1.1 D46.3 D60.3 D81.5 D84.2 9000.4 D1.4 D2.1 EEC TEST N KOEO PASS KOEC PASS. KOER PASS. IGNITION SYSTEM TEST. NGS DCL RECORDER MONITOR
REPLACED		COMPRESSION TEST AND REPLACED ENGINE ASSEMBLY OBP IS ENGINE ASY

	STALLED WITH A C ON. WORKED ON ONCE BEFORE FOR SAME CONCERN
TESTED. ALL OK.	CUSTOMER STATES ENGINE STALLS WHILE DRIVING DOWN THE ROAD AND THEFT LIGHT FLASHES.
	ENGINE DIES AT IDLE WHEN COMING TO A STOP.DIED WHEN STARTING FIRST THING OF MORNING IT WILL QUIT. AFTER DOING THIS ABOUT FOUR TIMES IT WILL STAY RUN
	CUST STATES VEH STALLS, RUNS ROUGH, CHECK ENG LIGHT IS ON
TRUCK DESCRIBED STILL COULD NOT BE DUPLICATED	CUSTOMER STATES ENGINE IS STALLING WHILE DRIVING C S C S TRUCK CUT OUT WHILE DRIVING 50MPH HOT
	CUST STATES VEH STALLS WHILE DRIVING ON HIGHWAY ROAD TOW DRIVER SAYS CAR STARTS RUNNING FINE
	CR VEH STARTS & DIES OUT INT. & ADVISE
	VEHICLE STALLED WHILE DRIVING, VEH WAS AT 50MPH WHEN THIS HAPPENED
NUMBER IT HAS LATEST IAC RETEST OK	CUSTOMER STATES THE CAR IS STALLING INTERMITTANLY WHILE DRIVING, THE CAR WILL RE START WITH NO PROBLEM
	WILL NOT IDLE STALLS
	CR DIED ON HWY
	VEHICLE STALLS WHEN COMING TO A STOP
	KEY HAD BEEN REPROGRAMMED PREVIOUSLY,BOTH WERE WORKING,NOW, NEITHER WORK
	CUST STATES VEH KEEPS STALLING OUT D21
INFOPTS PER MANUAL, DIAGNOSIS BY SYMPTOM, NO PROBLEM FOUND AT THIS TIME, RAN OARS, FOUND TSS D2 S B. FOLLOWED TSS FOR INT STALL. MONITORED PIDS WHILE TRANS IN PARK, FOUND NO PERCENTAGE AT	CUST STATES INTER CUTS OUT WHILE DRIVING HAS TO RESTART
	TRUCK JUST DIES WHILE DRIVING..
	D21 ENG HAS DIED TWICE WHEN COASTING DOWN HILLS IN GEAR.
RANGE. AS PER PINPOINT TEST. REPLACE THE EEC POWER RELAY PER SSN 15434. RETEST KOED PASS KOEC PASS KOIER PASS.	DIAGNOSE ENGINE DIES WHILE DRIVING DOWN ROAD. HAS HAPPENED THREE TIMES IN ABOUT 3 MONTHS.
. ROADTEST, MONITOR PIDS. PERFORM EVAP SYSTEM TEST. PERFORM EVAP LEAK CHECK. CHECK AND VERIFY EVAP SYSTEM IS OPERATING PROPERLY, NO RESTRICTIONS. PINPOINT TEST. REFLASH THE PCM PER SSN15689.	CUST STATES WHILE DRIVING VEHICLE WILL JUST DIE BUT WILL RESTART IMMED. IF NEEDED
	CUSTOMER STATES VEH SHUT OFF WHILE DRIVING AT ABOUT 35 MPH ENG CRANKS WONT START. VEH TOWED IN

2002	4359	S11	1FMYU04142KA30543	S.O.L	TALD	8	2001	2.00E+03	9F715	D21	11	2070527	32000	WHILE BRAKING
2002	4362	S11	1FMYU04142KA30297	S.O.L	TALD	8	2001	2004	12A850	D21	1	253022	0	WHILE DRIVING
2002	4363	S11	1FMYU04142KA30297	S.O.L	TALD	8	2001	2004	12A850	D21	5	652208	4000	DOWNHILL
2002	4370	S11	1FMYU04142KA30738	S.O.L	TALD	8	2001	2.00E+03	9F715	D21	10	2025706	17000	DOWNHILL
2002	4371	S11	1FMYU04142KA30585	S.O.L	TALD	8	2001	2005	RECAL	D21	10	1848289	8000	STALLS
2002	4372	S11	1FMYU04142KA30540	S.O.L	TALD	8	2001	7C05	14ND80	D21	3	268803	3000	WHILE DRIVING
2002	4374	S11	1FMYU04142KA30442	S.O.L	TALD	8	2001	1A03	6008	D21	1	391577	0	NO TEXT
2002	4375	S11	1FMYU04142KA30442	S.O.L	TALD	8	2001	1A03	6008	D21	1	323130	0	WHILE DRIVING
2002	4378	S11	1FMYU04142KA30439	S.O.L	TALD	8	2001	1A03	6008	D21	8	1413882	7000	STALLS
2002	4378	S11	1FMYU04142KA30240	S.O.L	TALD	8	2001	2.00E+03	9F715	D21	8	1871744	22000	DOWNHILL
2002	4379	S11	1FMYU04142KA30232	S.O.L	TALD	8	2001	2004	12A850	D21	7	1428408	8000	STALLS
2002	4381	S11	1FMYU04142KA30186	S.O.L	TALD	8	2001	2004	12A850	D21	7	1006474	8000	WHILE DRIVING
2002	4416	S11	1FMYU04142KA30228	S.O.L	TALD	8	2001	2004	12A850	D21	9	1052272	9000	WHILE DRIVING
2002	4417	S11	1FMYU04142KA30118	S.O.L	TALD	8	2001	2004	DIAG	D21	8	1044584	4000	WHILE DRIVING
2002	4418	S11	1FMYU04142KA30774	S.O.L	TALD	8	2001	2004	12A850	D21	8	1121271	6000	STALLS
2002	4421	S11	1FMYU04142KA30578	S.O.L	TALD	8	2001	2.00E+03	9F715	D21	10	1848150	8000	COASTING
2002	4422	S11	1FMYU04142KA302108	S.O.L	TALD	8	2001	2.00E+03	9F715	D21	10	2116221	18000	WHILE DRIVING
2002	4424	S11	1FMYU04142KA30051	S.O.L	TALD	8	2001	2002	12B578	D21	11	2258726	12000	STALLS
2002	4433	S11	1FMYU04142KA30788	S.O.L	TALD	8	2001	2.00E+03	9F715	D21	11	2328554	11000	WHILE DRIVING
2002	4438	S11	1FMYU04142KA307178	S.O.L	TALD	8	2001	2004	DIAG	D21	7	1228389	6000	WHILE BRAKING
2002	4438	S11	1FMYU04142KA307134	S.O.L	TALD	8	2001	2004	DIAG	D21	8	1548401	7000	TURBING
2002	4445	S11	1FMYU04142KA30548	S.O.L	TALD	8	2001	1H03	6J480	D21	1	188548	0	STALLS
2002	4488	S11	1FMYU04142KA301480	S.O.L	TALD	8	2001	2004	DIAG	D21	1	248871	1800	WHILE DRIVING
2002	4478	S11	1FMYU04142KA12851	S.O.L	TALD	8	2001	2.00E+03	9F715	D21	8	1364553	10000	WHILE DRIVING
2002	4478	S11	1FMYU04142KA16148	S.O.L	TALD	8	2001	2005	RECAL	D21	7	1078548	8000	NO TEXT
2002	4480	S11	1FMYU04142KA15078	S.O.L	TALD	8	2001	2.00E+03	9F715	D21	4	413884	6000	WHILE DRIVING
2002	4483	S11	1FMYU04142KA14809	S.O.L	TALD	8	2001	2004	12A850	D21	11	2028008	18000	STALLS
2002	4481	S11	1FMYU04142KA30085	S.O.L	TALD	8	2001	2005	RECAL	D21	10	1488543	8000	WHILE DRIVING

TSS		32885 ROAD TEST VERIFIED CONCERN HOOKED UP TO WDS PERFORMED PRELIMINARY CHECKS PERFORMED KOEO SELF TEST PASS PERFORMED DATALOGGER PERFORMED FUEL SYSTEM TEST PERFORMED RELATIVE INJECTOR FLOW TEST PER
NPF		EEC TEST NO CODES NPF
SSM		REPROGRAM PCM AS PER SSM 15589
REPLACED		C00D21 C041 WDS KOEO KOER PASS FUEL SYSTEM PRESSURE LEAKDOWN INJECTOR FLOW PASS ROAD TEST IAC ERRATIC IDLE FLUCTUATION REPLACE
TSS		NEC TO DO ALL TESTS PER TSS 02 11 8 REPROGRAM PCM
SSM		ROAD TEST CONFIRM COMPLAINT VEHICLE STALLED ONCE PERFORM WDS KOEO PASS MONITOR PIDS DCL DISPLAY PERFORM PINPOINT SSM 15434
ENGINE FAILURE		REQUESTING DEALER'S P/A CODE 02847
REPLACED		812 SPOKE WITH BLAINE AT TECH HOTLINE, ORDERED ENGINE HOTLINE REPORT # 1, JIFF#10. CHECK TO DETERMINE ENGINE CONDITION MOTOR LOCKED UP R R ENGINE REPLACED WITH COMPLETE RECHARGED AG ROAD TESTED OK
ENGINE FAILURE		CHECK ENGINE OUT FOUND CONNECTING RODS HAD GONE THRU BOTTOM OF OIL PAN AND R ENGINE
STICKING		IDLE SPEED CONTROL MOTOR STICKING EEC (CLICK TEST) DIAGNOSIS
DIAG		MT TIME NO SERVICE LABOR TIME STANDARD, INJECTOR FLOW, FUEL PRESSURE AND LEAKDOWN TEST, EXTENSIVE PIN TESTING.
REFLASH		9801 CHECKED FOR CODES NO CODES IN SYS TESTED FUEL PRESSURE TEST DRIVE CHECKED OASIS REPROGRAMMED PCM WITH NEW CALIBRATION TEST DRIVE
TSS		D21 42 12A890 PERFORMED DIAGNOSTICS, STALL CONDITION PASSED ALL TESTS, NO CODES REPROGRAMMED PCM PER TSS 02 8 8 RETESTED SYSTEM
NPF		PERFORMED EEC TEST NO CODES WERE PRESENT CHECKED OASIS ON THIS CONCERN ON PROBLEM FOUND VEHICLE IS IDLING
SSM		42 PCM OUT OF CALIBRATION, VERIFY CUSTOMER CONCERN, TEST PCM KOEO P1000 KOEC P1000 KOER P1000 ,CK OASIS, PERFORM SSM 15589 TO REPROGRAM PCM TO LATEST LEVEL, CK ELECTRICAL CONNECTORS, POWER RELAY, MONITOR P
REPLACED		DIAGNOSTICS REPLACE IAC AND REPROGRAM PCM
TSS		NO LIGHT ON TEST WITH WDS KOEO PASS CONT PASS KOER PASS FUEL PRESSURE LEAKDOWN TEST PASS REL INJECTOR FLOW TEST PASS POWER BALANCE TEST PASS DATA LOGGER TEST PASS CHECK OASIS CHECK VEHICLE PER TSS 0
REPLACED		1 ROAD TEST DID NOT VERIFY, STAR TEST EEC SYSTEM NO CODES REMOVE AND REPLACE MASS AIR FLOW SENSOR, DPFE SENSOR AND
TSS		11432 ROAD TESTED THE VEHICLE FOR A ENGINE STALL WHILE DRIVING. ROAD TESTED THE VEHICLE FOR 5 MILES, COULD NOT DUPLICATE AT THIS TIME. CHECKED OASIS FOR POSSIBLE TSS SSM, FOUND TSS 02 11 8 CHECKED
NPF		VERIFY CONCERN EEC TEST NO CODES NO PROBLEM FOU NO RETEST
DIAG		TESTED EEC (QUICK TEST) DIAGNOSIS
NO TEXT		
HOTLINE		1187 NPF ROAD TEST PERFORM EEC DIAGNOSIS RETRIEVE CODES NO FAULTY CODES PRESENT PERFORM ON DEMAND SELF TESTS KOEO KOER SYSTEM PASS PERFORM PINPOINT TESTS PERFORM DIAGNOSTICS AS PER HOTLINE RECOMMEND
TSS		PERFORM TSS 02 08 05 INFO EEC (QUICK TEST) DIAGNOSIS
NO TEXT		
REPLACED		1 NGS TEST, NGS ROAD TEST, FUEL PRESSURE TEST, EEC TEST, PIN POINT TEST, IGNITION DIAGNOSIS, AND REPLACED IAC AND
TSS		PERFORM WDS TESTING PERFORM PID MONITOR TEST PINPOINT TEST REFER TO TSS 02 11 08 INSPECT EEC RELAY ADJUST THE SETTINGS FOR THE TP AND IAC ALSO INSPECT THE WIRING ALSO REFLASH THE PCM ALSO NOTE THE TECH
REFLASH		REPROGRAMMED PROCESSOR FOR STALL CONCERN

PERFORMED POWER BALANCE TEST PERFORMED RELATIVE COMPRESSION TEST PERFORMED IGNITION SYSTEM TEST RAN OASIS SERVICE CODES SEE TSB 021109 PERFORMED DATALOGGER AND MONITORED IAC DUTY CYCLE 45	CUSTOMER STATES WHEN BRAKING VEHICLE STALLS OUT CAR SHUT OFF WHILE DRIVING YESTERDAY RESTARTED OK WHEN GOING DOWN HILLS AT 35-40 MPH THE ENGINE STALLS HAPPENED TWICE
	CUSTOMER STATES VEHICLE STALLED 1 TIME WHILE GOING DOWN HILL AT ABOUT 30 MPH CUSTOMER STATES VEHICLE STALLS, AND STEERING WHEEL LOCKS
	CUSTOMER STATES VEHICLE STALLS ON A SLIGHT DOWNGRADE AROUND 35 TO 40 MPH PLEASE CHECK FUEL DELIVERY
REQUEST IN TIME MOTOR LOCKED UP HAD TO PULL TRANSFER CASE HAD TO TOUCH OFF FLYWHEEL TO GET CONVERTER FREE OK OK	CUSTOMER STATES THAT WHEN DRIVING VEH IT CUT AND WILL NOT RESTART. VEH JUST CLICKS VEHICLE LOST POWER THEN CUT CHECK ENGINE STALLS AT TIMES WHEN GOING DOWN HILL
	CUSTOMER STATES VEHICLE STALLED FOR NO APPARENT REASON, HAPPENED 2 TIMES
	CHECK ENGINE CUT RUNNING WHEN DRIVING CUSTOMER HAVING TOWED IN WHEN DRIVING ENGINE LIGHT AND OIL LIGHT CAME ON AND STEERING BECAME VERY HARD, PULLED OVER TO SIDE OF ROAD AND RESTARTED
	CUSTOMER STATES WAS DRIVING AND MADE RIGHT HAND TURN AND VEHICLE DIED, GOT VEHICLE TO SIDE OF ROAD & RESTARTED
IDS FOR IAC & RPM ADJUST THROTTLE STOP SCREW TO ACHIEVE 32-38% READING, ROAD TEST 8 MILES, MIT TIME CLAIMED TO OK, DO 88M 16899, AS PER INSTRUCTION, ROAD TEST EXTENSIVELY	CUSTOMER STATES OK ENG LIGHT COMES ON, VEH STALLS, HAS DONE THIS 2 TIMES D21 E29 CUSTOMER STATES VEHICLE STALLS WHEN AT A COAST
2 11 8 REFILL THE DATA LOGGER AND MONITOR IAC OUT OF RANGE AND RECHECK AND RECHECK OK AND REPROGRAM THE PCM PER TSB AND MONITOR THE EVAP PER TSB OK AND CHECK RELAY OK AND ROAD TEST OK	ENGINE STALLS OUT WHILE DRIVING
	CUSTOMER STATES CHECK ENGINE STALLED IN INTERSECTION
THE IAC FOR PROPER DUTY CYCLE AND FOUND IAC STICKING AT TIMES AND NOT WITHIN THE 32-40% RANGE AT HOT IDLE. ALSO REPLACED THE THROTTLE BODY AS DESCRIBED IN TSB. REPROGRAMMED THE	CUSTOMER STATES TRK STOPS RUNNING AT TIMES WHEN GOING 30-40 MPH. IT RESTARTS HOWEVER CUSTOMER STATES VEHICLE STALLED WHEN BLOWING DOWN CHECK STALLING WENT AROUND CORNER AND DIED. STARTED RIGHT BACK UP CHECK MIL LIGHT IS ON VEHICLE STALLING
ATIONS CHECK EDC AND FUEL PUMP POWER RELAYS AND CONNECTIONS CHECK PCM GROUNDS G104 AND G105 UNDER BATTERY TRAY CHECK PCM POWER GROUND NO PROBLEMS FOUND AT THIS TIME	TOWED TO SHOP STATES CAR DIED WHILE DRIVING AT APPROX 30 MPH AFTER DRIVING ABOUT 3 MILES WOULD NOT RESTART TURNED KEY AND NOTHING HAPPENED AFTER SEVERAL ATTEMPTS AND ABOUT 15 MIN 3X BETWEEN 30 AND 40 MPH HAS STALLED
	STALLS AT TIMES WHEN DRIVING
DRIVE THE VEHICLE TO DUPLICATE THE CONCERN BUT IT DID NOT OCCUR	CUSTOMER STATES VEHICLE STALLED CUSTOMER STATES VEHICLE STALLED WHILE DRIVING, RESTARTED OK.

2002	4501	S11	1FMYU04132KA07787	S.O.L	TALD	6	2001	2904	12A850	D21	8	1018716	8000	WHILE BRAKING
2002	4515	S11	1FMYU04132KA08908	S.O.L	TALD	6	2001	2906	RECAL	D21	8	828533	8000	STALLS
2002	4528	S11	1FMYU04132KD04711	S.O.L	TALD	6	2002	2901	12A850	D21	1	2014748	0	WHILE DRIVING
2002	4524	S11	1FMYU04132KD04289	S.O.L	TALD	6	2002	2904	DING	D21	1	2188894	0	WHILE DRIVING
2002	4530	S11	1FMYU04132KD08920	S.O.L	TALD	8	2002	2.00E+03	0F715	D21	1	1915391	0	STALLS
2002	4533	S11	1FMYU04132KD08348	S.O.L	TALD	5	2002	2905	RECAL	D21	1	2278240	1000	AT IDLE
2002	4534	S11	1FMYU04132KD09406	S.O.L	TALD	5	2002	2904	12A850	D21	1	1998517	0	WHILE DRIVING
2002	4541	S11	1FMYU04132KD04308	S.O.L	TALD	5	2002	2.00E+03	0F715	D21	2	1888832	1000	WHILE DRIVING
2002	4542	S11	1FMYU04132KD03304	S.O.L	TALD	6	2002	2.00E+03	0F715	D21	2	1878150	2000	DOWNHILL
2002	4548	S11	1FMYU04132KD04389	S.O.L	TALD	4	2002	2.00E+03	0F715	D21	1	1678075	0	STALLS
2002	4549	S11	1FMYU04132KD08907	S.O.L	TALD	4	2002	2904	12A850	D21	3	2188541	1000	WHILE DRIVING
2002	4553	S11	1FMYU04132KD13154	S.O.L	TALD	4	2002	1H03	0J480	D21	3	2257383	5000	WHILE DRIVING
2002	4554	S11	1FMYU04132KD13041	S.O.L	TALD	4	2002	2.00E+03	0E228	D21	2	1798188	1000	WHILE DRIVING
2002	4558	S11	1FMYU04132KD12590	S.O.L	TALD	4	2002	2.00E+04	0C915	D21	3	2224514	4000	ON HIGHWAY
2002	4567	S11	1FMYU04132KD11728	S.O.L	TALD	4	2002	2.00E+03	0F715	D21	2	2128141	2000	STALLS
2002	4568	S11	1FMYU04132KD11404	S.O.L	TALD	4	2002	2.00E+04	0C915	D21	4	2224778	5000	TURNING
2002	4570	S11	1FMYU04132KC03888	S.O.L	TALD	3	2002	2.00E+03	0E228	D21	3	2148848	1000	WHILE DRIVING
2002	4580	S11	1FMYU04132KC78923	S.O.L	TALD	3	2002	1A04	0484	D21	2	1708543	0	STALLS
2002	4587	S11	1FMYU04132KC72043	S.O.L	TALD	3	2002	2.00E+03	0F715	D21	3	1872889	5000	WHILE DRIVING
2002	4588	S11	1FMYU04132KC72720	S.O.L	TALD	3	2002	2906	RECAL	D21	4	2104805	6000	STALLS
2002	4602	S11	1FMYU04132KC07788	S.O.L	TALD	2	2002	1H03	0J480	D21	3	1827704	2000	WHILE DRIVING
2002	4603	S11	1FMYU04132KC07788	S.O.L	TALD	2	2002	2.00E+03	0E228	D21	4	2410176	3000	STALLS
2002	4608	S11	1FMYU04132KC07171	S.O.L	TALD	2	2002	2.00E+03	0F715	D21	4	2208514	5000	WHILE DRIVING
2002	4607	S11	1FMYU04132KC07011	S.O.L	TALD	2	2002	2.00E+03	0E228	D21	1	1867864	1000	WHILE DRIVING
2002	4619	S11	1FMYU04132KC07368	S.O.L	TALD	2	2002	2.00E+03	0E228	D21	2	1341488	3000	WHILE DRIVING
2002	4628	S11	1FMYU04132KC08480	S.O.L	TALD	2	2002	2902	12B578	D21	3	1452133	4000	WHILE DRIVING

ENG-027 23838

STALLS CLAIMS 02_09_00:in
STALLS CLAIMS

BSM		CORRECTION: WDS TESTS AND ANALYSIS, PER BSM 15666, REPROGRAMMED PCM AND PERFORMED CHECKLIST
REFLASH REPLACED		RAN WDS TEST, PASS, CHECK FUEL PRESSURE AND LEAK DOWN, OK, REPROGRAMMED PCM, TEST DROVE, OK VALVE ASSEMBLY IDLE AIR CONTROL (IAC) REPLACE (9F70 9F716)
NPF		TEST DROVE VEHICLE FOR LOSS OF POWER, BRAKES AND STEERING. NORMAL OPERATION. WDS TEST. SELF TEST. DATA LOGGER. NO CODES IN SYSTEM. TEST DROVE AGAIN. COULD NOT VERIFY CONCERN AT THIS TIME.
TSS		PERFORMED TSS AND UPDATE PCM AND REPLACED IAC MOTOR
TSS		EEC P1000, PERFORMED TSS 021108, PID MONITORING IAC 30PCY, DPFE 1.0 VOLTS IAS MONITORED TP .98 VOLTS RPM 800. DCL DISPLAY SCT .88 VOLT 180 DEGREES. TESTED IAC AND THROTTLE BODY TSS RECOMMENDED REPLACE
TSS		EEC TEST REPROGRAM PCM SET BASE IDLE. ALL PER TSS 02 11 08
TSS		RUN EEC TESTS; NO CODES STORED. PERFORM DIAGNOSTICS AS PER TSS 02 11 8 AND FOUND NECESSARY TO RENEW SUSPECT IDLE AIR CONTROL VALVE. REPROGRAM PCM AND ROAD TEST; OK
REPLACED		TESTED, IAC INOP, REPLACED IAC, TESTED AND REPROGRAMMED PCM, AND POST ROAD TESTED.
TSS		HOOK UP WDS AND OK FOR CODES. PERFORM TSS 02 11 8 R/R IAC AND TEST ON EVAPM OK NOSE FOR RESTRICTIONS. OK EEC RELAY IS OK. OK KEYS OK. TEST DROVE AND OK DPFE OK. RELEASE VEH.
REPLASH REFLASH		1240 PERFORMED EEC TEST K050 PASS, K05C PASS, MIL OFF, DCL DISPLAY. FUEL PRESSURE LEAKDOWN, RELATIVE INJECTOR FLOW. CHECKED OASIS. PERFORMED T.S.S 02 11 06. PCM REPROGRAM, INSPECT EEC RELAY. EVAP RUN
REPLACED		DPFE OUT OF RANGE 1.12V REPLACED DPFE SENSOR, REPROGRAM PCM, RECHECK, OK.
REPLACED		1 DIAG RUN EEC TEST REPLACE THROTTLE BODY ASSY AS PER TSS 02 11 08 RECHECK SYSTEM
TSS		ROADTEST COULD NOT VERIFY CONCERN REFER TO TSS 02 11 8 REPLACED VMV REROAD TEST CHECKED OUT OK
TSS		IAC MOTOR FAILURE IN TIME TO REPL RELAY NO SLTS TSS 02 11 8 PERFORMED RUN EEC DIAGNOSTICS, ROAD TEST, REPROGRAM PCM, REPLACE IDLE AIR CONTROL MOTOR, CLEAR ICAM AND POST ROAD TEST
TSS		5738 VERIFIED CUSTOMER CONCERN. HOOKED UP NGS AND TRIED TO PULL CODES. NO CODES IN MEMORY. CHECKED SYMPTOM CHARTS. CHECKED FUEL PRESSURE, RAN RELATIVE INJECTOR FLOW TEST. RAN OASIS AND FOUND TSS. 8
TSS		EEC TEST RET CODES P1111, K050 P1111, K05C P1111, PID MOTOR FUEL PRESSURE TST. 42PSL PERFORM TSS# 02 11 08. RPL
REPLACED		CHANGED UPPER INTAKE MANIFOLD
TSS		PERFORM COMPUTER DIAG, NO CODES IN SYSTEM. TSS 02 11 08 REPLACE IDLE AIR CONTROL MOTOR. RETEST. D21 9F715 42
REFLASH		DIAG REPROGRAMMED PCM TEST OK
WATER INTRUSION		DPFE FULL OF WATER EEC (QUICK TEST) DIAGNOSIS
NPF		COULD NOT VERIFY, SUSPECT NENG EEC (QUICK TEST) DIAGNOSIS
NPF		ALL OTHER TESTS PASSED NOTE COULD NOT DUPLICATE
TSS		FOUND TSS FOR THROTTLE BODY THROTTLE BODY AIR INTAKE REPLACE
TSS		ROAD TEST. EXTREMELY INTERMITTENT CONCERN, QUICK TEST. PASS CODES, IGN SYS TEST. FUEL SYS TEST. MONITOR PIDS. DCL DISPLAY. ALL PIDS OK, PINPOINT DIAG WITH DCED. PERFORM TSS 02 8 6 MONITOR IAC DUTY CYCL
REPLACED		EEC TEST NO CODES OK FUEL PRESSURE OK PID MONITOR REPLACE IAC AND RE TEST

	CUSTOMER STATES: TRUCK WILL SOMETIMES DIE WHEN SLOWING DOWN CUST STATES BATTERY LIGHT CAME ON AND VEH STALLED WHILE DRIVING, NO CEL, VEH STARTED RIGHT BACK UP, POSS TSB FOR CONCERN G'S ENGINE DIED WHILE DRIVING CHECK OUT AND ADVISE
	G'S VEHICLE DIED WHILE DRIVING THEN WHEN STARTED BACK UP HEARS TAPPING SOUND CUST STATES VEHICLE STALLS
ALSO REPLACED RELAY FOR EEC. REPROGRAMMED PCM TEST DROVE DID NOT STALL. RECHECKED FOR CODES P1000	CUSTOMER STATES THAT THE UNIT IDLES LONG AND THE RPM GAUGE SEEMS TO BE LOW AND STALLS BUT RESTART WITH NO PROBLEM STEERING WHEEL LOCKED UP WHILE DRIVING APPROX 40 MPH, THEN VEHICLE STALLED ENGINE HAS STALLED TWICE WHILE DRIVING, PULLED OVER AND RESTARTED HAPPENED AFTER DRIVING ABOUT TEN MINUTES CUSTOMER STATES THAT ENGINE HAS STALLED TWICE GOING DOWN A HILL AND FOOT OFF OF GAS VEH DIED WHILE DRIVING CUST SAYS THAT IT STARTED BACK UP FINE AND NO CK ENG LIGHTS WERE ON
ENGINE LOSS MONITOR ROADTEST DCL RECORDER MONITOR ROADTEST. NO IDLE DIPS, NO STALLS EXPERIENCED. TECH #8886	CUSTOMER STATES THAT THE VEH HAS A STALLING PROBLEM WHILE DRIVING PLEASE CK AND ADVISE CUSTOMER STATES ENGINE STALLED WHILE DRIVING FOR NO REASON CUST STATES WAS TRAVELING AROUND 35 MPH & VEHICLE LOST ALL POWER & MADE A LOUD GRINDING NOISE, THE VEHICLE SHUT OFF CHECK STALLED ON HIGHWAY AND ALL LIGHTS CAME ON DASH CHECK FOR STALLING OUT, WOULD RESTART AND KEPT RUNNING CK STARTS MISSING JUST BEFORE STALL OCCURS
2 11 6 FOLLOWED EVAP RUNNING TEST PROCEDURE. REPLACED VAPOR MANAGEMENT VALVE. REPROGRAMMED PCM AND VERIFIED REPAIR. 42	CUST STATES WHEN TURNING LEFT OR RIGHT THE CAR KEEPS STALLING DIES WHILE DRIVING AND TURNING STALLS AND NO BRAKE STALLS WHILE DRIVING AROUND 40MPH, RADIO AND AC ON, UP AND DOWN HILLS CUSTOMER STATES ENGINE STALLS AT TIMES CUSTOMER STATES DRIVING AT 40 MPH VEHICLE STALLED W O WARNING. RESTARTED OK. ALSO CHECK FOR FLUID LEAK CUSTOMER STATES ENGINE WILL INTER. STALL CK THE TRUCK STALLED WHILE DRIVING. ENGINE STALLS AT TIMES WHILE DRIVING
HIGH, REPLACE IAC, MONITOR PID8. IAC CYCLY STILL HIGH. REPLACE T800V, REPROGRAM PCM. AT THIS TIME IN CONJUNCTION WITH FTP VOLTAGE, INTERMITTENT DROIP 0PERCENT. SEE BACK FOR MORE DETAILS	ADVISE ON CUSTOMER CONCERN OF VEHICLE GUTTING OFF WHEN A C IS APPLIED DURING DRIVING ALL WARNING LI CUST STATES WHEN DRIVING AROUND 35 MPH THE CAR LOST ITS POWER STEERING, BRAKES AND IT SEEMS LIKE IT STALLED OUT (CUST COULD NOT PUT IT INTO PARK)

2002	4657	S11	1FMYU04132KC27808	S.O.L	TALD	2	2002	2904	DIAG	D21	7	2573858	5000	WHILE DRIVING
2002	4643	S11	1FMYU04132KC20858	S.O.L	TALD	1	2002	2904	DIAG	D21	1	788882	0	STALLS
2002	4648	S11	1FMYU04132KC17300	S.O.L	TALD	1	2002	2901		D21	1	1088078	0	NO START
2002	4648	S11	1FMYU04132KC01080	S.O.L	TALD	1	2002	2905	RECALEM	D21	2	1117885	0	AT STOP
2002	4651	S11	1FMYU04132KC88120	S.O.L	TALD	1	2002	2905	RECALEM	D21	7	2147258	7000	STALLS
2002	4652	S11	1FMYU04132KC87055	S.O.L	TALD	1	2002	2901	12A880	D21	0	929325	0	WONT IDLE
2002	4657	S11	1FMYU04132KB87778	S.O.L	TALD	1	2002	2905	RECALEM	D21	3	1148257	2000	COASTING
2002	4671	S11	1FMYU04132KB88885	S.O.L	TALD	1	2002	2904	12A880	D21	1	1681224	2000	STALLS
2002	4653	S11	1FMYU04132KB78313	S.O.L	TALD	1	2002	2902	12B578	D21	2	1188277	2000	DOWNHILL
2002	4657	S11	1FMYU04132KB79078	S.O.L	TALD	12	2001	2.00E+03	8E928	D21	4	1237397	5000	STALLS
2002	4688	S11	1FMYU04132KB75047	S.O.L	TALD	1	2002	2904	12A880	D21	3	1004828	1000	WHILE DRIVING
2002	4685	S11	1FMYU04132KB88073	S.O.L	TALD	12	2001	2904	12A880	D21	4	1172858	3000	DOWNHILL
2002	4688	S11	1FMYU04132KB88891	S.O.L	TALD	12	2001	7C05	14ND88	D21	5	1879158	7000	WHILE DRIVING
2002	4708	S11	1FMYU04132KB89053	S.O.L	TALD	12	2001	2904	12A880	D21	7	1708880	4000	COASTING
2002	4708	S11	1FMYU04132KB84100	S.O.L	TALD	12	2001	2.00E+03	8F715	D21	7	2104854	7000	STALLS
2002	4708	S11	1FMYU04132KB84080	S.O.L	TALD	12	2001	2.00E+03	8F715	D21	8	1804051	9000	AT STOP
2002	4711	S11	1FMYU04132KB88818	S.O.L	TALD	12	2001	2.00E+03	8F715	D21	8	1488847	2000	WHILE DRIVING
2002	4712	S11	1FMYU04132KB88818	S.O.L	TALD	12	2001	1H03	6J480	D21	7	2220225	4000	STALLS
2002	4715	S11	1FMYU04132KB88888	S.O.L	TALD	12	2001	2905	RECAL	D21	5	1688881	3000	DOWNHILL
2002	4725	S11	1FMYU04132KB83324	S.O.L	TALD	12	2001	2904	12A880	D21	7	1881988	4000	WHILE DRIVING
2002	4728	S11	1FMYU04132KB83380	S.O.L	TALD	12	2001	2904	12A880	D21	8	2387828	10000	WHILE DRIVING
2002	4728	S11	1FMYU04132KB45305	S.O.L	TALD	12	2001	2.00E+03	8F715	D21	7	2188848	7000	WHILE DRIVING
2002	4734	S11	1FMYU04132KB44364	S.O.L	TALD	11	2001	2904	DIAG	D21	7	2258803	6000	ON HIGHWAY
2002	4737	S11	1FMYU04132KB44248	S.O.L	TALD	12	2001	2904	DIAG	D21	3	803885	3000	TURNING
2002	4738	S11	1FMYU04132KB44348	S.O.L	TALD	12	2001	2.00E+03	8F715	D21	7	1822201	7000	WHILE DRIVING

TSS		CHECK ENGINE OPERATION AS PER TSS 02 11 OR VEH HAS LATEST CALIBRATION LEVEL ALSO HAS NEWEST FUEL PUMP RELAY MONITOR PIDS TEST EVAP SYSTEM ALL PASS ROAD TEST VEHICLE RAN WELL COULD NOT DUPLICATE CONC
DIAG		EEC (CLICK TEST) DIAGNOSIS
POOR CONNECTION		71 TIME 5 CK FOR NO START ENGINE WILL NOT CRANK OVER PUSH IN SHOP JUMP STARTER SOLENOID ENGINE WILL CRANK CK STARTER RELAY FUSE F1.19 FUSE IS OK JUMP STARTER RELAY IN FUSE BOX STILL NO START CK C1
SEM		SEM EEC TEST PASS CODES ROAD TEST UNABLE TO DUPLICATE STALLS RUN OASIS FOR TSS AND SEM FOUND SEM 1699 SAYS TO TEST AND INSPECT EEC RELAY NO WHITE LETTERING. TAP ON RELAY OK INSPECT PCM FOR MPCM01
TSS		EEC TEST NSS TEST REPROGRAM PCM AS PER TSS 02 11 8
REPLACED		REPL PCM DOWNLOAD
REFLASH		EEC TEST CODE PASS OKED OASIS P P TEST REPROGRAM PCM ASPER BROAD CAST MESSAGE 1699 CK RELAY AND TERMINALS OK CG 08
TSS		TEST DRIVE, EEC TEST, NO CODES, RUN OASIS, CK TSS, TSS 2.11.8, RUN CHECKS, REPROGRAM POWERTRAIN CONTROL MODULE
REPLACED		EEC TSS NSS ROADTEST MONITOR PINPOINT TEST INSPECT ALL GROUNDS ACCESS BATTERY TRAY INSPECT GROUNDS G ALL HOTLINE TOLD TO INSTALL REVISED MAP FOR THIS GAUGE REPLACE MAP ROADTEST RETEST OK
SEM		DUTY CYCLE & FTP VOLTS, EVAP INCREASED TO 87% WITH FTP AT 2.2 VOLTS THEN RECYCLED BACK TO 0% DUTY CYCLE WHILE FTP VOLTS HELD AT 2.8 VOLTS OKAY. LOWER EVAP SYSTEM, DISCONNECT VENT HOSE AND CLEAN OUT.
REFLASH		WDS EEC TEST, NO CODES, REPROGRAMMED PCM, PER SERVICE MESSAGE 1699
REFLASH		ENGINE DIAG TEST AND PIN POINT TEST MONITOR TEST AND REPROGRAMMED PCM AND RETEST
REPLACED		OK CODES NO CODES PINPOINT TEST RECORD AND MONITOR PIDS REPROGRAMMED PCM AND REPLACED EEC RELAY CLEAR CODES RETEST
REFLASH		WDS TESTING REPROGRAM PCM ADJUST TP VOLTAGE RESET KEEP ALIVE MEMORY D01 42 1999
TSS		PERFORM DIAG STEPS PER TSS 02 11 6. MONITOR IAC %, EVAP SYSTEM PER TSS. REPLACE IAC VALVE AND RECHECK.
INOP		IAC FAILED
REPLACED		EEC (CLICK TEST) DIAGNOSIS
REFLASH		NSS TEST CODE P1807 MONITORED PIDS PIN POINT TEST RECORDED DATA TEST AND REPLACED IAC
TSS		1 RAN ON RESPONSE MONITORED PIDS PID DATA RECORDER PINPOINT TEST ROAD TEST REPLACED OPPER REPROGRAMMED PCM
TSS		PCM OUT OF CALIBRATION TESTED SYSTEM AND PERFORMED PIN POINT TESTS, FOUND TSS FOR RECALIBRATING PCM, PERFORMED RECAL ASPER TSS 02 8 6.
TSS		4298 12990D 2 D45 3 D55 3 D69 .1 D81 5 D84 2 6D 00D 4 6990B 3 TOTAL 2.9 NSS DIAG KOEO PASS KOEC PASS KOER PASS DCL DIS PLAY, IGN DIAG, AND FP ALL OK, PINPOINT TEST MID NOTCHED PIDS AND RAN E ROAD TEST. VEHICLE DID NOT STALL WDS DIAG RAN OASIS FOUND MESSAGE 02 11 08. MONITORED IAC. IAC WITHIN SPECS. REPROGRAMMED PCM. MONITOR ALL WITHIN SPEC.
REFLASH		COULD NOT VERIFY CONCERN CHECKED FOR COMPUTER SYS FOUND IAC OUT OF SPECS. REPL IAC AND ROADTESTED NO
NPT		SEM ROAD TESTED CNV CONCERN PERFORMED WDS TESTS START UP EEC TEST RETRIEVED NO CODES KOEO PASS KOER PASS FINAL QUICK TEST DCL DISPLAY POWER BALANCE RELATIVE COMPRESSION CRANKING DATA IDLE DATA FU
SEM		EEC CHECKED OK NO CODES CHECKED OASIS CHECK PCM PROGRAM OK EEC POWER RELAY VERIFY CURRENT PARTS NO UPDATES AT THIS TIME.
NPT		RAN OASIS, FOUND TSS 2 18 01, STALLING. CHECK ELECT ENG COMPONENTS, INC. COMPUTER TEST OF
TSS		VEHICLE

DITION AT THIS TIME	CUSTOMER STATES VEH STALLED OUT WHILE DRIVING STARTED AFTER A LITTLE BIT C8 VEHICLE HAS DIES OUT ON THEM IN PAST 24 HRS
38 UNDER FUSE BOX CONNECTOR WAS NOT PUSHED IN TO THE FUSE BOX ALL THE WAY SECURE CONNECTION TRUCK STARTS OK NOW	OK FOR NO START NO CRANK
OK, REPROGRAM PCM TO UPDATE EVAP SYSTEM TEST REMOVE VENT HOSE TEST WITH SHOP AIR OK	CHECK FOR STALLING CONCERN COMING TO A STOP WITH A/C ON ENGINE STALLS OUT DRT IS TOW IN WONT STAY RUNNING D80 CHECK ENGINE FOR DYING WHILE DRIVING; IT WILL RESTART AFTER YOU COAST TO THE SIDE OF THE ROAD AND PUT IT IN PARK
	CUSTOMER STATES ENGINE STALLS INTERMITTEN, ADVISE, WILL RESTART.
	CHECK VEHICLE STALLS WHEN GOING DOWN A HILL
ROAD TEST FOR 3 CLOSED THROTTLE DECELERATIONS FROM 40MPH 10MPH WHILE MONITORING RPM. RETURN VEHICLE TO CUSTOMER.	VEHICLE RANDOMLY STALLS IN DRY WEATHER. WILL RESTART WHEN PUT INTO PARK ENGINE STALLED WHILE DRIVING WOULD NOT RESTART TILL BIT A FEW MINUTES VEHICLE HAS STALLED OUT WHEN GOING DOWN HILL AND THEN CLIMBING A HILL NO WARNING LIGHTS CAME ON AND VEHICLE STARTED RIGHT BACK UP
	ENGINE STALLS WHILE DRIVING CUSTOMER STATES STALLS ON DECEL
	TRUCK STALLS OK FOR VEH STALLED WHILE SITTING AT A STOP LIGHT ENGINE STALLS WHILE DRIVING SEE SOB
	CHECK FOR CUTTING OFF CUSTOMER STATES TOWED IN VEHICLE STALLED YESTERDAY GOING DOWN A HILL AND VEHICLE HAD NO POWER STEERING OR
VAP TEST PER TSB 02 11 6. REPROGRAMMED PCM PER TSB FOR STALLING CONCERN. IAC, W/V, THROTTLE BODY, GANISTER VENT SOLENOID, AND EEC RELAY TEST OK AT THIS TIME	DRT ENGINE STALLS INTERMITTANTLY WHILE DRIVING
	C8 VEHICLE SHUTS DOWN WHILE DRIVING. CUSTOMER STATES VEHICLE STALLED WHEN DRIVING ON THE FREEWAY ONLY HAPPENED ONCE PUT IN NEUTRAL AND STARTED OK HAPPENED THIS MORNING CHECK ADVISE
REL PRESSURE AND LEAKDOWN RELATIVE INJECTOR FLOW FOUND TSB #02.11.8 MONITORED IAC DUTY CYCLE 38 AT 785 RPM AT 194 OK CHECKED PCM MPC CODE 101 OK MONITORED EVAP/VV VALVE AND FTP 0% AT 2.6V OK CLAIM LAB	CUSTOMER STATES VEHICLE STALLS OUT AT HIGHWAY SPEEDS HOT LINE WAS CONTACTED
	CUSTOMER STATES ENGINE STALLED ONE TIME WHILE TURNING.
	VEHICLE SHUT OFF WHILE DRIVING STARTED UP RIGHT AWAY

2002	4744	S11	1FMYU04132KB38831	S.O.L	TALD	12	2001	2F02	9E928	D21	5	2148747	6000	REFUND	
2002	4746	S11	1FMYU04132KB38831	S.O.L	TALD	12	2001	2.00E+03	9F715	D21	4	1813284	8000	WHILE DRIVING	
2002	4748	S11	1FMYU04132KB38831	S.O.L	TALD	12	2001	2.00E+03	9E928	D21	5	2138318	8000	WHILE DRIVING	
2002	4751	S11	1FMYU04132KB87740	S.O.L	TALD	11	2001	2G04	12A850	D21	6	1836852	8000	WHILE DRIVING	
2002	4753	S11	1FMYU04132KB37385	S.O.L	TALD	11	2001	2.00E+03	9H307	D21	7	1827319	6000	WONT IDLE	
2002	4755	S11	1FMYU04132KB80888	S.O.L	TALD	11	2001	2.00E+03	9F715	D21	8	2395829	6000	STALLS	
2002	4782	S11	1FMYU04132KB24480	S.O.L	TALD	11	2001	1A03		6000	D21	2	618158	1000	STALLS
2002	4788	S11	1FMYU04132KB23028	S.O.L	TALD	11	2001	2G04	12A880	D21	6	1817870	8000	WHILE DRIVING	
2002	4773	S11	1FMYU04132KB22657	S.O.L	TALD	11	2001	2G04	DIAG	D21	8	2178782	6000	COASTING	
2002	4778	S11	1FMYU04132KB22378	S.O.L	TALD	11	2001	1H03	9M80	D21	8	1513384	2000	NO TEXT	
2002	4777	S11	1FMYU04132KB22289	S.O.L	TALD	11	2001	2G05	RECAL	D21	8	1957234	4000	WHILE DRIVING	
2002	4778	S11	1FMYU04132KB21874	S.O.L	TALD	11	2001	2.00E+03	9F715	D21	10	2436157	17000	WHILE BRAKING	
2002	4779	S11	1FMYU04132KB21858	S.O.L	TALD	11	2001	2G04	12A850	D21	4	878882	4000	STALLS	
2002	4781	S11	1FMYU04132KB21850	S.O.L	TALD	11	2001	2.00E+03	9F715	D21	9	2982048	13000	WHILE DRIVING	
2002	4783	S11	1FMYU04132KB20851	S.O.L	TALD	11	2001	7C05	14A088	D21	1	389001	0	WHILE DRIVING	
2002	4785	S11	1FMYU04132KB13085	S.O.L	TALD	10	2001	2G04	12A850	D21	7	1788558	10000	WHILE DRIVING	
2002	4787	S11	1FMYU04132KB13048	S.O.L	TALD	11	2001	2.00E+03	9E928	D21	8	1805202	4000	WHILE DRIVING	
2002	4808	S11	1FMYU04132KB03888	S.O.L	TALD	10	2001	2.00E+03	9F715	D21	8	1481879	8000	WHILE DRIVING	
2002	4818	S11	1FMYU04132KB02406	S.O.L	TALD	10	2001	2G04	DIAG	D21	3	685521	3000	STALLS	
2002	4821	S11	1FMYU04132KB02367	S.O.L	TALD	10	2001	2.00E+03	9F715	D21	10	2180886	13000	WHILE DRIVING	
2002	4828	S11	1FMYU04132KB01885	S.O.L	TALD	10	2001	2G05	RECAL	D21	7	1713855	6000	WHILE DRIVING	
2002	4828	S11	1FMYU04132KB01885	S.O.L	TALD	10	2001	1H03	9M80	D21	8	2188019	11000	WHILE DRIVING	
2002	4831	S11	1FMYU04132KB01725	S.O.L	TALD	10	2001	2G05	RECAL	D21	7	1542257	11000	WHILE DRIVING	
2002	4838	S11	1FMYU04132KB00851	S.O.L	TALD	10	2001	2G05	RECALRM	D21	9	1898778	6000	WHILE DRIVING	

REFUND		ESP LOANER REFUND
TSB		OK ENG LIGHT IS OFF ALL SYSTEM OK OASIS PERFORM TSB 02 11 8 STEPS 1 AND 2 AND 8 REPLACE IAC VALVE REPROGRAM AFFIX LABEL ROAD TEST VEH RETEST EEC P1000
TSB		COMPLETE TSB 02 8 8 REPLACE THROTTLE BODY, VAPOR MANAGEMENT VALVE AND REPLACE EEC RELAY ROAD TEST
DIAG		EOO (QUICK TEST) DIAGNOSIS
TSB		WDS, SELF TEST, PASS CODES, DATALOGGER, IGNITION SYSTEM TEST POWER BALANCE, RELATIVE COMPRESSION, FUEL PRESS, REPLACED IAC VALVE, WAS STICKING, RETESTED PERFORMED TSB 02 11 08, REPROGRAMMED PCM, REPLA
TSB		PERFORMED SYSTEM TEST AND DID NOT FIND ANY CODES/CHECKED SERVICE MESSAGES AND FOUND TSB 02 11 8. REPLACED THE IDLE AIR CONTROL MOTOR AS PER TSB
TSB		VERIFIED CONCERN FOUND LARGE HOLE IN OIL PAN CR FRONT MIDDLE CALLED HOTLINE R R ENGINE ASSY TRANSFER ALL PARTS TO NEW ENGINE DRAIN REFILL COOLANT RECLAIM R134 EVAC RECHG HOOK NGS QUICK TEST
HOTLINE		1 RUN WDS TEST P1000 CHECK OUT OK AT THIS TIME
NPF		RAN DIAGNOSTICS, COULD NOT DUPLICATE CUSTOMERS CONCERN.
NPF		PERFORMED WDS DIAGNOSIS FOR ENGINE STALLS AT ALL TEMPERATURES, NO CODES IN SYSTEM, REMOVED PCM TO CHECK NUMBER ON MODULE, REPROGRAMMED PCM, REMOVED EVAPORATIVE LINES, CLEAN OUT, CHECKED FUEL PRESSURE, F
REFLASH		PERFORM WDS TEST; PASS CODES ONLY CHECK FUEL PRESSURE; OK RUN IGNITION SYSTEM TEST; OK CHECK COMPRESSION; OK RUN MONITOR TEST SEVERAL TIMES AS PER TSB 02 11 8 RUN EVAP SYSTEM TEST AS PER
TSB		CUSTOMER STATES CHECK FOR VISUAL HOSES OFF NONE FOUND PERFORMED TSB 02 11 08 REPLACED IDLE AIR CONTROL AND REPLACED RELAY ALL OK
TSB		TEST DROVE VEHICLE UNABLE TO DUPLICATE CONCERN AT THIS TIME, RAN SYSTEM CHECK AND MONITORED ALL OK. VISUALLY INSPECTED VEHICLE ALL OK. DONT ACTED FORD CHECKED CONCERN CODES AND TECHNICAL SERVICE BU
NPF		INSPECTED VEHICLE AND RECALIBRATED POWERTRAIN CONTROL MODULE AND REPLACED IDLE AIR CONTROL AND THROTTLE BODY WITH UPDATED COMPONENTS PER TSB 02 11 8 FROM FORD MOTOR COMPANY. RETESTED OK NO OTHE
TSB		ROADTEST COULD NOT VERIFY CONDITION OK FOR CODES NONE PERFORM SPECIAL SERVICE MESSAGE #16434 TO REPLACE EEC PWR RELAY AND INSPECT GROUNDS ROAD TEST OK
REPLACED		ROAD TEST UNABLE TO VERIFY CONCERN CHECK OASIS AND FOUND TSB 2 11 8 REPROGRAM PCM AND PERFORM TSB AS OUTLINED AND ROAD TEST AFTER REPAIR.
TSB		4887 DIES WHILE DRIVING. DIES WHILE DRIVING. REPAIR DONE ON LINE A. REPROGRAM PCM. REPLACED THROTTLE BODY. REPLACED IDLE AIR BYPASS AS PER TSB 02 8 8.
TSB		8768 KOEO TEST PASSED TEST DROVE AND CHECK PIDS TSB 02 8 8 REPLACE IAC AND REPROGRAM PCM RETEST TEST DROVE
TSB		ROADTEST CAR TO VERIFY CUSTOMERS CONCERN PERFORM SELF TEST NO CODES CHECK OASIS NO BSM PERROADTEST OK
98M		EEC TEST NO CODES, DATA LOGGER, FUEL PRESSURE TEST, IGNITION SYSTEM DIAG, FINAL QUICK TEST, FOLLOWED TSB 2 11 8 REFL.
TSB		1 ROAD TESTED, PERFORMED EEC TEST, PASS CODES, PERFORMED DCL DISPLAY TEST, AND REPROGRAMMED PCM TO LATEST
REFLASH		1 ROAD TESTED, PERFORMED EEC TEST, PASS CODES, MONITORED PIDS ON ROAD TEST WITH NGS, AND REPLACED DFFE SENSOR AS PER TSB
TSB		REPROGRAM PCM
REFLASH		
TSB		CHECKED OUT AND FOUND NECESSARY TO REFLASH THE PCM AS PER TECH BULLETIN, 02 11 09.

	ESP LOANER REFUND
	CUSTOMER STATES THAT THE VEHICLE DIES WHILE DRIVING.
	CUSTOMER STATES THAT THE VEHICLE DIES WHILE DRIVING INTERMITTANTLY. (TECH 61, SEE ATTACHMENTS.)
	CUSTOMER STATES THAT THE VEHICLE DIED WHILE DRIVING CHK AND REPORT
CEDED HARNESS	CUST STATS CRANKS AND DIES WAS TOLD POWER BOX CABLE TOO SHORT HAD IT LOOKED AT CAPE FEAR FORD
	CUSTOMER STATES ENGINE STALLED ONCE.
DCL DISPLAY ALL OK	VEH STALLED ON ROAD WITH BAD OIL LEAK
	VEHICLE CUT OFF WHILE DRIVING.
	CUST STATES CAR STALLED ONCE COASTING DOWN HILL
FOUND NORMAL, AS PER T88, REPLACED DPPE SENSOR, ROAD TEST VEHICLE AFTER REPAIRS.	
STEP 4 OF T88 CHECK IDLE AIR CONTROL DUTY CYCLE AS PER STEP 2 OF T88 CHECK RELAY PER STEP 6 OF T88 ALL OK ROAD TEST; CHECKS OK REPROGRAM PCM AS PER T88	CUSTOMER STATES CAR DIED WHILE DRIVING PLEASE CHECK OUT AND ADVISE
	CUST ST VEHICLE STALLS AT TIMES WHEN STOPPING OR MOVING
LITING. NO CONCERN AREAS EVIDENT AT THIS TIME. CUSTOMER TO CALL AND RESCHEDULE IF CONCERN BECOMES MORE EVIDENT.	CHECK VEHICLE STALLED INDICATOR LIGHTS WENT ON.
NO CONCERN AREAS EVIDENT AT THIS TIME.	CHECK VEHICLE INTERMITTANTLY STALLING WHILE DRIVING. TOWED IN BY ROADSIDE.
	PERFORM ENGINE ANALYSIS CUSTOMER STATES SHUT OFF EX GOING DOWN ROAD
	CUSTOMER STATES DRIVING ALONG ABOUT 40 MPH ENGINE CUT RUNNING LIGHTS ON DASH CAME ON HAD TO PULL O
	VEH DIED WHILE DRIVING PULLED OVER STARTED BACK UP
	CUST STATES ENGINE DIES WHEN DRIVING HAS HAPPENED APPROX 3 TIMES WHEN DRIVING APPROX 40 MPH ON HWY
	CUST STATES CHECK AND ADVISE ON STALLING PROBLEM, HAPPENED WICE
	CUSTOMER STATES WHILE DRIVING VEHICLE YESTERDAY IT STALLED OUT AND ALMOST WENT OFF ROAD PLEASE CHECK.
	DIAGNOSE VEHICLE SHUTS OFF INTERMITTENTLY WHILE DRIVING, HAPPENS MOST OFTEN WHEN AT A CRUISE. RESTARTS NORMALLY.
	DIAGNOSE VEHICLE SHUTS OFF INTERMITTENTLY WHILE DRIVING AND RESTARTS RIGHT AWAY.
	CHECK ENGINE STALLS WHILE DRIVING
	CUST STATES TAT VEH DIES WHILE DRIVING DOWN ROAD INTERMITTENTLY VEH WILL START RIGHT BACK UP ONCE STOPPED

2002	4844	S11	1FMYU04132KA83768	S.O.L	TALD	10	2001	2.00E+03	9F715	D21	10	2303457	14000	STALLS
2002	4847	S11	1FMYU04132KA83433	S.O.L	TALD	10	2001	2005	RECAL	D21	8	1108278	4000	WHILE DRIVING
2002	4851	S11	1FMYU04132KA83189	S.O.L	TALD	10	2001	7C08	149069	D21	3	489820	1000	STALLS
2002	4855	S11	1FMYU04132KA82371	S.O.L	TALD	10	2001	2005	RECAL	D21	8	1595851	6000	WHILE DRIVING
2002	4858	S11	1FMYU04132KA82971	S.O.L	TALD	10	2001	1H03	9J480	D21	10	2328153	13000	WHILE DRIVING
2002	4851	S11	1FMYU04132KA83089	S.O.L	TALD	10	2001	7D11	15830	D21	10	2183464	7000	DOWNHILL
2002	4858	S11	1FMYU04132KA81195	S.O.L	TALD	10	2001	2004	12A850	D21	5	780880	5000	WHILE DRIVING
2002	4878	S11	1FMYU04132KA80035	S.O.L	TALD	10	2001	2.00E+03	9F715	D21	8	1412339	6000	WHILE DRIVING
2002	4885	S11	1FMYU04132KA79298	S.O.L	TALD	10	2001	2002	139579	D21	6	1051327	5000	WHILE DRIVING
2002	4888	S11	1FMYU04132KA79012	S.O.L	TALD	10	2001	2005	RECALEM	D21	7	1110557	8000	ACCELERATING
2002	4887	S11	1FMYU04132KA71237	S.O.L	TALD	10	2001	1H03	9J480	D21	6	1450555	12000	WHILE DRIVING
2002	4888	S11	1FMYU04132KA71223	S.O.L	TALD	10	2001	2004	12A850	D21	4	527857	1000	WHILE DRIVING
2002	4890	S11	1FMYU04132KA70993	S.O.L	TALD	10	2001	2.00E+03	9F715	D21	10	2185367	24000	STALLS
2002	4891	S11	1FMYU04132KA70983	S.O.L	TALD	10	2001	1H03	9J480	D21	5	764468	11000	STALLS
2002	4898	S11	1FMYU04132KA89834	S.O.L	TALD	10	2001	2004	12A850	D21	6	889858	7000	AT STOP
2002	4901	S11	1FMYU04132KA89245	S.O.L	TALD	8	2001	2.00E+03	9F715	D21	1	281261	0	AT STOP
2002	4903	S11	1FMYU04132KA89245	S.O.L	TALD	8	2001	2.00E+03	9F715	D21	10	2230884	5000	WHILE DRIVING
2002	4905	S11	1FMYU04132KA89581	S.O.L	TALD	10	2001	7802	14401	D21	1	558235	0	NO TEXT
2002	4909	S11	1FMYU04132KA89483	S.O.L	TALD	10	2001	7802	14401	D21	10	2180098	10000	STALLS
2002	4909	S11	1FMYU04132KA88182	S.O.L	TALD	10	2001	2005	RECALEM	D21	5	1347885	22000	DOWNHILL
2002	4911	S11	1FMYU04132KA83083	S.O.L	TALD	10	2001	2005	RECAL	D21	6	1013553	3000	WHILE DRIVING

TSS		ROAD TESTED, DID NOT STALL, NGS QUICK TESTS PASSED, TSS 02 11 08 APPLIES, WDS PID MONITOR, IAC AT 41.8%, REPLACED
SSM		ROAD TEST 20 MILES FLUG; COULD NOT DUPLICATE RUN WDS EEC TESTS AND CHECK CODES; SYSTEM PASS RUN RECORDER MONITOR ROAD TEST AND CHECK PIDS; OK CHECK IGNITION SYSTEM; OK RUN OASIS AND FOUND
SSM		TESTED WITH WDS FOR ENGINE STALLING, TESTED FUEL PRESSURE, REPLACED TH EEC POWER RELAY AS PER SSM 15434, REMOVED BATTERY AND CHECKED GROUNDS, CHECKED IAC, CHECKED CONNECTORS, ADJUSTED BASE IDLE, RETES
TSS		NGS QUICK TEST PASS DCL DISPLAY PASS REFERED TO TSS 02 11 8 MONITOR PIDS CHECK IAC & EVAP SYSTEM RECAL PCM RETEST OK
TSS		NGS QUICK TEST PASS DCL DISPLAY PASS REFER TO TSS 021108 PERFORM ALL STEPS NOTHING OUT OF SPEC ON LIKE VEHICLES HOTLINE RECOMMENDS REPLACE DPFE & MAF TO UPDATED PART NUMBERS REPLACE DPFE & MAF RETES
DIAG		PIN POINT TEST (SEDS) TEST
SSM		PERFORM KOEO TEST PASS CONT MEMORY PASS KOER PA 88 FOUND SSM TO REPROGRAM PCM WITH UPDATED CALIBRATION REPROGRAM PCM ROAD TEST OK
TSS		SSM 42 WARR TEST DROVE VEHICLE TO VERIFY CONCERN, ENGINE DIES AT TIMES ON DECELL, RAN WDS KOEO TEST PASS KOER TEST PASS. CKED PID DATA NORMAL. CKED FOR VACUUM LEAKS. CKED OASIS FOR CCC
REPLACED		1 PERFORM EEC AND PINPOINT TESTS REPLACE MASS AIR FLOW SENSOR EXCESSIVE DIAGNOSTIC TIME NEEDED
DIAG		MT; TIME TO PERFORM WDS TEST
REFLASH		TEST DROVE DID NOT VERIFY CONCERN AT THIS TIME HOOKED UP WDS CHECKED FOR CODES ALL PASS CHECKED PCM OLD CALIBRATION RECALIBRATED PCM CHECKED BASE IDLE TOO LOW RESET BASE IDLE TO 530 RPM REMOVED AND RE
REFLASH		D21 RECALEM 42 PERFORM EEC 4 TEST, PINPOINT TEST, DCL, DISPLAY, NGS RECORDER MONITOR, REPROGRAM PCM TO LATEST CALIBRATION, RETEST
STICKING		WDS, KOEO, DCL, KOER, PCM AT LATEST LEVEL, REPL IAC VALVE, INTERMITTENTLY STICKING, ROAD TEST WDS, KOEO, DATA LOGGER DISPLAY, KOER, REPROGRAM PCM, CK GROUND CONNECTION UNDER BATTERY TRAY, DELTA PFE SENSOR IS 1.31 VOLTS, HIGH, REPL PFE SENSOR NOW AT 1.01 VOLTS, ADJUST AND SET BASE IDLE TO SPEC, W
REFLASH		WDS CHECK AND KOEO PASS CONT PASS KOER PASS DATA LOGGER TEST FUEL PRESSURE TEST PASS INJECTOR FLOW TEST PERFORMED SSM 15589 REPROGRAMMED THE PCM AND BLEW OUT EVAP VENT LINE AND CHECKED EEC RELAY AND P
SSM		CAUS 9P715 CCC D21 CC 42 TEST DRIVE DIAG STALLS OUT HOOK UP WDS TESTING KOEO PASS, CONT PASS, KOER PASS, DATA LOGGER SHOWS NO FAULTS POWER BALANCE
NPF		CAUS 9P715 CCC D21 CC 42 RAN EEC TEST, PASS CODE, RAN OASIS AND PERFORMED TSS 2 11 8 HOOKED UP WDS TO MONITOR ICS, REPLACED ICS, AS REPROGRAM PCM
TSS		PERFORMED 13 POINT CHECK AS PER PSE RANDALL CORLEW, REPLACED EEC RELAY, AIR BY PASS VALVE, DPFE THROTTLE BODY.
POOR CONNECTION		CP 14401 CC 42 VERIFIED NO POWER, PINPOINTED CONCERN, FOUND POOR CONNECTION AT THE POWER DISTRIBUTION BOX, REPAIRED MAIN POWER CONNECTION
TSS		STALLS EEC (QUICK TEST) DIAGNOSIS QUICK TEST PINPT REPROGRAM PCM ADJUST BASE IDLE SETTINGS WDS FOLLOW STEPS IN TSS 02 8 8
SSM		CHECKED EEC RELAY & REPROGRAMMED PCM PER SSM 15589

	CUST STATES VEHICLE STALLED 5 TIMES
NECESSARY TO REPROGRAM PCM AS PER DIRECTIVE IN DSM 15550 CLEAN THRU EVAP VENT HOSE CHECK PCM RELAY; OK ROAD TEST; OK	CUSTOMER STATES VEHICLE CUTS WHILE DRIVING. HAS HAPPENED 2 TIMES PAST WEEK SEEMS TO RESTART OK
TESTED AND ROADTESTED	CUSTOMER STATES ENGINE STALLING.
	CUSTOMER STATES VEHICLE HAS STALLED 5 TIMES. DATES: 2 21 IN MORNING ON THE WAY TO WORK, 4 11 IN EVENING ON THE WAY HOME FROM WORK, 6 8 ON THE WAY TO A STORE. RESTARTED RIGHT AWAY EACH
T OK	CUST STATES ENG DIES AT TIMES WILL RE START SEE PREV HAPPENS WHILE DRIVING AT 40 MPH
	CUST STATES WHILE DESCENDING DOWN HILL BRK PEDAL GOT HARD, CUST PULLED OVER AND RESTARTED TRUCK, APPE
	CHECK OUT WHY WHEN DRIVING AROUND 35 MPH TRUCK WILL STALL OUT AND WILL RESTART SEE ATTACHED PAPER WORK
WIPERS, PERFORMED TSB 02 08 08. REPLACED THE THROTTLE BODY AND THE IAC MOTOR, RECALIBRATED THE PCM TO THE LATEST CALIBRATION, TEST DROVE EXTENSIVELY. CONCERN IS NO LONGER PRESENT. SSN	C S THAT VEHICLE STALLS WHILE DRIVING
	CUSTOMER STATES VEHICLE STALLED OUT WHILE DRIVING, WHILE STALLING ALL LIGHTS CAME ON DASH, CR AND R
	CUST STATES VEHICLE STALLED WHILE PULLING ONTO INTERSTATE
PLACED FUEL PUMP RELAY AND DPFE SENSOR REDROVE OK AT THIS TIME	CUSTOMER STATES THAT TODAY WHILE DRIVING ENGINE STALLED SUDDENLY AFTER COASTING A SHORT TIME CHECK AND ADVISE
	CHECK ENGINE STALLED OUT GOING 35 MPH INTER
	CUST STATES THE ENGINE STALLS ALOT
WIFE OUT THROTTLE BORE, IAC COUNTS AT 30 PERCENT AND ENGINE WILL NOT IDLE WITH IAC UNPLUGGED	CUST STATES THE CHECK ENGINE LIGHT CAME ON THE ENGINE DIED SHE PULLED OVER AND RESTARTED THE ENGINE IT HADNT DONE IT BINCE
WATER CONNECTIONS AND RETEST OK	ENGINE STALLS OUT COMING TO A STOP
	CUST. STATES VEH. STALLED AT RED LIGHT AND WOULDNOT RESTART
DS1
	CUST STATES WILL BE DRIVING AT 35 MPH, AND LET OFF GAS AND WILL STALL, SECOND COMPLAINT ON THIS. HAPPENED ONCE THIS
	THE BATTERY LIGHT CAME ON AND THE TRUCK STALLED. NO POWER AND THE TRUCK WONT GO INTO NEUTRAL.
	CUSTOMER STATES ENGINE STALLED TWICE ON CUSTOMER BOTH TIMES IT OCCURRED WHEN CUSTOMER CAME DOWN SAME HILL
	DIAGNOSE CAUSE OF RANDOM LACK OF POWER & STALLING OCCURRED AFTER DRIVING 10 MINUTES 6 MILES RESTARTED WITHIN 10 SECONDS AND RAN FINE SINCE

2002	4612	S11	1FMFYU04132KA88048	3.0L	TLD	10	2001	2.00E+03	8F715	D21	9	1748774	7000	ACCELERATING
2002	4915	S11	1FMFYU04132KA88048	3.0L	TLD	10	2001	7C05	14N089	D21	2	483707	1000	WHILE DRIVING
2002	4918	S11	1FMFYU04132KA88048	3.0L	TLD	8	2001	2B04	12A850	D21	7	1084738	3000	WHILE DRIVING
2002	4821	S11	1FMFYU04132KA88521	3.0L	TLD	8	2001	2.00E+03	8F715	D21	10	2008087	91000	AT IDLE
2002	4825	S11	1FMFYU04132KA84384	3.0L	TLD	9	2001	2.00E+03	8F715	D21	10	2088558	8000	WHILE DRIVING
2002	4830	S11	1FMFYU04132KA83810	3.0L	TLD	10	2001	6J09	7822050	D21	5	1719738	8000	WHILE DRIVING
2002	4832	S11	1FMFYU04132KA88810	3.0L	TLD	10	2001	1D02	8438	D21	5	572784	4000	ROUGH IDLE
2002	4835	S11	1FMFYU04132KA82702	3.0L	TLD	9	2001	1H03	8J460	D21	11	2857591	18000	STALLS
2002	4837	S11	1FMFYU04132KA82702	3.0L	TLD	9	2001	1H03	8J460	D21	6	221785	6000	DOWNHILL
2002	4838	S11	1FMFYU04132KA82702	3.0L	TLD	9	2001	2.00E+03	8F715	D21	11	2367508	18000	WHILE DRIVING
2002	4892	S11	1FMFYU04132KA88501	3.0L	TLD	8	2001	2.00E+03	8F715	D21	4	588881	4000	STALLS
2002	4898	S11	1FMFYU04132KA81480	3.0L	TLD	8	2001	2B05	RECAL	D21	6	1514485	7000	WHILE DRIVING
2002	4966	S11	1FMFYU04132KA80923	3.0L	TLD	9	2001	2.00E+03	8F715	D21	10	1942611	10000	WHILE DRIVING
2002	4980	S11	1FMFYU04132KA80360	3.0L	TLD	9	2001	2.00E+03	8E980	D21	11	2040880	16000	WHILE DRIVING
2002	4970	S11	1FMFYU04132KA80128	3.0L	TLD	8	2001	7802	14401	D21	6	883388	4000	NO TEXT
2002	4994	S11	1FMFYU04132KA45448	3.0L	TLD	8	2001	1A03	8007	D21	1	578540	0	NO TEXT
2002	4885	S11	1FMFYU04132KA45446	3.0L	TLD	9	2001	1A03	8007	D21	1	448848	0	WHILE DRIVING
2002	4997	S11	1FMFYU04132KA44883	3.0L	TLD	9	2001	2B04	12A850	D21	9	1826213	9000	WHILE DRIVING
2002	4998	S11	1FMFYU04132KA44848	3.0L	TLD	9	2001	2B05	RECAL	D21	11	2448004	7000	WHILE DRIVING
2002	5002	S11	1FMFYU04132KA44824	3.0L	TLD	8	2001	2.00E+03	8F715	D21	11	2438182	12000	STALLS
2002	5011	S11	1FMFYU04132KA43662	3.0L	TLD	8	2001	2B04	12A850	D21	2	292581	3000	WHILE DRIVING
2002	5012	S11	1FMFYU04132KA43662	3.0L	TLD	8	2001	2.00E+03	8F715	D21	7	265411	6000	STALLS
2002	5013	S11	1FMFYU04132KA43662	3.0L	TLD	8	2001	7C05	14N089	D21	2	278838	2000	WHILE DRIVING

ERG2-627 23868

TSS		7780 TSS 02 11 8 ROAD TESTED SEVERAL TIMES UNABLE TO DUPLICATE DRIVEABILITY CONCERN. PERFORMED EEC SYSTEM SELF TESTS PASSED ALL. RAN ON OASIS & FOUND TSS 02 11 8. PERFORMED SERVICE PROCEDURES PER T
SSM		1880 INTERMITTENT OPEN CHECKED VEHICLE FOR CHUTTING WHILE DRIVING. ROAD TESTED VEHICLE, UNABLE TO DUPLICATE CONCERN AT THIS TIME. PERFORMED EEC SYSTEM SELF TESTS PASSED ALL. CHECKED PCM CALIBRATION
REFLASH		WDS, MONITOR FID, PIN POINT TEST, REPROGRAM PCM, RETEST OK REPROGRAMMED PCM
REPLACED		PERFORM EEC TEST SEBS DIAGNOSIS POWER BALANCE AND SPARK DURATION TEST REPLACE IAC AND RETEST
POOR CONNECTION		EEC TEST DTC DIAGNOSIS, NO CODES, FUEL PRESSURE TEST 80 PSI, MONITOR FID DATA, INSPECT EEC RELAY, AND TIGHTEN CONNECTIONS
REPLACED		42 NSS DIAGNOSED F1801, DIAGNOSE AND FOUND TRANSPONDER IN KEY BAD, REPLACE AND REPROGRAM KEYS & CONTINUE TESTING. INCLUDED ROER
REPLACED		FAILED GASKET NSS PINPOINT & MONITOR TESTS REPLACE LOWER INTAKE GASKET 021 06 ROAD TESTED VEHICLE
SSM		REPLACE DPFE SENSOR SERVICE PART CLAIM NO 130089 DATE 3 21 02 MI 8010
REPLACED		CHECKED CONNECTIONS UNDER THE BATTERY INSPECTED RELAY OK REPROGRAMMED PCM REPLACED DPFE
REPLACED		1 RAN BELT TEST DATA LOGGER FUEL PRESSURE TEST REPLACED IAC CHECKED FOR PCM UPDATE
REPLACED		REMOVED BATTERY AND CLEANED
REPLACED		4225 OK DIES PT D21 NSS TEST ROER PASS ROER PASS ROER PASS PIN POINT REPLACE IAC RETEST 42
TSS		COULD NOT VERIFY STALLING CONCERN. USED NSS TESTER NO CODES FOUND. MONITORED IAC PID DATA OK. CK OASIS FOUND TSS 02 06 08 REPROGRAMMED PCM TO GREATEST CALIBRATION ROAD TESTED 15 MILES. DID NOT STALL
TSS		10882 TEST DRIVE TO DUPLICATE CONCERN WARR COULD NOT DUPLICATE PROBLEM FUEL PRESS TESTING WDS TEST RELATIVE INJECTOR FLOW TEST RELATIVE OYL CONTRIBUTION TEST MONITOR IAC DUTY PER TSS 02 11 08 DUTY
TSS		18827 NO CEL HOOK TO WDS PINPOINT TEST PASS PASS PASS CHECK FID8 RAN DATA LOGGER IAC AT 42 PERCENT REPLACED AIR IDLE BY PASS THROTTLE BODY REPROGRAMMED PCM TO NEWER CALIBRATION PER TSS 2 11 8 REPLACE
DIAG		CHECK ALL MAIN WIRING HARNESS AND ALL CHECKS PER PSE RANDALL CORLEW
ENGINE FAILURE		REQUESTING DEALER'S P/A CODE 0888
ENGINE FAILURE		825 ENGINE BEZEL WARN VERIFIED ENGINE WOULD NOT TURN OVER. REMOVED ALL COILS TO ACCESS SPARKPLUGS. ENGINE NOT HYDRASTATIC LOCKUP. INSPECTED ENGINE TO DETERMINE. HAD TO REMOVE OIL PAN IN VEHICLE TO
REFLASH		RECAL 42 E21 NSS DIAG TEST, REPROGRAM PCM
REFLASH		1 ROAD TEST VERIFY CONCERN HOOKED UP NSS AND REPROGRAMMED PCM ROAD TEST OK NOW
TSS		EEC TEST PASS CODES MONITOR FID8 REPLACE IAC AS PER TSS 02 11 8 PER ROAD TEST OK
REFLASH		COULD NOT DUPLICATE AT THIS TIME. ROAD TEST INSTALLED WDS, RECEIVED CODES NO CODES SYSTEM PASS USING FID8 CHECKED OVER SENSORS AND MONITORS, ALL WORKING
SSM		ROAD TEST, INSTALL WDS, EEC TEST NO CODES, DCL TEST, IDLE DATA TEST, DATA LOGGER, REPLACE IAC VALVE, REPLACE EEC POWER RELAY AND REPROGRAM PCM PER SSM 18888, FINAL EEC TEST, PASS, ROAD TEST PASS
HOTLINE		EEC POWER RELAY ROAD TEST COULD NOT DUPLICATE, TESTED WITH WDS, RECEIVED CODES NO CODES FOUND SYSTEM PASS. CALLED TECH LINE AND TALKED TO RYAN, WAS INSTRUCTED TO CHECK OVER CONNECTION BELOW BATTERY BOX

<p>88 WHILE MONITORING VARIOUS SENSORS & PIDS WITH WDS. HE PLACED IDLE AIR CONTROL VALVE & THROTTLE BODY PER TSS & RERODTESTED SEVERAL TIMES OK. RETURN VEHICLE TO CUSTOMER FOR FURTHER</p>	<p>CUSTOMER STATES INTERMITTENT, BUT CONSISTENT, ENGINE WILL STALL, RESTARTS OK, HOT ENGINE, WILL STALL UPON ACCELERATION FROM IDLE IN TRAFFIC, OR WHILE CRUISING, GOING UP OR DOWN GRADES IN HD</p>
<p>ON UP DATED WITH LATEST CALIBRATION. CHECKED FUEL PRESSURE OK. RAN ON GAGES & FOUND SPECIAL SER VICE MESSAGE #15434. REPLACED EEC POWER RELAY PER MESSAGE. REMOVED</p>	<p>VEHICLE HAS QUIT SEVERAL TIMES WHILE DRIVING, RESTARTED IMMEDIATELY AFTER CUSTOMER STATED THE VEHICLE STALLED OUT WHILE DRIVING PCM CALIBRATION</p>
	<p>VEHICLE CUTS OFF AT IDLE AT TIMES</p>
	<p>VEHICLE DIES WHILE DRIVING, HAS HAPPENED FIVE TIMES IN LAST 7 TO 10 DAYS. STARTS RIGHT BACK UP WITH NO PROBLEM</p>
	<p>CUSTOMER STATES WAS DRIVING VEHICLE AND RPM'S WENT DOWN AS VEHICLE LOST POWER, CHECK ENGINE LIGHT CA</p>
	<p>C & B TRUCK FELT LIKE IT WAS GOING TO STALL</p>
	<p>ENGINE STALLS</p>
	<p>CHECK AND REPORT ON ENGINE WILL STALL WHEN GOING DOWN HILL WITH FOOT OFF GAS PEDAL</p>
	<p>STALLS AT TIMES WHILE DRIVING ON ACCEL FROM DOWNHILL COAST</p>
	<p>OK DIES P Y</p>
<p>WHILE DRIVING .MD</p>	<p>CUSTOMER STATES VEHICLE STALLS QUITS STALLED WHEN DRIVING .ONLY HAPPENED ONCE .STARTED RIGHT</p>
<p>CYCLE AT 45% REPLACE IAC PER TSS RETEST RESET KAM TEST DRIVE</p>	<p>CHECK CUSTOMER STATES THAT VEHICLE DIED ONCE WHILE DRIVING IT DID RESTART FINE</p>
<p>D DPFE SENSOR VOLTS TO HIGH RE TEST ROAD TEST OK</p>	<p>CHECK FOR VEH STALLED WHILE DRIVING TWICE TODAY HAD ALT REPLACED YESTERDAY</p>
<p>ACCESS TORQUE CONVERTOR NUTS DUE TO ENGINE SEIZED. REMOVED & REPLACED ENGINE ASSY. TRANSFERRED ALL NECESSARY COMPONENTS, EXHAUST MANIFOLDS, ALTERNATOR, A C COMPRESSOR, P & B PUMP, & BELT &</p>	<p>CUSTOMER STATES THE ENGINE STALLED WHILE DRIVING AND NOW WILL NOT CRANK OR START.</p>
	<p>STALLED WHILE DRIVING 1 TIME. DID RESTART</p>
	<p>CUSTOMER STATES THAT DRIVING ON A DOWN HILL GRADE AND LETTING OFF THE GAS PEDAL TO STOP VEH WILL SHUT OFF</p>
	<p>OWNER STATES VEHICLE STALLS AT TIMES AFTER 6 MIN OR LESS</p>
	<p>CUSTOMER STATES WHEN DRIVING ENGINE JUST SHUT OFF SHE PULLED TO SIDE OF ROAD RESTARTED AND IT RAN OK AND WANTS TO HAVE OK</p>
	<p>CUSTOMER STATES VEHICLE KEEPS STALLING</p>
<p>FOUND NO FAULT, CHECK GROUNDS AND CONNECTORS C2709 2700 270E, ALL CONNECTIONS ARE FINE. THEN WAS INSTRUCTED TO CHECK EEC POWER RELAY, REPLACE RELAY PER INSTRUCTIONS, RETEST VEHICLE</p>	<p>CUSTOMER STATES ENGINE STALLED WHEN DRIVING CHECK AND ADVISE</p>

1982-827 23852

2002	5015	511	1FM1YU04132KA43454	3.0L	T/LD	8	2001	2.00E+03	9F715	D21	4	388875	4000	WHILE DRIVING
2002	5018	511	1FM1YU04132KA43311	3.0L	T/LD	9	2001	7C05	14N069	D21	2	288688	1000	WHILE DRIVING
2002	5029	511	1FM1YU04132KA40382	3.0L	T/LD	9	2001	2G02	12B579	D21	10	2173405	15000	ACCELERATING
2002	5027	511	1FM1YU04132KA40382	3.0L	T/LD	9	2001	2.00E+04	9C015	D21	10	2355943	10000	WHILE DRIVING
2002	5029	511	1FM1YU04132KA38890	3.0L	T/LD	9	2001	7C05	14N069	D21	4	711881	8000	AT STOP
2002	5032	511	1FM1YU04132KA38822	3.0L	T/LD	9	2001	2G05	RECAL	D21	11	2028828	15000	ON HIGHWAY
2002	5042	511	1FM1YU04132KA38888	3.0L	T/LD	9	2001	2G04	DIAG	D21	5	723712	3000	STALLS
2002	5049	511	1FM1YU04132KA37884	3.0L	T/LD	9	2001	2G04	12A850	D21	11	1875338	10000	STALLS
2002	5055	511	1FM1YU04132KA36780	3.0L	T/LD	9	2001	7C05	14N069	D21	10	2041711	19000	WHILE DRIVING
2002	5059	511	1FM1YU04132KA35323	3.0L	T/LD	9	2001	2G04	12A850	D21	11	2257320	10000	WHILE DRIVING
2002	5073	511	1FM1YU04132KA34124	3.0L	T/LD	9	2001	2.00E+03	9F715	D21	9	1516825	4000	DOWNHILL
2002	5075	511	1FM1YU04132KA33882	3.0L	T/LD	8	2001	2G02	12B579	D21	7	957790	18000	DOWNHILL
2002	5079	511	1FM1YU04132KA33709	3.0L	T/LD	9	2001	2.00E+03	9F715	D21	3	810097	0	STALLS
2002	5082	511	1FM1YU04132KA33884	3.0L	T/LD	9	2001	2G04	DIAG	D21	1	188301	0	WHILE DRIVING
2002	5090	511	1FM1YU04132KA37111	3.0L	T/LD	9	2001	2G03	12B577	D21	5	1488074	8000	WHILE DRIVING
2002	5102	511	1FM1YU04132KA35787	3.0L	T/LD	9	2001	2G04	12A850	D21	11	2225582	5000	WHILE DRIVING
2002	5103	511	1FM1YU04132KA36508	3.0L	T/LD	8	2001	7C05	14N069	D21	2	278277	2000	DOWNHILL
2002	5105	511	1FM1YU04132KA38105	3.0L	T/LD	9	2001	7C05	14N069	D21	8	1098438	4000	WHILE DRIVING
2002	5107	511	1FM1YU04132KA38836	3.0L	T/LD	8	2001	2G04	12A850	D21	7	1244710	3000	WHILE DRIVING
2002	5110	511	1FM1YU04132KA35325	3.0L	T/LD	9	2001	2.00E+03	9F715	D21	5	1211748	8000	STALLS
2002	5112	511	1FM1YU04132KA19154	3.0L	T/LD	8	2001	7802	14401	D21	1	182558	0	STALLS
2002	5119	511	1FM1YU04132KA17299	3.0L	T/LD	9	2001	2G04	12A850	D21	10	1918888	10000	DOWNHILL
2002	5126	511	1FM1YU04132KA15884	3.0L	T/LD	9	2001	2G05	RECALEM	D21	11	1807881	31000	WHILE DRIVING

SSM	4040 NO DEL HOOK TO WDS PINPOINT TEST PASS PASS PASS CHECK PIDS CHECK IDLE SPEED SET THROTTLE STOP UP CHECK PCM CALIBRATION OK RAN OASIS CHECK SSM PERFORM SSM 15434 REPLACED AIR BYPASS REPLACED BE
REFLASH	PCM RECALIBRATION BATTERY TEST, CHARGE, AND RE TEST
REPLACED	ROAD TEST CUST STATED VEHICLE HESITATED PUTON BRKSWDS NO CODES FOLLOWED HOTLINE INSTRUCTIONS REPLAC E MAP SENSOR AND DPFE SNOR RETEST OK
TSS	WDS DIAG REPLACE THROTTLE BODY AS PER TSS 02 11 08REPLACE VAPOR MANAGEMANET VALVE RETEST
SSM	3993 CK OUT TEST DRIVE COLD TO WARM NO STALL EEC TEST KOEO PASS KDER PASS RUN DATA MONITOR ROAD TEST ALL OK BARO AT 156 DPFE AT 1.05V ALL OK FUEL PRESSURE TEST GOOD HOLDS INJ FLOW TEST ALL AROUND 80
REFLASH	EEC TEST REPROGRAM PCM
SSM	PERFORMED EEC TEST SYSTEM PASSED REPROGRAMMED PCM FOR STALLING PER SSM 15689 TEST DROVE VEHICLE OK
REFLASH	OUT OF SPECS TEST EEC AND IGNITION REPROGRAMMED PCM
SSM	16185 CK OUT DO WDS DIAGNOSIS DO DTALOGGER,DCL DISPLA LOOSE LEAD
TSS	IGNITION,POWERBALANCE,RELATIVE COMPR ESSION,IDLE DISPLAY,TP SWEEP,IGNITION,INJECTOR, FUEL PRESSURE & DO PINPOINT TEST FOR STALLING NO
TSS	TESTED EEC WITH NGS, NO DTC. REPROGRAMMED PCM, TSS02 11 08, OUT OF CALIBRATION.
TSS	4056 PERFORM TSS 02 8 6 TEST EEC WITH WDS NO CODES CHECK FUEL PRESSURE OK.CHECK OASIS FOUND TSS 02 8 6 PERFORM THE FOLLOWING PROCEDURES.WITH WDS DATA LOGER MONITOR RPM AT 750,TEMP AT 190,AND CHECK
REPLACED	VEHICLE STALLS WHILE DRIVING SPOKE WITH AXLE AT TECH HOTLINE TOLD TO REPLACE THE MAP SENSOR CHECK IAC NEEDLES TO BE 35 TO 36 HOT AND THROTTLE BODY REPLACED MAP FOUND IAC AT 32.1 LESSTHEN DESIRED REPLACE
SSM	PERF NEC DIAG REPLACE IAC AND EEC RELAY AS PER SSM16434
NPF	531 NPF ROAD TEST,EEC TEST,NO CODES,INSPECT VEHICLE FOR ANY OBVIOUS PROBLEMS,NO PROBLEM FOUND
REFLASH	HOOK UP WDS, EEC TEST, NO LIGHT NO CODES, TEST PCM, REPROGRA M PCM, ROAD TEST, TEST FUEL
REFLASH	PRESSURE 48 PSI, PERFORM
REPLACED	REPROGRAMMED PCM
REPLACED	1 EEC TEST, NO CODES,INSTALL SENSOR C G 020 CORR 25
REPLACED	4809 WARR EEC TEST. NO CODES. PP TEST PER SYMPTOMS FLOW CHART. HOOK UP NGS PID MONITOR TO VIEW SENSORS AND ROAD TEST. REPLACED FUEL PUMP RELAY. (CUTTING OFF). UPDATED PCMS CALIBRATION USING WDS PE
TSS	ROADTESTED MIL OFF SELFTEST PASS. COULD NOT DUP LICATE CONCERN. CHECKED TSS SSM NO RELATED MATE RIAL OTHER THAN SSM 15989 FOLLOWED AND REPROGRA M PCM AS DIRECTED
NOF	CK IGNITION SYS RT CK FUEL PRESSURE 50 PSI DID EEC QT HAS CONT CODE P0506 DID FINPT KE2 KE4 DIDNT DUPLICATE DID PID MONITOR HAS INTER SHORT IN IAC R&R IAC SOLENOID & GASKET MT CLENRED CODE.DID 08
POOR CONNECTION	486 CAUSE FEMALE BENT BENT AND DAMAGED RESULTING IN POOR CONTACT. PIN CIRCUIT 87 OF THE PCM POWER RELAY. WARR... VERIFIED THE COMPLAINT. FOUND NEC. TO INSTALL THE WDS TESTER TO PERFORM DIAGNOSES.
TSS	TEST EEC, NO CODES, TEST IAC PER TSS 02 11 08. WDS DATALOGGER. NTEST, DID NOT VERIFY STALLING. REPROGRAM PCM PER TSS.
TSS	CHECK OUT AHS NO CODES CANT GET TO STALL CHECK OUT TSS88 FOUND AND PERFORMED TSS 2116 CHECK OUT IAC OPERATION 36.8 % REPROGRAMMED PCM CHECK EVAP AND EEC RELAY

G POWER RELAY CHECK ALL GROUNDS OK ROAD TEST RETEST OK AT THIS TIME	CHECK FOR ENGINE SHUT DOWN WHEN DRIVING DOWN ROAD D21
	STALL WHILE DRIVING ONCE PER DAY AFTER DRIVING 10 MILES
	CST HESITATION ON ACCELERATION SEE BRANT
	STALL WHILE DRIVING D21
S M81 OK RUN POWER BALANCE TEST GOOD OK D2188 FOUND 89M 16668 PCM DRIVABILITY CHECKLIST OK EEC RELAY AND REPLACED OK EVAP VENT AND BLOW OUT SEEMED OK CK PCM MPC # 161 REPROGRAM PCM HAD TO	CUST STATES WHILE STOPPED VEHICLE HAS DIED OUT HAS HAPPENED TWO TIMES & DOES START RIGHT BACK UP WARM HOT ENGINE TEMP ENGINE DIED FRIDAY AT HIGHWAY SPEEDS LIKE KEY WAS SHUT OFF PUFF SOUND AFTER STARTING AT TIMES. HESITATED ON ACCEL ALSO
	IC'S STALLS SOMETIMES WHEN IN REVERSE IT DOES NOT MOVE EVEN WHEN PUSHES ON GAS HAS TO RESTART THEN OK
	CHECK CUSTOMER CONCERN VEHICLE KEEPS STALLING AND HESITATES
CODES CK T888 & 8888 FOUND T88 02 08 08 DO AS P88 DISCHARGES REPLACE POWER RELAY REPROGR AM PCM CK PARAMETERS OF VARIOUS SENSORS & REROD TEST AS PER T88 O.K. AT THIS TIME	STALLS WHEN DRIVING CK STALLS WHILE DRIVING
IAC RANGE IAC STAYED AT 57% WITH IN RANGE REPROGRAM PROCESSOR WITH WDS WITH DATA LOGGER MONITOR RPM, TEMP, EVAP VLV VALVE AND FTP AT IDLE EVAP VLV VALVE DUTY CYCLE TO 100% AND TANK	CUST STATES ENGINE HAS DIED COMING DOWN BRADDOCK MOUNTAIN TWICE NOW REFER TO T88 02 8 8 PROVIDED
IAC AND THROTTLE BODY GUMED UP REPLACED	VEHICLE STABLE ON INCLINE ENGINE JUST CUTS OFF CUST STATES THE VEH STALLED OUT WHILE DRIVING DOWN THE ROAD OIL LIGHT CAME ON BEFORE VEH BATTLED OUT, VEH STARTED RIGHT BACK UP CHK AND ADVISE CUSTOMER WAS DRIVING THRU INTERSECTION ENGINE DIED TURNING STARTED RIGHT AWAY CUST STATES VEHICLE CUTS OUT WHILE DRIVING 45 DID CUST STATES ON WARM ENGINE WHEN GOING DOWN HILL ENGINE WILL STALL OUT AND BEING SLOUGHISH.
R DAN D. ROAD TEST. RE TEST	CHECK FOR 1 TIME CAR STALLED WHILE DRIVING 25 MPH AND TURNING CUST STATES VEH STALLED WHILE DRIVING, BAD SULFER SMELL BEFORE VEH STALLED. CUST STATES VEH FELT REALLY TIGHT BEFORE IT STALLED
D DRIVE CYCLE, REMAN Q.T. NO CODES PRESENT WAS NEC. TO CHECK AND TEST THE EEC SYSTEM. NO FAULTS GIVEN. WAS NEC. TO SELECT PIDS. PERFORMED FUEL PSI TEST WHILE SLAMING THE DOOR. MONITOR BOTH INPUT SIGNALS AND THE FUEL PSL FUEL.	ON SEVERAL OCCAS STARTED STALLED 2-3 TIMES THEN FINALLY STAYED RUNNING CUST STATES IF YOU SHUT THE DOORS HARD THE VEH ENGINE WILL SHUT OFF.
	CK STALLED WHEN DRIVING DOWNHILL WITH FOOT OFF ACCELERATOR. RESTARTED OK CHECK OUT ENGINE CUT OUT WHEN DRIVING THIS MORNING NO WARNING OIL LIGHT CAME ON

2002	5128	S11	1FMYU04122KA18585	3.0L	TLD	8	2001	2.00E+03	BF716	D21	2	253833	1000	DOWNHILL
2002	5128	S11	1FMYU04122KA18041	3.0L	TLD	8	2001	2036	RECAL	D21	7	1140397	8000	WHILE DRIVING
2002	5148	S11	1FMYU04122KA09138	3.0L	TLD	8	2001	7511	15850	D21	8	342358	1000	WONT IDLE
2002	5148	S11	1FMYU04122KA09189	3.0L	TLD	8	2001	2.00E+03	BF715	D21	8	468272	2000	WONT IDLE
2002	5158	S11	1FMYU04122KA08009	3.0L	TLD	8	2001	7C05	14N089	D21	1	288889	1000	WHILE DRIVING
2002	5168	S11	1FMYU04122KA08428	3.0L	TLD	8	2001	2004	12A850	D21	8	636038	8000	ON HIGHWAY
2002	5173	S11	1FMYU04122KA05734	3.0L	TLD	8	2001	2.00E+03	BF716	D21	12	2046574	10000	WHILE DRIVING
2002	5178	S11	1FMYU04122KD08898	3.0L	TLD	8	2002	2008	9E465	D21	1	2913711	1000	WHILE DRIVING
2002	5185	S11	1FMYU04122KD08850	3.0L	TLD	8	2002	2.00E+03	9E825	D21	1	1850584	0	WHILE DRIVING
2002	5189	S11	1FMYU04122KD08898	3.0L	TLD	8	2002	2004	12A850	D21	1	2067238	0	WHILE DRIVING
2002	5194	S11	1FMYU04122KD03017	3.0L	TLD	8	2002	2002	12B578	D21	1	1678471	1800	WHILE DRIVING
2002	5198	S11	1FMYU04122KD08450	3.0L	TLD	4	2002	2.00E+04	8C015	D21	2	2127030	1000	WHILE DRIVING
2002	5218	S11	1FMYU04122KD08354	3.0L	TLD	4	2002	2002	12B578	D21	3	2274228	2000	ACCELERATING
2002	5228	S11	1FMYU04122KC09497	3.0L	TLD	4	2002	7C05	14N089	D21	4	2871851	2800	WHILE DRIVING
2002	5227	S11	1FMYU04122KC08891	3.0L	TLD	4	2002	2F02	8E828	D21	2	2384170	0	WHILE DRIVING
2002	5233	S11	1FMYU04122KC091789	3.0L	TLD	3	2002	2.00E+03	BF715	D21	3	2148528	1800	ON HIGHWAY
2002	5235	S11	1FMYU04122KC091713	3.0L	TLD	4	2002	7813	14405	D21	1	1180088	0	AT STOP
2002	5241	S11	1FMYU04122KC04189	3.0L	TLD	3	2002	2.00E+03	BF715	D21	4	1884328	8000	AT STOP
2002	5243	S11	1FMYU04122KC08383	3.0L	TLD	3	2002	2804	12A850	D21	4	2281838	8000	WHILE DRIVING
2002	5253	S11	1FMYU04122KC78842	3.0L	TLD	3	2002	2804	DIAG	D21	0	998817	0	STALLS
2002	5273	S11	1FMYU04122KC48849	3.0L	TLD	2	2002	2.00E+03	9E825	D21	4	2037848	2800	DOWNHILL
2002	5274	S11	1FMYU04122KC48849	3.0L	TLD	2	2002	2804	DIAG	D21	1	1357488	1000	DOWNHILL
2002	5276	S11	1FMYU04122KC48887	3.0L	TLD	2	2002	7V01	14289	D21	2	1888144	1000	WHILE DRIVING
2002	5284	S11	1FMYU04122KC08445	3.0L	TLD	2	2002	2804	12A850	D21	1	2115808	0	WHILE DRIVING
2002	5285	S11	1FMYU04122KC08123	3.0L	TLD	2	2002	2804	DIAG	D21	6	2066724	8000	AT STOP

REPLACED		ROAD TEST FOR CONCERN PERFORM ENGINE CONTROL TEST, RELAXE IDLE AIR CONTROL, RETEST.
SSM		RECALCD PCM AS PER SSM 15580
DIAG		DIES EEC (QUICK TEST) DIAGNOSIS
DIAG		STALLS CARB ALLOW
HOTLINE		ROAD TEST CAN NOT VERIFY HOOK UP WDS KOEO PASS KOER PASS ENTER ON OASIS CALL HOTLINE SPOKE WITH BRIAN OWENS CHECK GROUNDS G104 G105 PCM RELAY DIODE CONNECTIONS MAIN HARNESS AT PCM AND VARIOUS OTHER HA
SSM		CK EEC FUEL AND IGNITION REPROGRA PCM CK PCM RELAY AND VAPOR HOSE PER SSM 15580 AND RETEST
TSS		8806 REPLACED IAC VALVE AS PER TSS 02 11 6 REPROGRAMED PCM AS PER TSS 02 11 6
DIAG		WDS DIAGNOSIS, KOEO, KOER PASSES BOTH TESTS, NO CODES IN SYSTEM, RUN SYMPT
TSS		IS WORN WARR TEST DROVE, TEST WITH WDS, PINPOINT TEST, PERFORMED TEST KOEO, KOER, DATA LOGGER, FUEL PRESSURE, INJ FLOW, AND POWER BALANCE, COULD NOT FIND A FAULT WITH TESTING, CHECKED OASIS AND FOUN
DIAG		HOOK UP NGS TO RETRIEVE DTCS, NO CODES PRESENT, COEO PASS KOEO ON DEMAND PASS KOER, PASS, TESTED FUEL PUMP, PRESSURE,
REPLACED		PERFORM DIAGNOSTICS AND CONTACT TECH SERVICE HOTLINE FOUND UPDATED MAP SENSOR AND ESR SENSOR AS PER FORD REPLACED BOTH SENSORS EXTENSIVE ROAD TEST VEHICLE OPERATING NORMALLY
TSS		ROAD TEST VEHICLE TEST EEC SYSTEM, ALL PASS. PERFORM INTERMITTENT FAULT DIAGNOSTICS PER PCED, PERFORM TESTING PROCEDURES AS OUTLINED IN TSS 02 11 08. REPLACE MAIN EEC POWER RELAY, REPLACE VAPOR MANA
TSS		2748 W TEST DROVE AND ATTEMPTED TO DUPLICATE CONCERN, VEH FUNCTIONING NORMALLY AT THIS TIME. RAN OASIS AND LOCATED TSS 2 11 6 AND FOLLOWED DIAG PROCEDURES, ALL TESTS CHECK OK. CONTACTED HOT LINE AND
TSS		ROAD TEST AND EEC TEST. PERFORM TSS 02 11 08 STEP 1 & REPALCE EEC POWER RELAY & RETEST.
DIAG		EEC (QUICK TEST) DIAGNOSIS
DIAG		IAC VALVE AND EEC RELAY CONT PASS KOEO PASS KOER P1000 8806 EEC TEST DIAG PINPOINT IDLE DATA FUEL PRESSURE INJ FLOW POWER BALANCE DCL MONITOR
HOTLINE		VEHICLE COMPONENT INSPECTION PERFORMED NGS SYSTEM DIAGNOSIS AND CHECKED FUEL PRESSURE, CALLED FORD HOTLINE AND AS PER ENGINEER, REMOVED BATTERY
REPLACED		DIAG. AND REPLACE IAC VALVE, EEC RELAY & FUEL PUMP RELAY
DIAG		UNKNOWN EEC (QUICK TEST) DIAGNOSIS
SSM		EEC TEST OK NO TP VOLTAGE, EEC RELAY, IGNITION SWITCH, OPPE, FUEL PRESSURE, GROUND 300 AND GROUNDS UNDER BATTERY, CRPCM UPDATE AND CALIBRATION CK CRANK SEN BOR ALL OK
REPLACED		CCC 021 CC 42 THROTTLE BODY AIR INTAKE REPLACE (8586) INTERMITTANT STALL ON DOWNHILL DECELERATION COAST SET WDS NO CODES PRESENT PASS REVIEWED SERVICE HISTORY AND CHECKED OASIS REPLACED THE THROT
SSM		CCC 021 CC 07 TEST DRIVE UNABLE TO VERIFY CONCERN OASIS SSM 15580 HOOKUP WDS ATTEMPT TO REFLASH HAS LATEST CALIB INSTAL CHEC EEC POWER RELAY LATEST DESIGN INSTALD CHEC BASE IDLE THROTTLE POST BOTH OK
LOOSE GROUND		WDS DIAG KOEO PASS, DATA LOGGER, FUEL SYS TEST, AND IGN SYS TEST, CHECKED GROUNDS, FOUND GROUND 201 CORRODED, REMOVED GROUND AND CLEANED, RETEST
TSS		CHECK VEHICLE, DIED WHILE DRIVING, RESTARTED ON TEST DRIVE. CHECK OASIS, TSS, ETC. PERFORM TSS 2 11 08. RUN SELF TEST, PASS. MONITOR FIDS ON ROAD TEST, IAC, EVAP, RPM, OK. DISCONNECT VENT LINE FOR EVAP AND
REFLASH		WDS TESTED NO CODES, CHECKED IAC VALVE OK REPROGRAMED THE PCM OK

	STATES STALLS GOING DOWN HILLS ENGINE LIGHT COMES ON
	OWNER REPORTED THAT ENGINE STALLED AT 30 MPH THEN RESTARTED
	ENGINE WOULD DIE AFTER START UP 3 TIMES IN A ROW.
	THE ENGINE STALLS AS YOU'RE TRYING TO START IT WON'T CATCH AS IF THERE'S NO GAS
	THE CUSTOMER STEPPED ON THE GAS PEDAL AND IT STAYED RUNNING
RNESES ALL OK SUGGESTED NEW PCM RELAY PART NUMBER R PCM RELAY REPLACE	
ROAD TEST AGAIN CANNOT VERIFY RELEASED VEHICLE	CHECK FOR STALLING OUT WHILE DRIVING
	OK ENG QUILTS ON HWY AT TIMES PULLOVER & RESTARTS OK FOR T88S
	CUSTOMER STATES VEHICLE SHUT OFF WHILE DRIVING ALSO SEEMS LIKE VEHICLE IS
	HAVING A HARD TIME CHANGING GEARS OR GETTING FUEL
	CUSTOMER STATES THAT 2 DAYS IN A ROW ENGINE SHUT OFF WHILE DRIVING WAS
D T88 02 11 6, PERFORMED T88 REPLACED THROTTLE BODY AND IAC, REPROGRAM	THE CAR WILL STALL WHILE DRIVING AT ANY SPEEDS OVER 40 MPH WHILE ACCELERATING
PROCESSOR AND RETEST OK QC 7252 KOEO PASS KOEC PASS KOER PASS	OR DEACCELERATING WHEN DRIVEN
	CUST STATES WHILE DRIVING CAR DIED PULLED OVER GAVE IT A MINUTES RESTARTED
	CAR BEEN FINE SINCE THEN CHECK & ADVISE
	THE VEHICLE STALLED WHILE DRIVING, TOWED IN
AGEMENT VALVE. CONFER WITH	CUST STATES VEHICLE STALLS WHILE DRIVING, HAS BEEN IN FOR THIS CONCERN IN PAST,
SPOKE WITH JOHN AND RECEIVED ADDITIONAL DIAG STRATEGIES. INSTALLED NEW MAP	OK HISTORY. STALLS ON DECEL OR
SENSOR PER HOTLINE, INSPECTED DPFE, AND THE FOLLOWING CONNECTORS;	CUST STATES VEHICLE DIED ON LIGHT ACCEL AT 30 MPH DRIVER NOTICED THE ENGINE HAD
C270B,C270C,C270D,C110,C128 FOR	DIED BECAUSE THE STEERING WAS STIFF AND THE OIL LIGHT WAS ON OTHERWISE NO
	OTHER INDICATION OF ANY
	ENGINE QUILTS OUT WHILE DRIVING.
	ENGINE STALLED WHILE DRIVING, TRAVELING APPROX 35 MPH, RESTART WAS EASY
	CUST STATER TRUCK JUST DIED OUT ON HWY
	CUST STATES THAT THE TRUCK LOST POWER WHEN THE A/C WAS ON AND IT STOPPED
	RUNNING
	CHECK ENGINE FOR INTERMITTENT STALL WHEN COASTING OR SLOWING TO STOP
	OK VEHICLE DIED WHILE DRIVING
	OK FOR STALLING
THE BODY AND IAC PER T88 2 11 6 RELEASED THE VEHICLE WITH NO CONFIRMATION OF	THE VEHICLE STALLED WHEN GOING DOWNHILL ON A COAST IT THEN RESTARTED
THE CONCERN	IMMEDIATELY AFTER THE STALL AND HAS NOT STALLED
CALL TECH ASST. INSTRUCT TO CHECK VARIOUS ELEC AND GROUND CONNECTS OK	
REMOV PCM CONTR GND PINS OK CHECK EGR DPFE SENSORS OK PERFORM EVAP EMIS TEST	VEHICLE STALLED WHEN GOING DOWNHILL AND BRAKING FOR A CORNER 2ND TIME SINCE
INSPECT PCV ADJUST BAS IDLE TO 550RPM TP VOLT TO .6V BLE	18YR WEEK OF APRIL
	WHILE DRIVING VEHICLE JUST DIES WHILE IN MOTION SEVERAL TIMES RPM'S WENT LOW AND
	THEN WENT BACK UP BEFORE CAR DIED
CHECK FOR RESTRICTION, OK. CHECK EEC POWER RELAY, OK. REPROGRAM PAM.	CUSTOMER STATES THE VEHICLE STOPPED WHEN DRIVING DID START RIGHT BACK UP
RETEST DRIVE, DID NOT STALL OR QUIT.	STALLED SLOWING TO A STOP

2002	5280	S11	1FMYU04122KC29789	S.O.L	TLD	2	2002	7R02	11672	D21	3	1511982	4000	WHILE DRIVING
2002	5300	S11	1FMYU04122KC29793	S.O.L	TLD	2	2002	1H03	94480	D21	8	2078185	1000	STALLS
2002	5301	S11	1FMYU04122KC29793	S.O.L	TLD	2	2002	1H03	94480	D21	2	2078184	1000	STALLS
2002	5302	S11	1FMYU04122KC29793	S.O.L	TLD	2	2002	2.00E+03	9F715	D21	2	1061300	1000	STALLS
2002	5304	S11	1FMYU04122KC29811	S.O.L	TLD	2	2002	2G04	DIAG	D21	1	1997580	0	WHILE DRIVING
2002	5310	S11	1FMYU04122KC27826	S.O.L	TLD	2	2002	1H03	94480	D21	6	2080091	8000	DOWNHILL
2002	5314	S11	1FMYU04122KC20222	S.O.L	TLD	2	2002	2.00E+03	9F715	D21	3	1773050	3000	STALLS
2002	5316	S11	1FMYU04122KC20074	S.O.L	TLD	2	2002	2G04	DIAG	D21	3	1276766	3000	WHILE DRIVING
2002	5320	S11	1FMYU04122KC19987	S.O.L	TLD	1	2002	2G04	DIAG	D21	2	1163782	1000	WHILE DRIVING
2002	5323	S11	1FMYU04122KC01007	S.O.L	TLD	1	2002	2G04	DIAG	D21	1	665718	0	WHILE DRIVING
2002	5324	S11	1FMYU04122KC01007	S.O.L	TLD	1	2002	7C05	14N088	D21	2	1153884	1000	DOWNHILL
2002	5325	S11	1FMYU04122KC01007	S.O.L	TLD	1	2002	1H03	94480	D21	4	1837086	3000	STALLS
2002	5328	S11	1FMYU04122KB08612	S.O.L	TLD	1	2002	1H03	94480	D21	4	1415824	3000	WHILE DRIVING
2002	5329	S11	1FMYU04122KB08612	S.O.L	TLD	1	2002	1H03	94480	D21	3	1279124	2000	WHILE DRIVING
2002	5330	S11	1FMYU04122KB08612	S.O.L	TLD	1	2002	2G02	129579	D21	2	658085	1000	WHILE DRIVING
2002	5335	S11	1FMYU04122KB08032	S.O.L	TLD	1	2002	2.00E+03	9E926	D21	4	1005142	7000	WHILE DRIVING
2002	5340	S11	1FMYU04122KB08813	S.O.L	TLD	1	2002	7H11	160734	D21	6	2218988	11000	WHILE DRIVING
2002	5347	S11	1FMYU04122KB08008	S.O.L	TLD	1	2002	7C05	14N088	D21	2	814550	1000	WHILE DRIVING
2002	5348	S11	1FMYU04122KB08004	S.O.L	TLD	1	2002	2G04	12A800	D21	7	2102085	7000	WHILE DRIVING
2002	5358	S11	1FMYU04122KB85390	S.O.L	TLD	1	2002	2G05	RECAL	D21	1	530982	0	TURNING
2002	5360	S11	1FMYU04122KB85200	S.O.L	TLD	1	2002	2G04	12A850	D21	2	737503	1000	DOWNHILL
2002	5364	S11	1FMYU04122KB76788	S.O.L	TLD	12	2001	2.00E+03	9A983	D21	6	2372988	3000	AT STOP
2002	5365	S11	1FMYU04122KB76788	S.O.L	TLD	12	2001	1H03	94480	D21	6	2023131	2000	WHILE DRIVING
2002	5368	S11	1FMYU04122KB76788	S.O.L	TLD	12	2001	2.00E+03	9F718	D21	3	2143865	3000	COASTING
2002	5368	S11	1FMYU04122KB76500	S.O.L	TLD	1	2002	2G04	12A850	D21	7	2267041	6000	DOWNHILL

TSS		42 IGNITION SWITCH NOT WORKING PROPERLY AT TIMES, VERIFY CONC EPR, TEST PCM WITH WDS TESTER, NO CODER, CK OASIS, & DO TSS 02 11 08 MONITOR PIDS, CK IAC OK, IDLE SPEED OK, CALIBRATION LEVEL OK, EVAPVM VALVE OK
REPLACED		VEHICLE STILL STALLED. HOTLINE ADVISED TO REPLACE DPFE SENSOR AGAIN. REPLACE SENSOR PER HOTLINE.
REPLACED		DTC P0401 65R FLOW LOWER. DPFE AND MAF SENSORS RESTRICTED. REPLACE DPFE AND MAF SENSORS. REPLACE EEC RELAY WITH UPDATED RELAY. CLEAR DTC. REFLUN TEST, PASS.
TSS		PERFORM DIAGNOSTICS PER TSS 02 09 06. CHECK BUILT DATE. CHECK TEAR TAG AND REBET IAC. COULD NOT GET TO 8PCS. REPLACE THROTTLE BODY AND IAC MOTOR.
DIAG		HOOUP TO WDS PASS CODES PINPOINT BY SYMPTOM. CHECK MONITOR PIDS, CHECK FUEL AND IGNITION SYS TEMP, WIGGLE TEST CONNECTORS ON MAJOR SENSOR IN PUTS THAT COULD CAUSE STALL, CHECK FOR SERVICE MESSAGES
TSS		1. PERFORMED WDS TESTING. 1) NO CODES. 2) FUEL PRESSURE AND LEAK DOWN OK. 3) POWER BALANCE OK. 4) DATA LOGGER. 5) MONITORED DATA LOGGER INSTALL VDR NO STALLING CHECK FOR AND PERFORM TSS 02 11 08 BLEW OUT VAPOR HOSE
REPLACED		DIAGNOSTICS AND REPLACED IAC AND REPROGRAM PCM
SSM		SSM CODE P0480 CHECKED VEHICLE STARTED FINE. PERFORMED EEC SYS TEM SELF TESTS & RETRIEVED CODE P0480. PERFORM PINPOINT TESTS. RAN ON OASIS FOR MESSAGES FOUND SSM #16646 VEHICLE NOT EQUIPPED WITH
SSM		CK PCM FOR LATEST UP DATE, CK EVAP LINE PER SSM 16680. NO PROBLEM FOUND.
NFF		PERFORMED GUIDED DIAG TESTS NFF
REPLACED		EEC TESTED REPLACED PCM RELAY AS PER SPEC SERV MINS 16680 ROAD TESTED WITH SERVICE MANAGER 2 DIFFERENT TIMES FOR A TOTAL OF 65 MILES NO PROBLEM FOUND
INOP		VERIFIED CONCERN EEC ETSTED RPL SHORTED OUT SENSOR
HOTLINE		INSTALL 8CP PFE SENSOR AS PER PREVIOUS DIAG AND HOTLINE NEW UPDATED PART WAS NOT AVAILABLE AT TIME OF LAST REPAIR
HOTLINE		ROAD TESTED UNABLE TO VERIFY CONCERN AT THIS TIME PERFORM COMPLETE EEC SYSTEM DIAG AND PP TEST NO DTC MONITOR PIDS ALL PASS CONTACTED HOTLINE WAS ADVISED TO CK GRNDS G100 G101 G300 CLEAN AND RETIGHTEN
HOTLINE		ROAD TESTED UNABLE TO VERIFY CONCERN AT THIS TIME PERFORM COMPLETE EEC SYSTEM DIAG AND PP TESTS REBURN PCM PID MONITOR VNP DPFE AS PER HOTLINE MT TIME FOR ADULT TESTS INCLUDING REMOVE BATTERY AND TRAY
TSS		7861 THROTTLE BODY IAC VALVE TEST TO VERIFY COULD NOT DUPLICATE RUN WDS ROED AND ROER NO CODES. AVAIL. CK OASIS AND FOUND TSS #02 09 06 PROFORM DIAG AS PER TSS AND RPLAGE THROTTLE BODY AND IAC VALVE
CLEANED		11255 FOUND EVAP VENT HOSE WITH DEBRIS IN THE OPENING ... PERFORMED EEC SELF TEST ... RECONDER MONITOR ROAD TEST DIAG ... EVAP SYSTEM RUN LOSS SYSTEM DIAG ... CLEANED OUT EVAP HOSE AND ROAD TESTED
INOP		INOP EEC (QUICK TEST) DIAGNOSIS
TSS		EEC, PINPOINT, RETEST, CHECK OUT PER TSS 02 11 08 RECAL PCM
REFLASH		ENGINE CUT OFF WHEN TURNING ONE TIME, WDS TEST NO CODES, REPROGRAM PCM AS PER OASIS MESSAGE NUMBER 16680
REFLASH		INSTALL WDS. TEST EEC, CK DCL. PINPOINT TEST. DCL DISPLAY. REPROGRAM PCM. REMOVE EEC POWER RELAY. REPAIR WIRE AT HARNESS. RETEST. OK.
DIAG		IMPROPER ADJ FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
INOP		NOT WORKING PROPERLY FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
INOP		NOT WORKING PROPERLY FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS
REFLASH		DIAG ELECTRONIC ENGINE CONTROLS, REPROGRAMMED PCM, ROAD TESTED AND RETESTED OK

PCM RELAY OK, TESTED ALL MODULES CMOFC 8198 IC OK REPLACE IGN SWITCH CLEAR CODES, RETEST, ALL PASS, MT TIME CLAIMED TO DO WDS GUIDED DIAGNOSTICS, TSB PROCEDURES, MONITOR PIDS, TEST MODULES NO OPS FOUND	D21 CUST STATES WHILE DRIVING ENG DIED, RESTARTED, HAS HAPPENED ONE TIME.
	VEHICLE STILL STALLING PARTS WARRANTY REF RD 14782
	VEHICLE STILL STALLED
	VEHICLE STALLED
EB NONE FOUND ROADTEST OVER 20 MILES, THEN ANOTHER ROADTEST	CUSTOMER STATES THE VEHICLE IS STALLING WHILE DRIVING AND THEN IT WILL RESTART WHEN GET TO SIDE OF THE ROAD
TECH CALLED HOTLINE FOR FURTHER INSTRUCTION AND TESTS RECOMMENDATIONS R R INTERIOR FUSE BOX, HILL COVER LEFT KICK PANEL LEFT SEAT, CARPET, BATTERY, CHECK WIRING REPLACE DPFE SENSOR STALL MAY STILL OCCUR	CUST STATES VEHICLE STALLS WHILE DRIVING, DOES RESTART USUALLY COASTING DOWNHILL NOT ACCEL OR BRAKING CHECK VEHICLE STALLING
REMOVE START. CONTACTED HOTLINE. PER HOTLINE, CHECKED G203, G402, G438, G212, & G220 ALL OK. PERFORMED TEST STEPS PER TSB 02 08 03 PER HOT LINE. HOOKED UP TO WDS & MONITORED PIDS PER TSB	CUST STATES CBL LITE CAME ON, THEN WHILE DRIVING, LOST POWER, NO RESTART, NO CRANK
	YESTERDAY, WARMED UP, ABOUT AN HOUR OF DRIVING, TURNED OFF AC ROLLED DOWN WINDOW. CAR STALLED OUT. HAPPEN ONCE, TODAY DRIVING OK NO LIGHT
	C'S VEH STALLED OUT WHILE DRIVING
	C'S VEH WILL STALL HAPPEN 2 TIMES WHEN GOING DOWN HILL SLOW AND TURNING HAS HAD PCM PROGRAMED
	C'S VEH IS STARTING TO STALL AGAIN WAS OK FOR 2000 MILES
	CUST STATES ENGINE STALLS OUT WHILE DRIVING AT TIMES. INSTALL SOP PART; TECH W7. (SEE PAY 1ST)
DISCONNECT AND BLOW OUT EVAP HOSES REPLACE PFE REMOVE CLEAN AND REGAP PLUGS AND ROAD TEST -- NEW DPFE NOT AVAILABLE YET	CUSTOMER STATES ENGINE STALLED WHILE DRIVING AT ABOUT 30-35 MPH, NO WARNING PRIOR TO STALLING ENGINE
CK GROUNDS G300 100 104 106 107 REMOVE AND INSPECT PCM CONNECTORS AND PINS REMOVE FUSE BOX CHECK FOR WATER DAMAGE CK CONN B C AND FOR CORROSION AND PIN PUSHOUT REPLC PCM RELAY AND MAF SENSOR CLIA EVAP	CUSTOMER STATES WHILE DRIVING FRIDAY GOING AROUND A CORNER VEH DIED STARTED AFTER A COUPLE OF MINS. SEE ATTACHED CHECK AND ADVISE
RECK WITH WDS PID MONITOR TEST AS PER TSB AND G28 GOOD AT THE	CUT OFF WHILE DRIVING IN HOT WEATHER
TO VERIFY FIX... FINAL QUICK TEST --	CUSTOMER STATES THAT VEHICLE LOSES POWER, STALLED WHILE DRIVING 55MPH CHECK VEHICLE DIES WHILE DRIVING 35-45 MPH (NO STALL JUST DIES) CK TROUBLE CODE VEHICLE IS DIES WHILE DRIVING
	ENGINE CUTS OFF WHEN TURNING RT AT LOW SPEEDS 02 ESCAPE
	CUSTOMER STATES VEHICLE STALLS GOING DOWN HILL WHILE TURNING
	OK STALLS AT STOPS SEE STEVE V.
	OK WHILE DRIVING THE ENGINE JUST SHUT OFF SEE NOTE
	OK WHEN COASTING STALLS SEE STEVE
	GOING DOWN HILL AND RIGHT CURVE VEHICLE STALLED

2002	5399	811	1FMYU04122K876735	3.0L	TLD	12	2001	2.00E+03	9F715	D21	5	2113978	2000	OCW/SHLL
2002	5378	811	1FMYU04122K869212	3.0L	TLD	12	2001	2005	RECAL	D21	4	1172320	4000	ACCELERATING
2002	5380	811	1FMYU04122K868158	3.0L	TLD	12	2001	2004	12A880	D21	0	1888529	0	NO TEXT
2002	5387	811	1FMYU04122K864680	3.0L	TLD	12	2001	2005	RECAL	D21	8	1888454	2000	ACCELERATING
2002	5391	811	1FMYU04122K864024	3.0L	TLD	12	2001	7005	14H098	D21	6	1487075	3000	AT STOP
2002	5397	811	1FMYU04122K863888	3.0L	TLD	12	2001	2004	12A880	D21	2	2130788	2000	RENTAL
2002	5398	811	1FMYU04122K863658	3.0L	TLD	12	2001	2004	12A880	D21	2	2881414	2000	HARD START
2002	5399	811	1FMYU04122K863682	3.0L	TLD	12	2001	2005	RECAL	D21	6	1888108	5000	WHILE DRIVING
2002	5402	811	1FMYU04122K864085	3.0L	TLD	12	2001	2005	RECAL	D21	4	1005885	7000	AT STOP
2002	5408	811	1FMYU04122K864888	3.0L	TLD	12	2001	1105	8J480	D21	7	1842912	13000	WHILE DRIVING
2002	5408	811	1FMYU04122K864880	3.0L	TLD	12	2001	2005	RECAL	D21	5	1888884	3000	WHILE DRIVING
2002	5407	811	1FMYU04122K864880	3.0L	TLD	12	2001	2.00E+03	9F715	D21	6	2470287	3000	WHILE DRIVING
2002	5410	811	1FMYU04122K864878	3.0L	TLD	12	2001	2.00E+03	9F715	D21	5	1487278	8000	STALLS
2002	5411	811	1FMYU04122K864881	3.0L	TLD	12	2001	2.00E+03	9F715	D21	5	1887288	7000	WHILE DRIVING
2002	5413	811	1FMYU04122K864838	3.0L	TLD	12	2001	2.00E+03	9F715	D21	6	2182547	6000	WHILE DRIVING
2002	5418	811	1FMYU04122K868315	3.0L	TLD	12	2001	7802	14401	D21	4	1088584	3000	WHILE DRIVING
2002	5422	811	1FMYU04122K862788	3.0L	TLD	12	2001	2005	RECAL	D21	8	2084150	8000	WHILE DRIVING
2002	5427	811	1FMYU04122K868373	3.0L	TLD	12	2001	2002	12B879	D21	5	1818237	2000	WHILE DRIVING
2002	5428	811	1FMYU04122K868373	3.0L	TLD	12	2001	2.00E+03	9F715	D21	5	1748098	2000	WHILE DRIVING
2002	5431	811	1FMYU04122K868088	3.0L	TLD	12	2001	2004	12A880	D21	7	2080087	14000	WHILE DRIVING
2002	5432	811	1FMYU04122K868082	3.0L	TLD	12	2001	2004	12A880	D21	7	1818558	5000	WHILE DRIVING
2002	5433	811	1FMYU04122K844842	3.0L	TLD	12	2001	2.00E+03	9F715	D21	6	2278817	22000	MORT IDLE
2002	5450	811	1FMYU04122K880701	3.0L	TLD	11	2001	2.00E+03	9F715	D21	3	2872828	7000	WHILE DRIVING
2002	5452	811	1FMYU04122K880638	3.0L	TLD	11	2001	2.00E+03	9E285	D21	6	1278888	4000	WHILE DRIVING
2002	5453	811	1FMYU04122K880407	3.0L	TLD	11	2001	2004	DIAG	D21	3	1327701	4000	STALLS

EM82-827 23852

INOP		PERFORMED DIAGNOSTIC TEST, TRACED CONCERN TO FAULTY IDLE AIR CONTROL MODULE, REPLACED IDLE AIR CONTROL
REFLASH		HOOK UP NG5, EEC TEST, TEST FUEL & IGNITION SYSTEMS RECALIBRATE PCM WITH LATEST AVAILABLE
NO TEXT		
REFLASH		PCM PROGRAM AND THROTTLE STOP EEC (QUICK TEST) DIAGNOSIS
REPLACED		SO22 DIAG. ENS CONTROL SYSTEM W.D.A. SELF TEST PASS FUEL PRESSURE TEST AND LEAK DOWN. ROADTEST MONITOR DATALOGGER. REPLACE FUEL PUMP RELAY. PERFORM PCM REPROGRAM.
RENTAL		LOANER CAR PROVIDED
MPF		EEC TEST, PIN POINT, NO PROBLEM FOUND
		RUN EEC TESTS; NO CODES STORED CHECK FUEL PRESSURE; OK CHECK DATALOGGER; OK PERFORM TSB 02 11 8 TO CHECK IDLE AIR CONTROL; OK WAS NECESSARY TO REPROGRAM PCM AS PER TSB RUN EVAP SYSTEM TSB
TSB		7469 TEST DRIVE STAR TEST NO CODES RUN MESSAGES ON CASIS PIN SSM 15589 PERFORM REPAIR CHECK THE PCM RELAY OK THERE IS NO WHITE WRITING ON IT REMOVE THE VENT LINE IN THE EVAP SYSTEM FROM THE CHECK
SSM		13003 C G 42 W VERIFY CONCERN, RAN WDS START UP, EEC SELF TEST PASS, RAN PPT TEST, RAN IDLE DATA DISPLAY, RAN DCL RECORDER MONITOR, RAN FUEL PRESSURE AND LEAKDOWN, RAN POWER BALANCE AND SPARK DUR
TSB		DIAG EEC TEST REPROGRAM PCM
REFLASH		WDS TEST TEST IAC OPERATION & EVAP TEST REPLACE IAC VALVE
REPLACED		8807 CK EEC P1000 PINPOINT CHART 1 DIAG CK RAN SYS PER JBT CK FUEL SYS PER HGT 88P8 REPL ISC MTR. REPROGRAM PCM PER TSB 02 8 8 RETEST PASS
TSB		TEST DROVE EEC TESTED CODE P1111 PRESENT IN PERFORMED PIN POINT TESTED PERFORMED TSB 02 8 8
TSB		REPLACED IAC VALVE AND RECAL. THE PCM
REFLASH		RESET BASE IDLE AND REPROGRAMMED PCM VERIFIED REPAIR
		3422 KOEO P1111 KOEC P1111 KOER P1111 7827 3.0L REPROGRAMMED PROCESSOR PER SSM 15689 HOOKED UP WDS EEC TEST DCL DISPLAY TO MONITOR FUEL TRIM AND IAC PIDS REPROGRAMMED PROCESSOR
SSM		REMOVED EEC RELAY A
TSB		CHECK OPERATION EEC TEST PASSED CHECK CASIS TSB 02 8 8 750 RPM IAC VALVE WAS BETWEEN 88 AND 40 DEGREES STEP 2 REPROGRAM PCM TO LATEST CALIBRATION 2LBA 12A000 AD TEST DROVE OK
REPLACED		EEC TEST NO CODES ROAD TEST CHECK CASIS DIAG REPLACE MASS AIR FLOW SENSOR RETEST
TSB		ROAD TEST EEC TEST NO CODES CHECK CASIS FOUND TSB 02 11 8 CHECK PIDS WITH WDS DIAG REPLACE AIR BYPASS
TSB		WDS 88DS GUIDED DIAG KOEO PASS KOER PASS DATALOGGER AND ANALYZE IDLE DATA DISPLAY REPAIR PER TSB 2 11 8 STEPS 1 THROUGH 5 REPROGRAMMED PCM RETESTED OK TO MILES OUT 14241
TSB		REPROGRAM PCM AS INSTRUCTED IN TSB 02 11 8
REPLACED		REPLACE IAC MOTOR
REPLACED		WDS TESTED NO CODES PERFORMED DCL DISPLAY FOUND IDLE AIR CONTROL VALVE INOP INSTALLED NEW IDLE AIR CONTROL VALVE
		AS PER FORD BULLETIN REPLACED THE IDLE AIR CONTROL VALVE, THROTTLE BODY, DPFE SENSOR, MASS AIR FLOW SENSOR & THE CANISTER PURGE VALVE. WE RECALIBRATED THE POWER CONTROL MOD ULE & CHECKED 13 OTHER PIE
REPLACED		
		UNABLE TO DUPLICATE CONCERN, TEST EEC SYSTEM, NO CODES, REPROGRAM PCM PER SSM 10489, CHECKED VENT LINE IN THE EVAP EMISSION SYSTEM, CHECK FOR REVISED EEC POWER RELAY AND CHECK PIN CONNECTIONS IN POWER
SSM		

	CUSTOMER STATES VEHICLE WILL STALL, ALL LIGHTS COME ON AND STEERING WHEEL WILL LOCK GOING DOWN HILLS. CUST STATES TRUCK IS INTERMITTENTLY DIES OUT, ONCE WHEN BRAKING AND ONCE WHEN ACCELERATING
	STALLS ON A CELL CUST STATES THAT THE ENGL DIED WHEN TAKING OFF FROM A STOP BUT STARTED BACK UP RIGHT AWAY LOANER CAR PROVIDED
	CUSTOMER STATES WHILE AWAY ON TRIP VEHICLE WAS HARD TO START CRANK NO START & WHEN STARTED BLACK SMOKE CAME OUT OF EXHAUST.
TS; CHECK OK KEY RING OK EEC RELAY OK	AFTER DRIVING FOR ABOUT FIVE MILES OF DRIVING THE OIL LIGHT CAME ON, LOST POWER AND STALLED, RUNS OK NOW
VALVE AND BLOW SHOP AIR THRU REPROGRAM THE PCM AND RETEST DRIVE OK ACTION CALL HOTLINE, REFER TO TSB 02 11 & CHECK IAC WHILE AT IDLE OUT OF SPEC, REPLACE IAC STILL OUT OF SPEC, REPLACE THROTTLE BODY STAYS AT 36%, MONITOR VAPOR MANAGEMENT VALVE DUTY	WAS GOING UP INCLINE AND VEH STOPED RADIO, LIGHTS WORKED
	CAR SHUT OFF WHILE DRIVING SE HIBT CHECK FOR INTERNAL STALL WHILE DRIVING SEE TSB CHECK CAR STALLED OUT AGAIN WHILE DRIVING
	IN TRUCK STALLS INTERM RUNS ROUGH SMELLS BAD
	CAR STALLED OUT WHILE DRIVING BUT RESTARTED OK VEHICLE SHUT OFF WHILE DRIVING, THE RESTARTED PERFORMED DIAGNOSTIC TESTING, REPLACED IAC VALVE, ECC RELAY.
NO TIGHTEN ALL TERMINALS EVAP EMISSION TEST NO LOG USED WDS QC BY 386 ROADTEST	VEHICLE DIED WHILE DRIVING UP HILL APPROX 2 DAYS AGO CUST NOTICED CHK ENG LIGHT AND OIL LIGHT ON PR
	CONCERN WAS DRIVING HAD THE A/C ON AND ENGINE DIED CHK FOR VEHICLE SHUTTING OFF WHILE DRIVING WILL RESTART RIGHT AWAY
	CHECK VEH SHUTS OFF AT TIMES WHILE DRIVING CUSTOMER STATES THAT JUST DRIVING THRU TOWN, WITHOUT WARNING THE ENGINE WILL DIE BUT WILL RESTART. INSPECT & ADVISE VEHICLE CUTS OUT WHILE DRIVING, STALLS VEHICLE WILL NOT IDLE CUSTOMER STATES THAT VEHICLE SHUTS OFF WHILE DRIVING AT A STEADY SPEED. UPDATE?
LAYS & SENSORS FOR PROPER VOLTAGES	CUSTOMER STATES: VEHICLE STALLED WHILE DRIVING DOWN THE ROAD 1X, DRIFTED OVER TO SIDE & RESTARTED AFTER 3 MIN. CHK & ADV
DISTRIBUTION BOX.	D21 CUST STATES ENGINE STALLED TWICE WHILE BACKING OUT OF PARKING SPACE

ERR2-027 23884

2002	5457	B11	1FMYU04122KB0282	3.0L	TLD	11	2001	2904	DIAG	D21	6	1089228	1000 AT IDLE
2002	5463	B11	1FMYU04122KB0488	3.0L	TLD	11	2001	2904	12A890	D21	2	824111	1000 WHILE DRIVING
2002	5467	B11	1FMYU04122KB0487	3.0L	TLD	11	2001	2906	RECALEM	D21	8	1067393	5800 AT STOP
2002	5482	B11	1FMYU04122KB0508	3.0L	TLD	11	2001	2906	RECAL	D21	9	826727	13000 WHILE DRIVING
2002	5482	B11	1FMYU04122KB0286	3.0L	TLD	11	2001	2906	RECAL	D21	5	1180105	8000 DOWNHILL
2002	5483	B11	1FMYU04122KB01812	3.0L	TLD	11	2001	2.00E+03	9F715	D21	5	189801	5800 WHILE DRIVING
2002	5483	B11	1FMYU04122KB08900	3.0L	TLD	11	2001	2906	RECAL	D21	6	1616798	8000 WHILE DRIVING
2002	5483	B11	1FMYU04122KB14736	3.0L	TLD	11	2001	2.00E+03	9F715	D21	8	1086217	10000 WHILE BRAKING
2002	5494	B11	1FMYU04122KB14711	3.0L	TLD	11	2001	2906	RECAL	D21	6	1106364	4000 WHILE DRIVING
2002	5498	B11	1FMYU04122KB14367	3.0L	TLD	11	2001	2904	12A890	D21	6	1760047	7000 COASTING
2002	5508	B11	1FMYU04122KB13042	3.0L	TLD	11	2001	2906	RECAL	D21	8	1174734	4000 WHILE DRIVING
2002	5507	B11	1FMYU04122KB12362	3.0L	TLD	11	2001	7005	14N889	D21	1	386745	0 WHILE DRIVING
2002	5508	B11	1FMYU04122KB12358	3.0L	TLD	11	2001	2.00E+03	9F715	D21	1	305258	0 STALLS
2002	5515	B11	1FMYU04122KB05705	3.0L	TLD	12	2001	2904	12A890	D21	18	2404371	18000 WHILE BRAKING
2002	5518	B11	1FMYU04122KB05526	3.0L	TLD	11	2001	2906	RECALEM	D21	6	1571888	7000 AT IDLE
2002	5519	B11	1FMYU04122KB03829	3.0L	TLD	10	2001	2903	12B677	D21	7	1980302	7000 WHILE DRIVING
2002	5520	B11	1FMYU04122KB03629	3.0L	TLD	10	2001	2.00E+03	9E889	D21	8	2282718	8000 WHILE DRIVING
2002	5524	B11	1FMYU04122KB03403	3.0L	TLD	10	2001	2.00E+03	9F715	D21	4	2180744	4000 STALLS
2002	5530	B11	1FMYU04122KB01277	3.0L	TLD	10	2001	2.00E+03	9F715	D21	8	1982741	4000 WHILE DRIVING
2002	5531	B11	1FMYU04122KB01348	3.0L	TLD	10	2001	2906	RECALEM	D21	8	2207028	7000 STALLS
2002	5532	B11	1FMYU04122KB01246	3.0L	TLD	10	2001	2904	12A890	D21	9	2100566	7000 TURNING
2002	5536	B11	1FMYU04122KA88517	3.0L	TLD	10	2001	2.00E+03	9F715	D21	8	1547082	8000 AT STOP
2002	5544	B11	1FMYU04122KA88841	3.0L	TLD	10	2001	2904	DIAG	D21	1	300816	0 ON HIGHWAY
2002	5545	B11	1FMYU04122KA88841	3.0L	TLD	10	2001	7005	14N889	D21	2	988822	1000 ON HIGHWAY
2002	5546	B11	1FMYU04122KA88841	3.0L	TLD	10	2001	2902	12B679	D21	4	778884	8000 ON HIGHWAY

SSM	CHECK ENGINE STALLING INT EEC DIAG P1000 KOEO KOER KOES NBS MONITOR RECORDER ROAD TEST CHECKED OASIS SSM 15589 REPROGRAMMED PCM CHECKED FUEL PUMP RELAY AND CONNECTIONS ATTACH LABEL UNDER HOOD RETEST P
SSM	ROADTEST EEC TEST, RUN OASIS, CHK PCM RELAY AND TERMINALS BLOW THRU VENT TUBE RECALIBRATE PCM PER SSM 15589
REFLASH	STALLS EEC (QUICK TEST) DIAGNOSIS QUICK TEST REPROGRAM PCM
TSS	EEC TEST (PASS CODES), DOL DISPLAY TESTS, RECORDER MONITOR TESTS, SIGNAL SIMULATION TEST, REPROGRAM PCM PER TSS
SSM	SSM REPROGRAM PCM TEST DRIVE AND OVERSPEED COMPLAINT NBS TEST NO CODES, CHECK FUEL PFI
REPLACED	IAC TSS PERFORMED IAC REPLACED PCM REPROGRAMMED 1
TSS	ROAD TESTED COULD NOT VERIFY STALL OR CHECK ENGINE LIGHT CK CODES CM DTC PASS, OD DTC PASS RUN OASIS FOUND TSS 02 8 8 CHECKED PLUGS OK FILTERS OK PERFORM TSS REPROGRAMMED PCM
REPLACED	1 CK BECV PASSED DO 02 11 8 CK PDS WDS REPLACE ISC MOTOR REPROGRAM PCM WDS CK PDS FTP OK CK RELAY OK ROAD TEST
TSS	PERFORM TESTS AND ALSO REFER TO TSS 15589
REFLASH	ROAD TEST COULD NOT VERIFY CONCERN REPROGRAMMED PROCESSOR RETEST
TSS	REPROGRAMMED PROGRAM PER TSS#02 8 8
REPLACED	SPECIAL SERVICE MESSAGE 15434 DEALS WITH THIS CONCERN SPECIFICALLY WITH PCM RELAY WE TESTED THE ELECTRONICS AND ROADTESTED THE VEHICLE 11 MILES NO PROBLEMS CHECKED RELAY AND REPLACED IT WITH THE
REPLACED	WDS DIAGNOSIS AND CHECKED OVER REPLACED IAC VALVE AND RETEST AFTER REPAIRS
REFLASH	EEC TEST MONOTR AND RECORD PIDS PINPOINT TEST REPROGRAM PCM RETEST
REFLASH	EEC TEST NBS TEST REPROGRAM PCM
DIAG	PERFORMED WDS TESTS NO CODES PERFORMED FUEL PRESS TESTS PERFORMED COMPRESSION TESTS PERFORMED WDS PID MONITOR TESTS
DIAG	EEC TEST PASSED CODE, DIAGNOSE BY SYMPTOM, CHART #6, NBS TEST, NBS MONITOR ROAD TEST, PINPOINT TEST HC, FUEL
INOP	INOP IDLE VALVE STAR TEST FOUND KOED P0605 KOEC P0605 KOER P0605, PINPOINT FOUND IDLE VALVE INOP, REPALCE IDLE VALVE, CLEAR CODES, ROAD
TSS	VERIFIED CONCERN, CHECKED TSS 02 8 8, RECALIBRATE PCM, CHECK AND REPLACED IDLE AIR CONTROL MOTOR AND THROTTLE BODY. CHECK EEC POWER RELAY, HAS UPDATED DESIGN, CHECKED CUSTOMER KEYS FOR EXCESSIVE WEIGH
REFLASH	TRUCK COULD NOT VERIFY CONCERN, CHECKED ALL ENGI NE COMPONENTS AND HOOKED UP NBS, FOUND NO CODES, RE PROGRAMMED PCM ROAD TESTED NO PROBLEM FOUND
TSS	ROAD TESTED FOR CONCERN BUT VEHICLE DIDNT STALL, RAN OASIS TO CHECK FOR ANY TSS SSM PERTAINING TO THIS CONCERN FOUND TSS 02 11 08 TO REMEDY THE BASE IDLE PERFORMED THE PROCEDURE AS RECOMMENDED BY TS
INOP	INOP EEC (QUICK TEST) DIAGNOSIS
NPF	NBS KOED PASS MEM PASS KOER PASS ROAD TEST MONITOR PIDS NORMAL OASIS NO CONCERNS UNABLE TO DUPLICATE ANY PROBLEM
SSM	WDS KOED P1009 J, P1000 KOER P1000 ROAD TEST MONITOR PIDS NORMAL, PER SSM 15434 REPLACED EEC RELAY AND REPLACED IAC
REPLACED	WDS SELF TEST KOED PASS MEM PASS CALLED HOTLINE WDS REPRDGRAM PCM AND REPLACED MAP SENSOR PER HOTLINE

CM SYSTEM PASS 87 OCTANE FUEL RECOMMENDED	CUSTOMER STATES INTERMITTENTLY VEHICLE STALLS AT IDLE (SEE NOTE)
	CUST SAYS WHILE DRIVING THE VEHICLE STALLED OUT. D21 42 124650
	VEHICLE STALLED ONCE WHEN COMING TO A STOP. RESTARTED RIGHT AWAY.
	CUSTOMER STATES ENGINE DIED WHILE DRIVING ,WOULD NOT RESTART UNTIL SITTING ABOUT 5 MIN
	TRUCK WILL OCCASSIONALLY STALL GOING DOWNHILL
	STALLS WHILE DRIVING RESTARTS OK ROAD TESTED FOR STALLING NGS BELTTESTED PID MONITOR CYCLE
	CUSTOMER STATES VEHICLE STALLS WHILE DRIVING CHECK ENGINE LIGHT CAME ON AT SLOWER SPEEDS 20MPH OR SLOWER WITH GOLD ENGINE WHEN VEHICLE IS SLOWING DOWN ENGINE CUTS, WILL PULL VEHICLE TO
	CUSTOMER STATES THE VEHICLE DIED ON THE ROAD. THE CHECK ENGINE AND OIL LIGHTS CAME ON. IT TOOK A FEW MINUTES TO START IT AND KEEP IT RUNNING. VEHICLE SHAKES AND RUNS ROUGH IN LOW GEAR.
	WHEN LET OFF ACCELERATOR AND COAST ENGINE STALLS OUT IF REACCELERATE CAN FEEL ENGINE LURCH FORWARD
	CUSTOMER STATES: VEHICLE STALLED WITH DRIVING AND CHECK ENGINE LIGHT AND FUEL LIGHT CAME ON
	CUSTOMER STATES:THE VEHICLE WILL STALL OUT WHILE DRIVING WITH FOOT ON THE GAS HAVE TO PULL OVER AND RESTART IT ALWAYS
	ENGINE STALLS
	CUSTOMER STATES VEH DIES COMING TO A STOP
	STALLS ON INCLINES WITH FOOT ON BRAKE/IDLE SEEMS LOW D21 42
	CHECK HAS STALLED WHILE DRIVING, RUNS ROUGH AT TIMES WANTS TO DIE RUNS ROUGH CUST SAID ENGINE RUNNING RUFFY AND STALLS WHEN DRIVING SEE DZ TALKED WITH CUST.. SEE FILE NR 12828 FO 244677
	CUST STATES WHILE MAKING A TURN, ENGINE STALLED, WILL RESTART
T. OK. RETEST SEVERAL TIMES, ALL OK	CUSTOMER STATES VEHICLE STALLS WHILE DRIVING, RESTARTS OK
	CUSTOMER STATES TRUCK IS STALLING OUT
IS REROAD TESTED NOW OK NO PROBLEMS FOUND SERVICE DEPT TRIED THREE TIMES TO CONTACT CUSTOMER TO PICK UP VEHICLE GOT NO RESPONSE TECH ON MONDAY 07 29 02 CHECKED THE	CUSTOMER STATES THAT WHEN MAKING TURNING THE VEHICLE WILL STALL,THE RADIO WILL SHUT OFF PLEASE ROAD TEST FOR CONCERN
	C S THAT THE VEHICLE IS STALLING WHEN COMING TO A STOP RESTARTS GOOD
	ENGINE DIED AT HIGHWAY SPEED ONE TIME, LIGHTS CAME ON IN INSTRUMENT CLUSTER AND ENGINE HAD WENT
	RECHECK ENGINE DIES AT HIGHWAY SPEED
	CHECK ENGINE DYING AT HIGHWAY SPEED

2002	5547	811	1FMYU04122KA82841	3.0L	TLD	10	2001	2.00E+03	9E928	D21	7	1278285	6000	ACCELERATING
2002	5548	811	1FMYU04122KA82858	3.0L	TLD	10	2001	2.00E+03	9F715	D21	1	281219	0	WHILE DRIVING
2002	5552	811	1FMYU04122KA82833	3.0L	TLD	10	2001	2801	12A880	D21	10	2127245	8000	ENGINE NOISE
2002	5553	811	1FMYU04122KA82822	3.0L	TLD	10	2001	7C05	14N088	D21	3	542985	3000	WHILE DRIVING
2002	5566	811	1FMYU04122KA80887	3.0L	TLD	10	2001	2805	RECALEM	D21	8	782187	3000	WHILE DRIVING
2002	5578	811	1FMYU04122KA78474	3.0L	TLD	10	2001	7308	14901	D21	3	484437	8000	DOWNHILL
2002	5577	811	1FMYU04122KA78353	3.0L	TLD	10	2001	7C05	14N088	D21	9	387888	0	WHILE DRIVING
2002	5578	811	1FMYU04122KA78148	3.0L	TLD	10	2001	2801	12A880	D21	9	2128038	7000	WHILE DRIVING
2002	5587	811	1FMYU04122KA71088	3.0L	TLD	10	2001	2.00E+03	9F715	D21	8	1713183	6000	AT STOP
2002	5591	811	1FMYU04122KA70488	3.0L	TLD	10	2001	2804	12A880	D21	1	324448	1000	STALLS
2002	5595	811	1FMYU04122KA88544	3.0L	TLD	8	2001	2.00E+03	9F715	D21	18	2128188	18000	DOWNHILL
2002	5598	811	1FMYU04122KA88484	3.0L	TLD	10	2001	2804	DIAG	D21	1	288378	0	OCCASIONAL
2002	5597	811	1FMYU04122KA88382	3.0L	TLD	8	2001	7C05	14N088	D21	2	388208	3000	WHILE DRIVING
2002	5601	811	1FMYU04122KA88110	3.0L	TLD	10	2001	7807	10949	D21	6	881048	6000	WHILE DRIVING
2002	5602	811	1FMYU04122KA88074	3.0L	TLD	10	2001	7C05	14N088	D21	2	384880	2000	STALLS
2002	5604	811	1FMYU04122KA88074	3.0L	TLD	10	2001	2806	RECAL	D21	8	138888	12000	WHILE DRIVING
2002	5606	811	1FMYU04122KA88880	3.0L	TLD	8	2001	2.00E+03	9F715	D21	8	151888	17000	WHILE DRIVING
2002	5615	811	1FMYU04122KA88128	3.0L	TLD	8	2001	2.00E+03	9F715	D21	11	2388843	28000	WHILE BRAKING
2002	5624	811	1FMYU04122KA84179	3.0L	TLD	8	2001	2806	RECAL	D21	8	1773880	17000	STALLS
2002	5625	811	1FMYU04122KA88886	3.0L	TLD	8	2001	2804	12A880	D21	8	1884380	12000	WHILE DRIVING
2002	5627	811	1FMYU04122KA88713	3.0L	TLD	8	2001	2.80E+03	9E988	D21	10	2287840	11000	WHILE DRIVING
2002	5631	811	1FMYU04122KA88114	3.0L	TLD	8	2001	2804	12A880	D21	8	1188878	10000	WHILE DRIVING
2002	5642	811	1FMYU04122KA88528	3.0L	TLD	8	2001	2804	DIAG	D21	7	1138835	8000	WHILE DRIVING
2002	5643	811	1FMYU04122KA88528	3.0L	TLD	8	2001	2805	RECALEM	D21	10	2031281	18000	STALLS

REPLACED		INOP EEC DIAGNOSTICS REPLACE THROTTLE BODY, VMV, AND REPROGRAM PCM
REPLACED		ENGINE DIAG TEST CALLED TECH ASSIST HOTLINE AND REPLACED EEC RELAY AND REPLACED IAC VALVE AND RETEST
REFLASH		COMPUTER DIAG SYSTEM RESET BASE IDLE REPLACE PCM AND REPROGR AM
INOP		OPEN IN RELAY EEC (QUICK TEST) DIAGNOSIS
REFLASH		S101 BASIC 12ASB0, CONDITION 42 WDS DIAGNOSTICS FOR CODES KOEC PASS KOEC PASS, KOER PASS. REPROGRAMMED THE POWERTRAIN CONTROL MODULE AND VERIFIED THAT THE VEHICLE HAS THE CORRECT EEC RELAY AS INST
REPAIR		6621 OK FOR STALLS WARR RAN WDS TESTING NO CODES SYSTEM PASSED REMOVED GROUND WIRE UNDER BATTERY TRAY AND RELOCATED IT TO THE FRAM TEST DROVE
REPLACED		CHECKED VEHICLE NO CODES CHECKED OASIS NO BULLETINS CHECKED IAC GOOD CONTACTED HOTLINE CHECKED GROUNDS TIGHTENED AND CLEANED REPLACED EEC RELAY
TSS		TEST EEC PASS DO CHECKS PER TSS 02 11 8 REPROGRAM PROCESSOR AND REPLACE IGNITION RELAY
TSS		EEC IV DIAG, NO CODES RAN OASIS, LOCATE TSS 02 11 8, PERFORM STEPS 1 TO REPROGRAM PCM AND REPLACED IAC ROAD TEST OK
REFLASH		WDS TEST AND NO CODES AND CHECK COMPRESSION AND CHECK INJECTORS AND IGNITION SYSTEM AND CLEAN AND GAP PLUGS AND TEST BATTERY AND CHARGING SYSTEM AND REPROGRAM PCM
TSS		12130 IAC OUT OF CALIBRATION TSS 02 11 8 EEC TEST PCM NO CODES CHECK OASIS FOR UPDATES TSS 02 11 8
NPF		PERFORM TSS 02 11 8 RUN ENGINE TO 190 DEGREES COOLANT TEMP AND CHECK IAC DUTY CYCLE OVER 40% SHOULD
REFLASH		NGS HOOKUP TEST PASS DCL DISPLAY ALL IN SPEECH ROAD TEST COULD NOT DUPLICATE
REFLASH		PERFORM ROAD TEST VEHICLE STALLS INTERMITTENTLY PERFORM DIAGNOSTICS AND CHECK GROUNDS AND REPLACE EEC RELAY RE TEST OK
REFLASH		CONFIRM CONCERN HOOK UP WDS TO COMMERCIAL WITH PCM RUN NETWORK TEST FIX U CODES AS PER SERVICE MAN, PERFORM PP TEST IN SECTION 418 OF MANUAL, REPLACE INSTRUMENT CLUSTER, CONCERN STILL PRESENT RUN OASIS
88M		VERIFIED CONCERN AS PER 88M 16434, R.R. RELAY CHECKED IAC, BATTERY GROUND, AND ACCESS CONNECTORS, ALL OK
REFLASH		VERIFIED CONCERN RAN DIAG TESTS, EEC PASS CODES PID DATA MONITOR REPROGRAMMED PCM AS PER 0208 08 MONITOR FOR EVAP DUTY CYCLE AND FUEL TANK PRESSURE GETS TO 80 PER CENT AND 2.1 VOLTS AND GOES
NPF		ROAD TEST 6 MILES AND THE UNIT RAN FLAWLESS OKD THE EECV SYSTEM N KOEC PASS N KOECG PASS N KOER PASS PERFORMED
REFLASH		1 REPLACED IDLE AIR CONTROL VALVE, AND RETESTED SYSTEM. TEST DROVE VEHICLE FIXED.
TSS		COMPLETED AS PER TSS 02 11 08 REPROGRAM PCM
DIAG		EEC (QUICK TEST) DIAGNOSIS
TSS		WORKED WITH FORD ENGINEER MARK VALESKY. HE FOLLOWED EMAIL SUBJECT STALLING ESCAPES. IN SEQUENCE VERIFIED TSS 02 11 08 HAD BEEN PERFORMED. CHECK PCM CONNECTOR PINS AND HARNESS, MAP SENSOR GASKET, REPLACE
REFLASH		CHECK FOR CAUSE OF CONCERN RAN EEC SELF TEST REPROGRAM PCM WITH LATEST CALIBRATION AND CLEAN OUT EVAP HOSE, INSPECTED POWER RELAY ALL PER OASIS MESSAGE
NPF		PERFORMED CHECK RETRIEVED NO CODES NO SPECIAL SERVICE MESSAGES AT THIS TIME
REFLASH		TEST SYSTEM NO CODES SERVICE MESSAGE UP DATE REPROGRAM PCM

	STALL QUITS ACCEL ALL ENG TEMP
	VEHICLE JUST STALLS OUT AND QUITS WHILE DRIVING AND WILL START RIGHT BACK UP
	CUSTOMER STATES VEHICLE HAS A RATTLE UNDER THE HOOD AT ALL TIMES QUITS BT WHILE DRIVING, CAR SHUT OFF. SHE PULLED OVER, SHUT THE CAR OFF, WAITED AND THEN IT RESTARTED WITH NO PROBLEMS, PLS. CHECK
DUCTED BY SPECIAL SERVICE MESSAGE 10000. TEST DROVE VEHICLE, RAN FINE. RETESTED THE SYSTEM, PASSED.	CUSTOMER STATES THE VEHICLE DIES WHILE DRIVING INT
	VEH STALLS SOMETIMES WHEN GOING DOWN HILL
	ENGINE SHUT DOWN WITHOUT WARNING WHEN GOING THRU TURN AT 40MPH
	ENGINE SHUTS OFF WHILE DRIVING
	CUSTOMER SAYS VEHICLE DIES WHEN COMING TO A STOP
	CUSTOMER REPORTS VEHICLE STALLS OUT
BE BETWEEN 30 AND 40% REPLCE IAC AND RECHECK NOW AT 180 DEGREES IT IS AT 30.0% OK CHECK BUILD DATE 09 01 REPROGRAM PCM WITH LATEST CALIBRATIONS CHECK EVAP VAPOR MANAGEMENT VALVE	CUST STATES ENGINE STALLS WHEN STOPPING OR COASTING DOWNHILL SLOW SPEED 20 MPH ENGINE DIED JUST QUIT SEEMED TO RESTART OK
	CUSTOMER STATES THE VEHICLE STALLED WHILE DRIVING
S FOR TSS NONE FOUND CALL HOTLINE TALK TO JEFF TOLD USE NOS HOODUP PASSES ECC TSSR P1000 LOC UP INSTALL BREAKOUT BOX AND CK FOR PWR GROUND A GOOD CALL HOTLINE TALK W/SHAWN FOR 15 MIN THEN TRANS TO OTOM	ENGINE CUT OFF WHILE DRIVING, NOMB WHEN PULLING OVER TO RESTART
	CS ENGINE SHUTS OFF INTERMITTENTLY
TO 0 PER CENT CLEAN OUT VENT HOSE RELAY OK	CS WHILE DRIVING VEH AT TIMES IT WILL JUST SHUT OFF WHILE DRIVING PULL OFF THE ROAD AND IT WILL START UP
	CHECK VEH STALLED WHEN DRIVING DOWN THE STREET AND VEH STEERING GOT STIFF AND LIGHTS ON DASH TURNED ON
	DIAGNOSIS FOR ENGINE CONCERN LISTED BELOW VEHICLE DIES WHILE COMING TO STOP, VEHICLE WILL RESTART
	CUSTOMER STATES ENGINE STALLING
	CUST STATES ENGINE STALLED YESTERDAY WHILE DRIVING
OFFE. CHECK PINS AND CONNECTORS C270E,C,D,G110AG138 UNDER KICK PANEL UNDER BATTERY BOX G900MB100 G104 HARNESS NEAR AC COMP.WDRJDKTALOGGER ADJ CURB IDL REPL TBODY AND SET.RETEST,COULD NOT DUPLICATE.	CUSTOMER STATES THE VEHICLE WILL STALL WHEN DRIVING AND WILL NOT RESTART ENGINE SHUT OFF WHILE DRIVING, A YELLOW WARNING LIGHT HAD COME ON, CUSTOMER EVENTUALLY RESTARTED AND DROVE VEHICLE BACK.
	CUST STATES ONCE WHILE GOING 40MPH VEH STALLED OUT OIL AND ENGINE LIGHT CAME ON
	8806 TESTING FOR THE FOLLOWING CONCERN : CUSTOMER SAYS CAR KEEPS STALLING

2002	6945	S11	1FMYU04122KA03480	S.O.L	TLD	18	2001	2905	FISCAL	D21	10	1994522	6000	WHILE DRIVING	
2002	6957	S11	1FMYU04122KA031900	S.O.L	TLD	9	2001	2005	2.00E+09	9F715	D21	10	2096180	18000	DOWNHILL
2002	6963	S11	1FMYU04122KA08925	S.O.L	TLD	8	2001	2904	12A950	D21	7	1280739	14000	STALLS	
2002	6974	S11	1FMYU04122KA49424	S.O.L	TLD	8	2001	2005	2.00E+09	9F715	D21	2	401854	1000	STALLS
2002	6979	S11	1FMYU04122KA06220	S.O.L	TLD	9	2001	7902		Y0348	D21	1	481450	8	STALLS
2002	6980	S11	1FMYU04122KA08935	S.O.L	TLD	9	2001	2905	FISCAL	D21	10	1995755	8000	WHILE DRIVING	
2002	6982	S11	1FMYU04122KA48401	S.O.L	TLD	9	2001	2001		11082	D21	2	373284	1000	COASTING
2002	6984	S11	1FMYU04122KA48409	S.O.L	TLD	9	2001	7C05	14N089	D21	2	478555	1000	STALLS	
2002	6985	S11	1FMYU04122KA46408	S.O.L	TLD	9	2001	2904	12A950	D21	3	489750	2900	WHILE DRIVING	
2002	6701	S11	1FMYU04122KA44399	S.O.L	TLD	9	2001	2904	12A950	D21	4	818383	4000	WHILE DRIVING	
2002	6702	S11	1FMYU04122KA44299	S.O.L	TLD	9	2001	2902	128579	D21	4	807714	4000	AT IDLE	
2002	6703	S11	1FMYU04122KA44299	S.O.L	TLD	9	2001	2902	128579	D21	6	1244289	6000	WHILE DRIVING	
2002	6704	S11	1FMYU04122KA44299	S.O.L	TLD	9	2001	2.00E+09	9F715	D21	3	367341	3000	WHILE DRIVING	
2002	6709	S11	1FMYU04122KA03657	S.O.L	TLD	9	2001	2.00E+09	9E928	D21	11	2447180	18000	WHILE BRAKING	
2002	6710	S11	1FMYU04122KA03657	S.O.L	TLD	9	2001	7C05	14N089	D21	3	408511	3000	AT STOP	
2002	6718	S11	1FMYU04122KA40418	S.O.L	TLD	9	2001	1H03	9A980	D21	11	208888	11000	WHILE DRIVING	
2002	6744	S11	1FMYU04122KA37789	S.O.L	TLD	9	2001	7C05	14N089	D21	3	589990	3000	WHILE DRIVING	
2002	6758	S11	1FMYU04122KA35755	S.O.L	TLD	8	2001	2905	FISCAL	D21	12	2221467	21000	WHILE DRIVING	
2002	6761	S11	1FMYU04122KA36984	S.O.L	TLD	9	2001	2904	12A950	D21	7	1076229	4000	STALLS	
2002	6762	S11	1FMYU04122KA36922	S.O.L	TLD	8	2001	2905	FISCAL	D21	10	2278484	14000	STALLS	
2002	6765	S11	1FMYU04122KA36138	S.O.L	TLD	9	2001	2904	12A950	D21	7	1172222	4000	WHILE DRIVING	
2002	6768	S11	1FMYU04122KA36590	S.O.L	TLD	8	2001	2.00E+09	9F715	D21	10	1750920	11000	AT STOP	
2002	6769	S11	1FMYU04122KA36882	S.O.L	TLD	9	2001	7C05	14N089	D21	3	401170	3000	WHILE DRIVING	
2002	6775	S11	1FMYU04122KA34904	S.O.L	TLD	8	2001	2904	12A950	D21	7	1144951	7000	WHILE DRIVING	

TSB		SSM REPROGRAM COULD NOT VERIFY CONCERN PERFORM EEC TEST PASS CODES RUN OASIS FOUND T88 02 11 08 RUN THROUGH CHECK LIST FOR STALLING CONCERN . EVERYTHING LOOKED OK AT THIS TIME . REPROGRAM PCM PER
TSB		EEC TESTED; ALL PASSING CODES. CALLED OASIS AND FOUND T88 02 11 & CHECKED ABV AND FOUND IT WAS STICKING. REPLACED
REFLASH		REPROGRAM PCM TO CORRECT CALIBRATION
REPLACED		EEC TEST FOR STALL CONDITION NO CODES/DID AND REPLACE AIR BY PASS VALVE
REPLACED		WIRING PROBLEM CHECKED NO START CK OUT ALT OUTPUT 14.5 VOLTS CHECKED BATTERY BAD REPLACED BATTERY EYE STAYED ON RED CHECKED
REFLASH		REPROGRAM PCM
TSB		TEST DRIVE COULD NOT DUPLICATE CONCERN HOOKED UP NGS RAN EEC TESTS PASS NO CODES MONITORED PIDS AT IDLE AND WHILE DRIVING NORMAL. CHECKED T88 AND S88S NONE APPLICABLE VEHICLE NOT ACTING UP AT THIS TIM
SSM		WDS DIAG CK OASIS FOUND SSM 16484 REPLACED EEC POWER RELAY W ITH REVISED PART CK FOR PUSHED OUT PINS RR BATT CK GROUND RR IAC AND CLEAN RR ROCKER TRIM CK GROUND ROAD TESTED
HOTLINE		IN TIME TO CONTACT HOTLINE RR EVAP CANISTER CK FOR CRACKED LINES RECONTACT HOTLINE WDS TESTED AND REPROGRAMED PCM PER FORD UPDATES INSPECTED EGR SYSTEM PER FORD
REFLASH		1 SPECIAL SERVICE MESSAGE 16539 JUST CAME OUT TODAY REGARDING THIS CONCERN/DOWNLOADED NEW PROGRAM TO WDS AND REPROGRAMMED
DIAG		1 EEC TEST,NO CODES,FUEL PRESSURE TEST,35 PSIIGNITION TEST ALL CIRCUITS GOOD,BASE TIMING AND ADVANCE NORMAL,NGS RECORD
HOTLINE		1 EEC TEST,NO CODES,CALLED HOTLINE,PERFORMED ALL CHECKS AS INSTRUCTED BY HOTLINE,REMOVED VAPOR CANISTER AND INSPECTED ALL
DIAG		1 EEC TEST,NO CODES,IGNITION TEST,ALL CIRCUITS NORMAL,FUEL PRESSURE TEST,30PSI,NGS RECORDER MONITOR,ALL READINGS NORMAL
SSM		16535 RAN OASIS FOR STALLING CONCERN WHILE DRIVING FOUND UPDATED SSM 2 11 8 FOLLOWED PROCEDURES CHECKED IAC DUTY CYCLE COMPARED WITH SPEC. 32.40 PRESENT WDS WAS READING 31 PRESENT UNDER SPEC. CHAN
SSM		3616 EEC TESTED VEHICLE FOR CODES NONE FOUND IN SYST EM AT THIS TIME RAN OASIS FOR STALLING CONCERN SSM 15434 IS ABOUT STALLING CONCERN SAID TO REPLACE PCM RELAY AND IAC CHECK GRUNDS AT SEVERAL PO
DIAG		EEC TEST NO CODES, TEST FUEL PRESSURE WITH GAUGE 50 PSI, PASSED, NGS TEST, NGS MONITOR ROAD TEST CHECK MASS AIRFLOW
SSM		PERFORM EEC TEST REPLACE EEC RELAY R AND I BATTERYAND INSPECT GROUND PER SSM 15434
REFLASH		EEC TESTED PROGRAMMED PCM
REFLASH		ENGINE DIAG TEST AND PION POINT MONITOR TEST AND REPROGRAMED PCM AND SECURED CONNECTION AT PCM AND RETEST
REFLASH		PCM NOT CALIBRATED PROPERLY EEC (QUICK TEST) DIAGNOSIS
TSB		TECH ROADTEST FOR STALL ON DECELL STARTTEST NO CODE RUN T88, SSM 16539, REPROGRAM PCM PER SSM ALL OK
DIAG		PERFORM WDS DIAG PERFORM EECV TEST PASS PERFORM ALL WDS DIAG TO FIND PASSED ALL TESTING AT THIS TIME PERFORM THROTTLE BOD
REPLACED		ROAD TEST VEHICLE EEC TEST PASS, RAN ON OASIS, FOUND SERVICE UPDATE 16434. REPLACED EEC POWER RELAY. CHECKED CONNECTOR C1010 OK.
SSM		ROADTEST 8 MILES NO LIGHT AND COULD NOT DUPLICATE CONCERN EEC TEST PIONPOINT PID RECORD CHECK FUEL PRESSURE ALL OK FOUND SSM 15569 SIMILAR CONCERN REFLASH PCM REMOVED AND INSPECT VENT HOSE FOR RESTRICT

STEP 2 OF TSB. CHECK EEC RELAY HAS PROPER ONE INSTALLED TEST DROVE VEHICLE AFTER REPROGRAM AND MONITOR PIDS. ALL OK AT THIS TIME VEHICLE WORKING TO FACTORY SPECS AT THIS TIME. WOULD	CUSTOMER SAYS VEHICLE CUT RUNNING WHILE DRIVING, STARTED BACK UP & RAN FINE
	STALLS AT TIMES WHEN SLOWING DOWN AND BRAKING GOING DOWNHILLS.
	ENG STALLS OUT
	STALLS WHEN COLD
	LOST ELECTRICAL POWER AND STALLED
	CUSTOMER STATES THE ENGINE RUNS ROUGH, DIED WHILE DRIVING AROUND 40 MPH, WARM ENGINE
E AND NO CODES IN MEMORY. NO PROBLEMS FOUND AT THIS TIME.	A COUPLE OF DAYS AGO THE CUSTOMER WAS GOING APPROX 25MPH AND THE CAR STALLED BUT STARTED RIGHT BACK UP
	CHECK TRUCK HAS STALLED A FEW TIMES
	CHECK TRUCK WILL STALL OUT WHILE DRIVING
	CUST STATES CHECK FOR CUTTING OFF WHILE DRIVING HAPPENED ONCE WHILE AT STOP LIGHT, ALSO HAPPENED AROUND 20-40 MPH
	CUST STATES CHECK FOR WHILE AT IDLE VEHICLE CUTTING OFF
	CUST STATES CHECK FOR CUTTING OFF WHILE DRIVING
	CUSTOMER STATES CHECK ENGINE LIGHT IS ON ENGINE STALLS WHILE DRIVING
DIED IAC WITH NEW UPDATED PART 99M SAID TO CHECK AGAIN STILL WAS UNDER SPEC. REPLACE THROTTLE BODY AND CHECK AGAIN AFTER REPLACING THROTTLE BODY IAC PERCENTAGE WAS 94 WITHIN SPEC.	CUSTOMER STATES ENGINE KEEPS CUTTING OFF WHEN COMING TO A STOP
INTS REPLACED PARTS CHECKED GROUNDS ALL WERE GOOD TEST DROVE RUNNING GOOD AT THIS TIME	CUSTOMER STATES DIED OUT AND STOPPED RUNNING
	ENGINE STALLED WHILE DRIVING, HAPPENED ONLY ONCE, DOESN'T ACCELL CORRECTLY AT TIMES
	CUSTOMER WAS DRIVING ALONG ABOUT 45 MPH AND ENGINE STALLED.
	C & VEH STALLS SOMETIMES AND CR ENGINE LIGHT CAME ON WHILE DRIVING
	CHECK TO SEE WHY VEH IS STALLING OUT CUST STATES PROBLEM ONLY OCCURS ONCE WHILE ACCELERATING WHEN VEH STALLED BOTH OIL LIGHT AND CHECK ENG LIGHT CAME ON CHECK AND ADVISE
	ENGINE STALLS
	CUST STATES DRIVING VEH APPROX 5 MPH VEH JUST STALLS OUT, NO A/C NOTED ONLY RADIO, INTERMITTENT
	C & ENGINE STALLS AT LOW SPEED WHILE SITTING AT LITE
	CUSTOMER STATES ENGINE STALLS ENGINE SHUT DOWN WHILE DRIVING COUPLE OF TIMES
ION OK AND INSPECT EEC RELAY OK ALSO CALLED HOTLINE ID NUMBER 8DU06006 REFLASH AND DRIVE MAY TAKE 100 MILES TO RELEARN HABITS	WHILE DRIVING VEHICLE JUST SHUTTS OFF

2002	5779	S11	1FMYU04122KA34230	3.0L	T/D	8	2001	2304	DIAG	DR1	7	912068	8000	DOWNHILL
2002	5780	S11	1FMYU04122KA34230	3.0L	T/D	8	2001	7C05	14N089	DR1	4	853302	5000	DOWNHILL
2002	5781	S11	1FMYU04122KA34163	3.0L	T/D	8	2001	2304	12A860	DR1	8	757944	3000	WHILE DRIVING
2002	5782	S11	1FMYU04122KA34163	3.0L	T/D	8	2001	2.00E+02	9334	DR1	2	387773	0	WHILE DRIVING
2002	5783	S11	1FMYU04122KA34163	3.0L	T/D	8	2001	1H03	9J480	DR1	12	2410821	8000	WHILE DRIVING
2002	5784	S11	1FMYU04122KA31980	3.0L	T/D	8	2001	2305	RECAL	DR1	10	1824828	7000	COASTING
2002	5787	S11	1FMYU04122KA31980	3.0L	T/D	8	2001	2304	DIAG	DR1	3	328891	1000	WHILE DRIVING
2002	5791	S11	1FMYU04122KA29576	3.0L	T/D	8	2001	7C05	14N089	DR1	10	1858894	18000	WHILE DRIVING
2002	5795	S11	1FMYU04122KA28797	3.0L	T/D	8	2001	2301	8C316	DR1	1	318867	0	HES/BURGE
2002	5799	S11	1FMYU04122KA28797	3.0L	T/D	8	2001	7C05	14N089	DR1	2	458854	0	WHILE DRIVING
2002	5803	S11	1FMYU04122KA28869	3.0L	T/D	8	2001	7A01		50 DR1	0	228674	0	STALLS
2002	5810	S11	1FMYU04122KA25725	3.0L	T/D	8	2001	7C05	14N089	DR1	4	630082	7000	AT IDLE
2002	5820	S11	1FMYU04122KA25827	3.0L	T/D	8	2001	2304	12A860	DR1	7	887135	8000	WHILE DRIVING
2002	5822	S11	1FMYU04122KA25348	3.0L	T/D	8	2001	2304	12A860	DR1	8	1138277	6000	STALLS
2002	5827	S11	1FMYU04122KA19470	3.0L	T/D	8	2001	7802	14401	DR1	0	183768	0	STALLS
2002	5836	S11	1FMYU04122KA16144	3.0L	T/D	8	2001	7C05	14N089	DR1	5	789047	9000	WHILE DRIVING
2002	5839	S11	1FMYU04122KA14075	3.0L	T/D	8	2001	2.00E+03	9E025	DR1	8	1391904	3000	WHILE DRIVING
2002	5841	S11	1FMYU04122KA14862	3.0L	T/D	8	2001	2304	DIAG	DR1	7	1118302	7000	WHILE DRIVING
2002	5842	S11	1FMYU04122KA14862	3.0L	T/D	8	2001	2304	12A860	DR1	10	1899711	11000	WHILE DRIVING
2002	5850	S11	1FMYU04122KA14362	3.0L	T/D	8	2001	7C05	14N089	DR1	3	443712	4000	STALLS
2002	5859	S11	1FMYU04122KA06005	3.0L	T/D	8	2001	2304	DIAG	DR1	18	2401298	10000	STALLS
2002	5873	S11	1FMYU04122KA07481	3.0L	T/D	8	2001	7C05	14N089	DR1	2	358064	2000	WHILE DRIVING
2002	5874	S11	1FMYU04122KA07481	3.0L	T/D	8	2001	2301	12A860	DR1	8	1226838	13000	AT STOP
2002	5883	S11	1FMYU04122KA07763	3.0L	T/D	8	2001	2.00E+03	9F715	DR1	10	1814409	14000	WHILE DRIVING
2002	5889	S11	1FMYU04122KA08122	3.0L	T/D	8	2001	2.00E+03	9F715	DR1	9	1583477	8000	WHILE DRIVING

NPF		CCC DRT CC 82 TEST DRIVE UNABLE TO VERIFY THE CONCERN AT THIS TIME SET UP NBS AND RETRIEVED DTC NO CODES PRESENT ALL PASSING
SSM		CCC DRT CC 42 EED (QUICK TEST) DIAGNOSIS NO DTC STORED OR HARD FAULTS PRESENT ALL PASSING P160 CHECK CASS SSM18434 REPLACED THE EEC POWER RELAY WITH A REVISED REALY CHECK ALL GROUNDS OK CHECK COM
REFLASH		OUT OF CALIBRATION STAR TEST AND REPROGRAM PCM
REPAIR		WIRE HEATING UP SORS TEST INSTALL SHIELD FOR CRANK SENSOR AS PER FORD
REPLACED		STALLING NBS TEST MONITOR TEST IAC CHECK MODULE CALIBRATION HAS LATED CALIBRATION OK EVAP TEST EEC RELAY REPLACE DFFE SENSOR RESET BASE IDLE RAR THROTTLE BODY AND DRILL BLEED HOLES ROAD TEST
REFLASH		WDS,CHECK RELAY,RECAL PCM
NPF		QUICKTEST,DCL DISPLAY,FUEL PRESSURE TEST, IGNITION TEST,NO MESSAGES PER CASS,TEST DROVE,NO PROBLEM FOUND
SSM		1.8750 CC 42 NO MIL,WDS CHECKS,PASS CODES,GENCK SSM8 AND TS 85,OR 11 08,MONITOR PID8,IAC AND EOT,EVAP TEST AND MONITOR PID8,REPROGRAM PCM,CHECK IGN AND SEC IGN SYSTEMS,OK,RO TEST CAR WITH WDS,AND M
REPLACED		CRANKSHAFT POSITION SENSOR DAMAGED EEC (QUICK TEST) DIAGNOSIS
REPLACED		EEC RELAY RR EEC RELAY
POOR CONNECTION		LOOSE CONNECTION AT STARTER RELAY CHECK FOR NO CRANK CONDITION. PERFORM DIAGNOSTIC AND TESTING AS PER OBDII AND SHOP MANUALS. FOUND LOOSE
REPLACED		REPLACED PCM RELAY.
SSM		FP 12480 CHECKED CASS SSM 12889 EEC TESTED PASSED WDS PINPOINT TESTS REPROGRAMMED PCM EEO POWER RELAY AND TERMINALS OK ROAD TEST
SSM		OK OUT EEO TEST,PIN POINT TEST,FOUND SSM 18889 TO REPROGRAM PCM RETEST OK
POOR CONNECTION		TECH CHECKED ALL FUSES OKAY, TECH CHECKED GROUNDS OKAY. TECH FOUND THAT INSTRUMENT CLUSTER WILL NOT SELF TEST CANNOT COMMAND WITH NBS. TECH REMOVED INSTRUMENT CLUSTER AND FOUND CONNECTION PARTIALLY U
REPLACED		REPLACE EEC RELAY AND REPROGRAM PCM
T88		TEST DRIVE VERIFY CONDITION REPLACE THROTTLE BODY IAC, EVAP PURGE VALVE, EEC RELAY, REPROGRAM PCM AS PER T88 002 5 5.
DIAG		62 EEC (QUICK TEST) DIAGNOSIS
DIAG		42 PIN POINT TEST (SSM) TEST
SSM		HOOKE UP NBS KOER, PASS, KOEO DEMAND, PASS, KOEN PASS. FOUND SSM 18434 RAR EEC RELAY INSPECT CORN OK. REPLACED RELAY AS PER SSM. RAR BAT & BAT TRAY & OK GROUNDS, OK. INSPECTED IAC CODE IS RIGHT CODE RE
DIAG		PERFORMED EEC DIAG FOR STALLING PROB AND ORDERED T88DY AND IAC
NPF		WIT ACTUAL DIAG TIME CNV STALLS EEC TEST SHOWED NO DTCs CHECK ALL WIRING CONNECTIONS WITH VEHICLE RUNNING NPF REMOVE BATTERY TRAY AND CHECK HARNESS GROUNDS OKAY CHECK FOR PUBLICATIONS NONE APPL
SSM		MT188608 CHECK INFO ON CONCERN CHECK PCM CALIBRATION HAS LATEST CHECK ALL CONNECTIONS PER SSM 18889 INSPECT ALL EVAP LINES ORDER PCM CHECK ALL LOT VEHICLES FOR MATCH
REPLACED		INSPECTED FOR THE CONCERN EEC TESTED PIN TESTED PID MONITERED REPLACED THE THROTTLE BODY VALVE ASSEMBLY AND AIR INTAKE TUBE RECHECKED OKAY KAT
REFLASH		WDS CHECK KOEO PASS CONT PASS KOER PASS DATA LOGGER TEST FUEL PRESSURE TEST PASS INJECTOR FLOW TEST PERFORMED REPROGRAM THE PCM AND R AND R THE IAC AND RETEST THE SYSTEM OK

	THE VEHICLE STALLED 1 TIME WHEN DECELERATING GOING DOWNHILL SINCE DECEMBER WE RESET BASE IDLE AND REPLACED EED RELAY
SECTIONS C27 B C D Z ALL OK, CHECK BASE IDLE NONE RESET BASE IDLE AND TEST DRIVE AFTER REPAIRS OK	CUSTOMER STATES THE VEHICLE HAS STALLED SHUT OFF WHEN GOING DOWNHILL AND DECELERATING ABOUT 3 TIMES THIS MONTH CHECK CUTS OUT WHEN DRIVING CK CUTS OUT WHEN DRIVING
	CK STALLS WHILE DRIVING CK FOR ENGINE DYING AT TIMES ON DIESEL CK FOR T880S & 8 CK FOR ENGINE DYING WHILE DRIVING DOES START BACK UP WARM GOING DOWN HILL LIGHT THROTTLE
MONITOR PIDS, RPM, CK. INSTALL NEW STYLE EEC RELAY, KEY CHAIN CK, ONLY ONE PATS KEY AND NOT A LOT OF WEIGHT	CUSTOMER STATES WHEN DRIVING VEH WILL JUST STALL AND THE DASH LIGHTS WILL COME ON, VEH DOES START AGAIN. CHECK AND ADVISE CUSTOMER STATES VEHICLE STALLING AND BUCKING, ALSO RPM'S RACE HIGH AND THEN VEHICLE STALLS OUT.
	CUSTOMER STATES VEHICLE STALLS OUT WHILE DRIVING, STALLED 3 TIMES IN 2 BLOCKS. VEHICLE STALLED WHILE RUNNING. CURRENTLY WILL NOT CRANK, WILL NOT START. REPAIR AS NECESSARY CHECK DREN AND WONT IDLE CUSTOMER STATES VEHICLE STALLED WHEN DRIVING GOING AROUND 40 MPH RESTARTED CK AFTER DRIVING 25 MINS REPORT NO POWER STEERING AND NO BRASES
UNPLUGGED. TECH RECONNECTED AND REPAIRED LOOSE CONNECTION AS REQUIRED. TECH ALSO FOUND CHECK ENGINE LIGHT ON TESTED SYSTEM WITH NGS FOUND FUEL LEVEL CODE TECH CLEARED CODE AND RETESTED SYSTEM.	CUSTOMER TOOK VEHICLE ON DEMO RIDE VEHICLE STALLED OUT AFTER RESTART ONE TIME VEHICLE SHUT DOWN WHILE DRIVING PULLED OVER TO THE SIDE OF THE ROAD AND VEHICLE STARTED UP AGAIN HAS NOT HAD A PROBLEM SINCE
	CUSTOMER SAYS INT VEHICLE WILL DIE WHILE DRIVING ADVISE ENGINE STALLED DOWN HILL WHILE DRIVING 35 40MPH CUSTOMER STATES THE ENGINE SHUTS OFF WHEN DRIVING DOWN HILL
MOVED KICK PANEL CK GROUND OK	CUSTOMER STATES THE CAR STALLED 3 TIMES SINCE SHE GOT IT. STALL COLD & DID RESTART. CK FOR VEH STALLED ONCE AT A STOP LIGHT
Y TO THIS CONCERN PER SUGGESTION MADE BY HOTLINE REGARDING SAME CONCERN ON ANOTHER ESCAPE REPLACE PCM RELAY THAT HAS PAINTED PART NUMBER WITH RELAY THAT HAS STAMPED NUMBER ROAD TEST OKAY	SEE ATTACHED LETTER. VEHICLE DIED OUT WHEN DRIVING AT 35 MPH. RESTARTED CK
ALSO TIME TO PROGRAM PATS KEYS AND RECONFIGURE VID AFTER PCM REPLACEMENT	VEHICLE WAS GOING 35 MPH, AND JUST STOPPED. THIS HAPPENED ONCE BEFORE AND THE PCMA RELAY SWITCH WAS REPLACED. SEE HISTORY CUSTOMER STATES ENGINE SHUT OFF WHILE DRIVING 35MP, ENGINE WARM NO WARNING LIGHTS BEFORE DIED
	CUSTOMER STATES ENGINE JUST CUTS WHILE DRIVING OCCURED 2 TIMES WITHIN 2 MOS. DRIFTS TO SIDE OF ROAD AND RESTARTS RIGHT UP AND GOES

2002	5882	511	1FMYU04112KD08806	3.0L	TALD	5	2001	7C06	14N089	D21	5	352588	3000	WHILE DRIVING
2002	5888	511	1FMYU04112KD08880	3.0L	TALD	6	2002	2905	RECAL	D21	2	2295175	1000	WHILE DRIVING
2002	5890	511	1FMYU04112KD08880	3.0L	TALD	8	2002	2904	12A060	D21	1	2301238	0	WHILE DRIVING
2002	5900	511	1FMYU04112KD087458	3.0L	TALD	6	2002	1A05	9430	D21	2	2488838	1000	STALLS
2002	5901	511	1FMYU04112KD087053	3.0L	TALD	6	2002	2904	DIAG	D21	1	1984884	0	NO TEXT
2002	5908	511	1FMYU04112KD83248	3.0L	TALD	5	2002	2904	DIAG	D21	2	2255580	0	WHILE DRIVING
2002	5909	511	1FMYU04112KD83248	3.0L	TALD	6	2002	2904	12A650	D21	2	2358882	0	WHILE DRIVING
2002	5910	511	1FMYU04112KD81130	3.0L	TALD	6	2002	2904	DIAG	D21	1	2338888	0	WHILE DRIVING
2002	5915	511	1FMYU04112KD88851	3.0L	TALD	5	2002	2904	DIAG	D21	1	1857027	0	WHILE DRIVING
2002	5916	511	1FMYU04112KD88881	3.0L	TALD	5	2002	2.00E+03	95285	D21	1	1890284	1000	WHILE DRIVING
2002	5921	511	1FMYU04112KD46791	3.0L	TALD	5	2002	2902	12B579	D21	1	1816879	0	WHILE DRIVING
2002	5927	511	1FMYU04112KD83753	3.0L	TALD	5	2002	2904	12A680	D21	1	2174888	0	STALLS
2002	5930	511	1FMYU04112KD84877	3.0L	TALD	4	2002	7813	14405	D21	1	1538888	0	WHILE DRIVING
2002	5931	511	1FMYU04112KD84121	3.0L	TALD	4	2002	7C06	14N089	D21	1	1608843	2000	WHILE DRIVING
2002	5942	511	1FMYU04112KD11854	3.0L	TALD	4	2002	2902	12B579	D21	2	1704888	1000	WHILE DRIVING
2002	5943	511	1FMYU04112KD11854	3.0L	TALD	4	2002	7C06	14N089	D21	2	1540850	1000	WHILE DRIVING
2002	5947	511	1FMYU04112KD82888	3.0L	TALD	4	2002	2903	12B577	D21	4	2330887	6000	WHILE DRIVING
2002	5952	511	1FMYU04112KD91802	3.0L	TALD	5	2002	2902	95444	D21	-1	2224148	0	AT IDLE
2002	5954	511	1FMYU04112KD81217	3.0L	TALD	3	2002	5813	8034	D21	6	2023104	3000	WHILE DRIVING
2002	5957	511	1FMYU04112KD83313	3.0L	TALD	3	2002	2.00E+04	90918	D21	3	2308888	3000	WHILE DRIVING
2002	5965	511	1FMYU04112KD73058	3.0L	TALD	3	2002	2C01	11401	D21	0	382483	0	STALLS
2002	5974	511	1FMYU04112KD72245	3.0L	TALD	3	2002	2904	12A860	D21	4	1738880	6000	STALLS

NPF		EEC TEST PINPOINT TEST NO CODES INSPECTED IAC NO CODES REMOVED JUNCTION BOX CHECK CONNECTORS OK REMOVED BATTERY INSPECTED GROUND WIRES 104 AND 105 105 NOT CONNECTED REPAIRED GROUND WIRE RETESTED ALL O
REFLASH		PERFORMED EEC TEST NO CODES FOLLOWED PPT.ROADTEST AND MONITOR IAC,REPROGRAMMED PCM OK. CHK COULD NOT VERIFY,PERFMD EEC TEST,FOLLOWED PPT ROADTESTED,MONITORMD IAC,RPM ALL OK.HAS UP TP DATEPCM,IAC,DPFE,EEC RELAY.BEN SAID TO REMOVE BAT,TRAYAND AIRBOX.CLEAN AND INSPCT
REPLACED		8900,100,104,105,101.
LOOSE HOSE		1002 98 WDS EEC TEST,RETRIEVED CODE P1181,1181,DCL DISPLAY,PINPOINT TEST,FOUND AND SECURED LOOSE VACUUM HOSE AT REAR OF INTAKE MANIFOLD.CLEARED CODES,RETEST.
NPF		WPL.ATTEMPT TO START: STARTS NORMALLY. ROAD TEST: NEVER STALLED. PERFORM WDS DIAGNOSTICS. EEC TEST: KOED: P1000, P1000. KOER: UNABLE TO VERIFY COMPLAINT OR FIND A FAULT. NPF WAS GIVEN TO SERVICE MAN
NPF		INSPECT HARNESS AT A.C COMPRESSOR CHECK VACUUM LINES
NPF		COULD NOT VERIFY CONCERN OR DUPLICATE CONDITIONS
TSS		STAR TEST ALL CNDTS,B1362 IC IGNITION KEY WIRE FAULT,U1182FAULT OCCURENG SCR MODULE TO MODULE COMMUNICATION DATA LINK FAILURE CHECK MESSAGES 808 8452 791 01433 CALLED HOTLINE PERFORM TSS 02 11 00RPM 7
TSS		CHECKED FOR CODES CHECKED PIDS OK CHECKED IAC AND VAPOR MAN VALVE AS PER TSS CHECKED PCM PROGRAM CALLED TECH LINE THAT INSTRUCTED TECH NOT TO DO ANYTHING AT THIS TIME TILL NEW PCM PROGRAM COMES OUT
NPF		WDS DIAGNOSIS. NO CODES. ROAD TEST, MONITOR PIDS. ALL LOOKS OK. NO PROBLEM FOUND.
REPLACED		WDS DIAGNOSIS DATE LOGGER TEST POWER BALANCE TEST FUEL PRESSURE LEAKDOWN TEST RELATIVE INJECTOR TESTREPLACE THROTTLE BODY & GASKET REPLACE IAC SOLENOIDREPLACE EEC POWER RELAY REPROGRAM PCM RETEST ROAD
TSS		REPLACE MAF AND DPFE PER TSS 02 08 08 PER TESTING.
TSS		AS PER INFO TSS 02 11 06 EEC (QUICK TEST) DIAGNOSIS
REPLACED		CHECK ROAD TEST CHECK RUN STAR TEST,CHECK PINPOINT TEST CHECK FUEL PRESSURE,CHECK UNDERHOOD FUSE AND TIGHTEN CABLES TO BATTERY,REPAIR WIRE TO RELAY AND REPLACE
REPLACED		PERFORM EEC TEST KOEO PASS KOER PASS,PERFORM RECORDER MONITOR TEST, PERFORM FUEL SYSTEM TEST,PERFORM IGN.SYSTEM TEST,REPLACE PCM RELAY & REPROGRAM PCM RETEST PASS
REPLACED		1 PER HOTLINE. REPLACED MASS AIR FLOW SENSOR & DPFE. RETESTED AND ROAD TESTED. OK
TSS		1 PERFORMED TSS 11 6. RAN WDS. REPLACED EEC RELAY. RETESTED. PASSEDE
TSS		EEC TEST, NO CODES, PASSED ALL TESTS. CHECK OASIS, PINPOINT TEST IAC PER TSS 2 11 6, PASS. ROAD TEST MONITOR ENGINE PERF
REPLACED		316 VACUUM LEAK AND BAD HO2S SENSOR RUN CNDTCS P0401 EGR INBUFF FLOW P0171 BANK1 LEAN P0174 BANK 2 LEAN KOEO PASS KOER P1408 EGR FLOW OUT OF SELFTEST RANGE CHECK EGR VALVE PASS CHECK DPFE PASS CHECK
LEAK		LEAK EEC (QUICK TEST) DIAGNOSIS
REPLACED		ROAD TEST EEC TEST MONITOR PIDS REPLACED VAPOR VALVE CLEAR CODES RECHECK OK
POOR CONNECTION		14 DIAG USING NGS FOUND NO CODES BUT TRUCK WAS MISSING USED WDS TO DIAG FOUND CYL #3 MISSING PERFORM PINPOINT TESTS FOUND INJECTOR NOT WORKING TRACE WIRING FOUND CONNECTOR Q163 HAD ONE WIRE NOT SEA
NPF		MIL IS OFF. WDS START UP. KOED PASS, KOEC PASS, KOER PASS. DATALOGGER TEST. FUEL PRESSURE TEST. CHECKED OASIS. ROAD TEST VEHICAL. NO PROBLEM FOUND AT THIS TIME.

K	WHILE DRIVING OVER LAST WEEK OR SO ON DECEL GOING DOWN HILL ENGINE JUST CUT OUT, DID RESTART OK, BUT HAPPENED 3 TIMES RECENTLY, LAST 2 DAYS AGO. OCCURED IN RAIN & DRY WEATHER.
	CUSTOMER STATES VEHICLE STALLS WHILE DRIVING
REMOVE RT TIRE, SPLASH SHIELD CHK WIRING, REMOVE LFT FRT KICK PNL, CHK 270 B,C,D. REMOVE COLUMN COVER, CH K IGN SWT, CONN OK, REMOVED DRVR SEAT CHK GRND OK, ROADTESTED 5 MILES OK, CLEARED CODES, RETESTED OK.	CUSTOMER STATES LOST ALL POWER WHILE DRIVING
	CHECK ENGINE IDLES UP AND DOWN THEN STALLS. COLD OR HOT. D21
AGIER TO CHECK AND HE COULD GET	
	STALLED WHEN DRIVING, HARD TO RESTART RESTARTED DROVE HOME LET SIT FOR A FEW DAYS BEFORE BRINGING IN NEEDS TO RENT A CAR
50 IAC 36% EVAP 86% 2.18 VOLTS CHECK FUEL AND REPL FILTER CHECK FOR CODES RECLEARED RECALLED HOTLINE NO WORKABLE PROGRAM PC PER GENE CK HOT IDLE SET BASE IDLE 600C WERE REBETPER GENE STEWARD CHECK OTH	STALLING WHILE DRIVING WAS JUST IN STALLED AT MARTIN TOWER AT 4:00 FUEL TANK IS FULL
	VEH STALLS WHILE DRIVING
	CHECK FOR ENGINE DIED WHILE DRIVING AND THEN RESTARTED
TEST	VEHICLE DIED TWICE WHILE DRIVING DOWN THE HIGHWAY.
	CK FOR STALL WHILE DR WOULD START FIGHT BACK UP
	CUST STATES CHECK VEHICLE FOR STALL AT TIMES & ADVISE (VEHICLE CUT OFF BUT DID RESTART BATTERY & OIL LIGHT IN DASH CAME ON)
	VEHICLE STALLED OUT AND SHUT OFF WHILE DRIVING CUSTOMER HAD TO RESTART VEHICLE
	C S THE TRUCK SHUT OFF WHILE DRIVING, OIL AND ENGINE LIGHTS CAME ON RIGHT BEFORE IT STALLED
	TRUCK STALLED WHILE DRIVING AT APPROX 40 MPH. NOTE: VEHICLE WAS HERE 6 08 FOR SAME PROBLEM
	TRUCK HAS STALLED TWICE WHILE DRIVING AT APPROX. 40 MPH
	ONE TIME YESTERDAY ENGINE DIED WHILE DRIVING 35MPH ENGINE RESTARTED W NO PROBLEMS & HAS NOT DIED SINCE
VACUUM AT REGULATOR NO VACUUM RUN SMOKE TEST FOUND LEAK ON BACK OF INTAKE REPAIR LEAK RECHECK BGR SYSTEM PASS PERUN KOER P1168 HO2S INDICATES RICH RUN PIN POINT TEST H80 R&R	CHECK IDLE LOSES AT IDLE
	CUST STATES VEHICLE STALLS OUT. HAPPENED WHILE DRIVING, AFTER DRIVING ABOUT 10 MINUTES. WAS GOING DOWN A HILL & STALLED, HAD NO BRAKES OR P S
	CUSTOMER STATES ENGINE STALLS WHILE DRIVING
TED IN CONNECTOR PROPERLY REPLACE TERMINAL AND RETEST ALL OK	VEHICLE IS CUTTING OUT AND STALLING.
	CUSTOMER STATES TO CHECK FOR STALLING OUT PROBLEM. CUSTOMER'S LEASING COMPANY SAID FORD HAS A PROB WITH STALLING OUT, HAS NOT HAPPENED TO THIS CUST

2002	5875	S11	1FMYUD4112KC8724	S.O.L.	T/LD	3	2002	2002	128578	D21	2	2078723	1000 AT STOP
2002	5878	S11	1FMYUD4112KC5878	S.O.L.	T/LD	3	2002	2.00E+03	9F715	D21	4	1904332	3000 WHILE DRIVING
2002	5886	S11	1FMYUD4112KC48618	S.O.L.	T/LD	3	2002	2002	128679	D21	1	1883104	0 STALLS
2002	5887	S11	1FMYUD4112KC48710	S.O.L.	T/LD	3	2002	7502	14A411	D21	3	1615754	3000 NO TEXT
2002	5888	S11	1FMYUD4112KC48710	S.O.L.	T/LD	3	2002	2002	128678	D21	3	1615785	3000 WHILE DRIVING
2002	5890	S11	1FMYUD4112KC47878	S.O.L.	T/LD	2	2002	2.00E+03	8E328	D21	3	1854568	1000 WHILE DRIVING
2002	6004	S11	1FMYUD4112KC37830	S.O.L.	T/LD	2	2002	2803	12405	D21	0	723006	0 ROUGH IDLE
2002	6008	S11	1FMYUD4112KC38248	S.O.L.	T/LD	2	2002	2.00E+04	9C215	D21	4	1948187	3000 STALLS
2002	6012	S11	1FMYUD4112KC31878	S.O.L.	T/LD	2	2002	2004	12A880	D21	2	1180845	1000 STALLS
2002	6013	S11	1FMYUD4112KC31647	S.O.L.	T/LD	2	2002	2002	128678	D21	2	1642342	1000 WHILE DRIVING
2002	6021	S11	1FMYUD4112KC38830	S.O.L.	T/LD	2	2002	2005	RECAL	D21	2	2327827	1000 WHILE BRAKING
2002	6028	S11	1FMYUD4112KC27834	S.O.L.	T/LD	2	2002	2.00E+03	8E328	D21	5	2167380	6000 WHILE DRIVING
2002	6035	S11	1FMYUD4112KC21054	S.O.L.	T/LD	2	2002	2.00E+03	9F715	D21	5	1843854	9000 WHILE DRIVING
2002	6038	S11	1FMYUD4112KC10780	S.O.L.	T/LD	1	2002	2604	12A880	D21	5	2308814	3000 WHILE DRIVING
2002	6041	S11	1FMYUD4112KC00978	S.O.L.	T/LD	1	2002	2604	12A880	D21	2	907057	1000 WHILE DRIVING
2002	6042	S11	1FMYUD4112KC00878	S.O.L.	T/LD	1	2002	7C05	14ND89	D21	0	812152	0 DECELL
2002	6053	S11	1FMYUD4112KC87838	S.O.L.	T/LD	1	2002	2604	12A880	D21	8	2082012	8000 AT STOP
2002	6054	S11	1FMYUD4112KC87838	S.O.L.	T/LD	1	2002	2005	RECAL	D21	4	1880428	8000 WHILE DRIVING
2002	6058	S11	1FMYUD4112KC87871	S.O.L.	T/LD	1	2002	1H03	9J480	D21	3	1880767	2000 DOWN HILL
2002	6057	S11	1FMYUD4112KC87871	S.O.L.	T/LD	1	2002	2.00E+03	8E328	D21	2	1284433	1000 AT STOP
2002	6084	S11	1FMYUD4112KC88888	S.O.L.	T/LD	1	2002	2008	128678	D21	3	1157882	8000 WHILE DRIVING
2002	6071	S11	1FMYUD4112KC88678	S.O.L.	T/LD	1	2002	2004	DIAG	D21	2	1874070	8000 AT STOP
2002	6082	S11	1FMYUD4112KC87800	S.O.L.	T/LD	1	2002	2004	12A850	D21	1	1300427	1000 STALLS

REPLACED		ROAD TEST, CK EEC SYS, PERFORMED PP TEST, REPLACED IAC AND MAF SENSOR, RECHECKED AND ROAD AT TEST
T88		EEC TESTED SYSTEM PASSED ROADTESTED AND MONITORED PIDS POWER BALANCE TESTED PERFORMED FUEL P. PRESSURE LEAKDOWN TEST FLOW TESTED INJECTORS CHE CKED PCM FOR LATEST CALIBRATIONS OK FOLLOW T88 OR 11
SSM NO TEXT		ROAD TESTED UNABLE TO VERIFY CONCERN AT THIS TIME ROAD TESTED WITH CUST STILL UNABLE TO VERIFY VEHICLE STALL THEN PB STOPS WORKING PERFORM COMPLETE EEC SYSTEM DIAG AND PP TEST NO DTC MONITOR PIDS AND
T88		CHECKED T88 2 11 02, REPAIRED AND INSTALLED PCM. INSTALLED UPDATED O2PE SENSOR, THROTTLE BODY MASS AIR FLOW SENSOR, AND IDLE AIR BYPASS. PERFORMED COMPRESSION TEST, ALL CYLINDERS, PERFORMED FUEL PR
DIAG		THROTTLE BODY PIN POINT TEST (8806) TEST
REPLACED		22 ROAD TEST VERIFY RUNS ROUGH INTERMITTENTLY AND THE CEL CAME ON. PERFORM SELF TEST CODE P0800. PERFORM PINPOINT TESTS INCLUDING POWER BALANCE AND FUEL PRESSURE TEST. FOUND #2 HAS A SLIGHT MISS. R
T88		SCOP VEHICLE STALLS AT LIGHTS INTERMITTENTLY SEE T88 INSTALLED SCOP R&R VAPOR MANAGEMENT VALVE INSTALLED NEW VALVE. REROAD TESTED VEHICLE, OK VEHICLE OPERATES PROPERLY
REFLASH		WDS DIAG EEC TEST DCL AND PINPOINT TEST CFR AND FUEL PRESSURE TEST
T88		REPROGRAMMED PCM UNABLE TO DUPLICATE CONCERN
REFLASH		TECH USED T88 OR 11 6
T88		1600 ROAD TEST FOR VEH QUTS RUNNING WHILE COMING TO A STOP COULD NOT VERIFY PERFORMED EEC TEST NO CODES FOUND PID DATA MONITOR DCL DISPLAY NO PROBLEM FOUND CHECK FUEL PR NO PROBLEM FOUND CHECK SE
REPLACED		DNO EEC TEST NO CODES MODIFY A PER T 8 B OR 11 6 ROADTEST
T88		2221 WDS START UP TEST EEC SYSTEM PASSED DCL TEST DCL RECORDER TEST REPLACE IAC REPROGRAM PCM RETEST EEC PASSED
T88		TECH PULLED CODES NONE RE SET BASE IDLE AS PER FORD T88 (TECHNICAL SERVICE BULLETIN) ALL OPERATIONS ARE NORMAL NOW
T88		TECH PERFORMED NORMAL DIAGNOSIS THEN SCOPED ENGINE ON WDS COULD NOT VERIFY CONCERN RAN OASIS AND CKD T888 AND FOUND TECH REPROGRAMMED PCM PER SSM 15009 AND CKD EVAP VENT LINE AND CKD RESTRICTIONS CKD
T88		TECH TEST DROVE BUT COULD NOT VERIFY RAN OASIS AND CKD T888 FOLLOW OASIS 16434 PERFORMED NORMAL DIAG CKD FUEL PRESSURE TECH REPLACED EEC POWER RELAY WITH REVERSED RELAY PER SSM 15434 REMOVED BATTERY T
ADJUST		RESET BASE IDLE AND RETEST OK
SSM		DIAG TEST SYSTEM NO CODES ROAD TEST DID NOT OUT OFF CHECK AS LISTED SSM 02 11 09 REPROGRAM PCM
REPLACED		REVERSED O2PE SENSOR EEC (QUICK TEST) DIAGNOSIS CHECK CKP HARNESS NEAR AC COMPRESSOR AREA CK CKP CIRCUIT AT PCM CONNECTOR OK CK CONNECTOR 110,120,270A,270B,270C OK OK GROUNDS
T88		REVERSED CALIBRATION EEC (QUICK TEST) DIAGNOSIS CHECKED OASIS FOR HELP T88 02 08 8
SSM		MONITORED IAC DUTY CYCLE 31.25 PERCENT OUT OF RANGE REPL IAC VALVE RECHECK IAC DUTY CYCLE 80 PERCENT
T88		PER SPEC SERV MESSAGE EEC (QUICK TEST) DIAGNOSIS
T88		2383 WDS TEST RETRIEVED NO CODES TEST DROVE OK INSPECTED CHARGING SYSTEM AND BATTERY VOLTAGE OK CONSULTED OASIS PRINTED PROTON OF T88 NO. 02 11 8 NO PROBLEM FOUND
REFLASH		EEC TEST IDLE DISPLAY DATA LOGGER REPROGRAM PCM

	C B VEHICLE CUTS OFF WHEN COMING TO A STOP WITH A SLIGHT RIGHT TURN AFTER DRIVING ABOUT 10 15 MINUTES
06 CHECK IAC AND EVM OPERATION CHECK EEC RELAY FOR IDLE AIR CONTROL VALVE AND ROADTESTED OK	CUSTOMER STATES VEHICLE STALLED OUT WHILE DRIVING ON HIGHWAY, PULLED OVER PUT IN PARK AND RESTARTED
CHECK GAMB INSTALL UPDATED PCM RELAY AS PER SSM AND UPDATED MAS AS PER TSB AND ROAD TEST RETEST OK	CUSTOMER STATES POWER STEERING LOCKED UP, CAUSING TRUCK TO STALL
ISSUE TEST, IGNITION SYSTEM TEST. PERFORMED ALL WORK AS PER TECH. HOT LINE CONTACT 2FKF807.	VEHICLE STALLS WHEN DRIVING
	CUSTOMER STATES THAT THE VEHICLE CUT OFF THE OTHER DAY, WHILE DRIVING THE ENGINE JUST DIED OUT
REMOVE ENGINE COVER AND UPPER INTAKE FOR ACCESS TO BANK #1 PLUGS. REMOVE #2 PLUG AND FOUND ELECTRODE BENT. REPLACE PLUG REINSTALL INTAKE AND ENGINE COVER. CLEAR CODES AND ROAD TEST TO VERIFY	ADVISE ON RUNS ROUGH.
	VEHICLE STALLS
	CHECK VEH STALLS
	CUSTOMER STATES THAT THE VEHICLE STALLS WHILE DRIVING
SERVICE MESSAGES FOUND TSB 02 11 8 PERFORMED ALL STEPS IN TSB REPROGRAMMED PCM	CUSTOMER STATES VEH CUT RUNNING WHILE COMING TO A STOP, WOULD NOT GO INTO GEAR AFTER RESTARTING
	STALLED OUT ONE WHEN DRIVING DOWN ROAD
	CUSTOMER STATES DIED WHILE DRIVING
	CUSTOMER STATES CHECK FOR VEHICLE STALLING OUT W DRIVING
EEC POWER RELAY OK TEST DROVE AFTER	CUSTOMER STATES VEHICLE STALLS WHILE DRIVING
RAY AND GND GROUND G104 G105 G101 G100	CUSTOMER TEST DROVE FOR POSSIBLE PURCHASE AND STATES ENGINE STALLS OUT COMING DOWN A LONG HILL ON DECEL BUT RESTARTS
	CUSTOMER STATES SHUT OFF WHILE BLOWING FOR STOP DIAGNOSE AND TEST SYSTEM
	CUTTING OFF WHILE DRIVING
300,100,104,105 OK BUT REMOVE AND CLEAN CONNECTIONS CALLED HOTLINE RECOMMENDS REPLACING WITH REVISED DPFE SENSOR	CUSTOMER REPORTS VEHICLES DIES OUT WHEN DECELERATING DOWNHILLS
REPL THROTTLE BODY CK PCM MPC# RECALIBRATE PCM TO LATEST LEVEL MONITOR VAPOR MANAGEMENT VALVE DUTY CYCLE STAYS AT 97 PERCENT REPL EEC RELAY ROAD TEST OK	ENGINE STALLS WHEN BLOWING TO STOP FROM ABOUT 40 MPH
	CHK SSM AND TSB
	ENGINE SHUT OFF WHILE DRIVING
	CHECK CUST STATES ALL AT ONCE THE STEERING LOCKED AND THE BRAKES WERE HARD AS A ROCK AND WAS UNABLE TO STOP SO PUT THE CAR IN PARK TO STOP IT
	CHECK ENGINE STALLS

2002	6084	S11	1FMYU04112K078166	S.O.L	TALD	1	2002	2005	FECAL	D21	6	1912909	12000	WHILE DRIVING
2002	6085	S11	1FMYU04112K080923	S.O.L	TALD	12	2001	2.00E+03	9F715	D21	5	1677048	6000	DOWNHILL
2002	6086	S11	1FMYU04112K080929	S.O.L	TALD	12	2001	2.00E+03	9F715	D21	3	1191001	3000	WHILE DRIVING
2002	6089	S11	1FMYU04112K080922	S.O.L	TALD	1	2002	2005	FECAL	D21	4	1567861	6000	HES/BURGE
2002	6100	S11	1FMYU04112K080922	S.O.L	TALD	1	2002	7802	14401	D21	5	1800980	7000	WHILE DRIVING
2002	6103	S11	1FMYU04112K080922	S.O.L	TALD	1	2002	2004	12A950	D21	3	1077375	1000	STALLS
2002	6106	S11	1FMYU04112K080929	S.O.L	TALD	1	2002	2.00E+04	9C915	D21	5	1213673	1000	STALLS
2002	6108	S11	1FMYU04112K080929	S.O.L	TALD	1	2002	2.00E+04	9C915	D21	6	1930802	4000	STALLS
2002	6110	S11	1FMYU04112K080929	S.O.L	TALD	12	2001	2004	12A950	D21	3	942861	3000	STALLS
2002	6111	S11	1FMYU04112K080926	S.O.L	TALD	12	2001	2004	12A950	D21	7	2122665	11000	WHILE DRIVING
2002	6112	S11	1FMYU04112K0809449	S.O.L	TALD	12	2001	2004	12A950	D21	5	1895867	2000	STALLS
2002	6113	S11	1FMYU04112K08094397	S.O.L	TALD	12	2001	2004	12A950	D21	6	1512448	3000	STALLS
2002	6121	S11	1FMYU04112K08094357	S.O.L	TALD	12	2001	2004	DIAG	D21	1	1583450	0	AT STOP
2002	6123	S11	1FMYU04112K0809263	S.O.L	TALD	12	2001	1103	91480	D21	4	2186734	3000	WHILE DRIVING
2002	6124	S11	1FMYU04112K0809263	S.O.L	TALD	12	2001	5811	9282	D21	4	1728733	3000	WHILE DRIVING
2002	6126	S11	1FMYU04112K0809267	S.O.L	TALD	12	2001	7C05	14N099	D21	7	1673905	11000	WHILE DRIVING
2002	6127	S11	1FMYU04112K0809269	S.O.L	TALD	12	2001	2.00E+03	9F715	D21	-1	1506351	0	WHILE DRIVING
2002	6128	S11	1FMYU04112K0809237	S.O.L	TALD	12	2001	2.00E+04	9F915	D21	4	1257505	4000	MIL
2002	6139	S11	1FMYU04112K08094380	S.O.L	TALD	11	2001	2.00E+04	9C915	D21	7	2191103	5000	WHILE DRIVING
2002	6139	S11	1FMYU04112K08092079	S.O.L	TALD	12	2001	2004	12A950	D21	6	2189455	3000	DECELL
2002	6141	S11	1FMYU04112K0809260	S.O.L	TALD	12	2001	2005	FECAL	D21	7	1767479	8000	WHILE DRIVING
2002	6143	S11	1FMYU04112K08097798	S.O.L	TALD	11	2001	2004	12A950	D21	8	2205669	6000	WHILE DRIVING
2002	6146	S11	1FMYU04112K08097807	S.O.L	TALD	11	2001	2.00E+04	9C062	D21	2	1571804	3000	WHILE DRIVING
2002	6161	S11	1FMYU04112K0809267	S.O.L	TALD	11	2001	7C05	14N099	D21	4	1118259	3000	STALLS
2002	6162	S11	1FMYU04112K0809262	S.O.L	TALD	11	2001	2005	FECAL	D21	5	265224	6000	WHILE DRIVING

TSS		12796 ROAD TEST COULD NOT PRODUCE STALL, WDS DIAG, KOEO PASS, PASS, KOER PASS, DATA LOGGER, POWER BALANCE, FUEL PRESSURE TEST, FUEL LEAKDOWN TEST, INJECTOR FLOW TEST, PREFORM TSS 02 11 6, CHECK IAC DUTY CYCL.
TSS DIAG		PERFORMED SYSTEM TEST AND DID NOT FIND ANY CODES, CHECKED MESSAGES AND FOUND TSS 02 11 6 AND PERFORMED SERVICE DIAGNOSIS AS PER THE TSS. REPROGRAMMED THE POWER CONTROL MODULE. IAC SOLENOID IEC (QUICK TEST) DIAGNOSIS
TSS		5800 VEH DIED ONCE PER TSS 01 11 6 REPROGRAMMED PCM FOR DIEING PROBLEM, HIGH THROTTLE EFFORT CURRENTLY UNDER INVESTIGATION AT THIS TIME. PER WDS COMP TEST NO CODES, FUEL PRESSURE OK ALSO.
TSS REFLASH REPLACED		7298 VEH DIES AT DRIVING 45 MPH FOOT ON THE GAS. PER WDS COMP TEST PER TSS 2 11 6 ALL COMPONENTS OPERATING PROPERLY. CALLED HOTLINE AND TALKED TO RUTH HAD ME CHECK AND REPAIR ANY DAMAGED OR WATER IEC TEST, REPROGRAM PCM REPLACED VAPOR MANAGEMENT VALVE AND REPROGRAM COMPUTER
TSS		PERFORMED NEW TSS, REPLACED VENT VALVE
88M		HOOK WDS RAN SELF TEST CODE P1000 MONITOR PIDS ALL OK ROAD TEST DID NOT QUIT FUEL PRESSURE 401 8 REPROGRAM PCM AS PER 88M #18589 BLOW THROUGH VENT LINE CHECK AND REPLACE IEC POWER RELAY WITH H REVERSE
REFLASH		11570 ROAD TESTED UNABLE TO VERIFY PERFORMED WDS TEST, START UP, IEC TEST, RETRIEVED NO CODES, KOEO PASS, KOER PASS, FINAL QUICK TEST, PINPOINT TEST, POWER BALANCE, RELATIVE COMPRESSION, CRANKING DATA, IDLE
TSS TSS		NO LIGHT ON TEST WITH WDS, KOEO PASS, CONT PASS, KOER PASS, FUEL PRESSURE LEAKDOWN TEST, PASS, REL, INJECTOR FLOW TEST, PASS, POWER BALANCE TEST, PASS, DATA LOGGER TEST, PASS, CHECK OASIS, FOUND TSS 02 11 08 98M1
NFF		CHECK IEC, FUEL AND IGNITION, REPROGRAM PCM PER TSS 02 08 08.
REPLACED		677 N38 HOOK UP PASS CODES VISUAL INSPECTION RAN OASIS COULD NOT VERIFY CONCERN AT THIS TIME TECH COULD NOT VERIFY ON ROAD TEST CALLED HOTLINE AS PER HOTLINE TECH RECHECKED IAC, EVAP SYSTEM AND DPFE VERIFIED ENGINE GROUNDS AS PER HOTLINE TECH REPLACED IAC, DPFE WITH UPDATED PARTS ROAD TEST AGA
DIAG		QUITS EVAPORATIVE EMISSIONS SYSTEM RUNNING LOSS SYSTEM DRIVE CYCLE
TSS REPLACED		IEC TEST NO CODES OK FOR TSS9 AND 98M8, REPLACED IEC RELAY IEC TEST AND PINPOINT TEST CHECK AND REPLACE AIR BYPASS VALVE
REPLACED		4545 IEC TEST P0457 EVAP LEAK DCL DISPLAY, RECORDER MONITOR, PINPOINT TEST, SMOKE TEST, NO LEAKS, CALL HOT LINE WAS INSTRUCTED TO REPLACE VAPOR MANAGEMENT VALVE & PURGE SOLENOID, EVAP TEST, PASS SMOKE TE
REFLASH TSS REFLASH REFLASH		8058 #0815 42 TEST IEC PASS, PASS, PASS, NGS DISPLAY, NGS MONITOR, ROADTEST ON IGNITION SYSTEM, O.K. CH, FUEL PRESSURE 40 PSI, NO LEAK DOWN, PERFORM EVAP TEST, STATIC AND FLOW TEST, PERFORM DIAGNOSTICS PER TB TEST SYSTEM AND PROGRAM PCM AS PER TSS RECAL IEC TEST, REPROGRAM PCM, RETEST
REFLASH REPLACED		USED WDS ROADTEST RAN KOEO, REPROGRAMMED PCM FOR STALLING 1 IEC TEST, CHECK DUTY CYCLE ON IDLE CONTROL, REPROGRAM PCM, IN TIME CHECK FUEL TANK PRESSURE SENSOR VS DUTY CYCLE TIME TO WDS TESTS, REPLACE IAC AND IEC POWER RELAY
88M		8771 RUN SELF TEST, KOEO P1000, KOEO P1000, KOER P1000, RUN WDS DATA LOGGER, TEST DRIVE VEHICLE, UNABLE TO GET VEHICLE TO STALL, RUN OASIS, FOUND 88M 18589, REPROGRAM PCM TO NEW CALIBRATION, SYSTEM O

E OK CHECK VAPOR MANAGEMENT VALVE OK CHECK PCM RELAY OK REPROGRAM PCM	CUSTOMER STATES VEHICLE STALLED WHILE DRIVING, RESTARTED OK, VEHICLE WARMED UP D21
	CUSTOMER STATES WAS DRIVING DOWN HILL, THE ENGINE STALLED, IT DID RESTART RIGHT AWAY, NO CHECK ENGINE LIGHT CAME ON
	CAR STALLS WHILE DRIVING THEN STEERING LOCKS UP NOTE: HAPPENED TWICE
	CUST STATES DIED ONCE AND RESTARTED.....HESTATES WHEN FIRST STARTED IN MORNING ON ACCELL
INTRUSION CONNECTORS B300 LOOSE GROUND REPAIRED WIRING AND OK INSP 6104,100, 105, 101 AND C270A B C D OK, INSP THE WIRING AT CKP OK, INSP MAF GASKET OK INSP PCM CONNECTOR ALL OK, NO PROBLEM	CUST STATES THAT AFTER DRIVING 5 10 MIN AT 45 MPH ENG DIED NOT SURE IF LOST ALL ELECTRICAL PULLED OVER AND VEH STARTED OK, THIS IS 2ND TIME HAS HAPPENED
	ENGINE DIES AND HESITATES
	CUST STATES VEHICLE STALLS
	CUST STATES VEHICLE STALLS
D RELAY AS PER SSM 10586 CHECK RELAY PI N6 ROAD TEST	OK VEHICLE DIED ON CUSTOMER AND HARD TO STEER OFF THE ROAD AND OK ENGINE LIGHT AND OIL LIGHT CAME ON
DATA FUEL PRESSURE AND LEAN/DOWN RELATIVE INJECTOR FLOW DATA LOGGER PERFORMED PROCEDURE IN TSB 02 11 08 EVERYTHING CHECKED OUT OK WAS AN UPDATED CALIBRATION FOR PCM REPROGRAMMED PCM AS	CUSTOMER STATES VEHICLE CUT OUT ON ROAD WHILE DRIVING, RESTARTED RIGHT AWAY,
LAR CONCERN CHECK IAC AS PER TSB AND REPROGRAM THE PCM PER TSB AND CHECK EVAP PER TSB OK CHECK EBC RELAYS OK AND ROAD TEST OK	CLICKING NOISE HEARD FROM R F WHEEL THEN ENGINE CUT WOULD NOT RESTART FOR 25 MINUTES
	OK VEH LOST POWER STEERING+ BRAKES + OIL LIGHT CAME ON
	CUST STATES WHEN ACCELL FROM STOP ENG DIED OIL LIGHT CAME ON RESTARTED NO PROBS _ NO CHECK ENG LIGHT _ ADVISE
NO NO STALLING FOUND	
DD0R2 NEW TECHNICAL DATA AVAILABLE FROM HOTLINE NOT AVAILABLE AT TIME OF LAST REPAIR.	AS YOUR DRIVING, STEERING WHEEL LOCKED UP, BRAKES LOCK UP
	CUSTOMER STATES WHILE DRIVING LOST STEERING AND BRAKES SEE ATTACHED NOTE
	CUST STATES ENG CUTS OFF WHILE DRIVING WILL RESTART
	WILL STALL WHILE DRIVING
ST PASS RETEST PASS	CHECK ENGINE LIGHT ON (MIL) AND GAS CAP LIGHT ON ***REPEAT REPAIR*** 4TH TIME IN PERFORM NORMAL DIAGNOSIS AND ADVISE JEFF BEFORE REPAIR.
B 02 11 6. REPROGRAM PCM TO THE LATEST LEVEL. OIL REPLACE VAPOR MAN. VALVE RETEST	ENGINE QUITS WHILE DRIVING
	STALLS ON AT A CRUISE OR ON DECEL
	CUST STATES AT TIMES ENGINE STALLED OUT WHILE DRIVING
	VEHICLE STALLS WHILE DRIVING
	VEHICLE STALLED WHILE DRIVING SEE HISTORY VERY INTERMITTANT PROBLEM
	CST STATES ENGINE STALLW A C ON D21
OPERATES NORMAL AT THIS TIME.	VEHICLE SHUT OFF TWICE WHILE DRIVING

2002	8164	S11	1FMYU04112K822085	3.0L	TLD	11	2001	2905	RECAL	D21	9	1979498	10000	WHILE DRIVING
2002	8168	S11	1FMYU04112K822480	3.0L	TLD	11	2001	2904	12A060	D21	4	1057877	4000	WHILE DRIVING
2002	8171	S11	1FMYU04112K822072	3.0L	TLD	11	2001	2904	DIAG	D21	8	2639888	10000	STALLS
2002	8172	S11	1FMYU04112K822072	3.0L	TLD	11	2001	2.00E+03	0E380	D21	7	1873127	10000	WHILE DRIVING
2002	8180	S11	1FMYU04112K814181	3.0L	TLD	11	2001	2.00E+02	0275	D21	3	1784808	3000	NO TEXT
2002	8186	S11	1FMYU04112K812829	3.0L	TLD	11	2001	2904	12A060	D21	3	818505	2000	WHILE DRIVING
2002	8186	S11	1FMYU04112K812829	3.0L	TLD	10	2001	1H03	0A40	D21	5	1701845	3000	STALLS
2002	8201	S11	1FMYU04112K812803	3.0L	TLD	11	2001	2905	RECALEM	D21	10	2394808	6000	TURNING
2002	8203	S11	1FMYU04112K812804	3.0L	TLD	11	2001	2.00E+03	0F715	D21	9	2227000	12000	STALLS
2002	8221	S11	1FMYU04112K805798	3.0L	TLD	11	2001	2.00E+03	0F715	D21	8	2101083	3000	WHILE DRIVING
2002	8228	S11	1FMYU04112K802483	3.0L	TLD	10	2001	2905	RECAL	D21	10	2293318	8000	WHILE DRIVING
2002	8227	S11	1FMYU04112K802865	3.0L	TLD	10	2001	7V01	12A561	D21	1	444058	0	WHILE DRIVING
2002	8230	S11	1FMYU04112K802002	3.0L	TLD	10	2001	7C06	14N069	D21	7	1490734	9000	WHILE DRIVING
2002	8231	S11	1FMYU04112K801822	3.0L	TLD	10	2001	2904	12A060	D21	9	2087297	7000	STALLS
2002	8232	S11	1FMYU04112K801755	3.0L	TLD	10	2001	2905	RECAL	D21	4	885782	4000	WHILE DRIVING
2002	8233	S11	1FMYU04112K801786	3.0L	TLD	10	2001	2.00E+03	0F715	D21	5	1108800	5000	WHILE DRIVING
2002	8234	S11	1FMYU04112K801786	3.0L	TLD	10	2001	7C06	14N069	D21	5	1047298	5000	STALLS
2002	8248	S11	1FMYU04112K803205	3.0L	TLD	10	2001	2.00E+03	0E380	D21	7	1880358	13000	DECELL
2002	8248	S11	1FMYU04112K803205	3.0L	TLD	10	2001	1H03	0A40	D21	7	2134243	14000	WHILE DRIVING
2002	8255	S11	1FMYU04112K802885	3.0L	TLD	10	2001	2905	RECALEM	D21	10	2127675	17000	WHILE DRIVING
2002	8260	S11	1FMYU04112K802885	3.0L	TLD	10	2001	2.00E+03	0F715	D21	11	2391828	18000	STALLS
2002	8271	S11	1FMYU04112K802575	3.0L	TLD	10	2001	2905	RECAL	D21	4	828888	4000	STALLS
2002	8272	S11	1FMYU04112K802575	3.0L	TLD	10	2001	2.00E+03	0F715	D21	8	1980888	8000	STALLS
2002	8273	S11	1FMYU04112K802575	3.0L	TLD	10	2001	2901	12A060	D21	4	923820	4000	WHILE DRIVING
2002	8274	S11	1FMYU04112K802575	3.0L	TLD	10	2001	2904	DIAG	D21	4	814881	4000	INTERIOR TROUBLES
2002	8283	S11	1FMYU04112K80101	3.0L	TLD	10	2001	2.00E+03	0F715	D21	5	798005	4000	AT STOP
2002	8284	S11	1FMYU04112K801282	3.0L	TLD	10	2001	2905	RECAL	D21	10	2188577	7000	WHILE DRIVING
2002	8289	S11	1FMYU04112K802885	3.0L	TLD	10	2001	2.00E+03	0F715	D21	8	1815888	7000	WHILE DRIVING

INOP		INOP	EEC (QUICK TEST) DIAGNOSIS
SSM		REPROGRAMMED PCM PER FORD SSM18888	
NFF		EEC,NGB TESTED,NO CODES,COULD NOT DUPLICATE	
REPLACED		EEC,NGB TESTED,REPROGRAMMED PCM,REPLACED IDLE AIR CONTROL VALVE AND THROTTLE BODY	
NO TEXT			
		ROAD TEST ENGINE DID NOT STALL TESTED EEC SYSTEM CLEAR, NO CODES. PERFORMED VISUAL UNDER HOOD INSPECTION AND CHECKED PCM RELAY FOR UPDATED PART OK. REPROGRAMMED PCM AS PER SSM 18888L ROAD TEST	
SSM			
NO TEXT			
REFLASH		WDS TEST PASS MONITOR PIDS ROADTEST DATA MONITOR IAC 40% REPROGRAM PCM RECHECK OK	
REPLACED		RUN TESTS AND REPLACE I.A.C. VALVE AS PER T.S.B. 02 11 08	
REPLACED		DIAG AND PINPOINT TEST RER INSTRUMENT CLUSTER CONTROL VALVE	
TSS		PERFORMED NGB TESTING,NO CODES,PERFORMED TSS02 11 08 (SET CURB IDLE TO SPECS AS PER TSS,ROAD TESTED	
		ROADTESTED VEHICLE,CONCERN DID NOT DUPLICATE,PO RID IS AWARE OF THIS PROBLEM,WE REPLACED EEC POWER RELAY,ALSO REPROGRAMMED PCM WITH LATEST CALIBRATION,RE ROADTESTED OK REMOVED THE BATTERY AND CHECKED	
REPLACED			
REPLACED		EEC TEST MONITOR REPLACE EEC POWER RELAY AND RETEST	
REFLASH		INTERNAL CONDITION WITH PCM. PERF. WDS DIAG, PINPOINT TESTS, DCL DISPLAY TESTS, REPROGRAM PCM	
TSS		0	UNABLE TO DUPLICATE CONCERN,REPROGRAM PCM AS PER TSS,AS A LIKELY
REPLACED		0	EEC TEST,PID MONITOR TEST,REPLACE IAC,RETEST
REPLACED		0	EEC AND MONITOR TEST,REPLACE RELAY,RETEST,ROAD TEST
		REPLACED IAC VALVE AND THROTTLE BODY AND REPROGRAM PCM PER TSS 021108 AFTER EEC TEST NO DTC PINPOINT TEST AS PER BYMPTON DIAG FLOW CHART PID MONITOR FOUND IAC DUTY CYCLE OUT OF SPEC AS PER TSS RFL IAC	
TSS			
		PERFORM ALL STEPS ON TSS 021102, CONTACTED HOTLINE,PERFORM INTERMITTENT DIAG AND CHK CONNECTORS 110,130 AND GROUNDS 100,104,106 AND 300 ALL CHECKING OUT OK, INSTALLED NEW STYLE DPPE SENSOR AND ROAD TEST	
TSS			
		17081 OK FOR DIEB FT D21 KOEC PASS KOEC PASS KOER PASS PIN POINT RUN OASIS TSP 02 11 08 PCM REPRDAG 42 RETEST	
TSS			
		18238 OK FOR DIEB FT D21 KOED PASS KOEC PASS KOER PASS PIN POINT DCL DISPLAY RUN OASIS REPLACE IAC ASP HOT LINE REPLACE FUEL PUMP RELAY ASP HOT LINE RETEST 42	
HOTLINE			
DIAG			
INOP		INOPERATIVE	EEC (QUICK TEST) DIAGNOSIS
REFLASH		REPL PCM AND REPROGRAM PER TECH ASSIST	
		CLOCK RADIO MIRRORS DELAY TIGHTENED CONNECTION LOOSE WIRES FOUND RELAY ON FRONT OF PANEL OR CENTER JUNCTION BOX TIGHTENED CONNECTION MUST HAVE HAD WATER IN IT REINSTALLED PANELS PERFORMED EVAP PRESSURE	
POOR CONNECTION			
		4878 EEC TEST PASS ROAD TEST & OASIS OK. GUIDED DIAG PP TESTS OK. INTERMITTENT DIAG NGB RECORDER MONITOR ROAD TEST OK. SPARK TESTER & FUEL PRESS GAUGE INSTALLED 34841 PSI HOT SOAK N RECK COLD. REPLACE	
REPLACED		REPROGRAM	EEC (QUICK TEST) DIAGNOSIS
REFLASH			
REPLACED			
		MULTIPLE ROAD TESTING WDS DIAG & REPLACE IAC & REPROGRAM PCM ROAD TEST OK	

	VEHICLE INT. STALLS WHILE DRIVING, THEN RESTARTS, NO CHECK ENGINE LIGHTS ARE ON --- SEE BILL HOWELL
	VEH STALLED OUT WHILE DRIVING AT 55MPH RESTARTED OK
	VEH STALLS OUT AT 60MPH STARTS BACK UP OK
	VEH STALLS GOING DOWN THE ROAD
OK	VEHICLE STALLED OUT WHILE DRIVING CUSTOMER STATES THAT THE VEHICLE HAS CUT RUNNING ON HIM TWO DIFFERENT OWNER STATES VEHICLE STALLED WHEN ACCEL AND TURNING INT ERMITTENT VEHICLE STALL ENGINE RESTARTS AND RUNS OK. VEHICLE CUTS OUT WHILE DRIVING WILL RESTART IMMEDIATELY
	CUSTOMER STATES: VEHICLE SHUT OFF WHILE DRIVING
AND TESTED OPEN GROUND WIRING CONNECTOR	CAR SHUT OFF WHEN DRIVING CUST STATES WHILE DRIVING DOWN THE ROAD VEHICLE JUST DIED OUT STALLED TOOK ABOUT 1 HOUR TO RESTART CUST STATES: WHEN SLOWING DOWN TO STOP, ENGINE STALLED, HAPPENED THREE TIMES, A C WAS ON ALL THREE TIMES. CUST STATES HAS HAPPENED TWICE VEH STALLS WHILE DRIVING CUST SMELLS BURNING ODOR CUSTOMER STATES VEHICLE HAS AN INTERMITTENT STALL WHILE DRIVING HAPPENS ABOUT ONCE A WEEK (VEHICLE STARTS RIGHT UP AGAIN) CUST STATES STALLS AT TIMES
VALVE & RETEST STILL FOUND OUT OF SPECS INSTALL NEW THROTTLE BODY AND REPROGRAM PCM TO LATEST CALIBRATION RETEST GOOD AT 38 % TEST DRIVE & PERFORM DCL DISPLAY ALL OKAY AFTER REPAIR T. COULD NOT DUPLICATE, MEET WITH ENGINEER AND SET IDLE SPEED IN GEAR TO AROUND 710RPM NO ACCESSORIES WITH WDS. RETEST DROVE FOUND ALL OK REPORT 888L8007	CUSTOMER STATES THAT THE OIL LIGHT AND BRAKE LIGHT COMES ON THE UNIT THE UNIT DECELERATES TRY TO GIVE GAS IT WONT GO TURN THE UNIT OFF EVERYTHING IS OK CUSTOMER STATES DRIVING ALONG THE UNIT CUTS BUT WILL RESTART LOST POWERSTEERING FIRST THEN THE LIGHTS COMES ON THE UNIT DASH BUT WILL RESTART AND ALL OK
	CUSTOMER STATES VEHICLE DIES WHILE MOVING 40-45MPH, HAS DONE IT SEVERAL TIMES.
	CHECK VEH DIES STALLS OUT INTER WILL RESTART BACK UP STALLS OUT ALL ENGINE TEMPS VEHICLE SHUTS OFF WHILE DRIVING BEE PREVIOUS
OK	CLOCK RADIO MIRRORS DELAY IN COMING ON
D STICKING IAC VALVE.	OK ENGINE STALLS AFTER STARTING AND GOING TO A STOP COLD, AND IDLES ERRATIC CUSTOMER STATES CAR STALLS WHILE DRIVING CUSTOMER STATES: STALLS WHILE DRIVING. USUALLY WHEN SLOWING. HAS HAPPENED 3 TIMES IN A WEEK

2002	6303	S11	1FMYU04112KA99978	3.0L	TLD	10	2001	2.00E+03	9F715	D21	10	2100451	5000	WHILE DRIVING
2002	6304	S11	1FMYU04112KA99980	3.0L	TLD	10	2001	7C05	14N089	D21	2	374720	2000	STALLS
2002	6306	S11	1FMYU04112KA99988	3.0L	TLD	10	2001	9305	RECALEM	D21	8	1920008	8000	DOWNHILL
2002	6307	S11	1FMYU04112KA99115	3.0L	TLD	10	2001	9304	12A990	D21	7	1261743	9000	STALLS
2002	6310	S11	1FMYU04112KA99288	3.0L	TLD	10	2001	9305	RECAL	D21	9	1704167	13000	WHILE DRIVING
2002	6317	S11	1FMYU04112KA97908	3.0L	TLD	9	2001	9304	DIAG	D21	2	288034	1000	WHILE DRIVING
2002	6322	S11	1FMYU04112KA94531	3.0L	TLD	9	2001	9304	12A990	D21	6	757457	9000	WHILE DRIVING
2002	6329	S11	1FMYU04112KA93902	3.0L	TLD	9	2001	9305	RECAL	D21	2	392010	1000	WHILE DRIVING
2002	6324	S11	1FMYU04112KA93902	3.0L	TLD	8	2001	2.00E+03	9E988	D21	6	982349	6000	WHILE DRIVING
2002	6327	S11	1FMYU04112KA93908	3.0L	TLD	10	2001	9305	RECAL	D21	9	1971568	12000	WHILE DRIVING
2002	6328	S11	1FMYU04112KA93908	3.0L	TLD	10	2001	2.00E+03	9F715	D21	9	1054808	12000	WHILE DRIVING
2002	6334	S11	1FMYU04112KA92777	3.0L	TLD	10	2001	9304	DIAG	D21	7	1332155	9000	STALLS
2002	6338	S11	1FMYU04112KA92748	3.0L	TLD	10	2001	2.00E+03	9H307	D21	2	407674	8000	NO TEXT
2002	6355	S11	1FMYU04112KA90229	3.0L	TLD	9	2001	9305	RECAL	D21	5	618871	7000	WHILE DRIVING
2002	6360	S11	1FMYU04112KA99950	3.0L	TLD	9	2001	9304	12A990	D21	6	1241985	11000	STALLS
2002	6377	S11	1FMYU04112KA95428	3.0L	TLD	9	2001	7902	14401	D21	2	494132	1000	WHILE DRIVING
2002	6378	S11	1FMYU04112KA95428	3.0L	TLD	9	2001	7902	14401	D21	9	1898546	10000	DOWNHILL
2002	6381	S11	1FMYU04112KA95933	3.0L	TLD	9	2001	9308	12B577	D21	11	2104981	12000	WHILE DRIVING
2002	6382	S11	1FMYU04112KA44935	3.0L	TLD	9	2001	9304	DIAG	D21	1	221127	0	AT STOP
2002	6394	S11	1FMYU04112KA44585	3.0L	TLD	9	2001	7C05	14N089	D21	3	400319	7000	WHILE DRIVING
2002	6397	S11	1FMYU04112KA43792	3.0L	TLD	9	2001	2.00E+03	9F715	D21	10	1911880	11000	STALLS
2002	6399	S11	1FMYU04112KA43758	3.0L	TLD	9	2001	1A03	9007	D21	9	290147	0	AT IDLE
2002	6404	S11	1FMYU04112KA94433	3.0L	TLD	9	2001	9304	12A990	D21	7	994492	6000	WHILE DRIVING
2002	6412	S11	1FMYU04112KA38581	3.0L	TLD	9	2001	1A03	9007	D21	1	306728	0	NO TEXT
2002	6418	S11	1FMYU04112KA38561	3.0L	TLD	9	2001	1A03	9007	D21	1	236833	0	STALLS
2002	6427	S11	1FMYU04112KA37782	3.0L	TLD	9	2001	7C05	14N089	D21	3	416843	2000	WHILE BRAKING

TSS		VERIFIED, PERFORMED TSB 02 11 08 AS PER INSTRUCTED WITH ADDITIONAL INFO FROM MARK VALLIBEY'S, REPROGRAMMED PCM AND RAISED BASE IDLE, ROAD TESTED
SSM		2508 12850D 2 D7 .1 D45 3 D65 3 D80 .1 9850B .3 18809C 3 C1 2 1490DA A TOTAL 2.2 NGS DIAG KOEO P1000 KOEC P1000 KOER P1000, DCL DISPLAY AND IGN DIAG OK. FUEL PRESSURE IS OK. PINPOINT TEST PER
TSS		COULD NOT VERIFY CONCERN, FOUND SERVICE MESSAGE FOR 8 STEP TEST AND REPAIR. PERFORMED TSB 02 11 08. REPROGRAMMED PCM TO LATEST CALIBRATION. OK NOW. 84908
INOP		PROCESSOR NOT OPERATING PROPERLY EEC (SUICK TEST) DIAGNOSIS
REFLASH		PCM CALIBRATION EEC TEST NO CODES. FUEL PSI 38, BALANCE TEST 80, RECALIBRATE PCM
NPF		1859 DABS AT STOPS D21 NGS TEST TEST EEC PINPOINT TEST CHECK PID DATA DISPLAY ROAD TESTED WITH MICE ROCHON KOED PASS KOEC PASS KOER PASS NO CONCERN FOUND AT THIS TIME 82
REFLASH		WDS TESTED REPROGRAMMED PCM
SSM		CHECKED AND RECEIVED LIST FROM LIST FROM RANDY CORLEW, REROAD TESTED AND UNABLE VERIFY CONCERN CHECKED EEC RELAY AND ALL OK, CHECKED PCM WIRING HARNESS CHECKED IDLE AIR CONTROL DUTY CYCLE AND ALL OK
REPLACED		CAUSE: STALLING CONCERN CONNECTION: PER RANDY CORLEW PERFORMED SERIES OF TESTS, REPLACED IAC VALVE, REPLACED THROTTLE BODY, REPLACED DPFE
ADJUST		NGS TEST SET BASE IDLE
REPLACED		EEC TEST PINPOINT TEST REPLACE EEC AND DPFE AND RELAY
NPF		DIAG MIL LT OFF, EEC TEST KOEO KOER SYSTEM PASS, ROAD TEST 25 MILES AND COULD NOT DUPLICATE CONCERN AT THIS TIME.
REPLACED		OK IGNITION FOR SPARK TEST FUEL PRESSURE, R/FI FUEL PUMP ASSY. RETEST PRESSURE OK WPI
SSM		7086 ROAD TEST BELT TEST KOEC P1111 KOED P1111 KOER P1111 DIAG BY ROUTINE PINPOINT TEST WDS
REFLASH		DATALOGER ELECTRIC FUEL PUMP TEST RUN CAMS FOR SYMPTOM CODES REPROGRAM PCM AS PER SSM 15589 DRIVE CYCL
DIAG		REPROGRAM PCM WITH WDS
TSS		GROUND CIRCUIT NOT COMPLETE. CHECKED GROUNDS 104, 105, 106, 101 ALL OK CHECKED CONNECTORS C276 AT FUSE PANEL, CHECKED IAO PART NUMBER AND EEC RELAY
DIAG		EEC PASSED DID IAC DUTY CYCLE AND PURGE FLOW TESTS AS TSB 02 8 8. OK REPROGRAMMED PCM TO LATEST LEVEL CHECKED GROUNDS G300 AND G100 AND TO RR LEFT SECT. CHECKED GROUNDS 101, 105, 106, ALL OK CHECHE
DIAG		HOOK UP WDS, EEC TEST NO LIGHT NO CODES, FUEL TEST, 85 LBS AND HOLDING, INJECTOR FLOW TEST, PASSED, MONITOR ROAD TEST
NPF		EEC TESTED, NO CODES, MONITORED PIDS, NO PROBLEM FOUND. COULD NOT VERIFY CONCERN
NPF		EEC RELAY FAULTY EEO & DCL DISPLAY TEST PASS PINPOINT TEST, MONITOR PIDS REPLACE EEC RELAY AND OK TEST ALL PASS
TSS		NO CODES PERFORM TSB 2 11 8 REPLACED EEC RELAY IAC THROTTLE BODY EVAPVM VALVE PROGRAMMED PCM TEST DROVE OK
REPLACED		ENG SEIZED SEND TO HEAVY. CP 5007 CC 42 BASIC 5008 REMOVE AND REPLACE ENGINE ASSEMBLY RPLACZ COOLANT 50 40 MIX RETESTED ENG OPNS AS DESIGNED
SSM		PERFORMED WDS SET UP, KOEO & KOER DIAG., MONITORED PIDS, NO DIAG. TESTING CODES IN SYSTEM, FUEL PRESSURE TESTED REPROGRAMMED PCM PER SSM 15589, ROAD TESTED AND RETESTED
ENGINE FAILURE		REQUESTING DEALERS P2A CODE 08142
ENGINE FAILURE		CHECKED FOR ENGINE STALL. FOUND ENGINE WOULD NOT TURN OVER. BACK TURNED ENGINE 7 8 REVOLUTION THEN CRANKED. ENGINE STARTED BUT MADE SEVERE KNOCKING NOISES AND THEN STALLED. CHECKED FOR OIL, O.K. CONT
SSM		8808 EEC TEST REPLACED EEC RELAY PER SSM 15434.

	ENGINE SHUT OFF WHILE DRIVING
FORMED BSM 15434 TESTED BATTERY OK, R&R BATTERY AND BATTERY TRAY FOR ACCESS TO GROUNDS. CHECKED GROUNDS 104, 105, 101, AND 100 ALL OK. REPLACED EBC RELAY, INSPECTED IAC ENGINEERING	ENGINE STALLS, SEE BSM 15434 SEE ATTACHED COPY CUSTOMER STATES THAT ENGINE DIED WHILE COASTING TO A STOP ON SLIGHT DOWNHILL GRADE, 3/8 TANK OF GAS, ENGINE FULLY
	CUSTOMER STATED THAT VEHICLE STALLED WITH A C ON MAX (ERRATIC) CHECK STALLED WHILE DRIVING NO LIGHTS ON RESTARTED RIGHT AWAY.
	CHECK VEH DIED WHILE DRIVING YESTERDAY CUST SAYS ENGINE STALLS IN TRAFFIC RESTARTS RIGHT AWAY
CHECKED	CHECK CUSTOMER STATES THAT WHILE DRIVING AFTER 15 MILES THE VEHICLE JUST QUIT THEN SHUT OFF IGNITION AND STARTED
	CUSTOMER STATES: WHILE DRIVING, ENGINE WILL JUST SHUT DOWN, CHECK & ADVISE VEHICLE STALLS WHILE DRIVING INTERMITTENTLY
	STALLS WHILE DRIVING WITH AC ON AT TIMES LONG CRANK WHEN STARTING AT TIMES OWNER STATES THAT THE CHECK ENGINE LIGHT CAME ON AND VEHICLE STALLED SEE ANDREW
RE TEST RETEST KOEC P1111 KOED P1111 KOER P1111 DIDNOT DUPLICATE STALL AT ANY TIME	CUST STATES WHILE DRIVING CAR SHUT OFF INTERMITTENT ENGINE QUIT
	DIED WHILE DRING CUSTOMER STATES BUT RESTARTED
D PURGE AND IAC OPERATION OK REPLACED MAF IAC AND PFE AS PER HOTLINE.	CUSTOMER STATES VEHICLE STALLS AT TIMES WHEN GOING DOWN HILL
	ENGINE STALLS WHILE DRIVING, STARTS RIGHT BACK UP STALLS WHEN BLOWING TO STOP
	CUSTOMER STATES VEHICLE DIED WHILE DRIVING, RESTARTED RAN O.K., PLEASE CHECK AND ADVISE.
	QUIT RUNNING WHILE DRIVING CHECK ENGINE LIGHT CAME ON STEERING WHEEL HARD TO TURN BRAKES HARD TO MASH CHECK ENGINE LIGHT COMES ON TOWED IN
	THE TRUCK STALLED AT IDLE AND BECAME A NO CRANK NO START. D21
	CHECK CUSTOMER STATES AFTER DRIVING VEHICLE FOR ABOUT 20 MINUTES, CUSTOMER WAS DRIVING ABOUT 40 MPH AND THE VEHICLE
ADVISED HOTLINE. ADVISED TO REPLACE ENGINE ASSEMBLY.	ENGINE STALLED AND WILL NOT RE START, WILL NOT CRANK OVER. VEHIC TOWED IN VEHICLE STALLED OUT CUSTOMER TAPPED BRAKES CK ENGINE LITE COME ON CAR STALLED OUT LITE WENT OUT

2002	8439	811	1FMFYU04112KA2657	3.0L	TALD	8	2001	2004	12A000	D21	10	1891518	4000	WHILE DRIVING
2002	8457	811	1FMFYU04112KA26427	3.0L	TALD	8	2001	2.00E+03	9F715	D21	10	2023928	18000	AT STOP
2002	8462	811	1FMFYU04112KA27527	3.0L	TALD	8	2001	2.00E+03	9E988	D21	4	818993	8000	WHILE DRIVING
2002	8463	811	1FMFYU04112KA27527	3.0L	TALD	8	2001	2005	RECAL	D21	2	367964	2500	WHILE DRIVING
2002	8484	811	1FMFYU04112KA27527	3.0L	TALD	8	2001	2004	DW8	D21	10	2882794	13000	NO TEXT
2002	8485	811	1FMFYU04112KA27527	3.0L	TALD	8	2001	2002	185578	D21	7	1180831	12800	WHILE DRIVING
2002	8485	811	1FMFYU04112KA27527	3.0L	TALD	8	2001	2.00E+04	9C915	D21	8	1558950	13000	WHILE DRIVING
2002	8479	811	1FMFYU04112KA27043	3.0L	TALD	8	2001	2005	RECALEM	D21	7	1108413	6800	WHILE DRIVING
2002	8484	811	1FMFYU04112KA20980	3.0L	TALD	5	2001	7005	14N080	D21	5	717000	4000	WHILE DRIVING
2002	8489	811	1FMFYU04112KA19167	3.0L	TALD	8	2001	2005	RECAL	D21	9	1307078	8000	WHILE DRIVING
2002	8487	811	1FMFYU04112KA19167	3.0L	TALD	8	2001	2.00E+03	9E988	D21	11	1889119	10000	WHILE DRIVING
2002	8602	811	1FMFYU04112KA18280	3.0L	TALD	8	2001	7005	14N080	D21	11	2289388	22000	WHILE DRIVING
2002	8607	811	1FMFYU04112KA14821	3.0L	TALD	8	2001	7005	14N080	D21	10	2088092	6000	WHILE DRIVING
2002	8655	811	1FMFYU04102KD80891	3.0L	TALD	8	2002	1F05	8C807	D21	1	2048888	0	WHILE DRIVING
2002	8630	811	1FMFYU04102KD87826	3.0L	TALD	5	2002	5J09	11882	D21	1	2957792	1000	WHILE DRIVING
2002	8681	811	1FMFYU04102KD63058	3.0L	TALD	5	2002	2.00E+03	9F715	D21	0	2023728	0	STALLS
2002	8632	811	1FMFYU04102KD62085	3.0L	TALD	5	2002	2.00E+03	9F715	D21	1	2091802	0	STALLS
2002	8688	811	1FMFYU04102KD41826	3.0L	TALD	5	2002	2.00E+03	9E988	D21	2	2038884	1000	DOWNHILL
2002	8671	811	1FMFYU04102KD33411	3.0L	TALD	5	2002	2.00E+03	9F715	D21	2	2158805	3000	AT IDLE
2002	8678	811	1FMFYU04102KD11944	3.0L	TALD	4	2002	2.00E+04	9C915	D21	5	2278188	2000	STALLS

1982-827 23892

STALLS CLAIMS 02_08_09:34
STALLS CLAIMS

REFLASH		ROAD TEST NOT ABLE TO VERIFY CONCERN CHECK OASIS FOUND 02 11 08 FOLLOW STEPS REPROGRAM PCM ROAD TEST TO VERIFY
REPLACED		PINPOINT TEST KOEO KOER DATA LOG FUEL SYSTEM RE PLACED DPFE SENSOR REPLACED EEC RELAYS REPLACED IAC VALVE REPROGRAM PCM SET IDLE
TSS		CHECKED AND RAN THRU OASIS AND FOUND NEW TSS AND REMOVED AND REPLACED AIR BY PASS VALVE, THROTTLE BODY, DPFE SENSOR AND REPROGRAMMED PCM AND REROAD TESTED 7 MILES AND RECHECKED OPERATION AND ALL OK 2H
SSM		HOOKED UP TO WDS AND RAN KOED AND ALL PASSED CODES, CHECKED KOED AND ALL PASSED, RAN ON OASIS AND SSM 15404 CHECKED ALL ITEMS ON LIST AND ALL OK, REMOVED BATTERY TRAY AND CLEANED GROUNDS AND REMOVED P
TSS		VERIFY THAT TSS 02 11 08 HAS BEEN DONE INSPECT PCM HARNESS MAP GSKT DPFE SENSOR CHECK CONNECTORS FOR WATER INTRUSION RVR BATTERY TRAY AND CHECK GROUNDS CHECK OXP HARNESS NEAR IAC COMPRESSOR
HOTLINE		RECHECKED SPECIAL SERVICE MESSAGE AND CHECKED PCM AND HAS LATEST CALIBRATION IN IT, CHECKED ALL UPDATED PARTS CHECKED IDLE ATP VOLTAGE AT .24 VOLTS 32 AND ALL OK, CALLED HOTLINE AND TALKED TO ADAM AND
REFLASH		CHECKED AND UNABLE TO VERIFY CONCERN. BROUGHT IN AND TESTED SYSTEM AND ALL PASSED CODES, CALLED HOTLINE, INSTALL UPDATED DPFE SENSOR VAPOR MANAGEMENT VALVE, RECALIBRATED PCM TO NEWEST UP DATES, NO
SSM		TEST DROVE RAN EEC NO CODES OK EVAP VENT & REPROGRAMMED PCM PER SSM
SSM		NO LIGHT ON TEST WITH WDS KOEO PASS CONT PASS KOERPASS FUEL PRESSURE LEAKDOWN TEST PASS REL BLEETO R FLOW TEST PASS POWER BALANCE TEST PASS DATA LOGGER TEST PASS REPROGRAM THE PCM PER SSM 15589 REPLA
TSS		ROAD TEST VEHICLE CONNECT WDS PERFORM QUICK TEST NO CODES CHECK OASIS FOR SSM OR TSS INFORMATION CHECK AND REPROGRAM PCM TO LATEST CALIBRATION RTEST OK
TSS		VERIFY STALL, OUT HOOK UP WDS NO CODES OK OASIS, TSS 02 11 08, RECHECK PCM CALIBRATION, OK OK IAC DUTY CYCLE, OUT OF RANGE REPL IAC RECHECK DCL DISPLAY, STILL OUT OF RANGE REPLACE THROTTLE BODY RECH
TSS		22650 EEC TEST NO CODES,NORMAL DIAG. OK TSS 02 11 08 REPROGRAM PCM REPLACED PCM POWER RELAY USE WDS.
INOP		FAILED EEC POWER RELAY EEO (QUICK TEST) DIAGNOSIS
REPLACED		770 SHORTED OPEN WDS KOEO POKEY DCL MONITOR PINPOINT REPLACE EGR SENSOR RETEST KOER PASS PER SERMESSAGE REPLACE COOLING FANS RETEST OPERATION OK
TSS		EEC TESTED, B1502, CHECKED ALL PROGRAMS INTER002116, PINPOINT TESTS ON IGNITION, REPLACED IGNITION TUMBLER, RETESTED
REPLACED		242 DIES AT STOPS 02 11 08 TEST TEST EEC RETEST PINPOINT TEST CHECK PID DATA DISPLAY MONITOR ROAD TEST REPLACE PCM POWER RELAY REPLACE IAC VALVE KOEO PASS KOEC PASS KOER PASS OPEN 28
TSS		TESTED AND ROADTESTED AS PER TSS 02 11 08 AND FOUND AND REPLACED THE VMV AND THE IAC SOLENOID RETESTS AND ROADTESTS GOOD
TSS		CAUSE PERFORMED TSS 2 11 08 CORRECTION: CHECKED VAPOR MANAGEMENT VALVE OPERATION, REPLACED THE DPFE SENSOR,MASS AIR FLOW SENSOR, EEC RELAY,BYPASS VALVE & THROTTLE BODY WITH UPDATED PART #6, RESET THE
STICKING		IAC VALVE STICKS THROTTLE BODY AIR INTAKE REPLACE, RAN ALL TESTS, INSTALLED NEW
REFLASH		2264 VMV RELAY WARRANTY WDS TESTING EEC TEST NO CODES PINPOINT TEST IN SYMPTOM CHART DIAG CHECK INTAKE, IGNITION AND FUEL SYSTEMS OK PID DATA DISPLAY MONITOR RECORDER IAC,VMV PIDS AND DUTY CYCLE

ENR2-827 23003

	CHECK VEHICLE QUIT WHEN DRIVING, THEN RESTARTED HAS ONLY HAPPENED ONCE, JUST HAD A PROBLEM SINCE, CHECK T88 8
	CHECK FOR ENGINE STALL AT STOPS
OP FOREMAN	CHECK CUSTOMER STATES THAT VEHICLE IS STALLING OUT WHILE DRIVING AND IF YOU PULL OVER AND SHUT THE VEHICLE
CM AND CHECK FIDS, REPROGRAM PCM, CHECK ALL GROUNDS	CHECK CUSTOMER STATES THAT VEHICLE STALLED OUT ON THE WAY TO WORK FRIDAY MORNING, WHILE GOING AROUND A BEND
INFORMED MASS AIR	CHECK CUSTOMER STATES THAT WHILE DRIVING TO WORK THE VEHICLE QUIT AGAIN ON THE SAME HILL THAT IT PREVIOUSLY
AD TESTED	CHECK CUSTOMER STATES THAT VEHICLE JUST QUIT ON MCKINIGHT ROAD AGAIN AND STARTED RIGHT BACK UP. TOWED IN CHECK AND STALLED WHILE DRIVING ENGINE STILL COOL SPECIAL SERV MESSAGE
CE THE EEC RELAY AS PER 80M 13589 RETEST THE EEC SYSTEM WITH WDS AND KOEO PASS CONT PASS KOER PASS	VEHICLE JUST SHUT OFF WHILE DRIVING LAST FRIDAY WHILE DRIVING CUSTOMER STATES VEHICLE STALLED OUT VEHICLE RESTARTED OK HAS NOT OCCURED SINCE
EOK, OK TEST DRIVE & MONITOR EVA PVM & FTP FOUND VAV DUTY CYCLE STOPPING REPL VAV VALVE INSTALL UPDATED POWER EEC RELAY TEST DRIVE CLEAN PCM AND CODES, RECHECK OKAY	CUSTOMER STATES THAT FOR THE LAST TWO DAYS THE VEHICLE STALLS OUT WHILE DRIVING WHEN OCCURS PULLS OVER AND VEHICLE WILL RESTARTS OK
	VEHICLE STALLS WHILE DRIVING
	CUSTOMER STATES VEHICLE DIED WHEN GOING DOWN ROAD
	OK ENGINE STALLED WHILE DRIVING AT HY WAY SPEED, ADVISE
	CHECK QUIT WHILE DRIVING RESTARTED OK
	CUSTOMER STATES VEHICLE DIES, ENGINE LIGHT CAME ON, WENT REAL SLOW LIKE IT WAS RUNNING OUT OF JUC
	CUSTOMER STATES THE VEHICLE HAS SHUT OFF TWICE 1 XIL 019
BASE IDLE, RECALIBRATE PCM, CHECK ALL GROUNDS AND CONNECTIONS, REPLACE VAPOR MANAGEMENT VALVE, RECHECK, OK AT THIS TIME	CUSTOMER STATES: WAS GOING DOWN HILL WHEN ALL DASH LIGHTS CAME ON. SAYS VEHICLE WAS RUNNING. CHECK & CHECK OWNER STATES, ENGINE STALLS ON DECEL AND ALSO ENGINE MAKES A WHINING NOISE AT IDLE
8 REPLACE IAC, VAV AND THROTTLE BODY ASSY, ALONG WITH EEC RELAY AND REPROGRAM PCM AS PER T88 02 11 09 RETEST VEHICLE NO DPLICATION OF CUST CONCERN	CUSTOMER VEHICLE JUST DIES

2002	6582	S11	1FMYU041029C001980	S.O.L	TALD	4	2002	2902	12B578	D21	3	3010436	3000	WHILE DRIVING
2002	6588	S11	1FMYU041029C069688	S.O.L	TALD	4	2002	7C06	14N089	D21	3	2385344	1000	WHILE DRIVING
2002	6589	S11	1FMYU041029C083789	S.O.L	TALD	4	2002	2.00E+03	8F715	D21	2	2274181	2000	DOWNHILL
2002	6594	S11	1FMYU041029C085789	S.O.L	TALD	3	2002	2.00E+03	8E998	D21	4	2112884	4000	WHILE DRIVING
2002	6595	S11	1FMYU041029C083788	S.O.L	TALD	3	2002	2.00E+03	8F715	D21	2	1781188	2000	DOWNHILL
2002	6608	S11	1FMYU041029C74108	S.O.L	TALD	3	2002	2904	DIA9	D21	3	2012798	4000	WHILE DRIVING
2002	6614	S11	1FMYU041029C71885	S.O.L	TALD	3	2002	7C06	14N089	D21	4	2178951	11000	WHILE DRIVING
2002	6618	S11	1FMYU041029C58889	S.O.L	TALD	3	2002	2906	RECAL	D21	3	2323382	3000	WHILE DRIVING
2002	6618	S11	1FMYU041029C56949	S.O.L	TALD	3	2002	2.00E+03	8F715	D21	4	1988530	6000	STALLS
2002	6629	S11	1FMYU041029C36318	S.O.L	TALD	2	2002	2.00E+03	8F715	D21	4	2158066	5000	STALLS
2002	6631	S11	1FMYU041029C38402	S.O.L	TALD	3	2002	2.00E+04	8C915	D21	3	2138562	4000	STALLS
2002	6634	S11	1FMYU041029C357049	S.O.L	TALD	2	2002	2.00E+04	8C915	D21	6	2148848	7000	WHILE DRIVING
2002	6636	S11	1FMYU041029C38404	S.O.L	TALD	2	2002	2904	12A850	D21	2	1111544	38000	WHILE DRIVING
2002	6638	S11	1FMYU041029C38878	S.O.L	TALD	3	2002	2904	12A850	D21	1	685300	0	WHILE DRIVING
2002	6641	S11	1FMYU041029C229582	S.O.L	TALD	2	2002	2.00E+03	8F715	D21	6	2066947	6000	WHILE DRIVING
2002	6645	S11	1FMYU041029C28817	S.O.L	TALD	2	2002	2.00E+03	8F715	D21	2	1440943	1000	WHILE DRIVING
2002	6647	S11	1FMYU041029C28837	S.O.L	TALD	2	2002	2.00E+03	8F715	D21	3	1727737	2000	STALLS
2002	6662	S11	1FMYU041029C18974	S.O.L	TALD	2	2002	2904	DIA9	D21	3	1857868	5000	ON HIGHWAY
2002	6666	S11	1FMYU041029C288304	S.O.L	TALD	1	2002	1H03	8J480	D21	5	2427347	6000	STALLS
2002	6670	S11	1FMYU041029C87388	S.O.L	TALD	1	2002	2902	12B578	D21	3	1182888	2000	WHILE DRIVING
2002	6682	S11	1FMYU041029C38888	S.O.L	TALD	2	2002	2.00E+03	8F715	D21	1	1751521	0	WHILE DRIVING
2002	6681	S11	1FMYU041029C88121	S.O.L	TALD	1	2002	2.00E+03	8F715	D21	3	1637406	1000	COASTING
2002	6684	S11	1FMYU041029C28884	S.O.L	TALD	2	2002	2904	DIA9	D21	3	1789111	5000	DOWNHILL
2002	6701	S11	1FMYU041029C877089	S.O.L	TALD	1	2002	2.00E+03	8F715	D21	1	684679	0	AT STOP
2002	6710	S11	1FMYU041029C35474	S.O.L	TALD	12	2001	2906	RECAL	D21	2	813083	1000	WHILE DRIVING
2002	6714	S11	1FMYU041029C878216	S.O.L	TALD	1	2002	2904	12A850	D21	6	1888848	6000	AT STOP
2002	6715	S11	1FMYU041029C878208	S.O.L	TALD	12	2001	2904	12A850	D21	8	2273146	2000	WHILE DRIVING

T88		CUTSOFF AT 45 MPH EEC TEST NO CODES RAN OASIS CK T88 021105, PERFORMED T88 STEP BY STEP REPROGRAMMED PCM VERIFIED IAC OPERATION CK EVAP SYSTEM WITH WDS CK EEC POWER RELAY ALL OK NEVER DUPLICATED PROBLE
T88		1848 BASIO 12A860 CC 55 KOEO 1111 KOERC 1111 KOERT1111 ROAD TEST BY TECHS 136 AND 8896 CUSTOMER CONCERN STALLS NOT FOUND WDS DIAG QUICK TEST PASSED AS PER T88 02 11 08 INFO ONLY FUEL PRESSURE TEST DCL D
REPLACED		RAN EEC TEST CHECK CALIBRATION OK REPLACED IDLE AIR CONTROL
REPLACED		ROAD TEST AND REPLACE THROTTLE BODY.
REPLACED		WDS TEST, PINPOINT, REPLACE AIR BY PASS VALVE, AND RETEST.
T88		WDS EEC, CHECK FOR T88 DATALOGGER IAC 34.88% OK, FTD 2.2 OK, EEC RELAY OK
REPLACED		REMOVE AND REPLACE IAC AND RESET IDLE, RELEARN IDLE STRATEGIES AND RETEST OK
T88		RDT CODE TEST CHECK T88 SEM, OASIS REPROGRAMMED THE PCM PER T88 02 11 6
REPLACED		R&R IDLE AIR CONTROL VALVE
T88		T88 02 11 6 RUN DIAGNOSTICS, FUEL PRESSURE TEST, (T88) REPLACE IDLE AIR CONTROL MOTOR AND POST ROAD TEST
STICKING		STICKS REPLACED REGULATOR
T88		PER T88 #02 11 6 VALVE ASSEMBLY FUEL VAPOR STORAGE CANISTER PURGE REGULATOR
SEM		TST DRIVE UNABLE TO VERIFY CONCERN, WDS, DATALOGGER, PINPOINT, NOT CONCERNS FOUND. RAN OASIS, FOUND SEM16586 TO REPROGRAM PCM. DROP EVAP CANISTER AND CK VALVE BLEW AIR UP TUBE OK. REPPR PCM. RE TEST, OKAY
SEM		ROAD TESTED, SCOPED ON G WDS, REPROGRAM PCM TO LATEST CALIBRATION PER SEM 125457
T88		8785 SEE BELOW. EEC QUICK TEST DIAGNOSIS NO DTGS ANY MODE. NGS DCL DISPLAY TEST ALL SENSOR READINGS GOOD. NGS RECORDER MONITOR ROAD TEST ROAD TESTED AND FOUND ALL SENSOR READINGS O.K. WITH NO STAL
T88		1479 NGS EEC SELF TEST DCL DISPLAY DCL RECORDER MONITOR PERFORMED TEST PER T88 02 02 05 PINPOINTED AND REPLACED IAC PER T88 EEC RELAY, T BODY AND VVV ALL CHECK GOOD PLEASE ALLOW M TIME FOR ABNORMAL
T88		1 VERIFIED CONCERN PERFORMED TESTING SCANNED FOR CODES PASS CHECKED OASIS FOUND T88 PERTAINING TO CONCERN CALLING TO REPLACE IAC MOTOR INSTALLED NEW IAC MOTOR MONITORED PIDS ROAD TEST RETEST OK
REPLACED		ROAD TEST OK, STAR TEST P1000 PASS.
REFLASH		CHECKED OUT FOUND WATER IN PFE SENSOR REPLACED PFE SENSOR, OK AT THIS TIME
REFLASH		IDLE SPEED LOW RAN SERVICIAL TEST PER FORD HOT LINE CK BATTERY CK ALTERNATOR PERFORMED PCM RECALL ADJUSTED CURB IDLE ROAD TESTED SERVICIAL MILES TO VERIFY CUSTOMERS CONCERN
REPLACED		EEC TEST WDS TEST PINPOINT TEST FUEL PRESSURE TEST PID MONITOR TEST CHECK AND REPROGRAM PCM
REFLASH		CHECK AND REPLACE IAC VALVE CHECK EEC RELAY CHECK VAPOR MANAGEMENT VALVE ADJUST BASE IDLE RETEST VERIFIED RE
REFLASH		EEC TEST MONITOR AND TEST IGNITION RESET BASE IDLE AND IAC REPROGRAM PCM AND RETEST
T88		CORRECTION: WDS HOOKUP AND ANALYSIS, ALSO FOLLOWED T88 PINPOINT TESTS, NO PROBLEM FOUND
REFLASH		1 EEO TEST NO CODES, FUEL PRESSURE TEST .95 PSI AND HOLDING, IGNITION TEST, ALL CIRCUITS AND TIMING ADVANCE CHECKED GOOD
REFLASH		EEC TEST NO CODES, FUEL TEST, IGNITION TEST, ROAD MONITOR TEST, PINPOINT TEST, REPROGRAMMED PCM, RETEST_4254
REFLASH		COMPUTER DIAG SYSTEM RESET BASE IDLE REPROGRAM PCM
DIAG		D21 EEC (QUICK TEST) DIAGNOSIS

<p>M CALLED HOTLINE SPOKE WITH ALEX HE SAID TO REPLACE DPFE AND MAF CKED C110,C133,G380,G100,G104,G105 FOR CHAFED WIRES NONE FOUND AT AC COMPRESSOR TEST DROVE EVERYTHING CKED FINE AT THIS TIME</p>	<p>OK CUSTOMER STATES VEHICLE CUTSOFF WHILE DRIVING AT 45 60MPH AND STARTS FIGHT BACK UP AFTER IT CUTSOFF SEE TSB</p>
<p>REPLAY REPLACE PCM POWER RELAY AND ISC ACTUATOR AND REPROGRAM PCM TO LATEST LEVEL, RETEST OK</p>	<p>CUST STATES CAR STALLED WHILE DRIVING AND TOOK 3 TRYS TO RESTART OK AND ADVISE WHEN GOING DOWN HILL AND APPLYING THE BRAKES THE ENGINE WILL STALL. STALLS WHILE DRIVING ON DECEL.</p>
	<p>CUSTOMER STATES WHEN GOING DOWN A HILL VEHICLE STALLED OUT CUSTOMER STATES ENGINE STALLS WHILE DRIVING AT ABOUT 45 MPH HAS HAPPENED SEVERAL TIMES RECENTLY.</p>
	<p>CUSTOMER STATES SHUT OFF WHILE DRIVING DIAGNOSE AND TEST SYSTEM CUST STATES ONE TIME WHILE DRIVING THE ENGINE HAD SHUT OFF AND ALL THE LIGHTS HAD COME ON IN THE DASH AND THE ENGINE HAD RESTARTED UP CAR KEEPS STALLING</p>
	<p>CHECK FOR ENGINE STALLING OUT CHECK CUSTOMER CONCERN THAT VEHICLE STALLED OUT INSTALL SOP C.B. ENGINE INTERMITTENTLY DIES WHILE DRIVING DOWN THE HIGHWAY ENGINE WILL RESTART IMMEDIATELY</p>
<p>NOW.</p>	<p>ADVISE CLIENT STATES STALLED WHILE DRIVING, STARTED RIGHT BACK UP OK FOR TSB. ENGINE STALLS OUT WHILE DRIVING</p>
<p>L MECHANICAL TIME REQUIRED TO CHECK EEC RELAY, O.K. PER TSB 02 11 06. ALSO TIME TO CHECK EVAP. OPERATION PER TSB 02 11 06, EVAP. OP. O.K. POUND INTERMITTANT DPFE SENSOR DROP OUT, DIAG RETEST ROAD TEST EXTENSIVELY KOED PASS KOEC PASS KOER PASS 6.40 HOURS MT TIME ABNORMAL DIAG PER HOTLINE AND TO REPLACE MAF. MT TIME FOR MTBF715 HAS BEEN ADJ THIS</p>	<p>CUST STATES CUTS OUT WHILE DRIVING DRI CUST STATES ENGINE DIED 1 TIME WHILE DRIVING, ON ACCELL FROM A STOP. STARTED FIGHT BACK UP.</p>
	<p>CUSTOMER STATES ENGINE DIED DOWN OIL LIGHT CAME ON TACH WENT TO ZERO CK FOR STALLED OUT 1 TIME AT HIGHWAY SPEEDS CUSTOMER STATES VEHICLE STALLS GOING DOWN THE ROAD</p>
	<p>DIED WHILE DRIVING, RESTARTED OK, HAPPENED ONCE CUSTOMER WAS DRIVING VEHICLE FOR ABOUT FIFTEEN MINUTES CITY DRIVING AND VEHICLE JUST STALLED OUT AND THEN STARTED RIGHT BACK UP ONLY HAS HAPPENED ONE TIME CUST STATES VEHICLE STALLS OUT WHILE COASTING DOWN A HILL</p>
<p>PAIR</p>	<p>CUSTOMER STATES: STALLS GOING DOWN HILL CUST STATES CHECK FOR WHILE AT IDLE AT STOP LIGHT VEHICLE SHUT OFF CUB STATES DRIVING DOWN ROAD AND THE ENGINE DIED IT TOOK 15 MIN TO START BACK UP CUB HAD TO CRANK FOR SEVERAL MIN VEHICLE STALLS AT STOPS WHILE DRIVING ABOUT 40 MPH THE P S LOST ASSIST, THE OIL LIGHT CAME ON AND THE TACH DROPPED. DRIVER TURNED KEY OFF & RESTARTED ENGINE BEEN OK SINCE.</p>

2002	6721	S11	1FMYU04102KB97300	3.0L	T/LD	12	2001	2304	12A880	D21	8	1256885	1000	STALLS
2002	6722	S11	1FMYU04102KB97300	3.0L	T/LD	12	2001	2302	12B679	D21	8	2024828	8000	WHILE DRIVING
2002	6724	S11	1FMYU04102KB97181	3.0L	T/LD	12	2001	2304	12A880	D21	8	1152791	4000	NO TEXT
2002	6725	S11	1FMYU04102KB97181	3.0L	T/LD	12	2001	2F02	9E926	D21	7	2300314	8000	WHILE DRIVING
2002	6726	S11	1FMYU04102KB98258	3.0L	T/LD	12	2001	2.00E+03	9E926	D21	7	1947992	8000	WHILE DRIVING
2002	6729	S11	1FMYU04102KB98211	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	8	2400044	18000	DECELL
2002	6735	S11	1FMYU04102KB4488	3.0L	T/LD	12	2001	2304	12A880	D21	8	1635072	2600	WHILE DRIVING
2002	6739	S11	1FMYU04102KB4202	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	8	1574438	8000	WHILE DRIVING
2002	6740	S11	1FMYU04102KB44040	3.0L	T/LD	12	2001	2305	RECAL	D21	7	1680008	7000	WHILE DRIVING
2002	6741	S11	1FMYU04102KB44040	3.0L	T/LD	12	2001	2304	DIAG	D21	7	2048482	7000	WHILE DRIVING
2002	6742	S11	1FMYU04102KB93700	3.0L	T/LD	12	2001	2305	RECAL	D21	8	2878214	13000	WHILE DRIVING
2002	6743	S11	1FMYU04102KB93900	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	7	2395480	4000	WHILE DRIVING
2002	6748	S11	1FMYU04102KB54580	3.0L	T/LD	12	2001	2.00E+03	9E926	D21	4	1097845	5000	WHILE DRIVING
2002	6747	S11	1FMYU04102KB44588	3.0L	T/LD	12	2001	2304	DIAG	D21	2	737876	0	WHILE DRIVING
2002	6748	S11	1FMYU04102KB54588	3.0L	T/LD	12	2001	2304	DIAG	D21	6	1659496	4000	WHILE DRIVING
2002	6750	S11	1FMYU04102KB33883	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	7	2278817	10000	LOW SPEEDS
2002	6754	S11	1FMYU04102KB62280	3.0L	T/LD	12	2001	2304	12A880	D21	8	1584048	8000	DOWNHILL
2002	6755	S11	1FMYU04102KB62782	3.0L	T/LD	12	2001	2.00E+03	9H307	D21	8	1720782	8000	WHILE DRIVING
2002	6789	S11	1FMYU04102KB46004	3.0L	T/LD	12	2001	2304	DIAG	D21	8	2308589	8000	DOWNHILL
2002	6787	S11	1FMYU04102KB44077	3.0L	T/LD	12	2001	2304	DIAG	D21	6	1150871	9000	WHILE DRIVING
2002	6788	S11	1FMYU04102KB44077	3.0L	T/LD	12	2001	2305	RECAL	D21	7	1706633	14000	ON HIGHWAY
2002	6777	S11	1FMYU04102KB39891	3.0L	T/LD	12	2001	2305	RECAL	D21	7	1799874	7000	WHILE DRIVING
2002	6780	S11	1FMYU04102KB39897	3.0L	T/LD	12	2001	2.00E+03	9F715	D21	2	680738	1000	WHILE DRIVING
2002	6784	S11	1FMYU04102KB32835	3.0L	T/LD	12	2001	1H08	9M480	D21	8	2437133	5000	WHILE DRIVING
2002	6785	S11	1FMYU04102KB39895	3.0L	T/LD	12	2001	7C05	14N089	D21	2	827707	0	STALLS

DIAG	ENGINE STALLED	EEC (QUICK TEST) DIAGNOSIS
DIAG	ENGINE IS STALLING	EEC (QUICK TEST) DIAGNOSIS
NO TEXT		
ADJUST	PERFORMED SYSTEMS TEST, NO CODES, PERFORMED THROTTLE BODY MODIFICATION SET AIR BYPASS % PER FORD ENGINEER JIM C.	
REPLACED	EEC TEST CODE P0601, NGS DISPLAY DPFE 30V, PINPOINT DIAG REPLACED SHORTED DPFE SENSOR, CHK IAC DUTY CYCLE 30PCT REPLACED IAC RETEST 38PCT REPLACED TH ROTTLE BODY IAC DUTY AT 38PCT, REPROG PCM WITH LAT	
REPLACED	DIAGNOSE WITH WDS FIND CODE P0605 CHANGE THE IAC VALVE DID KOER TEST AND CHECKED OUT OK	
REFLASH	VERIFIED EEC TEST EEC MONITOR IAC DUTY CYCLE PINPOINT TEST REPROGRAMMED PCM RETEST OK	
REPLACED	RUN EEC TEST REPLACE IAC & REPROGRAM COMP	
REFLASH	7861 WDS TEST NO CODES PINPOINT ROAD TRST 15 MILES CAR DID NOT STALL COULD NOT DUP CONCERN RESET KAM REPROGRAM PCM ROAD TEST STILL DID NOT STALL	
NPF	7861 ROAD TESTED AND ROAD TESTED AND ROAD TESTED COULD NOT VERIFY CONDITION WDS TEST NO CODES PINPOINT TEST PID DATA HOOK UP RECORDER AND ROAD TEST CONDITION DID NOT ACCURE MONITOR ING STATUS AND A	
TSS	0	REPROGRAM PCM PER TSB 02 11 08
DIAG	ROAD TEST VEHICLE EEC TEST WITH WDS NO CODES PERFORM PIN POINT TEST MONITOR FUEL TRIM CHECK FUEL PRESSURES CHECK	
TSS	CHECKED AND PERFORMED EEC TEST AND NO CODES, TEST DROVE WITH NGS AND PERFORMED COMPLETE LIST FOR ESCAPE STALLING, CHECKED CONNECTION FOR WATER ADM NO CORROSION AND TIGHT IN LEFT ROCK PANEL, REMOVED SEA	
NPF	TESTED EEC WITH NGS, NO DTC. ROAD TESTED. NO PROBLEM FOUND AT THIS TIME. OASIS CODE 60700.	
NPF	TESTED EEC WITH NGS, NO DTC. COULD NOT DUPLICATE CONCERN AT THIS TIME. OASIS CODE 60700.	
REPLACED	EEC TEST, DCL, FUEL PRESSURE TEST, CHECK FOR SPARK, OK. PULL PIDS FOR IAC, IAC OUT OF RANGE. PINPOINT TEST FOUND IAC BAD. REPLACE IAC AND RETEST.	
REFLASH	8484 KOER P1111 KOER P1111 KOER P1111 7867 3.0L REPROGRAMMED PREDECESSOR HOOKED UP WDS EEC TEST DCL DISPLAY TO MONITOR IAC PIDS REPROGRAMMED PROCESSOR RETEST NO LOG USED WDS QC BY 385 ROADTEST	
REPLACED	RAN NGS TEST AND PINPOINT TEST SYSTEM PASSED PERFORMED FUEL PRESSURE TEST FOUND TEST LEAKED DOWN TO 5.0 IN 1.28 MINS REPLACED FUEL PUMP	
NPF	ROADTEST VEHICLE UNABLE TO DUPLICATE STALLING CONDITION EEC TEST PASS CODES NO APPLICABLE OASIS MESSAGES NO PROBLEM FOUND AT THIS TIME	
NPF	INSTALL ON WDS, RUN STAR TEST, PASS CODES ROAD TEST, NO PROBLEM FOUND	
TSS	ROAD TEST VEHICLE CHECK OASIS FOR 88M AND TSS INFORMATION FOUND TSS 02 11 08 CORRECT WDS PERFORM KOER AND KOER TESTS NO CODES DCL MONITOR PIDS FOR IDLE AND EVAPORATIVE SYSTEM OK PERFORM PCM REPROGRAM	
TSS	7861 INTERMITTENT DIES W RAN A BELF TEST AND FOUND NO CODES PRESENT. NEXT LOOKED UP TSS8 AND FOUND TSS# 02 11 8 AND IT SAID TO MONITOR THE IAC %, ECT AND THE RPM AN D IF THE IAC WAS BETWEEN 32 A	
DIAG	ENGINE STALLED	EEC (QUICK TEST) DIAGNOSIS
TSS	EEC TEST PASS CODES MONITOR EVAP PIDS RPN REPLACE DPFE SENSOR AS PER TSB 02 11 08 1	
REPLACED	DIAGNOSTICS AND REPLACE EEC RELAY AND REPROGRAM PCM	

	CUSTOMER STATES ENGINE STALLED.
	CUSTOMER STATES ENGINE IS STILL STALLING WHILE DRIVING
	CUSTOMER STATES THAT THE VEHICLE STALLS OUT WHILE DRIVING ONCE IN A WHILE UP OR DOWN A HILL.
BEST CALIB,CHK EVAP SYS WORKING PROPERLY CHECK BEO POWER RELAY OK ROAD TEST OK RETEST CODE P1000	CUSTOMER STATES VEHICLE HAS DIED 3 TIMES THIS WEEK WHILE DRIVING,SEEMED TO HAPPEN WHEN LETTING UP ON THE GAS TO COAST.
	CAR IS STALLING OUT INTERMITTENTLY WHILE DECELERATING AND BATTERY AND OIL INDICATORS WERE ILLUMINATED
	CUSTOMER STATES THE ENGINE CUTS RUNNING WHILE DRIVING (2X)
	CUST STATES THAT THE CAR WILL STALL OUT ALL BY ITSELF WHEN DRIVING (2X AND ADVISE) 1ST TIME IN FOR CONCERN
	CUST STATES WHEN DRIVING ALONG TODAY ABOUT 30MPH, THE CAR STALLED, STARTED BACK UP AND RAN OK
IN BY PASS PERCENTAGE ETC ALL REFERANCE VALUES PERTAINING TO CONDITION NORMAL COULD NOT VERIFY CONDITION AT THIS TIME CALLED CUSTOMER OVER BUMPY ROADS REROAD TEST NO PROBLEM FOUND	CUST STATES WAS DRIVING ALONG IN TRAFFIC ABOUT 30 MPH AND CAR STALLED, STARTED BACK UP OK
	CUSTOMER STATES VEHICLE CUTS OUT AFTER DRIVING FOR 10 MINUTES WILL RESTARTUP RIGHT AWAY
	WHEN DRIVING AT 40MPH THE TRUCK WILL JUST DIE OUT HAS HAPPENED TWICE VEHICLE RESTARTS RIGHT AWAY
T TRIM AND CHECKED	CHECK CUSTOMER STATES THAT WHILE DRIVING DOWN HILL LOST POWER STEERING AND LOOKED DOWN AND ALL INDICATOR LIGHTS
	CK STALLED WHILE DRIVING AND CK ENGINE LIGHT CAME ON, RESTARTED WHEN CUSTOMER TRIED TO RESTART VEHICLE
	CK STALLED WHILE DRIVING AT 30 MPH ONCE STOPPED RESTARTED
	OS VEH CUT OFF IN TRAFFIC WHEN TRAVELING AT LOW SPEEDS. VEH WOULD START BACK UP AND CHECK ENGINE LIGHT DID NOT COME ON
	AT TIMES AFTER WARM UP ENGINE WILL DIE ON DOWNHILL GRADE WHEN FOOT LIFTED FROM GAS PEDAL PUT IN NEUTRAL AND RESTARTS OKAY
	CUSTOMER STATES WHILE DRIVING VEH ENGINE FELT LIKE IT SHUT DOWN,NO POWER STEERING,AND ALL INDICATORS ON DASH CAME ON THEN ENGINE STARTED BACK UP BY ITSELF
	OWNER STATES CAR STALLS WHEN GOING DOWN HILL,CK AND ADVISE, WHILE DRIVING VEHICLE SHUT OFF,IT DID RESTART...ONLY HAPPENED ONE TIME.
PER TSB ROAD TEST OK	DIAGNOSE THURSDAY WHEN GOING TO GET ON HIGHWAY CAR STALLED OUT WAITED 5 MIN CAR RESTARTED FRIDAY ON A GRADE IT SPUTTERED
IND 40 % WITH ECT AT 150 OR ABOVE AND RPM AT 700, AND THE PCM PART # MPC 101 TO REPROGRAM PCM. FIRST MONITORED THE PIDS ON THE ABOVE INFOR AND THE IAD WAS AT 30% AT THE ABOVE	CUST STATES TRK DIES ON ROAD AT 45MPH AND RESTARTED OK
	DRIVING ALONG CAR SLOWED DOWN...AND STALLED...PUT IN PARK AND IT RESTARTED...
	CUSTOMER STATES VEHICLE STALLS INTERMITTANTLY WHILE DRIVING
	CUSTOMER STATES VEHICLE STALLED OUT

ENR2-827 23788

2002	6793	S11	1FMVU041029B30061	S.O.L.	T/LD	11	2001	2.00E+03	9F715	021	6	2144913	6000	WHILE DRIVING
2002	6794	S11	1FMVU041029B30065	S.O.L.	T/LD	11	2001	7V01	12A991	021	3	661120	1000	WHILE DRIVING
2002	6795	S11	1FMVU041029B30213	S.O.L.	T/LD	11	2001	2.00E+03	9F715	021	4	653584	4000	COASTING
2002	6797	S11	1FMVU041029B30255	S.O.L.	T/LD	11	2001	2904	12A990	021	3	620432	8000	WHILE DRIVING
2002	6798	S11	1FMVU041029B30307	S.O.L.	T/LD	11	2001	2.00E+03	9F715	021	6	2447190	1000	WHILE DRIVING
2002	6799	S11	1FMVU041029B303109	S.O.L.	T/LD	11	2001	2.00E+03	9F715	021	9	2049494	22000	NO TEXT
2002	6803	S11	1FMVU041029B304573	S.O.L.	T/LD	11	2001	7322	14A088	021	6	2188512	7000	STALLS
2002	6804	S11	1FMVU041029B305553	S.O.L.	T/LD	11	2001	2.00E+03	9F715	021	2	2366404	2000	WHILE DRIVING
2002	6814	S11	1FMVU041029B320409	S.O.L.	T/LD	11	2001	2904	12A990	021	6	1853127	7000	WHILE DRIVING
2002	6820	S11	1FMVU041029B315131	S.O.L.	T/LD	11	2001	2905	RECAL	021	5	1283483	10000	WHILE BRAKING
2002	6821	S11	1FMVU041029B315131	S.O.L.	T/LD	11	2001	2.00E+03	9F715	021	7	1647183	15000	AT STOP
2002	6825	S11	1FMVU041029B314874	S.O.L.	T/LD	11	2001	2904	DWIG	021	4	665083	6000	DOWNHILL
2002	6828	S11	1FMVU041029B319278	S.O.L.	T/LD	10	2001	1H03	9J480	021	7	1980518	7000	MIL
2002	6835	S11	1FMVU041029B312882	S.O.L.	T/LD	11	2001	2.00E+03	9F715	021	6	2102098	11000	WHILE DRIVING
2002	6842	S11	1FMVU041029B305303	S.O.L.	T/LD	10	2001	2.00E+03	9F715	021	7	1548630	6000	WHILE DRIVING
2002	6843	S11	1FMVU041029B308204	S.O.L.	T/LD	10	2001	2.00E+03	9650	021	3	689447	10000	WHILE DRIVING
2002	6847	S11	1FMVU041029B303605	S.O.L.	T/LD	10	2001	2.00E+03	9F715	021	6	1973803	14000	AT STOP
2002	6860	S11	1FMVU041029B303503	S.O.L.	T/LD	11	2001	2.00E+03	9F715	021	6	1688276	3000	WHILE DRIVING
2002	6862	S11	1FMVU041029B303397	S.O.L.	T/LD	10	2001	2904	12A990	021	6	1733729	6000	WHILE DRIVING
2002	6868	S11	1FMVU041029B301179	S.O.L.	T/LD	10	2001	7C05	14N089	021	1	410745	9	WHILE DRIVING
2002	6872	S11	1FMVU041029B300113	S.O.L.	T/LD	10	2001	2.00E+03	9F715	021	6	1490122	8000	AT STOP
2002	6892	S11	1FMVU041029KA02593	S.O.L.	T/LD	10	2001	2905	RECAL	021	5	1979781	14000	AT STOP
2002	6912	S11	1FMVU041029KA01184	S.O.L.	T/LD	10	2001	2904	12A990	021	10	2189131	12000	AT STOP
2002	6915	S11	1FMVU041029KA03469	S.O.L.	T/LD	10	2001	2905	RECAL	021	2	669435	1000	STALLS
2002	6918	S11	1FMVU041029KA03699	S.O.L.	T/LD	10	2001	2905	RECAL	021	6	1889857	6000	WHILE DRIVING
2002	6920	S11	1FMVU041029KA00590	S.O.L.	T/LD	10	2001	2.00E+03	9E529	021	6	1808905	6000	STALLS

TSB		DTC P06B IAC CIRCUIT MALFUNCTION TESTED WIRING TO IAC OK REPLACED IAC ALSO REPROGRAMMED PCM A TSB 02 11 6
SSM		INSB TESTS NO FAULT CODES PINPOINT TEST MONITOR ROAD TEST REPROGRAM PCM CHECK ALL RELAYS AND CONNECTIONS PER SSM10589
REPLACED REFLASH		ROAD TEST, INSTALL WDS, EED TEST NO CODES, DCL TEST, DATA LOGGER TEST, POWER BALANCE TEST, REPLACE IAC VALVE, REPLACE EEC POWER
		EEC TEST PINPOINT TEST REPROGRAM PROCESSOR
TBB NO TEXT		1994 CUST STATES TRUCK STALLS INT ON DOWN HILL COAST EEC TEST NO CODES OK TSB AND SSM PERFORM TSB 02,11,08 MONITOR AND RECORD PIDS RPL IDLE AIR CONTROL VALVE RPL TROTTLER BODY REPROGR
BLOWN FUSE		48 CHECK VEH WILL NOT START ROLLS OVER NO POWER TO ANY ACCESSORY TEST FOUND 10 AMP FUSE BLOWN REPLACE ALSO
TBB		PERFORM EEC TEST FOR STALLING OUT WHEN DRIVING (REPLACE FAULTY D.P.F.E SENSOR AND IDLE AIR CONTROL VALVE) T.S.B 2 11 6
TBB		PERFORM EEC TEST MONITOR PIDS PERFORM PIN POINT TEST REPROGRAM PCM PER TSB 02 11 6 RETEST OK
TBB		WDS TEST PINPOINT REPROGRAM PCM PER TSB 02 06 08
REPLACED		WDS TEST PINPOINT TEST CALL HOT LINE REPLACE IAC AS SUGGESTED BY KEITH
SSM		TEST DRIVE CONFIRMED CONCERN EEC TEST KOER PASS CONTINUOUS PASS CHECKED GASIS FOUND SSM 1 5589 REPROGRAMMED PCM WITH LATEST UPDATE CHECKED PCM POWER RELAY OK BLEW OUT EVAP VENT HOSE RED ROVE O
TBB		EEC TEST REPROGRAM PCM SET BASE IDLE REPLACE DPF SENSOR ALL PER TSB 02 11 08
REPLACED REPLACED		11148 ROAD TEST TO VERIFY. RUN EEC TEST WITH NGK, NO CODES RECEIVED. RUN PID MONITOR IAC VALVE FOUND TO BE BELOW MIN PERCENTAGE. REPLACE IDLE AIR CONTROL VALVE AND RETEST. RETEST..IDLE AIR CO
DAG		VALVE ASSEMBLY IDLE AIR CONTROL (IAC) REPLACE (8P070 8F716)
INOP		WDS DIAG. PASS. DCL DISPLAY TEST. IDLE SPEED DISPLAY TEST. POWER BALANCE TEST. FUEL PRESSURE LEAKDOWN TEST. RELATIVE
DAG		FAULTY IDLE CONTROL EEC (QUICK TEST) DIAGNOSIS
DAG		ROAD TEST CKD THE EECV SYSTEM N KOED PASS N KOEDC PASS N KOER PASS PERFORMED EXTENSIVE PIN POINT DIAG USING WDS
DAG		EEC (QUICK TEST) DIAGNOSIS
REPLACED		CK STALLED OUT VERIFY DIAG AND REPLACED RELAY
INOP		OUT OF RANGE EEC (QUICK TEST) DIAGNOSIS
TBB		NO LIGHT TEST EEC KORO PASS KORO PASS CHECK IAC EVAP SYSTEM PID DATA CHECK EEC RELAY AND REPROGRAM PCM PER TSB 02 11 6 RETEST MORR P1000
TBB		EEC TESTED SYSTEM PERFORMED PINPOINT TEST. FOUND TSB02 11 08 RETESTED SYSTEM OK
REFLASH TBB		1 I RAN GASIS AND THERE WAS A PCM UPDATE FOR THIS PROBLEM. I RAN THE PCM UPDATE. MY PCM WAS #161.
REPLACED		REPROGRAMMED PCM PER TSB 02 11 6. SEE ATTACHED
		PERFORMED ROADTEST, DID NOT STALL PERFORMED EEC TEST AND PINPOINT TEST, NO CODES PRESENT. PERFORMED DIAGNOSIS PER PCSD, NO CODES. CHECKED FUEL PRESSURE AND PERFORMED PID MONITOR RECORDER ROADTEST. RE

	CUTS STATES VEH STALLING WHILE DRIVING AT LOW SPEEDS
	STALLED OUT ONCE WHILE DRIVING, BRAKING AND MAKING A TURN
	CHK CUT OFF ONCE WHILE DECELERATING VEHICLE STALLS AND CRGS WHEN DRIVING
AM PCM EVAP TEST CLEAN EVAP VENT LINE TEST DRIVE	CUSTOMER STATES THE ENGL STALLED OUT WHILE DRIVING, GOING DOWN A HILL, HAD TAKEN FOOT OFF THE GAS, AND IT CUT OFF
	NO POWER D21
	VEHICLE STALLS WHEN DRIVING
	CHECK CAN BE DRIVING ALONG THE VEHICLE WILL STALL CHECK T88S AND RECALLS THE ENGINE DIED TUESDAY MORNING WHEN SLOWING DOWN AND TURNING, DIDN'T TRY TO RESTART IT FOR 15 MINUTES AND IT DID FINE THE ENGINE DIED WHEN SLOWING TO A STOP AGAIN ON 7/17/02 SAME AS BEFORE SEE HISTORY
K	CUSTOMER STATES VEHICLE STALLING WHEN GOING DOWN HILLS RESTARTS OK WHEN ENGINE IS WARM SEEMS TO RUN OK ON LEVEL ROADS THE OIL, BATTERY, AND CHECK ENGINE LIGHT IS ON
CONTROL VALVE IS NOW WITHIN SP EC.. ROAD TEST OK.	D21 VEHICLE DIES WHILE DRIVING AT 45 MPH C8 OIL LIGHT CAME ON WHILE DRIVING ENGINE DIED. ENGINE RE STARTED OK CUSTOMER STATES CHECK ENGINE LIGHT ON LIGHT CAME ON WHEN DRIVING THE VEHICLE STALLED TWICE. SHE CUSTOMER SAYS VEHICLE STALLS OUT AT STOPS USUALLY WITHIN THE FIRST 1-2 HOUR OF DRIVING IN MORNINGS, BUT WILL ALSO OCCUR AT OTHER TIMES (ADVISE) VEHICLE STALLED WHILE DRIVING AROUND 40 MPH AND VEHICLE RESTARTED SEE POSSIBLE ATTACHED T88 STATES CAR OUT RUNNING WHILE DRIVING & SHE LOST ALL POWER TO STEERING, BRAKES, ETC. RESTARTED OK & IS RUNNING FINE NOW. (CHECK FOR T88) WHILE DRIVING VEHICLE STALLED OUT GOING ABOUT 35 MPH RIGHT AFTER STALLING THE WHOLE DASH LIT UP. AN CUSTOMER STATES CHECK DRIVING IN VEHICLE 20 TO 25 MPH STOP AND GO TRAFFIC STALLED OUT BATTERY LITE AND BRAKE ON AFTER STALLED RESTARTED OK ADVISE AT TIMES ENGINE STALLS WHEN SLOWING TO A STOP THEN RESTARTS OK. 3/30 CUSTOMER STATES TRUCK STALLS AT STOPS CUSTOMER STATES CHECK FOR AT TIMES WILL NOT START TURN KEY AND NOTHING HAPPENS ALSO STALLS AT TIMES WHEN STARTED REPORTED VEHICLE STALLS WHILE DRIVING COMING TO A STOP. ADVISE
PLACED IDLE AIR CONTROL VALVE AND THROTTLE BODY. ROADTEST	INTERMITT STALLING, WHEN STALLS CHECK ENGINE LIGHT COMES ON.

2002	6921	S11	1FMYU04102KA60500	3.0L	T/D	10	2001	2905	RECALEM	D21	9	1529399	8000	STALLS
2002	6930	S11	1FMYU04102KA79750	3.0L	T/D	10	2001	2905	RECAL	D21	11	2450279	10000	WHILE DRIVING
2002	6932	S11	1FMYU04102KA79753	3.0L	T/D	10	2001	2.00E+03	9F715	D21	9	1456958	8000	WHILE DRIVING
2002	6934	S11	1FMYU04102KA79537	3.0L	T/D	10	2001	2.00E+03	9F715	D21	11	2419132	10000	WHILE DRIVING
2002	6935	S11	1FMYU04102KA79537	3.0L	T/D	10	2001	2905	RECALEM	D21	10	2307719	10000	WHILE DRIVING
2002	6945	S11	1FMYU04102KA79553	3.0L	T/D	10	2001	2904	DIAG	D21	2	337448	2000	AT STOP
2002	6961	S11	1FMYU04102KA79470	3.0L	T/D	10	2001	2904	DIAG	D21	2	447813	3000	WHILE DRIVING
2002	6962	S11	1FMYU04102KA79470	3.0L	T/D	10	2001	2.00E+04	9C915	D21	9	1645314	15000	AT STOP
2002	6963	S11	1FMYU04102KA79470	3.0L	T/D	10	2001	2.00E+03	9F715	D21	9	1558598	15000	AT STOP
2002	6969	S11	1FMYU04102KA79047	3.0L	T/D	10	2001	2904	12A950	D21	9	1817814	12000	NO TEXT
2002	6980	S11	1FMYU04102KA69918	3.0L	T/D	9	2001	7C06	14N089	D21	4	616025	5000	DOWNHILL
2002	6980	S11	1FMYU04102KA69967	3.0L	T/D	10	2001	2902	9F472	D21	9	1988548	2000	TURFING
2002	6976	S11	1FMYU04102KA69277	3.0L	T/D	10	2001	2904	12A950	D21	10	2241987	13000	ON HIGHWAY
2002	6980	S11	1FMYU04102KA69081	3.0L	T/D	10	2001	1H08	9D473	D21	1	303648	0	NO TEXT
2002	6999	S11	1FMYU04102KA64900	3.0L	T/D	10	2001	2904	12A950	D21	4	692179	4000	ACCELERATING
2002	7012	S11	1FMYU04102KA61538	3.0L	T/D	9	2001	2904	12A950	D21	6	1106786	5000	NO TEXT
2002	7015	S11	1FMYU04102KA63279	3.0L	T/D	9	2001	2904	12A950	D21	11	2418085	10000	WHILE DRIVING
2002	7022	S11	1FMYU04102KA51981	3.0L	T/D	9	2001	2904	12A950	D21	4	624116	4000	WHILE DRIVING
2002	7027	S11	1FMYU04102KA61911	3.0L	T/D	9	2001	2905	RECALEM	D21	10	2037248	21000	WHILE DRIVING
2002	7029	S11	1FMYU04102KA51527	3.0L	T/D	9	2001	2.00E+03	9F715	D21	11	2330841	10000	WHILE DRIVING
2002	7039	S11	1FMYU04102KA61379	3.0L	T/D	9	2001	3T01	9A796	D21	5	481290	3000	HESBURGE
2002	7050	S11	1FMYU04102KA61334	3.0L	T/D	9	2001	2905	RECAL	D21	2	382878	1000	AT IDLE
2002	7091	S11	1FMYU04102KA61394	3.0L	T/D	9	2001	2F02	9C973	D21	2	425434	1000	WHILE DRIVING
2002	7032	S11	1FMYU04102KA51216	3.0L	T/D	9	2001	2904	12A950	D21	7	1451090	4000	STALLS
2002	7040	S11	1FMYU04102KA60351	3.0L	T/D	9	2001	2904	12A950	D21	7	1313491	10000	STALLS
2002	7047	S11	1FMYU04102KA50381	3.0L	T/D	9	2001	2904	DIAG	D21	4	695216	7000	DOWNHILL

TSS		6280 VEHICLE DIED TEST DROVE AND VERIFIED THE CUSTOMER'S CONCERN HOOKED THE THE WDS UP TO THE VEHICLE AND PERFORMED A SELF TEST NO CODES WHERE FOUND LOCKED UP OASIS AND FOUND A TSS 02 11 8 FOLLOWE
DIAG		WDS TEST NO CODES FUEL PRESSURE TEST PASS INJECTOR FLOW TEST PASS POWER BALANCE TEST PASS ROAD TEST AND
REPLACED		WDS, REPLACE RELAY, RECAL PCM, HP IAC
TSS		10880 REPLACED THE IDLE AIR CONTROL VALVE AND ORDERED A EVAP VAPOR MANAGEMENT VALVE. REFERENCE TSS 02 11 08.
TSS		10881 ACP IS DOWN NO CLOCK TIME. WDS DIAGNOSTICS FOR CODES KO20 PASS, KO2C PASS, KO2R PASS. REPROGRAMMED PCM AS PER TSS
NPF		EBC TEST NO CODES PP TEST AND ROAD TEST NO PROBLEM FOUND
NPF		TECH N38, PULLED CODES, RAN PINPOINT, RESET OK AT THIS TIME
REPLACED		TECH VERIFIED CONCERN, PERFORMED EBC TEST, REPLACED VAPOR MAIN CONTROL VALVE, AND REPROGRAM PCM
REPLACED		TECH VERIFIED CONCERN, PERFORMED EBC TEST, PERFORMED PINPOINT TEST, R & R IAC VALVE, RETEST AFTER REPAIRS.
DIAG		TEST DROVE FOR STALLING CONCERN. SCANNED FOR CODES WITH WDS AND NO CODES WERE STORED OR RETRIEVED AND ALL
REPLACED		EBC TEST, NO CODES, REPLACED EBC POWER RELAY, ADJUSTED BASE IDLE, ACCESS BATTERY AND BATTERY TRAY TO CLEAN GROUNDS 104 AND 105 PER SERVICE MESSAGE 15434. CC42 8884
TSS		2385 01 128800 2 DXT 1 D45 3 D44 2 TOT 8 CHECK EBC REPROGRAMMED PCM PER TSS
TSS		NO LIGHT ON TEST WITH WDS KO20 PASS CONT PASS KO2R PASS FUEL PRESSURE LEAKDOWN TEST PASS REINJECTOR FLOW TEST PASS POWER BALANCE TEST PASS DATA LOGGIE R TEST PASS CHECK IAC IN RANGE OK AS PER TSS 02 11
STUCK OPEN		1 N38 TEST KO20 PASS KO2C PASS KO2R PASS R R EGR VALVE OLD ONE FROZE OPEN
SSM		ENGINE DIAG TEST PIN POINT TEST AND MONITOR TEST FUEL PRESSURE TEST M TIME TO CHECKL GROUNDS 100 AND 101 AND TIME TO RESET BASE IDLE AND REPROGRAM P CM CHECK SSM 15438 AND RETEST
NO TEXT		
REPLACED		PERFORMED EBC TEST, RETRIEVE & RECORD ANY CODES, PERFORM PID DATA ON FT1 FT 2 FOR FUEL RELATED CONCERNS, PERFORM FUEL PRESSURE TEST, PRESSED DROP SLIGHTLY ON ACCEL. REPLACE FUEL FILTER ON INT. #17071
REFLASH		CHECKED MCP ON POWER CONTROL MODULE, REPROGRAMMED PCM, DISCONNECTED VENT LINE FOR EVAP SYSTEM AT CHECK VALVE
REFLASH		VERIFIED CUSTOMER CONCERN PERFORM CODE TEST, CHECK FUEL PRESSURE AND CHECKED IGNITION NO PROBLEM FOUND. REPROGRAMMED PCM AND RETEST...OK NOW. 888
REFLASH		TECH 314 VERIFY CONCERN EBC TEST REPLACE STICKING IAC REPROGRAM IAC RECHECK OK
REPLACED		ACCELERATOR PEDAL STICKS, DISCONNECT CABLE CRD THROTTLE BODY, OK, CABLE ITSELF IS BINDING ORDERED AND REPLACE THROTTLE CABLE. CHECK OPERATION.
REFLASH		PERFORMED DIAGNOSIS REPROGRAMMED PROCESSOR
SSM		ROAD TESTED, PERFORMED SPECIAL SERVICE MESSAGE 15434. CHECKED EBC RELAY, OK. CHECKED IAC VALVE. CHECKED GROUNDS.
SSM		TEST CIRCUITS REPROGRAM PCM 1U7A AXE 1LBIAC SSM 15880
SSM		RUN OASIS. WDS TEST. KO20 KO2R NO CODES. FOUND SSM TO REPROGRAM PCM TO NEW CALIBRATION. REPROGRAM P CM. VERIFY REPAIRS OK
DIAG		TEST DROVE NO LIGHT ON FUEL PRESSURE TEST LEAK DOWN INJECT FLOW LEAK DOWN ENG BALANCE COMPRESSION TEST

D THE TSS AND REPROGRAMMED THE PCM AND CHECK THE OPERATION OF THE IAC MOTOR AND EVAPVM VALVE AND CHECK FOR AN UPDATED RELAY EVERYTHING IS OPERATING NORMALLY TEST DROVE VEHICLE NEVER	OK CAUSE CIL ON DIED CUSTOMER STATES VEHICLE DIED AND STALLED OUT WHILE DRIVING 1 TIME VEHICLE RESTARTED AND HAS NOT HAPPENED SINCE CHECK CAR DIED WHILE DRIVING FOR NO REASON, AFTER THREE OR FOUR TRIES IT DID RESTART
	CUSTOMER STATES VEHICLE DYING WHILE DRIVING AGAIN CUSTOMER STATES DIED WHILE DRIVING WITHOUT WARNING (RESTARTED AND RUNS OK SINCE THEN)
	OK FOR NO START STALLS AT STOP CUST STS THE VEHICLE CUT WHILE DRIVING.CUST TURNED KEY OFF AND THE VEHICLE RESTARTED
	CUST STS THE ENGINE WILL STALL OUT WHEN COMING TO A STOP
	CUST STS THAT WHEN SLOWING DOWN TO COME TO A STOP THE ENGINE WILL STALL OUT.
	DOD ENGINE CUTS OFF WHILE DRIVING SEEMS TO ALWAYS HAPPEN WHILE GOING DOWNHILL IN A SPECIFIC AREA (TOWER NEARBY) CUST STATES THAT THE VEH STALLED AND LOST POWER WHEN TURNING A CORNER
D8 REPROGRAM THE PCM AND CHECK EVAP OPERATION OK AND CHECK BEC RELAY OK AND ROAD TEST OK	ENGINE STALLS OUT AT HIGHWAY SPEEDS DOES ALWAYS RESTART
	CUST STATES ENGINE STALLS WHILE ENTERING TRAFFIC
	CHECK ENGINE STUMBLES, DIES WHILE DRIVING
	OK INT STALLING W DRIVING HAPPENED ONCE OK NOW D21 42 12A88D
	CUSTOMER STATES VEHICLE DIES WHILE DRIVING...PLEASE CHECK. CUST STATES STALLS WHILE DRIVING (HAPPENS WHEN MOVING) 3 TIMES YESTERDAY TOWED IN
	STATES GAS PEDAL STICKS, HAVE TO PUSH DOWN HARD CUSTOMER STATES ENGINE STALLS AT IDLE CUSTOMER STATES THE VEHICLE IS STILL STALLING WHILE MOVING AROUND 35 TO 40 MPH LIGHT ACCEL CUST STATES ENGINE STALLS AT TIMES
	TRK WILL CUT OFF WITHOUT WARNING
	DRIVING VEHICLE DOWN HILL AND VEHICLE SHUT DOWN WHILE APPLY BRAKES

2002	7057	S11	1FMYU04102KA46567	3.0L	TLD	8	2001	2004	12A850	D21	10	2037403	15000	WHILE DRIVING
2002	7064	S11	1FMYU04102KA46863	3.0L	TLD	8	2001	2004	DIAG	D21	2	200592	4000	WHILE DRIVING
2002	7074	S11	1FMYU04102KA45815	3.0L	TLD	8	2001	1H02	0E598	D21	3	250268	2000	WHILE DRIVING
2002	7075	S11	1FMYU04102KA43818	3.0L	TLD	8	2001	7C05	14N089	D21	1	210891	0	WHILE DRIVING
2002	7078	S11	1FMYU04102KA43818	3.0L	TLD	8	2001	7V01	14299	D21	2	278888	1000	WHILE DRIVING
2002	7082	S11	1FMYU04102KA38227	3.0L	TLD	8	2001	2005	RECAL	D21	11	232232	11000	WHILE DRIVING
2002	7128	S11	1FMYU04102KA25084	3.0L	TLD	8	2001	1H03	8M80	D21	8	138878	4000	WHILE DRIVING
2002	7129	S11	1FMYU04102KA35067	3.0L	TLD	8	2001	2.00E+03	9F715	D21	11	2113278	13000	WHILE DRIVING
2002	7130	S11	1FMYU04102KA35022	3.0L	TLD	8	2001	2.00E+03	9E928	D21	8	1451235	10000	COASTING
2002	7134	S11	1FMYU04102KA94050	3.0L	TLD	8	2001	2005	RECAL	D21	10	2118861	8000	NO TEXT
2002	7145	S11	1FMYU04102KA25052	3.0L	TLD	8	2001	2005	RECAL	D21	8	1138284	8000	WHILE DRIVING
2002	7147	S11	1FMYU04102KA25088	3.0L	TLD	8	2001	2.00E+03	9F715	D21	11	2207843	2000	STALLS
2002	7189	S11	1FMYU04102KA25188	3.0L	TLD	8	2001	2.00E+03	9F715	D21	8	1482802	7000	STALLS
2002	7193	S11	1FMYU04102KA19483	3.0L	TLD	8	2001	2.00E+03	9F715	D21	9	1581118	8000	WHILE DRIVING
2002	7178	S11	1FMYU04102KA14784	3.0L	TLD	8	2001	2.00E+03	9F715	D21	11	1887143	21000	STALLS
2002	7183	S11	1FMYU04102KA14123	3.0L	TLD	8	2001	2004	DIAG	D21	2	835473	1000	AT STOP
2002	7188	S11	1FMYU04102KA08808	3.0L	TLD	8	2001	7V01	14299	D21	1	185443	0	WONT IDLE
2002	7218	S11	1FMYU03102KE0065	3.0L	TLD	7	2002	2005	RECAL	D21	1	2184258	0	ACCELERATING
2002	7217	S11	1FMYU03102KE01988	3.0L	TLD	8	2002	2.00E+03	9F715	D21	2	2388345	3000	WHILE DRIVING
2002	7200	S11	1FMYU03102KD87228	3.0L	TLD	8	2002	2.00E+03	9F715	D21	2	2340084	1000	WHILE DRIVING
2002	7222	S11	1FMYU03102KD81198	3.0L	TLD	8	2002	2.00E+03	9F715	D21	1	2347420	0	STALLS
2002	7224	S11	1FMYU03102KD70498	3.0L	TLD	8	2002	2004	DIAG	D21	1	2178771	0	WHILE DRIVING
2002	7228	S11	1FMYU03102KD88619	3.0L	TLD	8	2002	2005	RECALEM	D21	1	1787247	0	WHILE DRIVING
2002	7228	S11	1FMYU03102KD88619	3.0L	TLD	5	2002	1H03	8M80	D21	2	2158879	1000	COASTING
2002	7227	S11	1FMYU03102KD85790	3.0L	TLD	8	2002	2302	128579	D21	1	1680484	0	WHILE DRIVING
2002	7228	S11	1FMYU03102KD85784	3.0L	TLD	5	2002	2304	DIAG	D21	1	1822885	0	WHILE DRIVING
2002	7231	S11	1FMYU03102KD88031	3.0L	TLD	4	2002	2304	12A850	D21	3	1870827	3000	NO TEXT
2002	7232	S11	1FMYU03102KD32882	3.0L	TLD	4	2002	2.00E+03	9F715	D21	1	1654882	1000	STALLS
2002	7237	S11	1FMYU03102KD13882	3.0L	TLD	4	2002	7C05	14N089	D21	2	2430780	0	WHILE DRIVING

REFLASH		EEC TEST & REPROGRAMMED PCM
NPF		1 EEC TEST NO CODES STARTED RIGHT UP RAN VEH FOR 7 HOURS COULD NOT VERIFY CONCERN
REPLACED		INSTALL THROTTLE BODY FROM FMC AND AIR BY PASS VALVE PER FORD ENGINEER.
REPLACED		EEC TEST MONITOR TEST KOER PASSES KOER PASSES KEOC P1600 DCL DISPLAY COULD NOT DUPLICATE STALL CONDITION LET RUN TO OPERATION TEMP TAP ON SENSORS AND RELAYS FOLD EEC RELAY GOINT OPEN CIRCUIT WHEN HOT REP
SSM		PERFORM DIAGNOSTICS PER FORD ENGINEERING.
TSS		11R82 STALLS INT 2.3 DIAG ENG STALLS INT, EEC TEST PASS PASS PASS PINPOINT TEST SYSTEM, TEST FUEL PRESSURE AND LEAKDOWN PASS, TEST IGN SYSTEM MONITOR PIP AND CRANK SIGNALS ALL NORMAL, ROAD TEST VEHCL.
REPLACED		TEST EEC SYSTEM PINPOINT TEST REPLACE DPFE SENSOR
REPLACED		AIR BY PASS VALVE PERFORMED DIAG. EEC,DCL, PINPOINT & REPLACED AIR BY PASS VALVE.
REPLACED		WDS TEST REPLACED THROTTLE BODY AND IAC PER ENGINEER JIM NOTEBOOK IAC AT 38.4
NO TEXT		
REFLASH		CCC DR1 CC 42 MPN RECAL HOOK UP WDS TEST EEC KOER PASS, KOER PASS, KOER PASS. PERF DATA LOGGER RECORD ROAD TEST. PERF FUEL, PSI LEAKDOWN 50 PSI TRACE PPT CONTACT OASIS VIEW MISS 16888 AND PERF PCM RE
REFLASH		DIAGNOSED AND REPLACED AIR BYPASS VALVE AND REPROGRAMMED PROCESSOR
REPLACED		WDS TEST, PINPOINT, REPLACE AIR BY PASS VALVE AND RETEST.
DIAG		VEHICLE STARTED RIGHT UP, NO CHECK ENGINE LIGHT ON, ROAD TESTED NO CONCERNS FELT, WDS QUICK TESTS PASSED, REFERRED TO
TSS		ROAD TEST COULD NOT CONFIRM COMPLAINT AT THIS TIME PERFORM TSS 021108 DCL DISPLAY MONITOR IAC PID AS PER REPROGRAM EEC RELAY AS MONITOR PID8
NPF		CK ECV ALL PASS CODES CK FUEL PRESS ALL CHECKED OK UNABLE TO DUPLICATE PROBLEM TALKED TO CUSTOMER AND AS OF 1 28 02 PROB HAS NOT HAPPENED AGAIN
POOR CONNECTION		VERIFY ENGINE STALLING OUT USE WDS TO PULL CODES AND FOUND CODE P1604 FOR IAC CONCERN, FOUND ELECTRICAL CONNECTOR NOT
INOP		INOP EEO (QUICK TEST) DIAGNOSIS
REPLACED		REPLACED IDLE AIR CONTROL
REPLACED		WDS DIAGNOSIS REPLACE IAC VALVE AND THROTTLE BODY AND RETEST.
TSS		IAC (DPFE) AND EVAP (SCPS) TSS 2 11 @ 3.0L CK FOR INTERMITTANT DIES WHILE DRIVING, VISUAL INSPECTION OK, CK ENGINE LIGHT IS NOT ON, CK OASIS, CK FUEL PRESSURE OK, DCL
TSS		737 HOOKED UP N88 AND PERFORMED EEC TEST. NO CODES STORED IN MEMORY. PERFORMED TSS 02 11 & UNABLE TO DUPLICATE CONCERN AT THIS TIME. EVERYTHING UNDER TSS CHECKS OUT OKAY AT THIS TIME.
TSS		PERFORM TSS 02 11 14, RECALIBRATE PCM
REPLACED		1 NEC TO PINPOINT TEST, EEC, EGR PRESSURE, CHKD WIRING AND CONN NEC TO CONTACT HOTLINE, NEC TO REPLACE DPFE, RECHECK
TSS		N88 PER TSS 02 11 08 CALL HOTLINE REPL MASS AIR FLOW SENSOR
NPF		RUN EEC TEST, NO CODES, NO PROBLEM FOUND AT THIS TIME, ADVISED CUSTOMER POSSIBLY EXCESSIVE WEIGHT ON KEY RING COULD BE CAUSING IGN CYL TO MOVE OFF F OF RUN POSITION WHEN HITTING BUMPS AND CAUSING 0 ENIG
NPF		N88 TEST EEC UNABLE TO DUPLICATE
REPLACED		RUN EEC TEST REPLACED AIR BYPASS VALVE
TSS		EEC TEST PASS PINPOINT TEST DCL DISPLAY TEST MONITOR AND RECORD PID8 REPROGRAM PCM REPLACED EEC RELAY PER TSS

	VEH STALLS WHILE DRIVING
	TOWED TO SHOP ENGINE DIED OUT WHILE DRIVING HAS REMOTE START
	CUSTOMER STATES ENGINE STALLS CUTS OUT WHILE DRIVING PARTS ORDERED IN
LACE EEC RELAY	CUSTOMER STATES ENGINE STALLS ENGINE STALLS WHILE DRIVING
	CUSTOMER STATES ENGINE STALLS VEHICLE CUT OUT WHILE DRIVING
RE AND TEST PER TSB 02 11 08 MONITOR IAC SIGNAL VALUE AND EVAP SYSTEM BOTH FUNCTION IN NORMAL RANGE, PER TSB REPROGRAM PCM TO UPDATED CAL AND RETEST OPERATION STILL UNABLE TO DUP CONCERN	CUSTOMER STATES: WHEN DRIVING ON FREEWAY ABOUT 70 75 FOR ABOUT 15 MINUTES, GOING OFF FREEWAY, JOLTS A LITTLE RIGHT BEFORE STALLS. STARTS UP FINE VEHICLE CUT ONE TIME WHILE DRIVING, DPPE SENSOR ON ORDER
	VEHICLE DIED WHILE DRIVING DOWN THE ROAD GOING ABOUT 48MPH THIS ONLY OCCURED ONCE AND NO MALFUNCTION LIGHTS CAME ON
	OK. FOR VEH. STALLS ON DECELL
PROGRAM CLEAR EVAP VENT LINE AND RETEST	CUSTOMER STATES WHILE DRIVING WITH A C ON TRUCK DIED ON ROAD SHE PULLED OVER AND IT RESTARTED AND HAS NOT HAPPENED
	CUSTOMER STATES ENGINE STALLS AT TIMES
	CUSTOMER STATES VEHICLE STALLS OUT AFTER STARTING, WHEN SIT'S A WHILE OIL AND BATTERY LIGHTS ARE ON.
	CUSTOMER STATES VEHICLE SHUT OFF WHILE DRIVING
	CUSTOMER STAYS ENGINE JUST QUITS RUNNING AT TIMES
	STOPPED ON ROAD PULLED OVER STARTED THEN RAN OK
	VEH WILL NOT STAY RUNNING. CUST FILLED VEH WITH GAS AND NOW DIES AFTER STARTED. CAR WOULD NOT GO OVER 20 MPH WOULD NOT ACCELERATE THEN STOPPED WOULD NOT RUN SHUT OFF AND RESTARTED HAS NOT HAD A PROBLEM SINCE
	ENGINE QUIT RUNNING WHILE DRIVING DOWNHILL WITH FOOT OFF GAS
	CUST STATES WHILE DRIVING VEH STALLED, FULL OVER AND VEH STARTED UP
	CUST STATES THAT ENG DIES (LIKE YOU TURNED OFF THE KEY) TWICE IN THE PAST 2 WEEKS
	CUST STATED THE CAR STALLED OUT WHEN DRIVING AT ABOUT 40 45 MPH CAR RESTARTED OK
	CUST STATES VEHICLE CUTS OFF WHILE DRIVING, OK AND ADVISE
	VEHICLE LOOSES POWER WHILE COASTING, CHECK ENGINE LIGHT COMES ON, PULLS OVER CUTS VEHICLE OFF, RESTART EVERYTHING WORKS
	CUSTOMER STATES ENG QUIT RUNNING WHILE DRIVING, DID START BACK UP
NE TO STALL, MAY NEED TO TAKE SOME ITEMS OFF OF KEY RING	CUSTOMER STATES ENGINE STALLED WHILE DRIVING SLOW SPEEDS HAD JUST CROSSED RR TRACKS WHEN PROBLEM OCCURED RESTARTED OK
	CAR QUIT NOT IDLING RIGHT
	C S DIED WHILE DRIVING AT 30 35 MPH HAD 1 2 TANK TOOK SEVERAL MIN TO RESTART NO PROBLEM SINCE D21

2002	7248	S11	1FMVU031X2K0C88274	3.0L	TLD	3	2002	2.00E+03	9F715	D21	1	1677144	0	COASTING
2002	7252	S11	1FMVU031X2K0C81284	3.0L	TLD	3	2002	2.00E+03	9F715	D21	6	2342534	6000	WHILE DRIVING
2002	7257	S11	1FMVU031X2K0C81730	3.0L	TLD	3	2002	2004	12A850	D21	2	1888109	1000	WHILE DRIVING
2002	7268	S11	1FMVU031X2K0C80883	3.0L	TLD	3	2002	1H03	9A480	D21	4	2128883	4000	WHILE DRIVING
2002	7278	S11	1FMVU031X2K0C48485	3.0L	TLD	2	2002	2.00E+03	9E928	D21	2	1165906	1000	AT IDLE
2002	7279	S11	1FMVU031X2K0C48485	3.0L	TLD	2	2002	2.00E+03	9F715	D21	5	1831267	3000	WHILE DRIVING
2002	7291	S11	1FMVU031X2K0C18046	3.0L	TLD	2	2002	2.00E+03	9H907	D21	1	1124955	0	WHILE DRIVING
2002	7294	S11	1FMVU031X2K0C18512	3.0L	TLD	2	2002	7H02	12A854	D21	2	941704	1000	WHILE DRIVING
2002	7298	S11	1FMVU031X2K0C7800	3.0L	TLD	2	2002	2004	DIAG	D21	1	1854251	0	WHILE DRIVING
2002	7304	S11	1FMVU031X2K0C18100	3.0L	TLD	1	2002	1H03	9A480	D21	4	1355583	11000	WHILE DRIVING
2002	7306	S11	1FMVU031X2K0C15848	3.0L	TLD	1	2002	2.00E+03	9E928	D21	6	1944812	7000	WHILE BRAKING
2002	7314	S11	1FMVU031X2K0C88804	3.0L	TLD	1	2002	2.00E+03	9F715	D21	1	1812887	1000	NO TEXT
2002	7315	S11	1FMVU031X2K0C88804	3.0L	TLD	1	2002	1H03	9A480	D21	3	2418884	3000	NO TEXT
2002	7316	S11	1FMVU031X2K0C88804	3.0L	TLD	1	2002	2.00E+03	9F715	D21	1	1401758	2000	NO TEXT
2002	7317	S11	1FMVU031X2K0C88848	3.0L	TLD	1	2002	2.00E+03	9H907	D21	0	1087441	0	STALLS
2002	7318	S11	1FMVU031X2K0C88051	3.0L	TLD	1	2002	2F82	9E828	D21	2	1888258	0	AT STOP
2002	7325	S11	1FMVU031X2K0C88188	3.0L	TLD	1	2002	2.00E+03	9F715	D21	2	1247147	3000	WHILE DRIVING
2002	7328	S11	1FMVU031X2K0C88114	3.0L	TLD	1	2002	2004	DIAG	D21	7	2384138	7000	STALLS
2002	7335	S11	1FMVU031X2K0C88217	3.0L	TLD	1	2002	7V01	12A851	D21	1	848474	0	WHILE DRIVING
2002	7338	S11	1FMVU031X2K0C88004	3.0L	TLD	1	2002	2.00E+03	9E928	D21	5	1823388	7000	STALLS
2002	7339	S11	1FMVU031X2K0C88004	3.0L	TLD	1	2002	2.00E+03	9F715	D21	5	1837707	6000	WHILE DRIVING
2002	7341	S11	1FMVU031X2K0C88072	3.0L	TLD	1	2002	2002	12B879	D21	6	1916178	3000	WHILE DRIVING
2002	7355	S11	1FMVU031X2K0C887573	3.0L	TLD	1	2002	2.00E+03	9F715	D21	6	1677143	6000	DOWN HILL
2002	7360	S11	1FMVU031X2K0C887321	3.0L	TLD	12	2001	7C05	14N888	D21	1	747322	1000	WHILE DRIVING
2002	7362	S11	1FMVU031X2K0C887321	3.0L	TLD	12	2001	7V01	12A851	D21	1	688257	0	WHILE DRIVING
2002	7367	S11	1FMVU031X2K0C88488	3.0L	TLD	1	2002	1H03	9A480	D21	6	2382221	3000	AT STOP
2002	7368	S11	1FMVU031X2K0C88203	3.0L	TLD	12	2001	2G01	12A851	D21	5	2348271	3000	WHILE DRIVING
2002	7385	S11	1FMVU031X2K0C887397	3.0L	TLD	11	2001	7C05	14N888	D21	2	588347	1000	WHILE DRIVING

REPLACED		ROAD TEST AND PERFORM EEC S80S TESTING AND DIAGNOSTICS. REPLACE BINDING IDLE AIR BYPASS VALVE. EEO RETEST AND FINAL ROAD TEST
REFLASH		1 EEC TEST PINPOINT TEST REPLACE IAC AND REPROGRAM PCM RETEST OK AND ROADTEST
TSB		EEC TEST NO CODES PERFORM TSB 02 11 06 FOR STALLING
REPLACED		4088 ROAD TEST COULD NOT PRODUCE PROBLEM WDS DIAG KOED PASS PASS KOER PASS DATA LOGGER POWER BALANCE FUEL PRESSURE TEST FUEL LEAKDOWN TEST INJECTOR FLOW TEST REPLACE DPFE SENSOR LOW VOLTAGE PERFORM
REPLACED		882284 0898 42 3.0 RUN EEC DIAG NO CODES RUN NBS ROAD TEST CALL HOTLINE RUN OASIS REPLACE THROTTLE BODY , EEC RELAY AND IAC AND CHECK FOR LATEST PROGRAM RETURN TO SERVICE
TSB		848 WARR 42 0898 90918 8447 WDS START UP PID DATA TEST FUEL PRESSURE TEST INJ TEST POWER BALANCE TEST EVAP TEST PID MONITOR TEST PERFORM TSB 021106 REPLACE AIR VALVE THROTTLE BODY EVAP VALVE EEC RELA
NPF		ROADTESTED TESTED SYSTEM FOR CODES NO CODES PRESENTED PERFORMED A POWER BALANCE AND A INJECTOR FLOW TEST CHECKED THE PROCESSOR NO PROBLEM FOUND
DIAG		WDS KOED P1111 PWR. BAL. EVAP MONITOR TEST PASS OK FUEL PRESSURE ROAD TEST MONITOR DCL DISPLAY KOER P1111
NO TEXT		
POOR CONNECTION		MAF SENSOR FOR INSPECTION. FOUND BUG IN SENSOR WIRE, REMOVED BUG, REINSTALLED.
REPLACED		EEC TEST PINPOINT TEST NO CODES IN SYSTEM FOUND C104 CONNECTOR LOOSE REPAIRED CONNECTOR AND REPLACED THROTTLE BODY.
NO TEXT		
NO TEXT		
DIAG		ABNORMAL DIAGNOSIS TIME.
REPLACED		EEC TEST P1288 PINPOINT TEST FUEL PRESSURE TEST 15 PSI REPLACED ELECT FUEL PUMP. 04907 28.
REFLASH		EEC TEST WDS RECORD AND MONITOR TEST PINPOINT TEST ADJUST HARD START IDLE REPROGRAM PCM RETEST
TSB		EEC TEST PID MONITOR AND RECORD, FUEL PRESSURE TEST AND PINPOINT TEST AND PERFORM TSB AND 020804 ANDREPLACE IAC AND RETEST
NPF		7072 RUN EEC PASS PASS PASS MONITOR PIDS COULD NOT DUPLICATE PROBLEM AT THIS TIME
BLOWN FUSE		CIRCUIT TEST STARTING CIRCUIT P P TEST HAD NO POWER TO IGNITION SWITCH REPAIR CONNECTION TO 130 AMP MAIN FUSE
REPLACED		STICKING REPLACED THROTTLE BODY AND IDLE AIR CONTROL PER HOTLINE. REVISED PARTS.
STICKING		IDLE AIR CONTROL STICKING TEST EEC SYSTEM/PINPOINT TEST.CHECK DCL DISPLAY.TEST WITH NGS AND TEST FUEL PRESSURE.FOUND IDLE AIR CONTROL STICKING.
TSB		ROAD TEST VEHICLE AND VERIFY CONCERN.PERFORMED QUICK TEST.PASSED. PERFORMED PID DATA MONITOR INJECTOR LEAK DOWN TEST,CYLINDER ABLANCER TEST CRANKING COMPRESSION TEST,NAR SPARK PLUG AND INSPECT,PCU
REFLASH		ROAD TEST AND PERFORM EEC S80S TESTING AND DIAGNOSTICS. REOPLAGE BINDING IDLE AIR BYPASS VALVE AND REPROGRAM PCM
REPLACED		QUICK CHECK. REPLACE EEC RELAY. WDS MONITOR ROAD TEST. REPROGRAM PCM.RETEST PASS. ROAD TEST 30 MILES. SYS OPS OK
POOR CONNECTION		QUICK TEST. ROAD TEST WIGGLE TEST. INJECTOR HARNESS. POOR CONNECTION. CLEAN AND SECURE CONNECTION. ROAD TEST 4 MIL. RETEST PASS. SYS OPS OK.
REPLACED		NO CODES SYMPOM DIAG. WDS MONITOR. FUEL PRESSURE TEST. FOUND DPFE OUT OF RANGE. REPLACED DPFE. RERUN QUICK TEST.OASIS DIDNT HAVE THIS CONCERN
TSB		DIAG PER TSB 2 11 06. REPROGRAMMED PROCESSOR
DIAG		2 ROADTEST INSTALL WDS CK CODES ALL PASS TEST FUEL SYSTEM LEAK DOWN & INJ FLOW OK R&I BATTERY JUNCTION BOX INSPECT

	D21 CUST STATED REPAIR ENGINE DIES WHEN DECELERATING. VECH STALLS WHILE DRIVING CAR IS STALLING OUT WHEN DRIVING STARTED BACK UP OK AFTER COMING TO A STOP
TSS 2 11 6 CHECK IAC DUTY CYCLE 37% OK CHECK EVAPVM DUTY CYCLE OK CHECK EEC RELAY OK ROAD TEST WITH WDS CHECK RPM ON DECEL OK	CUSTOMER STATES CAR STOPPED RUNNING WHILE DRIVING AND WHEN APPLYING THE ACCELERATING PEDAL MORE SO IN HOT WEATHER ,WILL RESTART OF OK. FOR REASON ENGINE IS STALLING AT IDLE
Y REPROGRAM PROCESSOR RETEST ALL PASS ROAD TEST	CUSTOMER STATES THAT THE VEHICLE HAS STALLED TWICE, ONCE WHILE ON THE INTERSTATE AND ONCE ON SURFACE STREETS, ADVISE CUSTOMER STATES VEHICLE STALLS WHILE DRIVING ENGINE STALLS WHILE DRIVING CHECK OASIS CORRECT VEHICLE RESTARTS WHILE DRIVING AND STALLED WHILE DRIVING OK ENGINE DIED WHILE DRIVING, TURNING OVER WILL NOT STAY RUNNING CUST STATES THE CAR IS STALLING OUT WHEN GOING DOWN A HILL BLOWING DOWN
	D21, CUSTOMER STATES VEH. STALLS OUT ANYTIME ENGINE STALLED COMING TO A STOP, BUT WOULD RESTART CUST STATES VEHICLE STALLED WHILE DRIVING AND CEL CAME ON, CAR RESTARTED WITH HESITATION CHECK ENGINE STALLED ONCE AT HWY SPEED RESTARTED OK D30 ENG SHUTS OFF WHILE DRIVING. CUSTOMER STATES ENGINE STALL, REPLACE IDLE AIR CONTROL SPOHERE THROTTLE BODY CUSTOMER STATES VEHICLE DIES WHILE DRIVING CUSTOMER STATES THE VEHICLE STALLS WHILE DRIVING UNDER 10MPH BEFORE MAKING A STOP,CUSTOMER STATES THE FIRST TIME A C WAS ON,SECOND TIME A C OFF,OK AND REPAIR AS NEC
IND TSS 02 11 6,MONITOR PIDS FOR IAC OUT OF RANGE PWR TSS,REPLACED IAC AND THROTTLE BODY,CALLED HOT LINE,ALSO TECH WAS ADVISED TO REPLACE MAF,DPFE SENSOR AND TO CK PCM CONNECTOR	D21 CUST STATES REPAIR ENGINE DIES WHILE COASTING DOWNHILL CUST STATES WHILE DRIVING VEHICLE, VEHICLE WILL JUST SHUT OFF. CUST STATES WAS DRIVING DOWN HWY, OK, LIGHT CAME ON AND VEHICLE SHUT OFF..THEN VEHICLE RESTARTED STALLS AT STOPS CUST STATES VEHICLE CUTS OFF INTERMITTENTLY WHILE DRIVING DOWN THE ROAD HAD DRIVEN LESS THAN 10 MINUTES STARTS RIGHT BACK UP. CUST STATES ENGINE DIES WHILE DRIVING, STARTS UP OK D30

2002	7369	B11	1FMVU081X2KB37867	3.0L	TALD	11	2001	2.00E+03	9F716	D21	1	440679	0 STALLS
2002	7400	B11	1FMVU081X2KB32147	3.0L	TALD	11	2001	2304	12A860	D21	6	582578	12000 ON HIGHWAY
2002	7401	B11	1FMVU081X2KB30081	3.0L	TALD	11	2001	2304	12A860	D21	4	881766	4000 STALLS
2002	7404	B11	1FMVU081X2KB29121	3.0L	TALD	11	2001	2304	12A860	D21	6	2084157	6000 WHILE DRIVING
2002	7410	B11	1FMVU081X2KB34050	3.0L	TALD	11	2001	2304	12A860	D21	4	868990	2000 WHILE DRIVING
2002	7415	B11	1FMVU081X2KB23478	3.0L	TALD	11	2001	2304	DIA8	D21	6	1733455	8000 WHILE DRIVING
2002	7418	B11	1FMVU081X2KB22767	3.0L	TALD	11	2001	2304	12A860	D21	4	585486	5000 STALLS
2002	7424	B11	1FMVU081X2KB18186	3.0L	TALD	11	2001	2305	RECAL EM	D21	3	811212	3000 WHILE BRAKING
2002	7428	B11	1FMVU081X2KB18088	3.0L	TALD	11	2001	7V01	12A861	D21	6	1711108	5000 AT STOP
2002	7431	B11	1FMVU081X2KB14702	3.0L	TALD	11	2001	2304	12A860	D21	6	2208807	9000 TURNING
2002	7436	B11	1FMVU081X2KB12812	3.0L	TALD	10	2001	2301	12A860	D21	6	2058136	5000 WHILE DRIVING
2002	7438	B11	1FMVU081X2KB28480	3.0L	TALD	11	2001	2.00E+03	9F716	D21	2	558488	1600 NO TEXT
2002	7440	B11	1FMVU081X2KB22985	3.0L	TALD	11	2001	7802	14401	D21	4	880344	5000 WHILE DRIVING
2002	7442	B11	1FMVU081X2KB22985	3.0L	TALD	11	2001	2305	RECAL	D21	3	888015	5000 WHILE DRIVING
2002	7452	B11	1FMVU081X2KA68803	3.0L	TALD	10	2001	2.00E+03	9F716	D21	7	1706433	4000 STALLS
2002	7458	B11	1FMVU081X2KA89172	3.0L	TALD	10	2001	2304	12A860	D21	6	830886	3000 ON HIGHWAY
2002	7462	B11	1FMVU081X2KA92380	3.0L	TALD	10	2001	7C08	14N089	D21	4	881575	2000 STALLS
2002	7464	B11	1FMVU081X2KA92380	3.0L	TALD	10	2001	2.00E+03	9F716	D21	3	550775	3000 TURNING
2002	7466	B11	1FMVU081X2KA91017	3.0L	TALD	10	2001	7C05	14N089	D21	6	747386	6000 STALLS
2002	7470	B11	1FMVU081X2KA80440	3.0L	TALD	10	2001	2305	RECAL	D21	6	968801	7000 WHILE DRIVING
2002	7472	B11	1FMVU081X2KA80280	3.0L	TALD	10	2001	2304	DIA8	D21	4	616040	3000 WHILE DRIVING
2002	7475	B11	1FMVU081X2KA76760	3.0L	TALD	10	2001	7V01	14280	D21	3	570026	5800 WHILE DRIVING
2002	7476	B11	1FMVU081X2KA76580	3.0L	TALD	10	2001	7C05	14N089	D21	3	889025	4800 WHILE DRIVING
2002	7478	B11	1FMVU081X2KA78528	3.0L	TALD	10	2001	7C05	14N089	D21	1	280745	0 WHILE DRIVING
2002	7484	B11	1FMVU081X2KA70037	3.0L	TALD	10	2001	7C05	14N089	D21	10	2180488	8000 WHILE DRIVING
2002	7485	B11	1FMVU081X2KA70037	3.0L	TALD	10	2001	2304	12A860	D21	7	1555438	8000 WHILE DRIVING
2002	7504	B11	1FMVU081X2KA68387	3.0L	TALD	10	2001	2304	12A860	D21	1	741548	0 WHILE DRIVING

REPLACED		MISC TO DO ALL DIAGS ,NEC TO REPLACE EEC POWER RELAY REPLACE AIR BY PASS VALVE AND REPAIR SHORT TO FUEL PUMP
REFLASH		TEST REVEALS VEH STALLS IN GEAR AROUND 40 MPH,REPROGRAM PCM
REFLASH		REPROGRAM PCM EEC (CLICK TEST) DIAGNOSIS
REFLASH		8028 WDS EEC PASS DATA LOGGER OASIS PIN POINT REPROGRAMMED PCM RETEST ROAD TEST OK
REFLASH		M TIME TO REPROGRAM PCM
MPF		EEC DIAG PASS CODES ROAD TEST UNABLE TO VERIFY CONCERN AT THIS TIME
DIAG		CUTTING OFF CONCERN EEC (CLICK TEST) DIAGNOSIS
DIAG		PCM EEC (CLICK TEST) DIAGNOSIS
MPF		ROADTEST TO DIAG FOR VEH WILL DIE AT STOP,MP CODES PRESENT,MPF
REFLASH		1988 TESTED EEC CODE P1000 PERFORMED DCL MONITOR TESTS PINPOINT TEST IGNITION REFLASHED PCM RETEST OASIS 12480
		ROAD TEST VEHICLE DID NOT STALL DURING ROAD TEST CHECKED T88S AND SSM PERFORMED EED TESTING AS REQUIRED NO CODES STORED PER T88 MONITOR PIDS ROAD TEST MONITORED PID CHECKED EVAP SYSTEM PER T88 R
T88		REPLACED IAC VALVE AND EEC POWER RELAY WITH UPDATED PART PER SSM 18434
SSM		DIAG NO CODES FOUND PARTIALLY UNSEATED CONNECTOR UNDER INSTRUMENT PANEL,REDONNEDY AND RETEST ROADTEST
POOR CONNECTION		
REFLASH		VERIFY CONCERN EEC TEST PIN POINT TEST DCL MONITOR TEST REPROGRAM PCM RETEST ROADTEST
T88		T88 02 0 0 EEC TEST IDEO PASS K2EC PASS K2ER P1000 DCL MONITOR TEST IDLE DATA TEST FUEL PRESSURE TEST POWER BAL. TEST PERFORMED
REFLASH		3108 WF TESTED EEC SYSTEM AND RECEIVED NO CODES REPROGRAMMED PROCESOR
		CHECKED ALL MODULES FOR ON DEMAND AND CONTROL TROUBLE CODES, ALL PASS AT THIS TIME. TEST DROVE VEHICLE, NO PROBLEMS. RAN OASIS FOR CONCERN AND FOUND SSM 18434, INTERMITTENT STAL WITH NO DTCS. INSPF
SSM		
DIAG		VEHICLE STALLS AT TIMES EEC (CLICK TEST) DIAGNOSIS
REPLACED		PCM RELAY EEC DIAGNOSTIC TESTS,REPLACED PCM RELAY,PROGRAMED PCM
DIAG		MIL PFF SYSTEM PASS 12480 43 EEC TEST EED MONITOR TEST IGNITION SYSTEM TEST PASS. DCL DISPLAY TEST ACCESS PIDS FUEL TRIMMS NORMAL,DPFE VOLTAGE
		ROAD TESTED VEH WITH AND WITHOUT SHOP FOREMAN IN ATTEMPT TO VERIFY CUSTOMER CONCERN MIL OFF AT TIME K2ED,ER,PASSCC PERFORMED EED TEST MONITOR ROAD TEST NO FAULTS INDICATED DUR ROAD TEST REFER TO OASIS
SSM		
POOR CONNECTION		5371 POOR CONNECTION 12880 0.2 DR 0.3 D80 0.1 D61 0.5 DC1 0.1 98508 0.3 14200A 0.4 TEST AND DIAG DIED WHILE DRIVING. EEC TEST, PIN POINT TEST. NO CODES. DCL DISPLAY, NGS MONITOR TEST. FUEL PRESSU
REPLACED		C EEC (CLICK TEST) DIAGNOSIS,RAN EEC DIAG TESTS,REPLACE PCM RELAY
REPLACED		243 INSPECT 8NDLAB INSTRUCTED BY HOT LINE TECH, RAR BATTERY AND BATT. TRAY,CHECKED 8104,8105, 8101,ALL GOOD,REPLACED PCM RELAY,UNABLE TO VERIFY CONCERN AT THIS TIME.
T88		UNABLE TO DUPLICATED MODULES SPK TANDS. ROAD TEST VEH. AND WAS NOT ABLE TO DUPLICATE CONCERN, PERFORM WDS DIAG. AND FOUND NO CODES. PERFORM T8002 11 0
REFLASH		WRONG PCM CALIBRATION. MO.A.417 CC.38 ROAD TEST VEG. TO VERIFY CONCERN. UNABLE TO DUPLICATE. PERFORM WDS DIAG. AND FOUND NO CODES. PERFORM FUEL PRESSU.
REFLASH		PERFORM TEST REPROGRAM PCM ROAD TEST

	ENGINE KEEPS STALLING (TOWED IN) CHECK ENGINE, DIED AT HWY SPEED AND RESTARTED AFTER STOPPED TWO YR CHK T887777 VEHICLE CUT OFF LAST SAT RESTARTED NOT DONE SINCE D21 CUST STATES ENG DIES RANDOMLY WHILE DRIVING, START RIGHT BACK UP, ALSO HESITATES MOST OF THE TIME ON ACCEL. D21 CUST STATES WHEN TURNING EITHER DIRECTION AND DRIVING VEH STALLS CUT C & AT TIMES VEHICLE WILL DIE WHEN DRIVING
	CUST REPORTS ENG CUTS OFF AT TIMES AT SLOW SPEED, RESTARTS, ADVISE IF NEEDED CUST STATES ENGINE STALLED WHEN SLOWING WILL RESTART RIGHT AWAY REPORTS VEHICLE FEELS LIKE IT WILL DIE AT STOPS ADVISE ON ENGINE, NO WARNING LIGHTS BUT ENGINE STALLED TURNING INTO DRIVE ENGINE CUT, WENT INTO STORE CAME OUT STARTED AND RAN FINE
REPLACED FUEL AND EEC RELAYS IDLE FALLING BELOW 750 RPM REPROGRAM PCM WITH LATEST UPDATE RETEST ROAD TEST OK	C STATES WHILE DRIVING ALONG CUT RUNNING RESTARTED OK
	CUST STATES VEHICLE STALLS WHILE DRIVING THEN TAKES ABOUT 15-20 MINUTES TO RESTART.
	CUST STATES VEHICLE DIED WHILE DRIVING, WOULD NOT RESTART RIGHT AWAY, BUT AFTER 15 MINUTES, DID RESTART. TOWED IN
	CUST STATES ENGINE STALLS WITH FOOT ON GAS CHECK ENGINE CUTTING OFF AT TIMES SLOW SPEEDS OR HIGHWAY SPEEDS
CHANGED GROUNDS 104, 105, 101, 100, ALL TIGHT. INSPECTED CONNECTORS 270B, 270C 270D, 270E FOR DAMAGE OR PUSHED OUT PINS, OKAY. INSPECTED IAC MOTOR FOR PROPER PART NUMBER, OKAY. REPLACED EEC	CUSTOMER STATES THAT ALL THE INDICATOR LIGHTS IN THE DASH CAME ON AND THE VEHICLE DIED CHECK AND ADVISE ACTS LIKE IT WANTS TO CUT OFF DURING IDLE VEH CUT OFF WHEN TURNING ENGINE CUTS OFF AT TIMES
	CUSTOMER STATES THE ENGINE IS STALLING AT TIMES, WHILE DRIVING AND AT IDLE
PERFORMED 86M 16434 CHECKED AND RETEST. LOCATE AND REPAIR POOR GROUND CONNECTION, 8104 UNDER BATTERY CORRODED AND MAKING POOR CONNECTION. RETEST AND ROAD TEST. CODE X2 CAUSE PART 14290	CUSTOMER STATES THAT VEHICLE SHUTS OFF WHILE DRIVING AT SPEEDS OF ABOUT 45-50 MPH. CUSTOMER STATES WHILE DRIVING, THE VEHICLE JUST SHUTS DOWN, ALL THE GAUGES GO DEAD, CHECK AND ADVISE
	OK FOR STALLING WHILE DRIVING GOING AT 70MPH VEH WOULD RESTART BUT STALLED SIX CUSTOMER STATES VEHICLE WILL DIE WHILE DRIVING, ALWAYS RESTARTS IMMEDIATELY. D20
	D21 TRUCK DIED WHILE DRIVING WOULD NOT START OR EVEN CRANK FOR A WHILE, THEN AFTER SETTING STARTED UP AND DROVE OK.
	D21 CUSTOMER STATES TRUCK DIED WHILE DRIVING YESTERDAY. CUSTOMER STATES ENGINE STALLED WHILE DRIVING AT HWY SPEED NO OTHER PERFORMANCE CONCERN NOTED, STARTS OK.

2002	7511	811	1FMYU031X2KA4075	S.O.L	TLD	10	2001	2.00E+03	8E99	D21	8	1823881	14000	STALLS
2002	7515	811	1FMYU031X2KA61743	S.O.L	TLD	9	2001	2.00E+03	8F715	D21	1	285314	1000	STALLS
2002	7527	811	1FMYU031X2KA82170	S.O.L	TLD	8	2001	7C05	14N089	D21	9	1705781	14000	DOWNHILL
2002	7545	811	1FMYU031X2KA45188	S.O.L	TLD	9	2001	2.00E+03	8E928	D21	10	2128482	11000	WHILE DRIVING
2002	7551	811	1FMYU031X2KA43815	S.O.L	TLD	8	2001	1A03	8008	D21	1	281838	0	NO TEXT
2002	7552	811	1FMYU031X2KA43615	S.O.L	TLD	8	2001	1A03	8008	D21	1	281681	0	WHILE DRIVING
2002	7554	811	1FMYU031X2KA40391	S.O.L	TLD	8	2001	7C05	14N089	D21	3	852844	1000	WHILE DRIVING
2002	7555	811	1FMYU031X2KA40387	S.O.L	TLD	8	2001	2.00E+03	8F715	D21	10	2288688	10000	WHILE DRIVING
2002	7557	811	1FMYU031X2KA40278	S.O.L	TLD	8	2001	7C05	14N089	D21	2	383057	2000	WHILE DRIVING
2002	7558	811	1FMYU031X2KA40178	S.O.L	TLD	8	2001	1A03	8007	D21	1	245787	0	WHILE DRIVING
2002	7580	811	1FMYU031X2KA36342	S.O.L	TLD	8	2001	2804	12A880	D21	3	317404	4000	WHILE DRIVING
2002	7588	811	1FMYU031X2KA28888	S.O.L	TLD	8	2001	2.00E+03	8F715	D21	10	1841883	18000	TURNING
2002	7605	811	1FMYU031X2KA17211	S.O.L	TLD	8	2001	2.00E+03	8880	D21	3	248089	4000	WHILE DRIVING
2002	7621	811	1FMYU031X2KA08988	S.O.L	TLD	8	2001	2804	DIAG	D21	3	288824	1000	WHILE DRIVING
2002	7625	811	1FMYU031X2KA08825	S.O.L	TLD	8	2001	7C05	14N089	D21	8	818201	4000	CURT TEXT
2002	7668	811	1FMYU03182KD84528	S.O.L	TLD	5	2002	1H03	8J480	D21	1	1781484	1000	WHILE DRIVING
2002	7687	811	1FMYU03182KD88885	S.O.L	TLD	5	2002	2.00E+03	8F715	D21	2	1820188	1000	WHILE DRIVING
2002	7688	811	1FMYU03182KD82461	S.O.L	TLD	5	2002	2.00E+03	8F715	D21	1	1838527	0	WHILE DRIVING
2002	7674	811	1FMYU03182KD83488	S.O.L	TLD	4	2002	2804	12A880	D21	3	2823182	3000	TURNING
2002	7677	811	1FMYU03182KD16408	S.O.L	TLD	4	2002	2.00E+03	8F715	D21	3	2888881	7000	STALLS
2002	7681	811	1FMYU03182KD13108	S.O.L	TLD	4	2002	2804	DIAG	D21	2	1848158	2000	WHILE DRIVING
2002	7682	811	1FMYU03182KD11821	S.O.L	TLD	4	2002	1H03	8J480	D21	8	2888888	3000	WHILE DRIVING

TSS REPLACED		MT PERFORM TSS 021106, REPLACEMENT OF IAC VALVE, THROTTLE BODY AND EVAP VALVE. REPROGRAM PCM. PERFORMED EEC DIAG. RET CODE P0171 174 PERFORMED PIN POINT R&R IAC MOTOR
TSS		14160 ROAD TEST CAR STALLS EEC TEST PASS CODE RUN OASIS FOUND TSS 02 11 08 PERFORM TSS BY ROAD TEST MONITOR PIDS IN TSS SAW HIGH IAC % REPLACE IAC RETEST REPROGRAM PCM PER.TSS RUN EVAP SYSTEM TEST PR
TSS REFLASH ENGINE FAILURE		NGS TEST NO DTCS, DCL DISPLAY, RECORDER/MONITOR, PINPOINT, REPLACED THROTTLE BODY, REPROGRAMMED PCM, RETEST
REPLACED		REQUESTING DEALERS PIA CODE 02771
REPLACED		167 42 3.0 DDMC 492 AUTO DIAG NO START, REMOVED OIL PAN & FOUND METAL IN PAN FROM PISTON DUE TO INTAKE VALVE BRAKING OFF WHILE ENG WAS RUNNING R&R ENG ASSY & REPLACED WITH ASSY SUPPLIED BY FORD,REP
REPLACED		PERFORM EEC TEST 8808 DIAGNOSIS POWER BALANCE AND SPARK DURATION TEST REPLACE PCM RELAY AND RETEST
REFLASH		TEST DRIVE, COULD NOT DUPLICATE CONCERN. RAN OASIS, FOUND MESSAGE ON PARTS SUSPECT. PERFORMED WDS DIAG AND MONITORED REPLACED PCM RELAY, THROTTLE BODY, IAC VALVE AND WUV ALL WITH REVISED PARTS, REPROG
BSM		8808 RELAY/PCM RELAY INTERMITTANT AND GROUNDS CORRODED 128RD, DK1, D46, D66, D67, D7, 92608, INT14280 2.5 RAN NGS EEC DIAG. GOT NO CODES, BUT FOUND ENGINE STALLING AT TIMES. RAN PINPOINT TEST, FUEL P
ENGINE FAILURE		166 WP CODE 69 TEST AND MAKE SURE ENGINE IS LOCKED UP AND IS VEHICLE FULL OF OIL AND COOLANT REMOVE ENGINE AND TRANS AS AN ASSEMBLY HAD TO SEPERATE AND THEN TRY TO GET OFF TORQUE CONVERTOR FROM TRA
MPF		UNABLE TO VERIFY NGS KOED CONT PASS NGS DCL DISPL NGS PID DATA MONTR RECD RD TST
DIAG		8F716 EEC (QUICK TEST) DIAGNOSIS
NO TEXT		
DIAG		1558 ENGINE OPERATING TO SPECS WARRANTY VEHICLE STARTED UP FINE IN SHOP, PERFORM WDS TEST KOED, KOER AND NO CODES FOUND IN EEC SYSTEM. PERFORM FUEL PRESSURE TEST, IGN SYSTEM TEST, WIGGLE TEST CRANK SENSOR
DIAG		RELAYS EEC (QUICK TEST) DIAGNOSIS
REPLACED		EEC TEST, PASS, CHECK FUEL P61 OK, REPLACE PFE SENSOR
TSS		COULD NOT DUPLICATE CONCERN WITH TRANS. FOUND TSS 021106, PID MONITOR IAC. REPLACE AND REPROGRAM PCM. RETEST
TSS REFLASH		CK OUT ON WDS. ALL TESTS PASSED. CK PER TSS 02 11 6. REPLACED IAC. IAC AT 28% AT IDLE. REPROGRAM EEC (QUICK TEST) DIAGNOSIS
TSS		7225 IAC PERFORMED EEC TEST NO CODES PRESENT. PERFORMED ALL TEST AND MONITORED PIDS PER TSS 02 11 08 CHECKED PCM CALIBRATION ALL OK AND UP TO DATE. REPLACED IAC.
MPF		8485 PERFORM VISUAL INSPECTION, OK, HOOK UP WDS AND PERFORM EEC TEST NO CODES. PERFORM LOG DATA ONE PLAY:BARO 156 H,DPFE,68 VOLTS,FUEL TRNS 0.2 % IAC 36 %,ALL TEST NORMAL OPERATION AT THIS TIME.
TSS		8595 CHECKED THE VAPOR MANAGEMENT VALVE IT IS OK. CHECKED THE IAC IT IS OK. REPLACED THE THROTTLE BODY AND THE DPFE SENSOR AS OUTLINED IN TSS 2 11 6. THE PCM ALREADY HAS THE UPDATED CALIBRATION.

	VEHICLE INTERMITTANTLY ABOUT EVERY 3 & 4 THOUSAND MILES STALLS OUT A FEW TIMES THEN STARTS BACK UP (TS) CUSTOMER STATES ENGINE DIES OUT
ESSENCE TEST PASS FLOW TEST EVAP SYSTEM PER TSB OK INSPECT RELAY FOUND WHITE LETTERING REPLACE RELAY INSPECT KEY FOUND OVER 9 ASK CUSTOMER TO REMOVE SOME KEYS PER TSB RETEST EEC OK	CUST STATES THE VEH WILL STALL OUT WHILE DRIVING DOWNHILL WITH FOOT OFF GAS WILL RESTART AFTER STALLS CHK
	STALLS WHILE DRIVING
ORT # 1806008	VEHICLE DIED WHEN DRIVING NOW NO CRANK NO START
	VEHICLE CUT OFF WHILE DRIVING
	OWNER REPORTS ENGINE DIED WHILE DRIVING THIS MORNING, RESTARTED SEVERAL MINUTES LATER AND RAN OK
RAMMED PCM AND RETESTED, ALL OK PRESSURE TEST, IGNITION SYSTEM TEST AND PID MONITOR DIAG. FOUND NOTHING CONCLUSIVE, RAN OAMS AND PERFORMED SSN 15494, REPLACED PCM RELAY, INSPECTED CONNECTORS, C2708,C,D,AND E. AND NG THEN TAKE OFF FLYWHEEL WITH BENT WRENCH CAN NOT TURN ENGINE OVER REASSEMBLE TOGETHER AND REINSTALL IN VEHICLE AND TOP ALL FLUIDS AND ROAD TEST REOK FLUIDS ALL OK	D21 ENGINE DIES WHILE DRIVING AT TIMES RESTARTS FINE NO SET PATTERN
	VEHICLE STALLED WHILE DRIVING NOW JUST CLICKS, WILL NOT RESTART
	CUSTOMER STATES WHILE DRIVING ENG STALLED THIS ONLY HAPPENED ONE TIME OK. FOR ENG. HAS STALLED TWICE 30 35 MPH & 40 45 MPH WHEN TURNING CURVE + OK SERVICE ENGINE LT. HAS COME ON; D21* CUST STATES WHILE DRIVING ENGINE STALLED WHILE SLOWING DOWN THEN ACCELERATING, INTERM...
HARNES AND GROUNDS AND CON NECTORS,PERF INU FLOW TEST,MONITORED PID DATA, COLD STARTED AND ROAD TEST 60 MILES MONITORING PID DATA,ALSO LET SET IDLING FOR 2 HOURS, ENGINE NEVER	INSP. DIED DRIVING AND WOULD NOT RESTART HAD TOWED IN AND WHEN WRECKER DROPPED VEHICLE STARTED NORMAL
	CUSTOMER STATES WHILE DRIVING 35 35 MPH, VEH STALLED; AFTER STOPPING, IT STARTED BACK UP OK
	D21 CUS STATES YESTERDAY WHILE DRIVING 40MPH VEH STALLED IN FLIGHT CUS DID NOTICE STEREO WAS STILL ON RESTARTED FINE
	CUSTOMER STATES WHEN SHE WAS DRIVING THE VEHICLE STARTED RUNNING ROUGH AND STALLED, RESTARTED AND RAN ROUGH AND STALLED AGAIN, CUSTOMER DID DRIVE IN CUST STATES THE TRUCK HAS SHUT OFF A COUPLE TIMES IN PAST WEEK, HAPPENS WHEN DRIVING , NOT AT A STOP
	CUST STATES VEHICLE STALLED ONE TIME NOTICED ON SLOW LEFT HAND TURN
	CUSTOMER STATES ENGINE STALLED 1 TIME
	COND50 CUST STATES ENGINE STALLED AT 50 MPH
	CUSTOMER STATES VEHICLE DIES WHILE DRIVING

2002	7691	S11	1FMVU03182KC83125	3.0L	TLD	3	2002	2.00E+03	9F715	D21	1	1363245	0	AT STOP
2002	7701	S11	1FMVU03182KC81367	3.0L	TLD	2	2002	2.00E+03	9F715	D21	3	2828028	3000	WHILE DRIVING
2002	7713	S11	1FMVU03182KC48257	3.0L	TLD	2	2002	2304	12A650	D21	1	1182734	0	ON HIGHWAY
2002	7714	S11	1FMVU03182KC47845	3.0L	TLD	2	2002	2304	12A650	D21	3	1955823	3000	WHILE BRAKING
2002	7715	S11	1FMVU03182KC47845	3.0L	TLD	2	2002	2.00E+03	9F715	D21	2	1719295	1000	AT STOP
2002	7716	S11	1FMVU03182KC47578	3.0L	TLD	2	2002	2.00E+03	9F715	D21	7	1117329	0	DOWNHILL
2002	7721	S11	1FMVU03182KC39870	3.0L	TLD	2	2002	2.00E+03	9F715	D21	8	2258064	8000	AT IDLE
2002	7722	S11	1FMVU03182KC39789	3.0L	TLD	2	2002	2305	RECAL	D21	2	1712943	2000	WHILE DRIVING
2002	7728	S11	1FMVU03182KC38854	3.0L	TLD	2	2002	2.00E+03	9F715	D21	1	1279157	1000	WHILE DRIVING
2002	7738	S11	1FMVU03182KC19747	3.0L	TLD	2	2002	2304	12A650	D21	4	2081712	2000	WHILE DRIVING
2002	7739	S11	1FMVU03182KC15911	3.0L	TLD	2	2002	2.00E+03	9F715	D21	8	2161091	73000	WHILE BRAKING
2002	7758	S11	1FMVU03182KC10289	3.0L	TLD	1	2002	2.00E+03	9E928	D21	1	1661769	1000	TURNING
2002	7761	S11	1FMVU03182KC09482	3.0L	TLD	1	2002	11403	9J460	D21	2	1682932	5000	MIL
2002	7767	S11	1FMVU03182KC97563	3.0L	TLD	1	2002	7C05	149089	D21	3	1136636	2000	STALLS
2002	7775	S11	1FMVU03182KC87232	3.0L	TLD	1	2002	2302	12B579	D21	1	788982	1000	WHILE DRIVING
2002	7776	S11	1FMVU03182KC85704	3.0L	TLD	1	2002	2305	RECAL	D21	4	2143072	8000	WHILE DRIVING
2002	7777	S11	1FMVU03182KC85958	3.0L	TLD	1	2002	2302	12B579	D21	8	1048281	0	WHILE DRIVING
2002	7778	S11	1FMVU03182KC88805	3.0L	TLD	1	2002	2.00E+03	9F715	D21	2	1606140	3000	STALLS
2002	7778	S11	1FMVU03182KC85700	3.0L	TLD	1	2002	2304	12A650	D21	2	1428919	1000	STALLS
2002	7785	S11	1FMVU03182KC77845	3.0L	TLD	12	2001	2.00E+03	9F715	D21	8	2436734	8000	WHILE DRIVING
2002	7786	S11	1FMVU03182KC77206	3.0L	TLD	1	2002	2304	DIAG	D21	8	1082908	4000	AT STOP
2002	7791	S11	1FMVU03182KC77208	3.0L	TLD	1	2002	2.00E+03	9F715	D21	7	2393714	8000	WHILE BRAKING
2002	7792	S11	1FMVU03182KC76848	3.0L	TLD	1	2002	2301	12A650	D21	4	1608901	4000	AT STOP
2002	7803	S11	1FMVU03182KC857102	3.0L	TLD	12	2001	2.00E+03	9F715	D21	8	2448034	1000	WHILE DRIVING
2002	7805	S11	1FMVU03182KC88853	3.0L	TLD	12	2001	2304	12A650	D21	2	1037373	1000	AT STOP

REPLACED		1 QUICK TEST KOEO CODE P1111 KOEC P1111 PINPOINT TEST REPLACED AIR BYPASS AND REPROGRAM PCM RETEST KOER P1111
DIAG		EEC (QUICK TEST) DIAGNOSIS EXTRA TIME TO REPEAT FINAL QUICK TEST
SSM		TEST EEC SYSTEM PIN POINT TEST CK PCM PROGRAMMING CHECK VEHICLE PER SSM 15589 NPF
REFLASH		EEC TESTS AND REPROGRAM PCM CCC D21;CPN 12A000;12500084.2;12600D.2;12600D45.3;CC 42
TSS		EEC TESTS AND MONITOR TESTS,REPLACED IAC VALVE,EEC RELAY AND REPROGRAM PCM PER TSB 02 11 05
REFLASH		EEC TEST MONITOR PIDS TEST FUEL PRESSURE ADJUST IDLE STOP TO 95 PERCENT IAC AND REPROGRAM PCM RETEST
TSS		90% IAC VALVE STICKING EEC TEST PID MONITOR AND RECORD NG5 DISPLAY COMPRESSION TEST FUEL PRESSURE TEST REPLACED IAC VALVE AND THROTTLE BODY PER TSB02 11 6 RETEST
TSS		EEC TEST PASS REPLACED IAC VALVE AND REPROGRAM PCM AS PER TSB 02 11 05 ROAD TEST 7 MILES,ENGINE DID NOT STALL
TSS		1 RUN EEC TEST,NO CODES,RAN OASIS,FOUND RELATED TSB 02 8 8 ON BACK OF R.O. NG5 ROADTEST MONITOR IAC PID READING AT
TSS		ROAD TEST, SCOPED ENGINE, REPROGRAM PCM SET BASE IDLE PER PROCEDURE GIVEN BY TECH HOTLINE PERFORMED TSB 2 11 08, CLEARED CODES, PERFORM DRIVE CYCLE ALL PASS.T28020
TSS		EEC TEST PASS RAN OASIS FOUND TSB 02 11 05 STARTED STEP 1 IAC 47%,REPLACED IAC 2 CK PCM OK,4 CK EVAPM DUTY CYCLE OK 5 TESTED CK VALVE OK 6CK RELAY HAS UPDATED RELAY,ROAD TESTED NOT STALLING IAC AT 30
INOP		INOP TEST DRIVE MIL OFF INTERMITTENTLY STALL ON DECEL,WPS DIAG KOEO KOER FUEL, PRESSURE AND LEADOWN INJECTOR FLOW DATA
INOP		SENSOR INOP 86DS EEC TEST DIAG PINPOINT IDLE DATA FUEL PRESSURE INJ FLOW POWER BALANCE DCL MONITOR
DIAG		1 AND CLEAR VENT LINE, ROAD TEST.
REPLACED		VERIFIED CONCERN, PERFORMED EEC, FUEL PRESSURE, COMPRESSOR TEST, PINPOINT & PID MONITOR TESTS. FOUND MAF BELOW MINIMUM
REFLASH		RAN ON WDS KOEO KOER DATA LOGGER PIN POINT TEST TEST DRIVE TO MONITOR PIDS NO CODES REPROGRAMMED PCM AND TEST DROVE
REPLACED		200 128579 42 WDS HOOK UP NO LIGHT KOEO PASS DATALOGGER POWER BAL FUEL PRESSURE TEST INJECTOR FLOW TEST AND IGNITION TEST PINPOINT TEST FOUND MAF VOLTAGE ERRATIC REPLACE MAF. ALSO PERFORM SERVICE
REPLACED		CHECK IGNITION SYSTEM AND GOT NO CODES RAN PID DATA AND FOUND IAC STICKING AND REPLACED AND RETEST
REFLASH		1801 RAN QUICK TEST AND FOUND CODE P1111, PASS. TESTED WITH PIDS, REPROGRAMMED PCM, ORDER IAC AND THROTEL BODY.
TSS		NOT OPERATING PROPERLY EEC DIAG KOEC PASS KOEO PASS KOER PASS. SETS OASIS FOUND TSB 02 11 05 PERFORM TSB IAC DUTY CYCLE HIGH, REPLACE IAC RECHECK DUTY CYCLE 30% OK REPROGRAM PCM VERIFY EVAPV
NPF		PERFORMED EEC TEST AND SYSTEM PASSED, CHECKED FUEL PRESSURE AND FOUND AT 40 PSL ALL DISPLAYS ARE NORMAL UNABLE TO DUPLICATE CONCERN AT THIS TIME
TSS		REPLACED IAC VALVE, THROTTLE BODY, VAPOR MANAGEMENT AND PCM RELAY PER TSB 02 11 6 ROAD TEST AND SYSTEM PASSED.
DIAG		PERFORM KOEO KOER PASS, PERFORM PINPOINT TEST, PID MON, FUEL PRESSURE INJ FLOW TEST, IGN SYSTEM TEST, PASS ALL PERFORM
TSS		TSB 02 11 6 RUN DIAGNOSTICS, FUEL PRESSURE TEST, MONITOR TEST, REPLACE IDLE AIR CONTROL MOTOR, REPROGRAM PCM, RECHECK OPERATION
SSM		EEC TEST PER SSM 16680 ATTACHED REPROGRAM PCM TIME TO ACCESS AND CLEAR EVAP VENT LINE DISPECT AND PCM RELAY PASS M TIME FOR NO LABOR OPS FOR CLEANING EVAP LINE

	CUST STATES 2 TIMES NOW AT STOPLIGHTS BUT KIND OF UP HILL POSITION ENGINE SHUT OFF NO IDLE 1 TIME ON STARTUP AT HOME
	CUSTOMER STATES VEHICLE DIES WHILE DRIVING IN TRAFFIC AT TIMES
	VEHICLE CUTS OFF AT HWY SPEEDS BUT STARTS BACK
	CUSTOMER STATES WHEN SLOWING DOWN OR ON ACCEL FROM SLOWING DOWN ENGINE STALLS AND BREAK PEDAL GETS HARD
	CUSTOMER STATES ENGINE STALLED AT STOP WHEN ENGINE WAS WARM UP AND SERVICE ENGINE SOON LIGHT WAS FLASHING BEFORE STALLED
	CUST STATES VEHICLE HAS STALLED OUT ON INCLINE 4 TIMES WHEN STARTED BACK UP IT BUCKS AND JERKS
	C8 ENGINE CUTS OUT AT IDLE GOES DEAD AT TIMES NO CEL ON WORSE WHEN COLD D21
	CHECK ENGINE DIED WHILE DRIVING RESTARTED OK WAS DOING ABOUT 35 MPH
	WHILE DRIVING ALL WARNING LIGHTS CAME ON AND ENGINE STALLED
	JUST DRIVING DOWN THE ROAD CAR STALLS WILL RESTART
36	CUSTOMER STATES VEHICLE STALLS WHEN COMING TO A STOP SEEMS TO HAPPEN MORE WHEN ENGINE IS WARM
	C 8: TURNED STEERING WHEEL AND ENGINE STALLED
	CUSTOMER STATES CHECK ENGINE LIGHT ON
	TRUCK CUTS OFF AT TIMES
	CUST STATES VEHICLE DIES WHILE DRIVING HAS HAPPENED SLOW AND HWY SPEED... WILL RESTART INSPECT
	CUSTOMER STATES VEHICLE CUTS OFF WHILE DRIVING
MI93. 15889. R&R FUEL TANK TO BLOW OUT ALL FUEL VAPOR LINES. CK FOR UPDATED RELAY AND REPROGRAM PROCESSOR. RE TEST EEC SYSTEM	D21 CUST STATES STALLS WHILE DRIVING
	CUST STATES CHECK ENGINE LIGHT CAME ON OIL LIGHT VEHICLE DIED
	CHECK KILLED AT TIMES CHECK ENGINE LIGHT IS ON
MI DUTY CYCLE OK. EEC RELAY OK. ADVISE CUSTOMER TO HAVE 80% OR LESS ON THEIR KEYCHAIN. ROAD TEST OK	CUSTOMER STATES STEERING SEEMS TO GO OUT AND ENGINE STALLS WHILE DRIVING AND THEN STARTS RIGHT BACK UP CK ADVISE
	CUSTOMER STATES VEHICLE STALLS WHEN COMING TO A STOP. HAPPENS WHEN COLD OR WARM.
	CUST STATES CAR WILL STALL WHILE COMING TO A STOP ADVISE
	D21 CUST. STATES ENGINE STALLED AT RED LIGHT AND WOULD NOT RESTART.....CHECK AND ADVISE.
	CHECK FOR STALLING OUT WHILE DRIVING, HAD TO SIT FOR A COUPLE OF MINUTES. SEEMS OK NOW
	D21 HAS STALLED 1 TIME COMING TO A STOP. SEE KEVIN

2002	7806	S11	1FMYUC3192KB6186	3.0L	TALD	12	2001	1H03	QJ480	D21	5	179838	4000	AT STOP
2002	7810	S11	1FMYUC3192KB94895	3.0L	TALD	12	2001	2.00E+03	9F715	D21	7	2298948	7000	AT STOP
2002	7812	S11	1FMYUC3192KB95211	3.0L	TALD	12	2001	2G04	12A850	D21	4	1157114	5000	STALLS
2002	7815	S11	1FMYUC3192KB99211	3.0L	TALD	12	2001	7C05	14N089	D21	1	572217	0	AT STOP
2002	7814	S11	1FMYUC3192KB54219	3.0L	TALD	12	2001	2G04	12A850	D21	7	2117082	4000	WHILE DRIVING
2002	7819	S11	1FMYUC3192KB44996	3.0L	TALD	12	2001	2G04	12A850	D21	1	611419	1000	WHILE DRIVING
2002	7821	S11	1FMYUC3192KB63380	3.0L	TALD	12	2001	2G04	12A850	D21	9	2329016	9000	STALLS
2002	7822	S11	1FMYUC3192KB90950	3.0L	TALD	12	2001	2.00E+03	9F716	D21	6	2359510	8000	WHILE BRAKING
2002	7826	S11	1FMYUC3192KB93981	3.0L	TALD	12	2001	2G04	12A850	D21	8	2040358	8000	WHILE DRIVING
2002	7829	S11	1FMYUC3192KB32981	3.0L	TALD	12	2001	7C05	14N089	D21	2	577301	0	WHILE DRIVING
2002	7833	S11	1FMYUC3192KB30423	3.0L	TALD	11	2001	2.00E+03	9F715	D21	4	1255272	8000	STALLS
2002	7837	S11	1FMYUC3192KB28736	3.0L	TALD	11	2001	2G04	12A850	D21	7	1749005	3000	STALLS
2002	7838	S11	1FMYUC3192KB24735	3.0L	TALD	11	2001	2G05	RECALEM	D21	7	1547440	8000	STALLS
2002	7840	S11	1FMYUC3192KB22743	3.0L	TALD	11	2001	2G05	RECALEM	D21	4	1084614	2000	AT STOP
2002	7843	S11	1FMYUC3192KB14838	3.0L	TALD	11	2001	2G04	DIAG	D21	4	1015787	3000	WHILE DRIVING
2002	7880	S11	1FMYUC3192KB14895	3.0L	TALD	11	2001	2G05	RECAL	D21	5	1087476	3000	WHILE DRIVING
2002	7883	S11	1FMYUC3192KB14082	3.0L	TALD	11	2001	2G01	12A850	D21	7	1517173	8000	WHILE DRIVING
2002	7880	S11	1FMYUC3192KA79800	3.0L	TALD	10	2001	2.00E+03	9F715	D21	8	1683128	8000	STALLS
2002	7884	S11	1FMYUC3192KA79819	3.0L	TALD	10	2001	2.00E+03	9F715	D21	10	2100983	10000	STALLS
2002	7885	S11	1FMYUC3192KA79294	3.0L	TALD	10	2001	2.00E+03	9F715	D21	8	1572153	5000	WHILE DRIVING
2002	7887	S11	1FMYUC3192KA70885	3.0L	TALD	10	2001	2G05	RECALEM	D21	11	2427340	11000	WHILE DRIVING
2002	7898	S11	1FMYUC3192KA70865	3.0L	TALD	10	2001	7C05	14N089	D21	3	472892	2000	WHILE DRIVING
2002	7900	S11	1FMYUC3192KA70272	3.0L	TALD	10	2001	2G05	RECALEM	D21	5	757148	5000	WHILE DRIVING
2002	7902	S11	1FMYUC3192KA70239	3.0L	TALD	10	2001	2G04	DIAG	D21	3	444809	3000	AT STOP
2002	7905	S11	1FMYUC3192KA69817	3.0L	TALD	10	2001	2G05	RECAL	D21	8	1808898	13000	AT IDLE
2002	7909	S11	1FMYUC3192KA69171	3.0L	TALD	10	2001	7A01		40D21	8	1933336	7000	WHILE DRIVING
2002	7911	S11	1FMYUC3192KA69943	3.0L	TALD	10	2001	2G04	12A850	D21	4	589897	8000	STALLS
2002	7923	S11	1FMYUC3192KA63993	3.0L	TALD	9	2001	2G04	12A850	D21	9	2071621	12000	STALLS

SSM		4476 PERFORM RECOMMENDED TEMP FIX PER SSM FOR REPLACEMENT OF DPFE SENS. INSTALL DPFE FORD BAYS WILL PUBLISH PERM FIX IN MID JULY.
REPLACED		EEC TEST REPLACE AIR BYPASS VALVE
REFLASH		RUN EEC TEST, DCL DISPLAY TEST AND REPROGRAM PCM
REPLACED		RUN EEC TEST, DCL DISPLAY TEST, PINPOINT TEST, INSPECT GROUNDS AND WIRE HARNESS CONNECTIONS. REPLACE POWER RELAY AND RETEST.
REFLASH		NBS EEC SELF TEST PASS PASS PASS. ROAD TEST MONITOR COULD NOT DUPLICATE. DCL DISPLAY TP AND IAC VALUES IN RANGE. PINPOINT TEST EEC POWER RELAY AND HARNESS TERMINALS OK REPROGRAM PCM TO LATEST LEVEL 42
REFLASH		PCM OUT OF CALIBRATION) DIAGNOSIS PROGRAMMED PCM
DIAG		12A8D EEC (QUICK TEST) DIAGNOSIS
DIAG		9F716 EEC (QUICK TEST) DIAGNOSIS
INOP		INOP EEC (QUICK TEST) DIAGNOSIS
INOP		INOP NBS DCL DISPLAY TEST
REPLACED		INOP EEC (QUICK TEST) DIAGNOSIS REPLACED THROTTLE BODY ASY,
REFLASH		DIAG, REPROGRAM PCM EEC (QUICK TEST) DIAGNOSIS
		ROAD TEST NO CODES PERFORMED IGN SYSTEM DIAG NO PROBLEM FOUND RAN OASIS FOR CONCERN REPROGRAMED PCM PER TBS RECHECK K
TBS		WDS DIAGNOSIS REPROGRAM PCM AS PER SSM 15589 AND RETEST.
SSM		DOES NOT OPERATE PROPERLY EEC (QUICK TEST) DIAGNOSIS
INOP		EEC TEST DATA RECORD PPT TEST OK OASIS REPROGRAM PCM PER SSM 15545
DIAG		UNK EEC (QUICK TEST) DIAGNOSIS
REPLACED		IMPROPER OPERATION 9F716 14NBS CC42 DIAG AND PINPOINT TEST. REPLACED IAC VALVE AND FUEL RELAY RETEST. P1111 P1111 P1111
TBS		543414 92815 92815 9F716 14NBS CC42 10616 RELEASE OUT 3.0L ROAD TEST TO VERIFY CONCERN EEC TEST PASS PERFORM TBS OR 11 DS NO TIME IN TBS PERFORM DIAG AND ROAD TEST USING NBS MONITOR PID REPLACE IAC
REFLASH		8408 9F716 CC 42 1286D 2,D45 3,D40 1,D61 5,D84 2,D3 1,D0C1 .1 EEC DIAGNOSIS NEEDED P1111 KOEC P1111 KOEC P1111 1 PID DISPLAY PINPOINT TEST ROAD TEST MONITOR P IDS REPL IAC VALVE & REPROGRAM PC
SSM		9897 SELF TEST PASS, REPROGRAM PCM PER SSM CC42.
REPLACED		NOTE REPLACED PCM RELAY AND CLEARED GRINDS AS PER SERVICE MESSAGE NO PROBLEM VERIFIED AT THIS TIME EEC TEST CODE PASS NO OBVIOUS PROBLEM FOUND RAN OASIS BROADCAST MESSAGE 15434 R&R BATTERY AND LOOSEN A
SSM		9897 SELF TEST PASS, DCL DISPLAY, REPROGRAM PCM PER SSM 15580, TIGHTEN ALL GROUNDS AND RETEST, PASS, CC42.
SSM		1 WDS EEC TEST PASS CODES RAN OASIS AND CALLED TECH HOTLINE SSM 15434 CHECK GROUNDS AND CONNECTORS ALL READY HAS NEW
TBS		1 PERFORMED EEC TEST PDS MONITOR, PERFORMED PCM REFLASH AND PINPOINT TEST AS PER TBS OR 11 &
REPLACED		7602 BAD BATTERY 10634C 10634C1 3 TEST AND REPLACE BAD BATTERY CODES ACE HAYFN DTG 7084X CC42
SSM		SELFTEST, TEST FUEL PRESSURE, PINPT TEST MONITOR PID DTAT PER SSM OK GROUND TO EEO RELAY TIGHTEN, OK FOR PROPER ISC MOTOR, REPROGRAM PROCESSOR WITH LATEST UPDATE
REFLASH		REPROGRAM PCM

	ENGINE STALLS WHEN AT STOPS, UPON ACC, AND ESPECIALLY WHEN THE AC IS TURNED ON
	CHECK ENGINE LAMP ON AND DIES AT STOPS
	CUSTOMER STATES CHECK VEHICLE ENGINE STALLS OUT
	CUSTOMER STATES WHEN AT STOPS VEHICLE WILL DIE OUT HAS TO START BACK
3.0 QG TECH 208	CUSTOMER STATES A FEW WEEKS AGO WHILE DRIVING ON THE HIGHWAY THE VEHICLE STALLED, HAS NOT HAPPENED SINCE. D21
	VEH IS CUTTING OFF AT TIMES (BUCKS & JERKS AFTER DRIVING ABOUT 2 HRS)
	CK. ENGL STALLS AS VEHICLE COMES TO A STOP (RESTARTS EASY) ON AND ALSO STALLS WHEN IN SLOW TRAFFIC NOTE OIL LT. HAS COME ON JUST BEFORE AND AFTER
	CK. ENGINE STALLED AT SLOW SPEED, JUST AFTER STOPPING TO YIELD TO TRAFFIC, SEE FILE ATTACHED
	ENGINE STALLS WHILE DRIVING THEN STARTS RIGHT BACK UP
	CUST SAYS SHE WAS DRIVING AT 35 WHEN TRANS LIGHT CAME ON, THEN OIL LIGHT, STEERING LOCKED AND ENGINE DIED.
	CUST. STATES ENGINE HARD TO START AT TIMES AND STALLING AT TIMES
	CUSTOMER STATES DIED ON CUSTOMER TWICE, ADVISE
	AFTER PUTTING GAS IN IT EVERYTHING SEEMED TO BE OK AND ALL OF A SUDDEN IT WAS LIKE THE GAS WAS NOT GETTING WHERE IT SHOULD GO THE VEHICLE JUST CAME TO A HALT NO STEERING THIS ONLY HAPP
	CUSTOMER STATES AT TIMES TH CAR WILL STALL WHEN COMING TO A STOP
	UNIT STALLS WHILE DRIVING
	CUTS OFF WHILE DRIVING AT 45 MPH
	CUST REPORTS VEH STALLS WHILE DRIVING...WILL RESTART
	C S VEHICLE STALLED TWICE IN THE PAST FEW DAYS.
VALVE REPLACE THROTTLE BODY REPLACE CARBURETOR PURGE VALVE REPLACE EEC RELAY RETEST PASS ROAD TEST	CUSTOMER STATES THE ENGINE STALLS
M PER TSB & R2 TEST OK ROAD TEST OK	D21 VEHICLE WILL DIE WHEN DRIVING. INTERMITTENT. ALSO VEHICLE IS SLOW TO START AT TIMES.
	CUSTOMER STATES ENGINE IS STALLING AT TIMES ESPECIALLY WHEN DRIVING
NO TIGHTEND GRIND 104,106,100 PP TEST REPLACED POWER RELAY AS PER MESSAGE AND CHECKED IDLE BYPASS OK ROAD TEST OK.	D21 CHECK FOR ENGINE DYING WHILE DRIVING AT AROUND 40 M.P.H. IT WILL RESTART AND RUN FINE BUT WILL DIE AGAIN AFTER A FEW
	QG ENGINE DIED AT TIMES WHILE DRIVING, DASH LIGHTS CAME ON ENGINE DIED
	D21,CUSTOMER STATES ENGINE WILL DIE WHILE DRIVING, ONCE AT 60 MPH,THE OTHER WHILE SETTING AT STOP LIGHT.
	CHK FOR STALLING AT IDLE, WHEN RESTARTING, CD EJECTED
	CUSTOMER STATES VEHICLE STALL OUT WHILE DRIVING AND SMOKE COMING OUT FROM HOOD AND WOULD NOT START ANY MORE.
	CUST STATES AT TIMES APPEARS TO CUT OUT OR ALMOST DIES D21
	ENGINE STALLS

2002	7830	S11	1FM/YUC3182KA58009	S.O.L	T/LD		B	2001	2304	DIAG	D21	2	314444	1000 AT STOP
2002	7843	S11	1FM/YUC3182KA62354	S.O.L	T/LD		B	2001	2304	12A850	D21	9	1827254	17000 ON HIGHWAY
2002	7843	S11	1FM/YUC3182KA52354	S.O.L	T/LD		B	2001	2302	12B579	D21	9	1705418	18000 WHILE DRIVING
2002	7844	S11	1FM/YUC3182KA62354	S.O.L	T/LD		B	2001	2.00E+03	9F715	D21	8	1385353	13000 WHILE DRIVING
2002	7851	S11	1FM/YUC3182KA80975	S.O.L	T/LD		B	2001	1A03	8005	D21	0	388200	0 STALLS
2002	7857	S11	1FM/YUC3182KA48554	S.O.L	T/LD		B	2001	2304	DIAG	D21	9	2211480	10000 STALLS
2002	7858	S11	1FM/YUC3182KA48554	S.O.L	T/LD		B	2001	2304	12A850	D21	9	1948215	10000 STALLS
2002	7858	S11	1FM/YUC3182KA48554	S.O.L	T/LD		B	2001	1H03	6J460	D21	10	2088005	11000 STALLS
2002	7870	S11	1FM/YUC3182KA44755	S.O.L	T/LD		B	2001	2.00E+03	9F715	D21	10	2085351	9000 WHILE DRIVING
2002	7872	S11	1FM/YUC3182KA44540	S.O.L	T/LD		B	2001	2304	12A850	D21	7	914515	14000 WHILE DRIVING
2002	7874	S11	1FM/YUC3182KA44288	S.O.L	T/LD		B	2001	2304	12A850	D21	8	1182884	9000 WHILE DRIVING
2002	7881	S11	1FM/YUC3182KA40858	S.O.L	T/LD		B	2001	2.00E+03	9F715	D21	10	2029218	9000 WHILE DRIVING
2002	7888	S11	1FM/YUC3182KA38827	S.O.L	T/LD		B	2001	1H03	6J460	D21	10	2038345	9000 AT STOP
2002	7888	S11	1FM/YUC3182KA38785	S.O.L	T/LD		B	2001	1H03	6J460	D21	7	1035414	10000 COASTING
2002	7891	S11	1FM/YUC3182KA38720	S.O.L	T/LD		B	2001	2304	DIAG	D21	1	810188	0 WHILE DRIVING
2002	8000	S11	1FM/YUC3182KA38225	S.O.L	T/LD		B	2001	2304	12A850	D21	6	888294	7000 WHILE DRIVING
2002	8011	S11	1FM/YUC3182KA38845	S.O.L	T/LD		B	2001	2304	DIAG	D21	8	1448275	8000 NO TEXT
2002	8013	S11	1FM/YUC3182KA35725	S.O.L	T/LD		B	2001	2304	DIAG	D21	2	388298	3000 WHILE DRIVING
2002	8048	S11	1FM/YUC3182KA17345	S.O.L	T/LD		B	2001	2302	12B579	D21	0	511010	0 STALLS
2002	8055	S11	1FM/YUC3182KA08970	S.O.L	T/LD		B	2001	1H03	6D475	D21	3	821888	3000 REBURGE
2002	8087	S11	1FM/YUC3182KA08910	S.O.L	T/LD		B	2001	1H03	6J460	D21	3	545547	5000 WHILE DRIVING
2002	8089	S11	1FM/YUC3182KA08790	S.O.L	T/LD		B	2001	2.00E+03	9F715	D21	8	1851047	8000 STALLS
2002	8108	S11	1FM/YUC3182KE02055	S.O.L	T/LD		B	2002	2304	12A850	D21	1	287780	1000 DECELL
2002	8114	S11	1FM/YUC3182KD82888	S.O.L	T/LD		B	2002	2305	RECAL	D21	2	232980	1000 WHILE DRIVING

TBS REFLASH		1998 NO PROBLEM FOUND RAN WDS TESTS. NO CODES IN SYSTEM PASSED ALL TESTING. NO TBS OR SSML TEST DRIVE, DID NOT RETAL L RAN ON NGS NO CODES REPROGRAMED PCM
REPLACED		RAN ON NGS P0102 MONITORED PIDS PID DATA RECORDER PINPOINT TEST ROAD TEST REPLACED MAP SENSOR
REPLACED		1 RAN ON NGS P1607 MONITORED PIDS PID DATA RECORDER PINPOINT TEST ROAD TEST REPLACED AIG REMOVED OIL PAN AND FOUND BROKEN PISTON. REMOVED ENGINE AND REPLACED WA LONG BLOCK. CLEANED AND TRANSFERRED ALL PARTS. REINSTALL ENGINE. EXTRA TIME FOR AC. ROADTEST. OKAY. NO LABOR OPS 12.90 MTIME 11
REPLACED		TECH HOTLINE, CHECK CONNECTIONS 4270 B/C 800 AT CENTRAL JUNCTION BOX CHECK A G HARNESS AT COMPRESSOR & CHECK PCM PINS AND HARNESS AS PER HOTLINE ALL O K AT THIS TIME. HOOK UP VDR & ROAD TEST FOR APPROX. 70
HOTLINE REFLASH		PCM REPROGRAM EEC (QUICK TEST) DIAGNOSIS (PASSES)
INOP		OK AND VERIFY CONCERN IDLE OUT OF SPECK WE REPLACED THROTTLE BODY AND AIR BY PASS VALVE CK PCM FOR LATEST CALIBRATION OK, REPLACED VAPOR MANAGEMENT VALVE DUE TO IT WAS INOP, REPLACED EEC RELAY WITH NEW
REFLASH		DIAGNOSIS EEC MIL LIGHT/FINAL QUICK TEST/DIAGNOSIS PIN POINT TEST/REPL. IAC/PCM REPROGRAM/FUEL PRESSURE TEST
REPLACED		1 EEC TEST NO CODES, DCL DISPLAY TEST, NGS MONITOR RECORDER TEST, FUEL PRESSURE TEST OK, PINPOINT TEST, RR BATTERY AND
REFLASH		INOP WDS START UP START TEST, DTA LOGS, MIL FLOW, PIN POINT, REPROGRAM, RETEST
TBS		0476 RECALL ROAD CUSTOMER ENGINE STALLING CHECK FOR CODES NO CODES RUN PINPOINT TEST CHECK OASIS PERFORM TBS 00 11 08 INSTALL REVERSE IAC THROTTLE BODY EVAP/PM VALVE REPROGRAM PCM RETEST OK
REPLACED		ROAD TEST RETRIEVED AND CLEARED CODES PASS ROAD TEST AND MONITOR PIDS FOUND DPFE 4.83 REPLACED DPFE SENSOR AND RECHECK OK
REPLACED		NGS EEC TEST PASS MONITOR AND RECORD EEC PIDS IGN TEST FUEL PRESSURE TEST DCL DISPLAY PINPOINT TEST REPLACED EEC RELAY
NFF DIAG NO TEXT		180 C 8 WHEN DRIVING LAST NIGHT, BAT. AND OIL LIGHT CAME ON AND VEH. STALL EEC TEST NO CODES ROAD TEST COULD NOT VERIFY CONCERN TECH AND OC 021 42 12A880 EEC (QUICK TEST) DIAGNOSIS PIN POINT TEST DIAGNOSIS
ADJUST		EEC QUICK TEST DIAG EX TIME TO REPEAT FINAL QUICK TEST PINPOINT TEST DIAG IGNITION SYSTEM DIAG NGS DCL DISPLAY TEST NGS RECORDER MONITOR ROAD TEST DIAG RESET BASE IDLE AND KAM RETEST KOE0, KOE1, KOE2C, P1000, MONITORED PIDS, CHECKED FUEL PRESSURE, OK PINPOINT AND REPLACED MAP SENSOR ERRATIC READINGS. RETEST AND ROAD TEST. KOE0, KOE1, KOE2C, P1000.
REPLACED REFLASH		WDS DIAG EVAP LEAK TEST REPL. EGR VALVE REPROGRAM PCM
REFLASH REPLACED		HOOK UP WDS. RAM SYSTEMS TEST CONT. MEM. KOE0, KOE1. NO CODES FOUND PCM RECALL RECALL PCM. TEST DRIVE
REFLASH		INOP REPLACED IAC VALVE EEC (QUICK TEST) DIAGNOSIS
REFLASH		1488 WDS TEST OF EEC SYSTEM NO CODES MONITOR DCL DISPLAY NO PROBLEM FOUND TRY AND REPROGRAM PCM COULD NOT HAD LATEST PROGRAM ROAD TEST COULD NOT VERIFY CONCERN AT THIS TIME
DIAG		ROAD TEST. TEST FOR STALLING CONCERN. TEST EECV, PASS 10 PASS, PASS KOE1. PINPOINT TEST PER SYMPTOM PRECHECKS PASS. TEST

	CUSTOMER STATES THAT WHILE AT A STOP MIL LIGHT AND OIL LIGHT CAME ON AND VEH DIED. WENT TO RESTART AND STARTED OK THEN CUST DROVE HEAR ENGINE STALLS DRIVING HIGHWAY SPEEDS CHECK TSB 15389
	STALLS AT 45 MPH NO PROBLEM TO RESTART ENGINE CUT OFF ONCE WHILE DRIVING AT HIGHWAY SPEEDS PULLED TO SIDE OF ROAD AND ENGINE RESTARTED
12 01 08.00 17.00 11 13 01 05.00 13.14	CHECK FOR STALLED AND WONT RESTART. MADE GRIND NOISE.
0 MILES. O.K AT THIS TIME.	CUSTOMER STATES VEHICLE STALLED CUT RUNNING CRUISE (RESTARTED AFTER SITTING A SHORT TIME) ENGINE STALLED AND WOULDNT RESTART
PART # REPLACED	CUSTOMER STATES THAT THE TK STALLS AT HWY SPEEDS THIS HAPPENED 4 8 TIMES LET SIT AND TK WILL RESTART
	D21 CK FOR CUTS OUT WHILE DRIVING D21 WHILE DRIVING AT 28 MPH VEH HESITATED ENGINE SLOWED AND POWER STEERING BECAME HARD TO STEER ENGINE WOULD NOT REV UP ENGINE STALLS AT TIMES WHEN DRIVING FOR A FEW MINUTES AT STOP SIGNS . HAPPENED A FEW TIMES IN 8000 MILES OF DRIVING
	STALLS WHILE DRIVING WHEN FIRST STARTED IN MORNING ENGINE WILL IDLE POORLY AND WILL INTERMITTENTLY DIE AT STOPS DCC D13 D21
	CUSTOMER STATES THAT WHILE COASTING DOWN A HILL THE ENGINE STALLED. IMMEDIATELY RE START ONCE CUSTOMER GOT THE VEHICLE
	CUST STATES THAT WHEN DRIVING LAST NIGHT, BAT & OIL LIGHTS CAME ON & VEH IMMEDIATELY STALLED. AFT PULLING OVER, TURNED HAZZARDS ON & TRIED TO RE START & DID. NO PROB SINCE. C.
	CUST SAYS WHILE DRIVING THE VEHICLE STALLED OUT TWICE ON A HIGHWAY.
	C STATES WHILE DRIVING, VEH COMPLETELY SHUT OFF, RESTARTED RIGHT AWAY
	CUSTOMER STATES THE ENGINE STALLS CK ENGINE LIGHT IS ON AND BURBS
	CUSTOMER STATES ENGINE DIES AT TIMES WHILE DRIVING ENGINE STALLS INTERMITTENTLY
	STALLS ON DECELL BDE REPROGRAM CUST STATES WHILE DRIVING ON 1 OCCASSION, LOST POWER STRG THEN BBS AND BATTERY LITE CAME ON AND ENG DIED AFTER WAITING