

EA02-027

FORD 8/5/03

LETTER TO ODI

APPENDIX A

5 BOXES

BOX 4 OF 5

PART 1 OF 4

From: Fournelle, Gilbert (G.)
Sent: Monday, July 22, 2002 12:54 PM
To: Sanders, Muriel (M.S.)
Subject: RE: Escape Stalling

Muriel,

I never heard anything else. Don Altoonian called this dealer (this is the one that said the TSB was done but he didn't blow out the vent line).

Gilbert Fournelle
V6 U204 Calibration Engineering
LAE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

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

From: Sanders, Muriel (M.S.)
Sent: Monday, July 22, 2002 12:34 PM
To: Fournelle, Gilbert (G.)
Subject: RE: Escape Stalling

Gilbert,

Did you ever get a response from this?

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>

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

From: Fournelle, Gilbert (G.)
Sent: Wednesday, July 03, 2002 7:28 AM
To: Suarez, Rhae (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Price, Martin (M.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Packer, Ernest (E.G.); Steckler, Mike (C.M.); Conroy, Don (D.C.)
Subject: RE: Escape Stalling

If this problem is repeatable, I would like to get a WDS recording of the event for analysis. This would be very important for us, since we still cannot repeat the concern ourselves.

I would like to see the following PIDS:

RPM
IAC

MAF
TP
LOAD
VSS
EGRVR
SPARKADV
EVAPVM
FLI
FUELPW1
FUELPW2
FTP
O2S11
O2S21
longft1
longft2
shrtft1
shrtft2
EGRVR
B+

Sincerely,

Gilbert Fournelle
V5 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

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

From: Suarez, Rhae (R.)
Sent: Tuesday, July 02, 2002 2:11 PM
To: Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Price, Martin (M.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Packer, Ernest (E.G.); Steckler, Mike (C.M.); Conroy, Don (D.C.)
Subject: RE: Escape Stalling

Team,

Here is the newest stall vehicle. From the email below you can read that it has been into the dealership 3 times now. I looked up the VIN in CQIS and the only report in the system is during the second visit. I tried to contact the FSE (Ernie Packer) but he is out on vacation during this week. I left a message with Rod Gautier (playing phone tag) at Kip Killmon's Tyson Ford to get more information on what was done to the vehicle. His direct number is (703) 442-7448 if any one would like to contact him directly.

Would any of you like to get this vehicle back if it gets bought back?
Is there anything you can offer before the buyback occurs?

Thanks,

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
FVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242

Fax: 313-33-78337
Email: rsuarez8@ford.com

Rpt#: 2FQK6003 NHL Rpt: 06/17/2002 Odom:
3,774 M
Rvwd: Y File: _ Folder: _____ Images: 0 Print Smy/Disp
Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4, XLT, WAGON 1FMCU04122KB77107 Bld:
01/12/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L
A/C: Y88
Dealer Id: 00012 Kip Killmon's Tysons Ford Ph#: (703) 448-0100

State: Virginia City: Vienna Orig/Caller: SHAWN KRAMER

Symptom: 6 07 0 00 DRVABL, STALL/QUITS, OTHER-CODE NA, OTHER-CODE NA

Add Sym: INT. STALLING, NO CODES St: CCRG/EPRC: _ Rvwd: Dt:

Fix: Caus. Comp: -- Condition

Code:

Hotliner: JCRUZ25 Phone: 313 248-8201 Regn Cd: 27 Washington - 27

Engineering: Phone: TAR:

Dlr Contact: Phone: Title

Cde: T

REPAIR TECH STATES VEHICLE HAS AN INT. STALLING CONCERN. STATES THAT
IT
HAPPENED ON A DECEL. STATES HE HAS PERFORMED TSB 02-11-6 TO NO
AVAIL.
TECH STATES THE STALLING IS VERY INTERMITTENT, HE CANNOT VERIFY
AND
NO OTHER DRIVEABILITY CONCERNS, STATES HE MADE SURE IT HAS
LATEST
CALIBRATION. CALLING FOR KNOWNS.

RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAP, CK DPFE, CK
G300,

ADV. TECH OF ISM INFO. ADV. OF NO OTHER KNOWNS AT THIS TIME.
CONSULTED
SME MPRICE.

REPAIR 07/01/2002 11:07AM MICHAEL SCHMILLE MSS - FCSD - TECH SVC
HOTLINE

TECH IS CALLING BACK ON THE SAME CONCERN. TECH STATES THAT HE
CAN
VERIFY THE CONCERN. THE VEHICLE STALLS ON A AFTER GETTING TO A
TOP
OF A HILL ON A DECELL. TECH STATES THE IAC IS 37%, TECH HAS
2L8A-AD IN THE PCM AND WANTED TO VERIFY THAT HE HAS THE LATEST
CALIBRATION. TECH IS CALLING FOR FURTHER SUGGESTIONS.

RECOMM ADVISED TECH THAT THAT IS THE LATEST CALIBRATION FOR THE
VEHICLE.
ADVISED TECH TO CHECK PIDS OR MAKE A VDR RECORDING OF THE STALL
AND
LOOK FOR ANYTHING ADNORMAL, DISCONNECT VMV, EGR, AND ADJUST IAC
TO
34%. TECH MAY WANT TO INSTALL REVISED DPFE OR MAP.

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 01, 2002 5:11 PM
To: Conroy, Don (D.C.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Subject: RE: Escape Stalling

Don, if you all end up buying this car back let me know and I am going
to send to engineering (don't do anything else to it).

Rhae, I assume you will be contacting the dealer or the FSE Ernie Packer
to advise?

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckli@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 01, 2002 5:08 PM
To: Suarez, Rhae (R.)
Cc: Fast, Mathew (M.F.); Steckler, Mike (C.M.)
Subject: FW: Escape Stalling

Rhae, need to follow up with dealer to make absolutely sure they have
the latest service info. Then if they do, forward this information to
engineering and ask if they would like the vehicle for investigation.
Mike, would it be possible to quarantine the veh? immediately after we
buyback before any further repairs attempted? If the dealer has
performed all the latest repair info, this veh. may be something
engineering wants. Pls. advise.

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Steckler, Mike (C.M.)

Sent: Monday, July 01, 2002 10:47 AM
To: Terzes, Laura (L.D.)
Cc: dale@tysonsford.com; kipsbox@aol.com; 'rgautier1@juno.com'
Subject: RE: Escape Stalling

Laura, would you or someone on your team look at the repair history and contact Rod at Tyson's Ford....Look at the recent repair dates....Thanks

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com


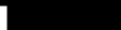
-----Original Message-----

From: rgautier1@juno.com [mailto:rgautier1@juno.com]
Sent: Thursday, June 27, 2002 11:55 AM
To: msteckl1@ford.com
Cc: dale@tysonsford.com; kipsbox@aol.com
Subject: Escape Stalling

Mike,

How are you? The heat is on here. 100 degree days, high humidity and code red air quality. Along with the heat comes the return of the Escape stalling. Ernie Packer is here and he told me an interesting story that Mazda is doing something different with the idle speed. Any more news?

Here's the latest 3 time loser:


Reston, Va. 

1FMCU04122KB77107

Repairs:

5/25/02 423 miles
6/17/02 3744 miles
6/26/02 4211 miles

All of these have been unduplicated attempts to address the symptom with repairs either suggested by SSM or the hotline.

This one qualifies for Lemon Law. Pass it on that we need some real fix to keep these on the road. You should see the panic in the customer's face when they come in after their car stalls out. This is getting ugly.

Fire them up!

Rod Gautier
Fixed Operations Manager

Kip Killman's Tysons Ford

From: Fournelle, Gilbert (G.)
Sent: Monday, July 29, 2002 5:57 PM
To: Ichikawa, Jiyunichiro (J.); Bogema, John (P.)
Cc: Okada, Itaru (I.); Fujioka, Kenji (K.); Hamano, Naoumi (N.); Takubo, Hiroshi (H.); Dalbo, Bob (R.J.); driveline@earthlink.net; Ohga, Muneyuki (M.)
Subject: RE: U204 Stall Meeting Minutes 3/07/02

Ichikawa-san,

You are correct. When the IAC valve is changed to 1LBE-9F715-AA, the PCM does need to be reflashed and the service calibration (for 2001, 2002, and 2003) will be available on WDS before the valve becomes available.

The PCM does not need to be replaced (with an EEC module with a new capacitor) unless an EMC interference is suspected and the vehicle has phantom stalls.

Sincerely,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Ichikawa, Jiyunichiro (J.) [mailto:ichikawa.j@mazda.co.jp]
Sent: Monday, July 29, 2002 3:13 AM
To: jbogema@ford.com; gfournel@ford.com
Cc: okada.i@mazda.co.jp; fujioka.k@mazda.co.jp; hamano.n@mazda.co.jp; takubo.h@mazda.co.jp; rdalbo@ford.com; driveline@earthlink.net; ohga.m@mazda.co.jp
Subject: RE: U204 Stall Meeting Minutes 3/07/02

Bogema-san and Fournelle-san,

Please answer the following question.

1)C11390580 2001/2002MY Service fix for stalls robustness:

Question regarding how to conduct the service fix for 2001/2002 MY vehicles.

When we exchange the IAC valve to 1L8E-9F715-AA as per a user request, we need to exchange the PCM at the same time. Therefore, we consider that reflashing the PCM on the user's vehicle with WDS is also available. Is this correct ?

Than you.

Best Regards,

Junichirou Ichikawa

PT Program Develop. Promotion Gr.

E-mail ; ichikawa.j@mazda.co.jp

Phone ; +81-82-287-4932(Ex.28215)

Fax ; +81-82-287-5115

—Original Message—

From: Bogema, John (P.) [mailto:bogema@ford.com]

Sent: Thursday, July 25, 2002 3:30 AM

To: 'Shiraishi, Masaru'

Co: Kurisu Yoshinori (栗栖 義典); Kodama Masaki (児玉 昌己); Kagawa, Yasuo (Y.); Okada Itsusei (岡田 一誠); Kido Yoshinobu (城戸 美伸); Honda Toshihiro (半田 利宏); Fujioka Kenji (藤岡 憲二); Ichikawa Junichirou (市川 潤一郎); Hamano Naoumi (濱野 直生); Takubo Hirochi (田窪 博一); Yeung, Lem (.); Ichikawa Junichirou (市川 潤一郎); Harr, George (G.J.); Dalbo, Bob (R.J.)

Subject: RE: U204 Stall Meeting Minutes 3/07/02

Enclosed is the latest released version of the white paper. We were requested by Ford Certification to split the Service Releases and the Production Releases into separate white papers. All other content remains the same.

John P. Bogema

3.0L Escape Calibration Engineering

Phone:313.33.75133

Location:TEE 1AE22

Email:JBOGEMA@FORD.COM

—Original Message—

From: Shiralshi, Masaru [mailto:driveline@earthlink.net]

Sent: Tuesday, July 23, 2002 5:51 PM

To: J14Z Inoue, Hiroshi; Dalbo, Bob (R.J.); Corbett, Sandra (S.M.);

Sanders, Muriel (M.S.)

Cc: J14Z Kuru, Yoshinori; J14Z Kodama Masaki; J14Z Kagawa, Yasuo; PTC

Okada, Issai; PTC Kido, Yoshinobu; PTC Handa, T; PTC Fujio, Kenji;

PTP Ichikawa, Junichiro; PTP Hamano, Naoumi; Moorhouse, Scott (S.R.);

Takubo, Hirochi (H.); Fournelle, Gilbert (G.); Yeung, Lem (.); Bogema,

John (P.); Williams, Les (LHW.); Takasawa, Keith (K.D.); Sullivan, Jamie

(J.P.); Powers, Kan (K.W.); Linde, Peter (P.A.); Kanai, Shinji (S.);

Ichikawa, Junichiro (J.); Hofman, Michael (M.V.); Herr, George (G.J.);

Fascetti, Bob (R.J.)

Subject: .T: U204 Stall Meeting Minutes 3/07/02

Bob-san, Sandra-san, Muriel-san

Thank you for your support.

In order to approve C11252737, C11371349, C11390580 regarding Duratec

Stall

Issue,

Mazda need several information to investigate these.

Please see right end of attached excel files, there are questions from

Mazda

Hiroshima.

Please reply these by end of Wednesday.

Also provide me detail change contents of PCM capacitor change

(C11371349).

We will discuss on FORD/MAZDA OPD meeting scheduled on Thursday morning

US
time.

Your quick response will be appreciated.
If you have any question, please page me (mshirals).
I will call back ASAP.

Regards

Masaru Shiraishi
Mazda North American Operations
U204 Core Team
Transmission and Driveline
Tel 313-845-1163
Fax 313-845-9162

From: ichikawa.j@mazda.co.jp
Sent: Monday, July 29, 2002 7:48 PM
To: gfournel@ford.com
Subject: RE: U204 Stall Meeting Minutes 3/07/02

Gilbert-san,

Thanks a lot.

Regards,
J.Ichikawa

—Original Message—

From: Fournelle, Gilbert (G.) [mailto:gfournel@ford.com]
Sent: Tuesday, July 30, 2002 6:57 AM
To: Ichikawa Junichirou (市川 潤一郎); Bogema, John (P.)
Cc: Okada Itsusel (岡田 一誠); Fujioka Kenji (藤岡 憲二); Hamano Naoumi (濱野 直生); Takubo Hirochi (田窪 博一); Dalbo, Bob (R.J.); driveline@earthlink.net; Ohga Muneyuki (大神 宗之)
Subject: RE: U204 Stall Meeting Minutes 3/07/02

Ichikawa-san,

You are correct. When the IAC valve is changed to 1L8E-9F715-AA, the PCM does need to be reflashed and the service calibration (for 2001, 2002, and 2003) will be available on WDS before the valve becomes available.

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Sincerely,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)

Phone:(313)3904968 Fax:(313)3231786

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Sent: Monday, July 29, 2002 3:13 AM
To: jbogema@ford.com; gfournel@ford.com
Cc: okada.i@mazda.co.jp; fujioka.ke@mazda.co.jp; hamano.n@mazda.co.jp;
takubo.h@mazda.co.jp; rdalbo@ford.com; driveline@earthlink.net;
ohga.m@mazda.co.jp
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Cc: Kurisu Yoshinori (栗栖 義典); Kodama Masaki (見玉 昌己); Kagawa, Yasuo (Y.); Okada Itsusei (岡田 一誠); Kido Yoshinobu (城戸 美伸); Handa Toshihiro (半田 利宏); Fujiloka Kenji (藤岡 謙二); Ichikawa Junichirou (市川 潤一郎); Hamano Naoumi (濱野 直生); Takubo Hiroichi (田窪 博一); Yeung, Lem (.); Ichikawa Junichirou (市川 潤一郎); Herr, George (G.J.); Dalbo, Bob (R.J.)

Subject: RE: U204 Stall Meeting Minutes 3/07/02

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John P. Bogema

3.0L Escape Calibration Engineering

Phone:313.33.75133

Location:TEE 1AE22

Email:JBOGEMA@FORD.COM

—Original Message—

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Sent: Tuesday, July 23, 2002 5:51 PM

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Sanders, Muriel (M.S.)

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Okada, Issei; PTC kido, Yoshinobu; PTC Handa, T; PTC Fujiloka., Kenji;

PTP Ichikawa, Junichiro; PTP Hamano, Naoumi; Moorhouse, Scott (S.R.);

Takubo, Hiroichi (H.); Fournelle, Gilbert (G.); Yeung, Lem (.); Bogema,

John (P.); Williams, Les (LHW.); Takasawa, Keith (K.D.); Sullivan, Jamie

(J.P.); Powers, Ken (K.W.); Linde, Peter (P.A.); Kanal, Shinji (S.);

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Bob-san, Sandra-san, Muriel-san

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Staff
issue,

Mazda need several information to investigate these.

Please see right end of attached excel files, there are questions from
Mazda

Hiroshima.

Please reply these by end of Wednesday.

Also provide me detail change contents of PCM capacitor change
(C11371349).

We will discuss on FORD/MAZDA OPD meeting scheduled on Thursday morning
US
time.

Your quick response will be appreciated.

If you have any question, please page me (mshirats).

I will call back ASAP.

Regards

Masaru Shiraiishi
Mazda North American Operations
U204 Core Team
Transmission and Driveline
Tel 313-845-1163
Fax 313-845-9162

From: Fournelle, Gilbert (G.)
Sent: Tuesday, July 30, 2002 2:01 PM
To: Limtiaco, Steven (S.)
Subject: FW: white papers

Steve,

I was looking through part numbers and I don't know what happened when I sent the previous reply but there are some issues:

2001 is correct 1U7A-12A650-AXC
2002 2U7A-12A650-CRA (the part number you listed was the latest production R10, the calibration is still R10, but the part number changes to a service part number)
2003 3L8A-12A650-BB (the one you listed does exist but is for Mazda-Europe)

Sorry if this causes any inconveniences,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

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

From: Fournelle, Gilbert (G.)
Sent: Monday, July 29, 2002 7:20 AM
To: Limtiaco, Steven (S.)
Subject: RE: white papers

Steve,

All PCM's have a capacitor change and the part numbers you listed are correct.

Sincerely,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

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

From: Steven Limtiaco [mailto:SLimtiac@mazdausa.com]
Sent: Thursday, July 25, 2002 6:48 PM
To: 'Fournelle, Gilbert (G.)'
Subject: RE: white papers

Gilbert,

Could you confirm if my understanding is correct before I submit the IPOs?

This is my understanding for Tribute:

2003MY - p/# 3L8A-12A650-AHB
2002MY - p/# 2L8A-12A650-CD
2001MY - p/# 1U7A-12A650-AXC

Do all these PCM's have the capacitor change? Thanks,

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

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

From: Fournelle, Gilbert (G.) [mailto:gfournel@ford.com]
Sent: Thursday, July 25, 2002 1:19 PM
To: Lintiac, Steven (S.)
Subject: white papers

<<03 stall production cal_Rev_02.doc>> <<03 stall service
cal_Rev_02.doc>>


Steve, attached are the white papers you asked for.

Gilbert Fournelle
V6 U204 Calibration Engineering
1A27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

From: Peplone, Gil (J.)
Sent: Thursday, June 27, 2002 2:11 AM
To: Johnson, Jim (J.S.); Bilicki, John (J.R.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Aynesazian, Kam (K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Koeko, Jeff (J.R.); Kwon, Soon (S.K.); Lintaco, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Mandzlik, Roger (R.S.); Marck, Edmond (E.C.); Malesa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollahi, Sonya (S.); Noteboom, Jim (J.E.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shiralahi, Masaru (M.); Stiggenbauer, Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Venstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Lea (LHW.); Yeung, Lem (L.); Benintende, Robert (R.F.); Goering, Kimberly (K.L.); Suarez, Rhae (R.); Terzes, Laura (L.D.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Amely, Felix (F.A.); Bradley, Joe (J.C.); Linda, Peter (P.A.); Goering, Kimberly (K.L.); Terzes, Laura (L.D.); Benintende, Robert (R.F.); Wexler, Mark (M.A.); Amely, Felix (F.A.)
Cc: Peplone, Gil (J.); DiAngelo, Renaldo (R.); Berenter, Joel (J.R.); Surtl, P. J. (P.J.); Noteboom, Jim (J.E.)
Subject: PFQS's Investigation Results of Virgin Islands Escape Driveability Concerns
Importance: High

Good evening everyone:

Here's my report on my trip.


alts of Virgin Islands
Escap...

I will be calling in on the Conference all at 2pm today.

Call-In Info: 1-877-870-3529 or Ford net 9-1-954-1144
International Participants: 1-630-693-1704
Passcode: 7873638, then hit #

I thank the Team for all their assistance.

Gil Peplone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2066
"With Warranty you are Paying for the Sins of the Past"

**Results of St. Croix/St. Thomas Virgin Island
Investigation of 3.0L Escape**

Executive Summary

A total of 22 Concern Units were inspected by Powertrain Field Quality (PFQS) Gil Pepitone from 6/15-6/25/02.

18% of Inspected vehicles with certain key Service Actions applied and containing uncontaminated fuel were fully resolved for the "Stalling during Deceleration" Concern, as reported by Owners.

The vehicle population which had prior repair attempts, {55%} did not have TSB/Oasis SSM Service repairs fully applied for various reasons, including test data mis-interpretation, component ordering wait time, WDS test equipment procedures/hardware issues, and "Repair Holds" for pending Engineering visitation.

However, 67% Units had **contaminated fuel and restricted fuel filters**, which may have been a **contributor** to the unverified Deceleration Stalling issue.

A second Driveability Concern {which included Units that contained the latest calibration level} of **Hesitation during moderate engine temp** was listed as a Concern for 32% of the Units. The Hesitation Concern was then verified and data /reviewed or recorded by PFQS. However, resolution was not determined. Local fuel volatility and/or PCM calibration may root cause, but this is speculation. Further investigation is in progress.

An omission of a Diagnostic procedure in TSB 02-8-6 was found, involving the requirement for a drive cycle in order to prompt the start of the Purge Cycle for proper EVAP System evaluation.

The surface blistering of multiple MAF sensor's plastic case was reported, with a sample captured.

A second MAF related issue of tight MAF retaining nuts resulted in airbox lid breakage.

A third MAF sensor related issue of missing Part Number Imprint was found on two Units.

Idle Air Control (IAC) Duty Cycles were found in 27% Units to be on the high end of the spec. In some cases, IAC replacements did not reduce DC. Also, there is a need for multiple improved IAC diagnostic procedures for TSB 02-8-6.

PFQS recommendations are listed at the end of this report.

Background

PFQS was contacted in early June to inspect and resolve the reported Decell Stalling Concern on a minimum of 10 3.0L 2001/02 Escapes on the Islands of St. Croix and St. Thomas, U.S. Virgin Islands. Both dealerships use the same name of Metro Motors.

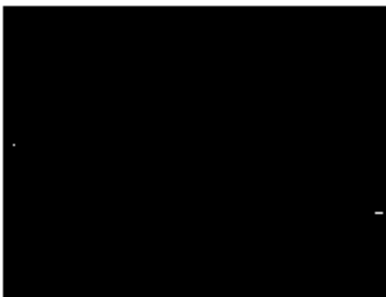


Figure 1 Metro Motors, St. Croix, VI

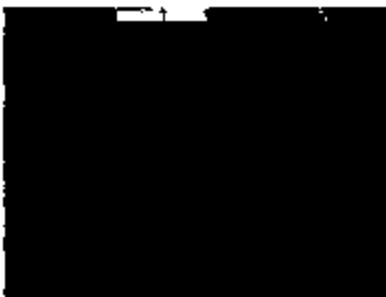


Figure 2 Burnete Matto, Service Manager



Figure 3 Isaac, Driveability Technician



Figure 4 Service area at Metro Motors



Figure 5 Service area, alternate view

A review of Service records and Oasis repair histories as compared to the actual PFQS inspection of the 22 Units, indicated that corrective Service procedures were only partially performed on 55% of Units.

However, 18% of Units had been fully serviced per the existing Service Communications.

The remaining percentile involved Units which had not been to the Dealership for the Decell Stalls Concern prior to the Inspection period.

Both Islands are small (St. Croix, the larger, is 28x7 miles). The terrain is very hilly, with some considerable grade angles. The

Concern of Decell Stall for 3.0L Escape is reported as most common in uneven topography as evidenced from a prior PFQS review of North American CQIS data.

Of the 22 Units Inspected, 20 were at the St. Croix location, while two were done in St. Thomas. A total of four Units were originally scheduled for St. Thomas, but two were no-shows. The majority of this report's data stems from the St. Croix Dealership.

Investigation of Decell Stall

PFQS arrived on Saturday, 6/15. Basic Inspection and VDR recorder Drive Testing began that day and throughout the weekend for the three high priority Units as designated by the Dealership.

PFQS's original plan was to first verify the Drive Concern, but soon realized that Concern replication was difficult. None of the Units ever exhibited a Stall in any drive mode during PFQS use.

On 6/17, the Inspection worksheet,


Shortcut to St. Croix Escape Vehicle Inspection Sheet.lnk

, was started to be used.

Over the course of the investigation, some Units {18%} had arrived to the Dealership that had been "Owner Determined" as resolved because of prior service actions performed by the St. Croix Metro Motors.

Being a small Island, word of the "Ford Rep" presence prompted some Owners to return to the Dealership for a "Health Check" on their prior resolved Units.

Only one Unit was found by PFQS with the known Concern of "spider web" EVAP line restriction.

As cited, some Units had only part of the necessary Service actions completed. Also, interpretation of some data was either misunderstood, or the existing TSB diagnostics required additional

description. On this last point, details are provided throughout Sections below.

Fuel Quality Issues

The first priority Unit investigated was described as having a different Drive Concern of "Hesitation after Cold Start".

Note that this Unit did NOT have the Concern of Decell Stall as part of the original listed complaint.

The heavy hesitation (lasting about 3 seconds) from a dead stop on a 30 degree upgrade acceleration, during a moderate engine temp range (approx 100F-160F) was replicated by PFQS. A fuel gauge had been installed along with a WDS VDR recorder. All parameters, including both fuel pressure and volume were confirmed as acceptable.

However, because this was a Returnless Fuel application, PFQS felt that his old method to check volume (filling 12oz bottle in 15 sec at idle) may not be valid.

As a result, the fuel filter was removed and blew backwards into a glass bottle:



Figure 6 Contaminated fuel, after sitting overnight



Figure 7 Bottom view of the fuel sample-Nasty Stuff



Figure 8 This is the fuel sample after the bottle is shaken, not stirred. This is what it looks like after you blow out the fuel filter.

PFQE then realized that perhaps local fuel is a negative influence in the generation of Decell Stalls, as well as possibly contributing to the Hesitation Concern.

From that point on, every Unit was inspected for restricted fuel filter/dirty fuel. 67% of inspected Units had restricted fuel filters and dirty fuel.

However, 32% of the Units which had "Complete Service Actions" (see below), **PLUS** a new fuel filter, were **STILL** verified by PFQS for the Hesitation Concern.

Note that the latest PCM flash is included, and this includes some Units of which had the latest PCM Flash prior to PFQS visitation: the need for Adaptive Learning Strategy was NOT a factor for some of the repeatable Hesitation Concern Units.

It appears that the **replacement** of the restricted fuel filter did not resolve the Hesitation Concern.

However, **filter replacement** may be a **positive factor** in resolving the Decell Stalls Concern.

In defining "Complete Service Actions", PFQS includes a PCM Reflash to the latest available calibration level, the latest level EEC Relay, the latest level DPFE, a complete check of ALL grounds and connectors, proper evaluation of the EVAP Purge D.C. vs. FTP sensor voltage data and conformation of acceptable IAC D.C. values when observed during the PROPER conditions. Note that MAF replacement is not included unless the Owner cited a specific,

repetitive location during the Decell Stall event, implying local electrical "noise" generation (i.e. radio towers, etc).

New Concern of Moderate Engine Temp Hesitation discovered

PFQS then concluded: this repeatable Hesitation Concern could possibly be caused by one of two items, or perhaps both.

- a. Local Fuel Quality (suspect volatility, not just the "dirt factor")
- b. PCM Calibration

Please note that PFQS has no proof to indict either suspected root cause. PFQS is in communications with the St. Croix Service Manager for feedback of alternate fuel brand usage as recommended in an attempt to resolve those Units with the unresolved Hesitation Concern.

PFQS welcomes Engineering feedback on possible calibration issues and is willing to assist further.

In addition, a VDR recording was captured in this Hesitation drive mode on 6/25 on one Unit, which had all "Complete Service Actions" and a clean fuel filter. This data will be shared with Engineering in the very near future.

Procedural Omission in TSB 02-8-6

The Repairing Tech described the following prior repair effort.

The Tech stated that while following Step #4 of the above TSB, the EVAPVM (VMV Duty Cycle) percentage was not seen to change from Zero % at Idle (as specified by the TSB) after a one hour idle.

PFQS was able to replicate this scenario on the same Unit and also for a second Unit. The fuel tanks were above ¼ full.

During discussions with Engineering during his visitation, it was suggested that the vehicle be driven to prompt the Purge Process. As a result, the purge cycle started to increase.

While Step #4 described Purge Cycle function over 84%, it's diagnostic do not describe what must be done if the value does not change from Zero% while at prolonged Idle.

The Tech's Interpretation of the lack of VMV Duty Cycle change from Zero % at idle resulted in the ordering of a VMV. The Tech mentioned that if VMV replacement did not prompt a purge cycle DC increase from Zero%, a PCM would have been considered for order. Potential TNI Warranty for both the VMV {9C915} and the PCM {12A650} exists.

MAF and Related Hardware Issues

Three different issues were experienced during this inspection. Pls note that none Involved the actual FUNCTION of the MAF. DTCs were NOT set, nor were inappropriate MAF voltage values witnessed.

However, Warranty, TNI and Real, have been generated as a result.

Item #1: The Tech described prior MAF replacements based upon the observation of the blistering of the MAF's Sensor's Surface:

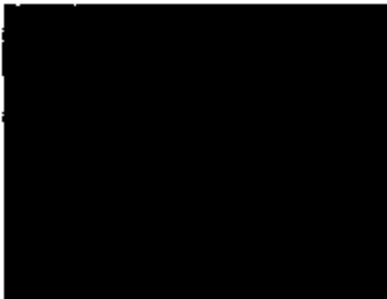


Figure 9 Blister on the MAF' sensor's Case

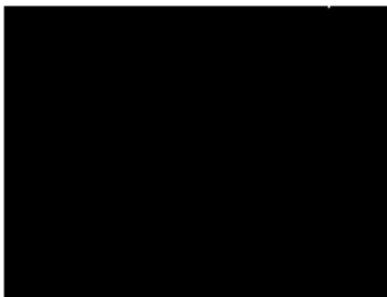


Figure 10 Close up of the Blister

The Tech cited two replacements. The Parts Dept search only produced the one item photographed here. The Tech said the other one was "worst" with multiple blisters present.

Item #2: During PFQS inspection, one of the 3.0L Escapes MAF was found to be missing the imprinted part number on the sensor's plastic body:

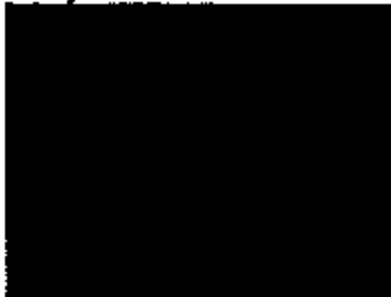


Figure 11 MAF without a Imprinted part number

A second Unit, a lone 2.0L Zetec Escape was presented for inspection. This Unit (which was not supposed to be part of the Study) was reviewed as a courtesy. It too did not have a PN imprinted on it. It was not replaced. However, the Tech felt it should be, because of the uncertainty of the level of the MAF component. This indicates that TNI Warranty may result for MAF due to the missing PN.

Item #3: During the removal of the MAF for one Unit for updates per the TSB (Owner reported Stalls in one particular location), the retaining nuts were found very tight. Hand tools, not power tools were used.

During the attempted removal, the studs started to unscrew from the airbox lid. One of the plastic bosses of the airbox stud broke as a result:

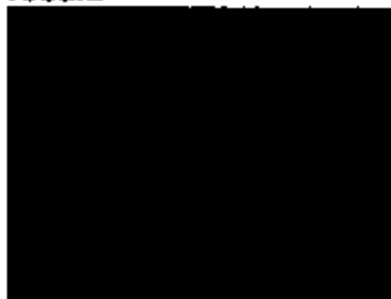


Figure 12 Airbox lid that contains MAF retaining studs

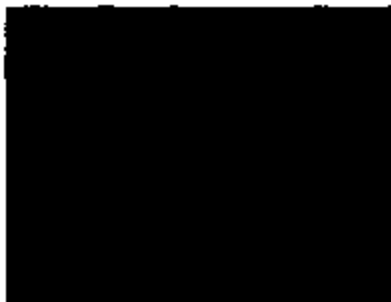


Figure 13 As stud walked out, it broke the case's boss



Figure 14 This is the rear view of the case's boss



Figure 15 A second stud walked out, but the case did not break. The witness marks are pliers on the threads.

At first PFQS suspected the nuts as over torque. A subsequent inspection found "Lock Tite" substance on the fine thread end of the studs. It is possible the adhesive is too strong.

As these MAFs are being replaced per the TSB, it is possible Warranty will be generated for the YL8U-9643-BC Airbox Ltd.

Intake Airflow Control (IAC) Solenoid Duty Cycle Value Results

As part of requested Engineering data, IAC Duty Cycle values were monitored per Step #1 of TSB 02-8-6. Note that awareness of proper

conditions to determine acceptable IAC D.C. were not understood by all repair Techs interviewed. While IACs had been replaced on some Units, those were probably changed mainly as part of a general repair attempt, and not necessarily due to data acquisition.

As a result, some repeat Concern Units {46%} required IAC and in some instances, Throttle Body {TB} replacement.

Pls note, however, TBs were not available at the Dealership, and Engineering shipment did not arrive during PFQS visitation. The Engineering shipment of IACs did arrive and most were used.

Idle Air Control {IAC} Duty Cycles were found in 27% Units to be on the high end {greater than 40%} of the allowable spec.

30% of Units with IAC replacement did NOT realize a substantial change {less than 1%} for IAC D.C. value.

Other Units {8%} realized a desired small decrease in D.C., but their final value was still above acceptable range of 40% per the TSB, which would then require a TB replacement.

The high airflow D.C. after IAC replacement indicates either initial throttle body airflow set and/or plate sludge build-up.

Mileage range for unchanging D.C. values after IAC replacement were 2K-18K.

If the pending shipment of TBs arrive at Metro Motors St. Croix, PFQS is to be contacted. Concern Units will be requested for return and their TB will be replaced and then sent to PFQS, who in turn will return same to Engineering.

Additional IAC Diagnostic improvements are provided below in the Recommendations Section.

Recommendations

1. A Market directed "Info Only" Oasis Broadcast Message should be generated to emphasize fuel filter/fuel quality as part of routine inspection when diagnosing all Driveability Concerns. Locations could include the Caribbean Islands and other

Markets were local Service Facilities practices come into question.

2. A review of TSV 02-8-6, Step #4 should be conducted for consideration of the inclusion of a drive cycle prior to inspection of EVAP Purge VMV Duty Cycle values. This drive cycle would only be used for those Units which do not show an increase from 0% at idle. A time factor should be provided to aid the Tech on when he should perform the drive cycle.

Also, if fuel tank level is an influencing factor for valid EVAP evaluation, an acceptable fill range should be included in any TSB revision.

3. The three issues cited which involve MAF should be investigated by Ford Engineering and Visteon. MAF Sensor blistering, missing MAF PN's, and tight MAF retaining nut on airbox studs are subject.

4. A review of TSB 02-8-6, step #1 should be conducted to clarify and emphasize the definition of "no purge flow". This subtle reference was overlooked by all Techs interviewed. Specific reference, similar to Step #4 wording, which involves a PID definition and values (i.e.: observe IAC D.C. while EVAPVM is Zero%) is necessary to enable ALL Techs to properly diagnose the true need for IAC replacement.

If there is confusion, the part will be replaced on an assumption, and not the result of data acquisition.

Also, the converse is true: some Units will quickly START the purge cycle, before IAC D.C. could be read under proper conditions. A work around can be done by shutting off ignition and immediately restarting, and then waiting for all other conditions {RPM to return to 750} to be proper before reading IAC D.C. This additional procedure should be considered for inclusion to any TSB revision.

A reference to the Catalyst Protection of a 50 RPM increase for a base idle of 800RPM should be included. Also, instructions to apply throttle briefly to reduce this RPM value to return to 750

RPM is necessary to allow the Techs to determine true IAC D.C. and is recommended for TSB revision inclusion.

5. A review for the need to spray insect/spider removal agent should be conducted. It is conceivable that the above TSB's Step #5 will temporarily remove a spider from the EVAP fresh air line, but there is nothing to prevent the return of another spider. Should we use something to stop the potential cycle of web build up?

I will be calling into the "Escape Stalls Team" 2PM conference call on 6/27/02 to discuss my inspection.

Gil Pepitone
Powertrain Field Quality Engineer in

South Florida

goepiton@ford.com
Office 954-753-9989
Cell 954-242-2066

From: Suarez, Fhas (R.)
Sent: Thursday, June 27, 2002 9:00 AM
To: Altonian, Dan (D.J.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Price, Martin (M.); Fournelle, Gilbert (G.)
Cc: Lintlaco, Steven (S.)
Subject: stall concern

1) When is the earliest time you are all available to sit down to draft up a new TSB that says something like "if a customer complains of a stall perform these corrections.....". This info would include both TSB and ISM. We can also talk about revising the ISM to say make sure all the parts in the TSB have been changed weather they pass each verification or not. This will buy us some time when the new TSB goes through approvals.

Also, if you can think of any one else that would help with the new draft please let me know.

2) FYI - Here is a repeat stall vehicle....

Rpt#: 2FYIC007 NHL Rpt: 06/25/2002 Odom: 1,650 M
Rvwd: Y File: _ Folder: 02006134 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04122KC29793 Bld: 02/19/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 01804 Midpac Auto Center, Inc. Ph#: (808) 245-3673
State: Hawaii City: Lihue Orig/Caller: RUPERT NATION
Symptom: 6 07 6 93 DRVABL,STALL/QUITS,AT CRUISE,ALL ENGINE TEMP
Addl Sym: STALL AT CRUISE St: CORG/EPRC: _ Rvwd: Dt:
Flx: Caus. Comp: - Condition Code:
Hotliner: JDEME1 Phone: 313 317-9363 Regn Cd: 72 San Francisco - 72
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: SM
REPAIR SM STATED THAT HAS A CONCERN OF A STALL- 02-08-06- 2 WEEKS AGO- NOW HAS SAME CONCERN HAVE NEVER BEEN ABLE TO VERIFY THE CONCERN. LOOKING FOR ASSISTANCE.

SM HUNG UP AT END OF PHONE CALL- BEFORE CLOSING STATEMENT.

RECOMM ADVISED THE SM OF THE TSB- ISM- PREVIOUS REPORT
TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS
REPORT #: 2E4CS020
ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
REPORT #: 2DWA2014
ADVISED THE TECHNICIAN THE INFORMATION LISTED IN ISM 02-05-043. LOOK FOR A WDS SOFTWARE RELEASE B19.3.

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 11:41 AM
To: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Yes, we would like to see this vehicle. We will be ready with an additional calibration that we are working to release.

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

From: Fast, Mathew (M.F.)
Sent: Tuesday, July 09, 2002 11:38 AM
To: Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Laura here is the information that you requested. I did not contact the dealership but I spoke with the FSE who did a TAR with the technician and this vehicle has received the latest TSB/SSM services.

- The AWS service history is attached; one visit on April 12th, 2002 to repair a rear wiper concern and perform old TSB for stalls/quits concern. << File: service history FedEx Escape.doc >>
- There is one CQIS report for VIN 1FMYU04152KB76832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information. << File: CQIS report FedEx Escape.doc >>

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhae (R.); Fast, Mathew (M.F.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhae, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and stall issue continues? pls. let Mat or Rhae know.

We will need to let the service manager know, that addnl information for this concern will be released shortly.

Mike I recognize at this point, the customer may not accept the vehicle even if we repair it. Thanks for forwarding the info, we'll do our best to fix it.

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-98572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM
To: Belote, Paul (P.S.)
Cc: Denluk Sr., John (J.J.); Terzes, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzes on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to an Explorer (send a note to Jim Glass jglass3 to request some consideration toward that 50% seems fair).

Paul, please send a reply note with a dealership contact and your FSEs call phone number some someone from Laura's team can help with the repair (the newest TSB dated late June), should have repaired the unit.

Laura, (HELP)

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE203
Phone (313) 380-4236 Fax (313) 845-5444
msteckl1@ford.com

—Original Message—
From: Bekke, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Steckler, Mike (C.M.)
Cc: Danik Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.
We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41429: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 8003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

1FMYU04152KB76832: 2002 ESCAPE

This is the replacement Escape. The vehicle is in the dealership now on it's second repair for a stalling concern, again there are no codes to verify concern. The first concern for stalling occurred at 4030 miles. Our FSE has directed the repairs and the vehicle currently has the most up to date procedures performed. The customer lacks confidence in the repairs and does not want the vehicle back.

CUSTOMER INFORMATION:

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

My DOM, John Daniluk (jdanilu1@ford.com) and I believe that the customer should be awarded a refund at this point. This vehicle does not meet Lemon Law requirements in the state of PA, so we can not provide a refund through the normal RAV procedure. Can we find approval to provide the customer with a refund in this case? Do you believe that a refund is appropriate in this case?

I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Bejote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-828-2930
Fax : 724-457-3098

From: Terzas, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhas (R.); Fast, Mathew (M.F.)
Co: Dalbo, Bob (R.J.); Fasoetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhas, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and still issue continues? pls. let Mat or Rhas know.

We will need to let the service manager know, that addnl information for this concern will be released shortly.

Mike I recognize at this point, the customer may not accept the vehicle even if we repair it. Thanks for forwarding the info, we'll do our best to fix it.

Laura Terzas

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF68
(313) 38-36572 / fax (313) 24-88161 / lterzas.ford.com

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

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Sent: Monday, July 08, 2002 1:36 PM
To: Belote, Paul (P.S.)
Cc: Danluk Sr., John (J.J.); Terzas, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

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Laura, (HELP)

Mike Steckler

Consumer Affairs Operations Manager
Ford Customer Service Division
ECB 3NE203
Phone (313) 390-4298 Fax (313) 845-5444
msteckl1@ford.com

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

From: Belote, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Steckler, Mike (C.M.)
Cc: Danluk Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41428: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 6003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

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This is the replacement Escape. The vehicle is in the dealership now on it's second repair for a stalling concern, again there are no codes to verify concern. The first concern for stalling occurred at 4030 miles. Our FSE has directed the repairs and the vehicle currently has the most up to date procedures performed. The customer lacks confidence in the repairs and does not want the vehicle back.

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I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-928-2930
Fax : 724-457-3038

From: Fast, Mathew (M.F.)
Sent: Tuesday, July 09, 2002 11:38 AM
To: Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Laura here is the information that you requested. I did not contact the dealership but I spoke with the FSE who did a TAR with the technician and this vehicle has received the latest TSB/SSM services.

- The AWS service history is attached; one visit on April 12th, 2002 to repair a rear wiper concern and

Service history FedEx

perform old TSB for stalls/quits concern. Escape.d...

- There is one CQIS report for VIN 1FMYU04152KB76832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information.

CQIS report FedEx
Escape.doc

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhae (R.); Fast, Mathew (M.F.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhae, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and stall issue continues? pls. let Mat or Rhae know.

We will need to let the service manager know, that addnl information for this concern will be released shortly.

Mike I recognize at this point, the customer may not accept the vehicle even if we repair it. Thanks for forwarding the info, we'll do our best to fix it.

Laura Terzes

Manager, Outfitting Concerns
FCSD, Customer Service Engineering
PDC TYC 1JF68
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM
To: Belote, Paul (P.S.)
Cc: Denluk Sr., John (J.L.); Terzes, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzes on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to

an Explorer (send a note to Jim Glass jglass3 to request some consideration toward that 50% seems fair).

Paul, please send a reply note with a dealership contact and your FSEs cell phone number some someone from Laura's team can help with the repair (the newest TSB dated late June), should have repaired the unit.

Laura, (HELP)!

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE302
Phone (313) 890-4236 Fax (313) 845-5444
msteckli@ford.com

—Original Message—

From: Belote, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Steckler, Mike (C.M.)
Cc: Daniluk Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41429: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 8003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

1FMYU04152KB76832: 2002 ESCAPE

This is the replacement Escape. The vehicle is in the dealership now on it's second repair for a stalling concern, again there are no codes to verify concern. The first concern for stalling occurred at 4030 miles. Our FSE has directed the repairs and the vehicle currently has the most up to date procedures performed. The customer lacks confidence in the repairs and does not want the vehicle back.

CUSTOMER INFORMATION:

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

My DOM, John Daniluk (jdanil1@ford.com) and I believe that the customer should be awarded a refund at this point. This vehicle does not meet Lemon Law requirements in the state of PA, so we can not provide a refund through the normal RAV procedure. Can we find approval to provide the customer with a

refund in this case? Do you believe that a refund is appropriate in this case?

I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-828-2830
Fax : 724-457-3038

From: Dalbo, Bob (R.J.)
Sent: Thursday, July 25, 2002 1:29 PM
To: 'Shirashi, Masaru'
Subject: RE: Urgent ; IAC implementation timing

I think your understanding is correct. Let me clarify:

2002MY and earlier PCM - not compatible with new IAC without the service calibrations released in concern C11390580.

2003MY PCM (all) - compatible with old and new IAC.

So the IAC can go into production anytime in 2003MY production.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

—Original Message—

From: Shirashi, Masaru [mailto:driveline@earthlink.net]
Sent: Thursday, July 25, 2002 11:31 AM
To: U204 Dalbo, Bob
Subject: Urgent ; IAC implementation timing

Dalbo-san

Quick question.

New PCM implementation date should be faster than new IAC.
Because New PCM is available with both new and old IAC.
Old PCM is not good for New IAC.

Is my understanding right?

Regards

Masaru Shiraishi

Mazda North American Operations

U204 Core Team

Transmission and Driveline

Tel 313-845-1163

Fax 313-845-9162

From: Dalbo, Bob (R.J.)
Sent: Thursday, August 01, 2002 10:44 AM
To: Peters, Robin (R.S.); Kreuter, Richard (R.B.); Przybylo, Ken (K.); Brown, Jennifer (J.); Hazime, Joe (J.)
Cc: 'Alan Trilling (E-mail)'; Fagerman, Todd (T.M.); McCormick, Jamie (J.); Moorhouse, Scott (S.R.)
Subject: RE: Approval for RC 3.0-103 and 104 for 3.0L U204

Let's at least implement the US calibrations as soon as we can. This running change addresses a very high visibility issue.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31788
Pager: (313) 795-2858 Email: rdalbo@ford.com

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

From: Peters, Robin (R.S.)
Sent: Thursday, August 01, 2002 8:18 AM
To: Kreuter, Richard (R.B.); Przybylo, Ken (K.); Brown, Jennifer (J.); Hazime, Joe (J.)
Cc: 'Alan Trilling (E-mail)'; Fagerman, Todd (T.M.); McCormick, Jamie (J.); Moorhouse, Scott (S.R.); Dalbo, Bob (R.J.)
Subject: RE: Approval for RC 3.0-103 and 104 for 3.0L U204

I am only involved in the U.S. calibrations certified by Ford. I can't address the foreign calibrations.

Robin Peters
Truck PCM Timing Coordinator
Emissions Compliance Dept.
Phone: 313-39-01858

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

From: Kreuter, Richard (R.B.)
Sent: Thursday, August 01, 2002 7:30 AM
To: Przybylo, Ken (K.); Peters, Robin (R.S.); Brown, Jennifer (J.); Hazime, Joe (J.)
Cc: 'Alan Trilling (E-mail)'; Fagerman, Todd (T.M.); McCormick, Jamie (J.); Moorhouse, Scott (S.R.)
Subject: RE: Approval for RC 3.0-103 and 104 for 3.0L U204

Also,
Kansas City has informed me that they will begin building European vehicles.
The cert approval must include "Stage III" for Euro 6-cyls.
Can someone review this ASAP.

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

From: Przybylo, Ken (K.)
Sent: Thursday, August 01, 2002 7:20 AM
To: Peters, Robin (R.S.); Kreuter, Richard (R.B.); Brown, Jennifer (J.); Hazime, Joe (J.)
Cc: 'Alan Trilling (E-mail)'; Fagerman, Todd (T.M.)
Subject: RE: Approval for RC 3.0-103 and 104 for 3.0L U204

The only 'cert' authorizations I received are for 'Escape'.....are 'Tributes' coming??

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

From: Peters, Robin (R.S.)
Sent: Wednesday, July 31, 2002 3:39 PM
To: Kreuter, Richard (R.B.); Brown, Jennifer (J.); Przybylo, Ken (K.)
Cc: Alan Trilling (E-mail)
Subject: FW: Approval for RC 3.0-103 and 104 for 3.0L U204

We now have Cert. approval per note below. The cert. letter can go out tomorrow a.m. upon Ken Przybylo's return. We need orders at North Penn ASAP.

Thankal

Robin Peters
Truck PCM Timing Coordinator
Emissions Compliance Dept.
Phone: 313-39-01656

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

From: Harrison, Darius (D.A.)
Sent: Wednesday, July 31, 2002 3:37 PM
To: Peters, Robin (R.S.)
Subject: FW: Approval for RC 3.0-103 and 104 for 3.0L U204

Darius Harrison
Certification Engineering Department
Environmental and Safety Engineering
Ford Motor Company

Allen Park Test Laboratory
Tel: 313-323-9296
Fax: 313-390-1243

dharri70@ford.com

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

From: Harrison, Darius (D.A.)
Sent: Wednesday, July 31, 2002 3:35 PM
To: Alarcon, Carlos (C.); Bongiovanni, Ronald (R.); Christensen, Larry (L.R.); Cusumano, Jacob (J.J.); Fernandez Jr., Alfredo (A.J.); Hazime, Joe (J.); Hendricks, Kerry (K.D.); Motohashi, Masa (M.); Przybylo, Ken (K.); Schlott, Michael (M.D.); Skinner, LaVonne (L.L.); Soules, Tim (T.R.); Tarsky, Leonard (L.J.); Tummonds, Paul (P.A.); Williams, Cynthia (R.)
Subject: Approval for RC 3.0-103 and 104 for 3.0L U204

Attached are the approval letters for Running Changes 3.0-103 and 3.0-104, referencing white paper 03.14.01-1895 (C11390580). This running change addresses the phantom stall on the 2003 MY 3.0L U204, by changing calibration for families 3FMXT03.01F7 and 3FMXT03.02F8.

<< File: Approval for RC 103 for 3FMXT03.01F7.doc >> << File: Approval for RC 104 for 3FMXT03.02F8.doc >>

Please contact me with any questions or comments.

Darius Harrison
Certification Engineering Department
Environmental and Safety Engineering
Ford Motor Company

Allen Park Test Laboratory
Tel: 313-323-9296
Fax: 313-390-1243
dharri70@ford.com

WWRSC05A R126083A

Concern Description

02/07/23 03:08:19

Concern: C11390580 Activity: ML00 Status: A Local: N Pgm Mgt Auth: I

Search or Mail-->> User Id: _____ Acty: _____ Date: _____

Scroll (Entry, Top, Bottom) : SCREEN Display (Name) : USER ID

REVISED PRODUCTION (2003) AND SERVICE (2001 & 2002) CALIBRATIONS ARE REQUIRED TO IMPROVE STALLS ROBUSTNESS AND ALLEVIATE CUSTOMER COMPLAINTS.

CALIBRATIONS AFFECTED (ALL ARE 3.0L V6 CD4E)

MY	MARKET	OLD CAL #	NEW CAL #	OLD PCM	NEW PCM
2003	LEV-FORD	3M11A30500	3M11A30510	3L8A-BA	3L8A-BB
2003	CAA	3M11B30500	3M11B30510	3L8A-CA	3L8A-CB
2003	STG3-FORD	3M11A30E00	3M11A30E10	3L8A-BA	3L8A-EB
2003	STG3-MAZDA	3M11B30E00	3M11B30E10	3L8A-AHA	3L8A-AHB
2003	JPN-PATS	3M11A30J00	3M11A30J10	3L8A-FA	3L8A-FB
2003	JPN-NO PATS	3M11B30J00	3M11B30J10	3L8A-EA	3L8A-HB
2003	ROW	3M11A30X00	3M11A30X10	3L8A-JA	3L8A-JB

2003	LEADED	3M11A30G00	3M11A30G10	3L8A-GA	3L8A-GB
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2002	LEV-FORD	2M11A30510	N/A	2L8A-AD	PLS ASSIGN SERV #
2002	CAA	2M11B30510	N/A	2L8A-BD	PLS ASSIGN SERV #
2002	LEV-MAZDA	2M11C30510	N/A	2L8A-CD	PLS ASSIGN SERV #
2002	STG3-FORD	2M11A30E10	N/A	2L8A-GD	PLS ASSIGN SERV #
2002	JPN-PATS	2M11A30J11	N/A	2L8A-HE	PLS ASSIGN SERV #
2002	JPN-NO PATS	2M11B30J11	N/A	2L8A-JE	PLS ASSIGN SERV #
2002	ROW	2M11A30X10	N/A	2L8A-KD	PLS ASSIGN SERV #
2002	ROW-SEVERE	2M11B30X10	N/A	2L8A-MD	PLS ASSIGN SERV #
2002	LEADED	2M11A30G10	N/A	2L8A-LD	PLS ASSIGN SERV #

2001	LEV-FORD	1M11A30512	N/A	1U7A-AXB	1U7A-AXC
2001	LEV-MAZDA	1M11C30512	N/A	1U7A-AYB	1U7A-AYC
2001	CAA	1M11B30512	N/A	1U7A-AZB	1U7A-AZC
2001	STG3-FORD	1M11A30E12	N/A	1U7A-BBB	1U7A-BBC
2001	JPN-PATS	1M11A30J14	N/A	1U7A-BCH	1U7A-BCC
2001	JPN-NO PATS	1M11B30J14	N/A	1U7A-BDB	1U7A-BDC
2001	ROW	1M11A30X11	N/A	1U7A-BEB	1U7A-BEC
2001	LEADED	1M11A30G13	N/A	1U7A-APB	1U7A-APC

PLEASE ASSIGN SERVICE PART NUMBERS FOR THE 2002 MY PARTS, AND CONFIRM THE PART NUMBERS FOR THE 2001 AND 2003 MY PARTS.

FUTURE CONCERN QUESTIONS SHOULD BE DIRECTED TO THE 3.0L U204 CALIBRATION SECTION: GILBERT FOURNELLE (390-4968) OR JOHN BOGEMA (337-5133).

ADDITIONAL INFORMATION: CONCERN C11299149 HAS BEEN RAISED TO REVISE A CAPACITOR IN THE PCM. THE CALIBRATION CHANGES RELEASED BY THIS CONCERN NEED TO BE CONCURRENT WITH THAT CAPACITOR CHANGE.

SACHIKO WAUD, ARE YOU STILL THE POINT PERSON FOR PCM RELEASES FOR MAZDA? YOUNG, DAN G. 313 59-41587 N PWRTRAIN DYOUNG19 APED 02/07/12

NEW C/W	NEW CAL #	NEW P/N	OLD C/W	OLD CAL #	OLD P/N	
BAR1	3M11A30510	3L8A 12A650	BB	BAR0	3M11A30500 3L8A 12A650	BA
CAS1	3M11B30510	3L8A 12A650	CB	CAS0	3M11B30500 3L8A 12A650	CA
BJD1	3M11A30E10	3L8A 12A650	EB	EJDO	3M11A30E00 3L8A 12A650	EA
IPC1	3M11B30E10	3L8A 12A650	AHB	IPC0	3M11B30E00 3L8A 12A650	AHA
FGM1	3M11A30J10	3L8A 12A650	FB	FGM0	3M11A30J00 3L8A 12A650	FA
HIS1	3M11B30J10	3L8A 12A650	HB	HIS0	3M11B30J00 3L8A 12A650	HA
JLS1	3M11A30X10	3L8A 12A650	JB	JLS0	3M11A30X00 3L8A 12A650	JB
GYL1	3M11A30G10	3L8A 12A650	GB	GYL0	3M11A30G00 3L8A 12A650	GB
NSF0	2M11A30510	2U7A 12A650	CZA	BUS3	2M11A30510 2L8A 12A650	AD
PVNO	2M11B30510	2U7A 12A650	CPA	ZRZ3	2M11B30510 2L8A 12A650	BD
RRG0	2M11C30510	2U7A 12A650	CRA	HQP3	2M11C30510 2L8A 12A650	CD
SGG0	2M11A30E10	2U7A 12A650	CSA	JTM3	2M11A30E10 2L8A 12A650	GD
THE0	2M11A30J11	2U7A 12A650	CTA	LUX4	2M11A30J11 2L8A 12A650	HE
UJB0	2M11B30J11	2U7A 12A650	CUA	CKQ4	2M11B30J11 2L8A 12A650	JE
VFN0	2M11A30X10	2U7A 12A650	CVA	SQO3	2M11A30X10 2L8A 12A650	KD
XAN0	2M11B30X10	2U7A 12A650	CXA	CFD3	2M11B30X10 2L8A 12A650	MD
YWCO	2M11A30G10	2U7A 12A650	CYA	MQE3	2M11A30G10 2L8A 12A650	LD
ATF2	0M11A30512	1U7A 12A650	AXC	ATF1	0M11A30512 1U7A 12A650	AXB
SJA2	0M11C30512	1U7A 12A650	AYC	SJA1	0M11C30512 1U7A 12A650	AYB
ESG2	0M11B30512	1U7A 12A650	AZC	ESG1	0M11B30512 1U7A 12A650	AZB
PGB2	0M11A30E12	1U7A 12A650	BBC	PGB1	0M11A30E12 1U7A 12A650	BBB
QPR2	0M11A30J14	1U7A 12A650	BCC	QPR1	0M11A30J14 1U7A 12A650	BBB
TDA2	0M11B30J14	1U7A 12A650	BDC	TDA1	0M11B30J14 1U7A 12A650	BDB
RIL2	0M11A30X11	1U7A 12A650	BEC	RIL1	0M11A30X11 1U7A 12A650	BEB
XHR2	0M11A30G13	1U7A 12A650	APC	XHR1	0M11A30G13 1U7A 12A650	APB

THERE WAS A COUPLE ERRORS THAT HAVE BEEN TAKEN CARE OF THAT NEED TO BE KNOWN:
CATCHWORDS NEED TO ADDED NEXT TIME. PLEASE ADD THEM NEXT TIME YOU DO A CHANGE.
THE CALIBRATIONS FOR THE 2001 SERVICE PARTS ARE SUPPOSED TO BE A 0 NOT A 1.

BELZYT, ROSEANN 313 24-87595 N PWRTRAIN RBELZYT APED 02/07/15
3.0L CALIBRATION ENGINEERING AGREES WITH PART NUMBER AND CALIBRATION NUMBER
ASSIGNMENT.

BOGEMA, JOHN 313 33-75133 N PWRTRAIN JBOGEMA NE01 02/07/16
DAN YOUNG ... PLEASE PROVIDE THE MAZDA SERVICE PART NUMBERS AND THE STOCK
DISPOSITION FOR ALL THE CALIBRATIONS SHOWN.

GRZINCIC, KAREN (313) 322-4593 N 3570 KMG6603 APED 02/07/17
JOHN BOGEMA ... PLEASE PROVIDE THE INFORMATION REQUESTED IN THE ABOVE ENTRY.
THANKS.

GRZINCIC, KAREN (313) 322-4593 N 3570 KMG6603 APED 02/07/17
STOCK SHOULD BE REWORKED

SI CODE IS 1
SERVICE STOCK SHOULD BE REWORKED
SAR = Y

BOGEMA, JOHN 313 33-75133 N PWRTRAIN JBOGEMA NE01 02/07/19
SACHIKO WAUD, PLEASE ENTER THE NEEDED MAZDA PART NUMBERS FOR SERVICE
BOGEMA, JOHN 313 33-75133 N PWRTRAIN JBOGEMA NE01 02/07/19
ROUTED TO BACKBONE 5 PCS PROVE OUT LINE TRIAL REQUIRED FOR EOL TESTING
O'CALLAHAN, JOH 816-459-1627 N MAZDA204 JOCALLA2 ML00 02/07/22
ABOVE STATEMENT REFERS TO PSW FUNCTIONAL TRIAL BEFORE IMPLEMENTING AT PRODUCTIO
N VOLUME.

LINDE, PETE (PV 816-459-1865 N LTREL PLINDE ML00 02/07/22

From: Bogema, John (P.)
Sent: Monday, August 05, 2002 10:57 AM
To: Juan, Joe (Y.); Dalbo, Bob (R.J.)
Cc: Glass, Diana (D.); Veenstra, Tim (T.W.); Iannuzzi, Jeff (J.); Moorhouse, Scott (S.R.); McPhearson Jr., Jesse (J.L.); McCormick, Jamie (J.); Palmer, Leigh (L.R.); Campbell, Wayne (C.W.)
Subject: RE: 2003MY Running Change Calibration

Joe,

The 3.0L Calibration group has worked to expedite the release of a 2003MY calibration that improves the stalls robustness of the vehicle. This issue has been the subject of a NHTSA review and is under scrutiny from the highest management levels in the company. In US markets, this calibration has been approved by the certification group as a no-impact change. With the one exception being the validation of US fuel economy.

For the EU market, we were informed on Friday that the testing would have to be run again for any calibration change regardless of our white paper results and conclusions.

Therefore, this change requires tailpipe and cold CO retesting for EU only.

This change should not be news to anyone as it has been carried on the "stalls" work plan deck for 2 months, went through Certification review on the 8th of July, and was reviewed with management (Veenstra, Takasawa, Sanchez, Inoue) at the end of June. If there is another process we should follow to extend the range of notification, please let us know.

John P. Bogema

3.0L Escape Calibration Engineering
Phone:313.33.75133
Location:TEE 1AE22
Email:JBOGEMA@FORD.COM

—Original Message—

From: Juan, Joe (Y.)
Sent: Friday, August 02, 2002 2:35 PM
To: Bogema, John (P.); Dalbo, Bob (R.J.)
Cc: Glass, Diana (D.); Veenstra, Tim (T.W.); Iannuzzi, Jeff (J.); Moorhouse, Scott (S.R.); McPhearson Jr., Jesse (J.L.); McCormick, Jamie (J.); Palmer, Leigh (L.R.); Campbell, Wayne (C.W.)
Subject: 2003MY Running Change Calibration

Bob/John,

I heard that there is a new calibration running change for '03MY. This is a news for many of us. As you know that we are still working on passing the Cold CO testing for base calibration, we certainly don't need to go through the EU certification again.

Please advise why we need a new calibration change (I am sure you have a very good reason) and how big the change is, especially their implication to certification & homologation.

Thanks.

Regards,

Joe Juan


Supervisor, 2003/2004 U204/J14 Vehicle Integration

jjuan@ford.com
313-248-1883 (Phone/Fax)
e-mail: jjuan@ford.com Pager: 313-795-9774

From: Fournelle, Gilbert (G.)
Sent: Thursday, August 08, 2002 12:10 PM
To: Terzes, Laura (L.D.)
Cc: Dalbo, Bob (R.J.); Sanders, Murlaf (M.S.); Suarez, Rhae (R.)
Subject: 3.0L calibration releases

Laura,

Attached is a list of all the 3.0L U204 calibration releases (Year, release number, market, calibration number, and module type)


3L U204 calibration
releases...

Regards,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904988 Fax:(313)3231786

RELEASE	Emissions	Calibration#	Module
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2001

R07	LEV-FORD	0M11A30507	MPC-160
R07	LEV_MAZDA	0M11C30507	MPC-160
R07	CAA	0M11B30507	MPC-160

R10	LEV-FORD	0M11A30510	MPC-161
R10	LEV_MAZDA	0M11C30510	MPC-161
R10	CAA	0M11B30510	MPC-161
R10	EURO_STAGE3	0M11A30E10	MPC-161
R10	JAPAN-Ford	0M11A30J10	MPC-161
R10	JAPAN-Mazda	0M11B30J10	MPC-163
R10	GCC	0M11A30G10	MPC-161
R10	ROW	0M11A30X10	MPC-161

R11	ROW	0M11A30X11	MPC-161
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R12	LEV-FORD	0M11A30512	MPC-161
R12	LEV_MAZDA	0M11C30512	MPC-161
R12	CAA	0M11B30512	MPC-161
R12	EURO-STAGE3	0M11A30E12	MPC-161
R12	GCC	0M11A30G12	MPC-161

R13	JAPAN-Ford	0M11A30J13	MPC-161
R13	JAPAN-Mazda	0M11B30J13	MPC-163
R13	GCC	0M11A30G13	MPC-161

R14	JAPAN-Ford	0M11A30J14	MPC-161
R14	JAPAN-Mazda	0M11B30J14	MPC-163

2002

R05	LEV-FORD	2M11A30606	MPC-161
R05	LEV_MAZDA	2M11C30605	MPC-161
R05	CAA	2M11B30605	MPC-161
R06	EURO-STAGE3	2M11A30E05	MPC-161
R05	JAPAN-Ford	2M11A30J05	MPC-161
R05	JAPAN-Mazda	2M11B30J05	MPC-163
R05	ROW	2M11A30X05	MPC-161
R05	ROW (Severe)	2M11B30X05	MPC-161
R05	LEADED (GCC)	2M11A30G05	MPC-161

R06	LEV-FORD	2M11A30606	MPC-161
R06	LEV_MAZDA	2M11C30606	MPC-161
R06	CAA	2M11B30606	MPC-161
R06	EURO-STAGE3	2M11A30E06	MPC-161
R06	JAPAN-Ford	2M11A30J06	MPC-161

R06	JAPAN-Mazda	2M11B30J06	MPC-163
R06	ROW	2M11A30X06	MPC-161
R06	ROW (Severe)	2M11B30X06	MPC-161
R06	LEADED (GCC)	2M11A30G06	MPC-161

R10	LEV-FORD	2M11A30510	MPC-161
R10	LEV MAZDA	2M11C30510	MPC-161
R10	CAA	2M11B30510	MPC-161
R10	EURO-STAGE3	2M11A30E10	MPC-161
R10	JAPAN-Ford	2M11A30J10	MPC-161
R10	JAPAN-Mazda	2M11B30J10	MPC-163
R10	ROW	2M11A30X10	MPC-161
R10	ROW (Severe)	2M11B30X10	MPC-161
R10	LEADED (GCC)	2M11A30G10	MPC-161

R11	JAPAN-Ford	2M11A30J11	MPC-161
R11	JAPAN-Mazda	2M11B30J11	MPC-163

2003

R00	LEV	3M11A30500	MPC-161
R00	CAA	3M11B30500	MPC-161
R00	EURO-Ford	3M11A30E00	MPC-161
R00	EURO-Mazda	3M11B30E00	MPC-161
R00	JAPAN-Ford	3M11A30J00	MPC-161
R00	JAPAN-Mazda	3M11B30J00	MPC-163
R00	ROW	3M11A30X00	MPC-161
R00	LEADED (GCC)	3M11A30G00	MPC-161

R10	LEV	3M11A30510	MPC-161
R10	CAA	3M11B30510	MPC-161
R10	EURO-Ford	3M11A30E10	MPC-161
R10	EURO-Mazda	3M11B30E10	MPC-161
R10	JAPAN-Ford	3M11A30J10	MPC-161
R10	JAPAN-Mazda	3M11B30J10	MPC-163
R10	ROW	3M11A30X10	MPC-161
R10	LEADED (GCC)	3M11A30G10	MPC-161

From: Sanders, Muriel (M.S.)
Sent: Thursday, August 15, 2002 10:11 AM
To: Kaercher, Don (D.F.); Lapkewych, Michael (M.P.); Terzes, Laura (L.D.)
Cc: Dalbu, Bob (R.J.)
Subject: Fined Pintle IAC

Hi. Tom Durfee approved the concern for the fined pintle IAC in service, but still has some reservations about out of warranty customers. I'm not sure if y'all have WERS access so I'm forwarding his concerns to you so that you are aware of them.

I AM NOT SATISFIED WITH ALL ACTIONS I STILL HAVE CONCERN FOR OUR OUT OF WARRANTY CUSTOMERS. THERE ARE PEOPLE AT PS&L THAT USE WERS AND THEY ARE NOT ON THIS CONCERN. IF I WERE AN OUT OF WARRANTY CUSTOMER OF THIS VEHICLE AND HAD TO PAY \$64.00 FOR PART TO FIX MY VEHICLE THEN FIND OUT I HAD TO PAY ANOTHER \$14.00 FOR A RE-FLASH OR MAYBE \$300+ DOLLARS IF THE DEALER SO DESIRES TO TELL

THE CUSTOMER THAT THEY NEED A NEW PCM BECAUSE THE STICKER ON THE BOX SAYS SO NEW CALIBRATION REQUIRED FOR THIS PART. THIS IS NOT A ROBUST SERVICE FIX I NOT HAVE PLACE TO ENSURE CALIBRATION GETS UPDATED. I AM APPROVING THIS CONCERN BUT WITH MUCH APPREHENSION.

DURFEE, TOM P. 313-84-50902 N SERVICE TDURFEE NE01 02/08/15

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

To: Kaercher, Don (D.F.); Lapkewych, Michael (M.P.); Terzes, Laura (L.D.)
Cc: Dalbo, Bob (R.J.)
Subject: Finned Pintle IAC

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Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

From: Dalbo, Bob (R.J.)
Sent: Thursday, August 15, 2002 6:00 PM
To: Szczupak, Dave (D.T.)
Cc: Kapp, Dan (Daniel R.); Bob Fascetti
Subject: FW: Finned Pintle IAC for U204 - Concern C1139056
Importance: High

Mr. Szczupak,
At last May's Cleveland Engine Quality Review you asked me if there was anything you could do to help resolve the 3.0L Escape/Tribute stalling issue. I think we need your help getting concern C11390555 approved to release the finned-pintle IACV for service. This IACV offers improved resistance to contamination but it was not a transparent change on this application.

We will have service calibrations for 2001 and 2002 model years, validated for either IACV, available on Fordstar in 3 weeks or less. There will be a caveat in the Ford parts catalogue indicating that recalibration is required to use this valve, and each IACV package will have sticker on it indicating that recalibration is required when the part is installed. We believe the service community needs access to the finned-pintle part to provide robust repairs, and we would appreciate your help to expeditiously release the component to service.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 786-2859 Email: rdalbo@ford.com

—Original Message—

From: Sanders, Muriel (M.S.)
Sent: Thursday, August 15, 2002 10:11 AM
To: Kercher, Don (D.F.); Lapkewych, Michael (M.P.); Terzes, Laura (L.D.)
Cc: Dalbo, Bob (R.J.)
Subject: Finned Pintle IAC

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Muriel Sanders

U204 3.0L Calibration

Ford Motor Company

Phone: 313-32-27307

Fax: 313-32-31786

E-mail: msander6@ford.com

From: Yeung, Lem (.)
Sent: Friday, September 06, 2002 5:42 PM
To: Kno, Mie (M.)
Cc: Hale, Tony (A.S.); Grimes, Jeff (J.R.); Singh, Bikram (B.); Matsushita, Kohel (K.); Dalbo, Bob (R.J.)
Subject: RE: Escape/Tribute Stall Issue

1.) implementation at CEP#2 was 8/30/02 this means implementation at KCAP between 1 -3 weeks afterwards. Full turnover should have occurred at the vehicle assembly plants by 9/23/02.

2.) Enclosed is the 14D completed on the 4.0L which introduced this new valve a couple years back...It is currently in production on 4.0L, 4.6L, 5.4L....and modified versions are found on current 3.0L Lincoln programs. Also included is the DVP&R, provided by Hitachi.

FIELD REVIEW Fin Pintle DVPR
OMDITPSE updated.. rev-1.doc

W. Lem Yeung
Ford Motor Company
U204 Duratec Engine Systems Supervisor
Work 313-32-23844
Pager 313-795-2777
Fax 313-594-7323

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

From: Kno, Mie (M.)
Sent: Wednesday, September 04, 2002 5:18 AM
To: Yeung, Lem (.)
Cc: Hale, Tony (A.S.); Grimes, Jeff (J.R.); Singh, Bikram (B.); Matsushita, Kohel (K.)
Subject: Escape/Tribute Stall Issue
Importance: High

Yeung-san,

Regarding Finned Pintle IACV, a pending action in attached summary, I would like to request the following two things:

1. Please provide the actual implementation date. Job#1 2003?
2. Please provide the detailed explanation (preferably with drawing or sketch) of the mechanism of the new finned pintle design valve.

The information above is very helpful to close Mazda market issues I am handling now. I would very appreciate your kind support.

<< File: U204 VQR1 Stall Summary.doc >>

Best regards,

Mie Kno

Duratec Quality Liaison
Ford Powertrain Hiroshima
Phone : 81-82-285-3968 Fax : 81-82-285-3644

Mazda Ext. : 24105
E-mail : rkinou@ford.com

From: Suarez, Rhue (R.)
Sent: Friday, October 04, 2002 1:17 PM
To: Price, Martin (M.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
Subject: Broadcast message

I received a request to put together a Broadcast message that lets dealers know we have the new calibration available for the stall condition. Currently the only message available is and ISM. A TSB is in the system but (other) part concerns are delaying the release at this time. Please take a look at the message and let me know if you have any changes or corrections.

Some 2001-2003 Escape vehicles equipped with the 3.0L Duratec engine may exhibit an Intermittent engine quit and restart condition. This is usually a one-time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). To address concern perform all steps in TSB 02-11-06 and reprogram PCM with the latest calibration from WDS version 21.3 or later. Updated TSB to follow.

I will not send submit this message until I get confirmation from our field people (another email) that the latest Calibration is successful with no returns.

Leon - please let me know if there is something needed from me to submit this broadcast message.

Thanks,

Rhue M. Suarez

Rhue Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23844 Pager: 313-708-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

From: Price, Martin (M.)
Sent: Friday, October 04, 2002 1:22 PM
To: Suarez, Rhae (R.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Lawler, Dave (D.A.); Terzba, Laura (L.D.); Dallape, Leon (L.A.)
Subject: RE: Broadcast message

I think we should include the pcm calibrations, so they know it has the latest.

Martin Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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From: Suarez, Rhae (R.)
Sent: Friday, October 04, 2002 1:17 PM
To: Price, Martin (M.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Lawler, Dave (D.A.); Terzba, Laura (L.D.); Dallape, Leon (L.A.)
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Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-28344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

From: Suarez, Rhae (R.)
Sent: Friday, October 04, 2002 1:27 PM
To: Price, Martin (M.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
Subject: RE: Broadcast message

My plan was to put that information in there but I was trying to get around adding a parts request for it. Currently parts is the hold up for the TSB.

Leon - can this be done? All it would be is re-flash info

Something like (addition in CAPS):

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From: Price, Martin (M.)
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To: Suarez, Rhae (R.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
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Rhac Michael Suarez
Product Concern Engineer - Escape / Tribula / Maverick
PVT & Field Support / FCSD
DSC III (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-798-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

From: Price, Martin (M.)
Sent: Friday, October 04, 2002 1:29 PM
To: Suarez, Rhoe (R.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
Subject: RE: Broadcast message

ok

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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Sent: Friday, October 04, 2002 1:27 PM
To: Price, Martin (M.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
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Rhac Michael Suarez
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Phone: 313-32-23344 Pager: 313-796-8242
Fax: 313-33-78337
Email: rsuarez6@ford.com

From: Suarez, Rhee (R.)
Sent: Monday, November 11, 2002 12:48 PM
To: Lawler, Dave (D.A.); Altoonian, Don (D.J.); Price, Martin (M.); Dalbo, Bob (R.J.);
Fournelle, Gilbert (G.)
Subject: enUSA_art07-4373R5.pdf

Here is the last change to look at the TSB before it goes out the door. It will go final at COB today. So if you have any major issues with it please contact Dave Lawler (I will be in a meeting this afternoon).


nDBA_art07-4373R5.
df

Good work everyone and we can finally get this one out of our hair!!!!!!

**DRIVEABILITY—INTERMITTENT ENGINE QUIT OR
IDLE DIP—NO DIAGNOSTIC TROUBLE CODES
(DTCS) PRESENT—VEHICLES EQUIPPED WITH 3.0L
DURATEC ENGINE ONLY**

**Concern
Tracking#
97-4373r5**

FORD: 2001-2003 ESCAPE

Article 02-11-8 is being republished in its entirety to update the Model Year and Calibration Information.

ISSUE

Some vehicles equipped with the 3.0L Duratec engine may exhibit an intermittent engine quit and restart condition. This is usually a one-time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). Due to the intermittent nature of the condition and the multiple potential causes of the condition, the complete bulletin checklist and all appropriate part replacements should be performed regardless of whether the condition can be duplicated by the technician. Otherwise, customers may experience the intermittent condition and be forced to return to the dealership. If the vehicle is no longer eligible for warranty coverage, discuss this service with the customer before performing.

ACTION

Addition to normal diagnostics, perform all of the following Driveability Checklist. Although the condition may not be possible to duplicate, it is recommended to perform this bulletin checklist in its entirety to resolve the concern.

SERVICE PROCEDURE

NOTE

THIS CONDITION MAY HAVE SEVERAL CAUSES, AND IT IS VERY IMPORTANT TO THOROUGHLY AND COMPLETELY PERFORM EACH STEP. IF EACH STEP IS NOT PERFORMED COMPLETELY, THE RESULT COULD BE AN INCOMPLETE OR REPEAT REPAIR.

Please use the following conditions for all tests described below unless stated otherwise:

- Transmission in Park
- Engine at idle at approximately 750 RPM
- Engine temperature should be at least 190° F (88° C)
- All accessories and the engine cooling fan should be off

1. Determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then reset back to 0% duty cycle while FTP holds at approximately 2.6 volts. If the duty cycle does not increase within 5 minutes, turn on the headlights and the AC with the blower on high. The duty cycle should start increasing within 5-10 minutes. Do not replace the EVAPVM valve if the duty cycle functions correctly. If the duty cycle stops increasing and remains at 95-100% while FTP holds at approximately 2.6 volts, replace the EVAPVM valve with part number YL8Z-8C915-AA. Verify corrective action then proceed to Step 2.

NOTE

2003 VEHICLES BUILT IN LATE 2002 CALENDAR YEAR OR AFTER WILL HAVE A REVISED EVAPORATIVE EMISSIONS SYSTEM THAT REMOVES THE CHECK VALVE. IF THE VEHICLE IS NOT EQUIPPED WITH A CHECK VALVE, IT IS NOT NECESSARY TO PERFORM STEP 2 OF THIS BULLETIN.

2. Disconnect the vent line in the evaporative emissions system from the check valve side (for reference check valve part # is YLBU-8C915-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases, can cause the condition to occur. Verify corrective action then proceed to Step 3.

Concern Tracking# 97-4373r5 Cont'd.

- Inspect the Idle Air Control (IAC) Valve. If the valve is not part number 1L8E-9F715-AA, replace with part number 1L8Z-9F715-AA which will also require latest calibration level given in Step 4 or 5.

NOTE

ENGINE RPM WILL SLOWLY RAMP UP. IT IS EXTREMELY IMPORTANT TO CHECK THE IAC DUTY CYCLE WHEN THE RPM IS AT 750 RPM. EVEN 800 RPM IS TOO HIGH FOR CHECKING IAC DUTY CYCLE UNDER THESE CONDITIONS. IF RPM IS OVER 750 RPM, MOMENTARILY OPENING AND CLOSING THE THROTTLE WILL LOWER THE RPM.

Verify that IAC duty cycle is between 32-40% with no purge flow (EVAPVM duty cycle is 0%) and fuel trims (SHRTFT1, SHRTFT2, LONGFT1, LONGFT2) are less than 15%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2LBZ-9E928-AB. If the fuel trims are above 15%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trims drop to below 15%, replace the MAF sensor with part number 1L2Z-12B678-BARM. If fuel trims stay above 15%, check for vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 4.

- For vehicles sold in the U.S. and Canada perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part XXXX-12A850-XXX. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A850-AXD for 2001, 2U7A-12A850-CZB for 2002 or 3L8A-12A850-8C for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 5.

- For vehicles sold in Mexico perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part XXXX-12A850-XXX. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A850-AZD for 2001MY, 2U7A-12A850-CPB for 2002MY or 3L8A-12A850-8C for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 6.
- If the Electronic Engine Control (EEC) relay has stamped lettering, proceed to Step 7 now. If the EEC relay has white lettering printed on the top surface, replace with a new Hella service relay that is all black and has stamped lettering on the top surface. Both the new Hella service relay and the old relay have the same part number (FOAZ-14N088-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-07B-00-1 Connector C1016, 700-06-00-37 Battery Junction Box. Proceed to Step 7.
- For 2001 and 2002 vehicles, inspect the DPFE sensor part number. If DPFE sensor is part number 2F1E-9J460-AA, proceed to Step 8 now. If the DPFE sensor is part number YF1E-9J460-AD, check for a white dot on the sensor housing (Note: White dot can be anywhere on housing). If there is a white dot, proceed to Step 8 now. If there is not a white dot, replace the DPFE with part 2F1Z-9J460-AA. Proceed to Step 8.
- Ensure the Mass Air Flow (MAF) sensor gasket is properly installed and not blocking the air stream by disconnecting the airbox and looking inside the airbox towards the MAF sensor. If gasket is damaged, replace with part YLBZ-9E931-CA. Proceed to Step 9.
- Verify the PCM harness integrity by removing the module from the COWL and moving the PCM harness around while the engine is running. If any abnormalities are observed, repair/replace the harness. Proceed to Step 10.

Concern Tracking# 97-4373r5 Cont'd.


10. Inform the customer that significant weight (approximately 9 oz. or more) hanging from the key ring while the keys are in the ignition may move the ignition cylinder out of the Run position and stop the engine. When this occurs, all gauges immediately shut off (fuel reads "E", tachometer goes to zero, speedometer goes to zero immediately). It is recommended that the customer attach fewer keys to the key ring that retains the vehicle ignition key.

PCM CALIBRATION INFORMATION						
Application	Old Part Number (-12A850-)	Tear Tag	New Part Number (-12A850-)	Old Calibration	New Calibration	NGS/WDS Qualifier
2001 3.0L - Escape	1U7A-AXB	ATF3	1U7Z-AXD	0M11A30512	0M11A30512	WDS B21.3 Release or Later
2001 3.0L - Escape	1U7A-AZB	ESG3	1U7Z-AZD	0M11B30512	0M11B30512	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-CZA	NSF1	2U7Z-CZB	2M11A30510	2M11A30510	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-CPA	PVN1	2U7Z-CPB	2M11B30510	2M11B30510	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-BA	BAR2	3L8Z-BC	3M11A30510	3M11A30511	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-GA	CAS2	3L8Z-CC	3M11B30510	3M11B30511	WDS B21.3 Release or Later

Obtain an Authorized Modifications Decal (FPS 8262 - obtainable through DOES II, 25/pkg) and list the date, dealer number, and summary of modifications performed. Select a prominent place adjacent to the Vehicle Emission Control Information Decal suitable for installing the Authorized Modifications Decal. Clean the area, install the decal, and cover it with a clear plastic decal shield.

PART NUMBER	PART NAME
1L8Z-9F715-AA	IAC - Idle Air Control Valve
2L8Z-9E928-AB	Throttle Body
1L2Z-12B579-BARM	MAF - Mass Air Flow Sensor
YL8Z-9E931-CA	Gasket - Mass Air Flow Sensor
FOAZ-14N089-A	EEC Relay
2F1Z-9M60-AA	DPFE Sensor

OTHER APPLICABLE ARTICLES: NONE

 AUTHORIZED MODIFICATIONS	
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:	
<i>Reprogrammed Powertrain Control Module (PCM) Per TSB 97-0-11</i>	
THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE, BY EPA AND CARB.	
DEALER NUMBER:	DATE:
CHANGE AUTHORITY:	
FPS 8262 8/78	FORD MOTOR COMPANY PRINTED IN U.S.A.

EWS-827-D 8217

Concern Tracking# 97-4373r5 Cont'd.

SUPERSEDES: 02-11-8

WARRANTY STATUS: INFORMATION ONLY

OASIS CODES: 607000, 607400, 607500, 607600,
607700, 611000, 611500, 614000,
614500, 614800

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

From: Fournelle, Gilbert (G.)
Sent: Wednesday, November 20, 2002 2:16 PM
To: Lockhart, Marek (M.C.)
Cc: Dalbo, Bob (R.J.); Chih, Ming-Niu (M.N.); Favor, Richard (R.A.); Shah, Kiran (K.C.)
Subject: RE: Escape Stalls

Marek,

There is a known concern with 3.0L Escape stalls during decels which has been addressed in TSB 02-23-01. I attached a TSB which was released for this problem on 11/12/02. It addresses a variety of different root causes which could cause a potential stall. You can contact me for further info if needed.



TSB.htm

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Shah, Kiran (K.C.)
Sent: Wednesday, November 20, 2002 2:00 PM
To: Fournelle, Gilbert (G.)
Cc: Dalbo, Bob (R.J.); Chih, Ming-Niu (M.N.); Favor, Richard (R.A.)
Subject: FW: Escape Stalls

Gilbert:

As per our telephone conversation, the details on the stall are in the note below. Would you please guide Marek Lockhart related to the fix (TSB) and cc me? Thanks.

Regards,

Kiran C. Shah

Supervisor - U204/293 Fuel Systems Engineering
North American Truck - Outfitters
Telephone: (313) 32-31594 Fax: (313) 39-00652
Address: Room: 2B-K29, PDC/Mall Drop: 222
Email: kshah1@ford.com

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

From: Lockhart, Marek (M.C.)
Sent: Wednesday, November 20, 2002 8:16 AM
To: Shah, Kiran (K.C.)
Subject: Escape Stalls

Guess what?

My 3.0L Escape stalled during a decel event this morning (6% downhill grade, going from 30 to 20 mph, very light braking, 1/2-tank of gas, 45F, dry pavement).

Are you aware of any stall concerns?

Marek C. Lockhart
Supervisor, Outfitter Truck Fuel Systems
Ford Motor Company
PDC, Room 2B-120
Phone: (313) 328-7492



Printable View (38 KB)

Article No.
02-23-1

- **DRIVEABILITY - INTERMITTENT ENGINE QUIT OR IDLE DIP - NO DIAGNOSTIC TROUBLE CODES (DTCs) PRESENT - VEHICLES EQUIPPED WITH 3.0L DURATEC ENGINE ONLY**

Publication Date: November 12, 2002

FORD: 2001-2003 ESCAPE

Article 02-11-8 is being republished in its entirety to update the Model Year and Calibration information.

ISSUE:

Some vehicles equipped with the 3.0L Duratec engine may exhibit an intermittent engine quit and restart condition. This is usually a one-time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). Due to the intermittent nature of the condition and the multiple potential causes of the condition, the complete bulletin checklist and all appropriate part replacements should be performed regardless of whether the condition can be duplicated by the technician. Otherwise, customers may experience the intermittent condition and be forced to return to the dealership. If the vehicle is no longer eligible for warranty coverage, discuss this service with the customer before performing.

ACTION:

In addition to normal diagnostics, perform ALL of the following Drivesability Checklist. Although the condition may not be possible to duplicate, it is recommended to perform this bulletin checklist in its entirety to resolve the condition.

SERVICE PROCEDURE

NOTE: THIS CONDITION MAY HAVE SEVERAL CAUSES, AND IT IS VERY IMPORTANT TO THOROUGHLY AND COMPLETELY PERFORM EACH STEP. IF EACH STEP IS NOT PERFORMED COMPLETELY, THE RESULT COULD BE AN INCOMPLETE OR REPEAT REPAIR.

NOTE: DUE TO THE INTERMITTENT NATURE OF THE CONDITION AND THE MULTIPLE POTENTIAL CAUSES OF THE CONDITION, THE COMPLETE BULLETIN CHECKLIST AND ALL APPROPRIATE PART REPLACEMENTS SHOULD BE PERFORMED REGARDLESS OF WHETHER THE CONDITION CAN BE DUPLICATED BY THE TECHNICIAN.

Please use the following conditions for all tests described below unless stated otherwise:

- Transmission in Park
 - Engine at idle at approximately 750 RPM
 - Engine temperature should be at least 190° F (88° C)
 - All accessories and the engine cooling fan should be off
1. Determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If

EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then reset back to 0% duty cycle while FTP holds at approximately 2.6 volts. If the duty cycle does not increase within 5 minutes, turn on the headlights and the AC with the blower on high. The duty cycle should start increasing within 5-10 minutes. Do not replace the EVAPVM valve if the duty cycle functions correctly. If the duty cycle stops increasing and remains at 95-100% while FTP holds at approximately 2.6 volts, replace the EVAPVM valve with part number YL8Z-9C915-AA. Verify corrective action then proceed to Step 2.

NOTE: 2003 VEHICLES BUILT IN LATE 2002 CALENDAR YEAR OR AFTER WILL HAVE A REVISED EVAPORATIVE EMISSIONS SYSTEM THAT REMOVES THE CHECK VALVE. IF THE VEHICLE IS NOT EQUIPPED WITH A CHECK VALVE, IT IS NOT NECESSARY TO PERFORM STEP 2 OF THIS PROCEDURE.

2. Disconnect the vent line in the evaporative emissions system from the check valve side (for reference check valve part # is YL8U-9C915-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases, can cause the condition to occur. Verify corrective action then proceed to Step 3.
3. Inspect the Idle Air Control (IAC) Valve. If the valve is not part number 1L8E-9F715-AA, replace with part number 1L8Z-9F715-AA which will also require latest calibration level given in Step 4 or 5.

NOTE: ENGINE RPM WILL SLOWLY RAMP UP. IT IS EXTREMELY IMPORTANT TO CHECK THE IAC DUTY CYCLE WHEN THE RPM IS AT 750 RPM. EVEN 800 RPM IS TOO HIGH FOR CHECKING IAC DUTY CYCLE UNDER THESE CONDITIONS. IF RPM IS OVER 750 RPM, MOMENTARILY OPENING AND CLOSING THE THROTTLE WILL LOWER THE RPM.

Verify that IAC duty cycle is between 32-40% with no purge flow (EVAPVM duty cycle is 0%) and fuel trims (SHRTFT1, SHRTFT2, LONGFT1, LONGFT2) are less than 15%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2L8Z-9E926-AB. If the fuel trims are above 15%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trims drop to below 15%, replace the MAF sensor with part number 1L2Z-12B579-BARM. If fuel trims stay above 15%, check for vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 4.

4. For vehicles sold in the U.S. and Canada perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A650-AXD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A650-AXD for 2001, 2U7A-12A650-CZB for 2002 or 3L8A-12A650-BC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 5.
5. For vehicles sold in Mexico perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A650-AZD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as WDS should show latest calibration level as 1U7A-12A650-AZD for 2001 MY, 2U7A-12A650-CPB for 2002 MY or 3L8A-12A650-CC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 6.
6. If the Electronic Engine Control (EEC) relay has stamped lettering, proceed to Step 7 now. If

the EEC relay has white lettering printed on the top surface, replace with a new Hella service relay that is all black and has stamped lettering on the top surface. Both the new Hella service relay and the old relay have the same part number (FOAZ-14N089-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-07B-00-1 Connector C1016, 700-06-00-37 Battery Junction Box. Proceed to Step 7.

7. For 2001 and 2002 vehicles, inspect the DPFE sensor part number. If DPFE sensor is part number 2F1E-9J480-AA, proceed to Step 8 now. If the DPFE sensor is part number YF1E-9J480-AD, check for a white dot on the sensor housing (Note: White dot can be anywhere on housing). If there is a white dot, proceed to Step 8 now. If there is not a white dot, replace the DPFE with part 2F1Z-9J480-AA. Proceed to Step 8.
8. Ensure the Mass Air Flow (MAF) sensor gasket is properly installed and not blocking the air stream by disconnecting the airbox and looking inside the airbox towards the MAF sensor. If gasket is damaged, replace with part YL8Z-9E931-CA. Proceed to Step 9.
9. Verify the PCM harness integrity by removing the module from the COWL and moving the PCM harness around while the engine is running. If any abnormalities are observed; repair/replace the harness. Proceed to Step 10.
10. Inform the customer that significant weight (approximately 9 oz. or more) hanging from the key ring while the keys are in the ignition may move the ignition cylinder out of the Run position and stop the engine. When this occurs, all gauges immediately shut off (fuel reads "E", tachometer goes to zero, speedometer goes to zero immediately). It is recommended that the customer attach fewer keys to the key ring that retains the vehicle ignition key.

PCM CALIBRATION INFORMATION						
Application	Old Part Number (-12A850-)	Year Tag	New Part Number (-12A850-)	Old Calibration	New Calibration	NGS/WDS Qualifier
2001 3.0L - Escape	1U7A-AXB	ATF3	1U7Z-AXD	0M11A30512	0M11A30512	WDS B21.3 Release or Later
2001 3.0L - Escape	1U7A-AZB	E8G3	1U7Z-AZD	0M11B30512	0M11B30512	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-CZA	N8F1	2U7Z-CZB	2M11A30510	2M11A30510	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-CPA	PVN1	2U7Z-CPB	2M11B30510	2M11B30510	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-BA	BAR2	3L8Z-BC	3M11A30510	3M11A30511	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-CA	CAS2	3L8Z-CC	3M11B30510	3M11B30511	WDS B21.3 Release or Later

Obtain an Authorized Modifications Decal (FPS 8282 - orderable through DOES II, 25/pkg) and list the date, dealer number, and summary of alterations performed. Select a prominent place adjacent to the Vehicle Emission Control Information Decal suitable for installing the Authorized Modifications Decal. Clean the area, install the decal, and cover it with a clear plastic decal shield.



THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:

*Reprogrammed Powertrain Control Module
(PCM) Per TSB 02-23-1*

THESE MODIFICATIONS HAVE BEEN APPROVED, AS
APPROPRIATE, BY EPA AND CARB.

DEALER NUMBER: _____ DATE: _____

CHANGE AUTHORITY:

FPS 8282 8/78 FORD MOTOR COMPANY PRINTED IN
U.S.A.

PART NUMBER	PART NAME
1L8Z-9F715-AA	IAC - Idle Air Control Valve
2L8Z-9E926-AB	Throttle Body
1L2Z-12B579-BARM	MAF - Mass Air Flow Sensor
YL8Z-9E931-CA	Gasket - Mass Air Flow Sensor
FOAZ-14N089-A	EEC Relay
2F1Z-9J460-AA	DPFE Sensor
YL8Z-9C915-AA	EVAPVM Valve

OTHER APPLICABLE ARTICLES:

NONE

SUPERSEDES:

02-11-8

WARRANTY STATUS:

INFORMATION ONLY

OASIS CODES:

607000, 607400, 607500, 607600, 607700, 611000, 611500, 614000, 614500, 614600

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

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From: Grimes, Jeff (J.R.)
Sent: Wednesday, December 04, 2002 9:08 AM
To: Kino, Mie (M.)
Cc: Yeung, Lem (.); Hale, Tony (A.S.); Singh, Bikram (B.); Matsushita, Kohel (K.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Buehner, Steve (S.B.); Moorhouse, Scott (S.R.); Miller, Brian (B.J.)
Subject: RE: New market issue 14D-20 - A ranked "Engine stalled during customer's driving"

Kino-san...A quick look at warranty identified 12 9H589 claims total for '01, '02, and '03 model years. A couple claims may be suspect but given our Warranty system...no way to verify. We've only had 1 Claim for all of 2002CY.

I have Cleveland and Kansas City reviewing engines in-process, ensuring the 543 is being followed correctly, and that additional assembly operations aren't adding additional risk.

Jeff Grimes
OPD & Value Engineering
Duratec Engine Programs, U204
Ford Motor Company
ph: (313) 322-5237 fax: (313) 594-7323
e-mail: jgrimes1@ford.com

—Original Message—

From: Kino, Mie (M.)
Sent: Tuesday, December 03, 2002 8:37 PM
To: Grimes, Jeff (J.R.)
Cc: Yeung, Lem (.); Hale, Tony (A.S.); Singh, Bikram (B.); Matsushita, Kohel (K.)
Subject: New market issue 14D-20 - A ranked "Engine stalled during customer's driving"
Importance: High

Grimes-san, Ohayo Gozaimasu,

Please find the following new market issue "14D-20" from Mazda.
Could you research whether Ford has experienced the similar failures and

any BD's exist or not?

Thank you.

Best regards,

Mie Kino

Duratec Quality Liaison

Ford Powertrain Hiroshima

Phone : 81-82-285-3968 Fax : 81-82-285-3644

Mazda Ext. : 24105

E-mail : mkinou@ford.com

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

From: kakimoto.m@mazda.co.jp [mailto:kakimoto.m@mazda.co.jp]

Sent: Wednesday, November 27, 2002 7:47 PM

To: mkinou@ford.com

Cc: kakimoto.m@mazda.co.jp

Subject: New market issue 14D-20 - A ranked "Engine stalled during customer's driving"

Kino-san:

This is to inform you of a new market concern.

Could you please confirm information below and respond to my request?

Engine # : 687459087

Mileage : 18,655 km

1. Defect Description

Engine stalled during customer's driving.

2. Investigation Result

Cylinder Head Bolt and Fuel Charging Wiring were interfered, the circuit was short.

Please look at the photograph.

3. Disposal at dealer

Repaired the wire harness.

4. Defect vehicle/part

No part.

5. MC Request

Could you please inform if you have similar issue?

Best regards,

Masatoshi Kakimoto

Hiroshima PT Inspection Group Mazda Motor Corporation

Tel:082-282-1111 082-252-5422(Direct)

Fax:082-252-5345 Ext:37316

kakimoto.m@mazda.co.jp

From: Price, Martin (M.)
Sent: Friday, January 10, 2003 2:42 PM
To: Roberts, Janet (J.); Grimes, Jeff (J.R.); Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Hinds, Brett (B.S.); Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Schmidt, Matthew (M.); Suarez, Rhae (R.); Young, Lem (L.)
Cc: Zhou, Steven (S.)
Subject: RE: ISM draft

They will be in all the reports. Plus I will update them in the spreadsheet also.


 Cat Failures.xls

Martin Price

Cleveland Engine Specialist, DSCI #353
 1700 Fairlane Dr, Allen Park, MI 48101
 mprice28@ford.com ph. (313)317-9133

—Original Message—

From: Roberts, Janet (J.)
Sent: Friday, January 10, 2003 2:20 PM
To: Grimes, Jeff (J.R.); Price, Martin (M.); Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Hinds, Brett (B.S.); Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Schmidt, Matthew (M.); Suarez, Rhae (R.); Young, Lem (L.)
Cc: Zhou, Steven (S.)
Subject: RE: ISM draft

Can we try to get the build dates on the suspect vehicles? Thanks.

—Original Message—

From: Grimes, Jeff (J.R.)
Sent: Friday, January 10, 2003 1:56 PM
To: Price, Martin (M.); Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Hinds, Brett (B.S.); Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Roberts, Janet (J.); Schmidt, Matthew (M.); Suarez, Rhae (R.); Young, Lem (L.)
Subject: RE: ISM draft

I'll leave TSB approval to the appropriate function. However, please note the following warranty claim(s)

20031FMCU93123KA82906	10-Oct-02	9D473	D034923-Oct-02	128	128 EGR VALVE STUCK OPEN RUN WDS DIAG, PINPOINT TEST EGR SYSTEM P0442 REMOVE AND INSP EGR VALVE, REMOVE METAL SLAG THAT WAS JAMMED IN PINTAL AREA, INSTALL AND RETEST, OK	ENGINE DIFFICULT TO START, EXCESSIVE CRANKING TIME. VERY ROUGH WHEN RUNNING, IDLE IS ERRATIC. CHECK ENGINE LAMP IS ON.
20031FMCU93123KA82906	10-Oct-02	9D473	E29494-Dec-02	2800	2800BBS TEST PIN PINT TEST AGAIN REMOVE MORE METAL SLAG FROM EGR VALVE	SPOKE WITH FORD ENGINEERING AND THEY ADVISED CHECK ENGINE LAMP IS ON ENGINE IS HARD TO START AND HESITATES BADLY FROM A STOP

Happy New Year

Jeff Grimes
 OPD & Value Engineering

Duratec Engine Programs, U204
Ford Motor Company
ph: (313) 322-5237 fax: (313) 594-7323
e-mail: jgrimes1@ford.com

---Original Message---

From: Price, Martin (M.)
Sent: Friday, January 10, 2003 11:54 AM
To: Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Grimes, Jeff (J.R.); Hinds, Brett (B.S.);
Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Roberts, Janet
(J.); Schmidt, Matthew (M.); Suarez, Rhae (R.)
Subject: ISM draft

I had some free time, so I wrote up this draft. I would like submit it by monday afternoon at the latest so if you have input please respond before then?

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

<u>year</u>	<u>VIN</u>	<u>builid date</u>	<u>COIS#</u>	<u>mileage</u>	<u>location</u>	<u>comments</u>
2003	1FMYU93193KA52313	9/10/2002	3AFJ4005	122	WEXFORD, PA	#1 CYL SCORRED/ENGINE EXCHANGED
2003	1FMYU93163HA51443	9/9/2002	2LFD2005	48	BRISTOL, CN	EGR VALVE BROKEN FLOODED, BAD FUEL/CATS PLUGGED/RETURNING CATS
2003	1FMYU92183KA61277	9/12/2002	3AFAL003	5	LEVITTOWN, NY	ECT HOT AT CRUISE
2003	1FMYU93123KB33427	11/4/2002	2L4B5013	150	AYER, MA	CATS IN PIECES
2003	1FMYU93193KA05377	8/8/2002	2L4B5022	108	WATSEKA, IL	LOW BARO
2003	1FMYU93143KA33877	8/30/2002	2LWAE002	49	WELLSVILLE, NY	CATS MELTED
2003	1FMCU94123KA11398	8/22/2002	2LMEP007	253	POUGHKEEPSIE, NY	START/STALL/ WRONG CAT ORDERED
2003	1FMYU93173KA04618	8/15/2002	2LMBU006	10 KM	NEW BRUNSWICK, CAN	RETURNING CATS
2002	1FMYU04192KD87158	6/14/2002	2LFD2013	2821	PLANTATION, FL	RETURNING CATS
2002	1FMYU04142KD79386	6/6/2002	3ACDZ004	10194 KM	ONTARIO, CAN	RETURNING CATS
2003	1FMYU02103KA48485	8/30/2002	2LJC4014	80 KM	BRITISH COL, CAN	BAD FUEL/NO CAT FAILURE 30PSI+/REAR CONVERTER REPLACED STRANGE FUEL ODOR/PLUGS WET IS CHECKING FRONT CATS
2003	1FMYU931X3KA51817	9/10/2002	2LWC4015	24	AMERY, WI	LEFT & REAR CONVERTERS REPLACED
2003	1FMYU93173KB62765	11/25/2002	2LIC9007	62 KM	ESSEX, CAN	CONVERTERS REPLACED/400 MILES LATER THEY FAIL AGAIN
2001	1FMYU02191KB07434	3/30/2001	3ABCK002	13089	CINCINNATI, OH	EGR VALVE BROKEN/REPLACED REAR CONVERTER/RETURNED AGAIN
2002	1FMYU01192KD22931	4/12/2002	2L1CX003	5862	JONESBORO, LA	LACKED POWER/FRONT CAT BROKEN/15PSI BACKPRESSURE
2003	1FMYU02173KA40092	8/29/2002	2LIEZ016	235	ORLAND PARK, IL	FOUND DEBRI IN FRONT OF REAR CAT
2003	1FMYU03133KA33706	8/22/2002	2LQH8008	95	ORLAND PARK, IL	EGR VALVE BROKEN, FRONT CONVERTER BROKEN/NEW CONVERTER IS EMPTY
2003	1FMYU03123KA33782	8/27/2002	2LSC8003	9488	BARDSTOWN, KY	
2003	1FMYU031X3KA52512	9/13/2002	2LDEC006	5	LA PLATA, MY	CATS COMPLETELY MELTED

From: Fournelle, Gilbert (G.)
Sent: Wednesday, July 31, 2002 7:47 AM
To: Limtiaco, Steven (S.)
Subject: RE: white papers

Steve,

The 2002 part number is the Ford service part number (I guess it is the only one necessary since the part is no longer in production)
For 2003 MY, the Ford and Mazda calibration are identical. Mazda had requested the Ford shift schedule for 2003, so it was no longer necessary to retain separate calibrations.

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

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

From: Steven Limtiaco [mailto:SLimtiac@mazdausa.com]
Sent: Tuesday, July 30, 2002 8:30 PM
To: 'Fournelle, Gilbert (G.)'
Subject: RE: white papers

Gilbert,

Thanks for the follow up. For 2002 and 2003MY, I'm confused. For 2002MY, I could not find 2U7A-12A650-CRA on the white papers. Is it an addition?
For 2003MY, I see the 3L8A-12A650-BB pcm p/#, however, this is listed for the LKV-Ford. Is it the same for Mazda Tribute?

Please confirm, and resend white papers if updated since 7/12/02.
Thanks!

Steve Limtiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slimtiac@mazdausa.com

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

From: Fournelle, Gilbert (G.) [mailto:gfournel@ford.com]
Sent: Tuesday, July 30, 2002 11:01 AM
To: Limtiaco, Steven (S.)
Subject: FW: white papers

Steve,

I was looking through part numbers and I don't know what happened when I sent the previous reply but there are some issues:

2001 is correct 1U7A-12A650-AXC

2002 2U7A-12A650-CRA (the part number you listed was the latest production R10, the calibration is still R10, but the part number changes to a service part number)

2003 3L8A-12A650-BB (the one you listed does exist but is for Mazda-Europe)

Sorry if this causes any inconveniences,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

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

From: Fournelle, Gilbert (G.)
Sent: Monday, July 29, 2002 7:20 AM
To: Limtiaco, Steven (S.)
Subject: RE: white papers

Steve,

All PCM's have a capacitor change and the part numbers you listed are correct.

Sincerely,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

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

From: Steven Limtiaco [mailto:SLimtiac@mazdausa.com]
Sent: Thursday, July 25, 2002 6:48 PM
To: 'Fournelle, Gilbert (G.)'
Subject: RE: white papers

Gilbert,

Could you confirm if my understanding is correct before I submit the IPOs?

This is my understanding for Tribute:

2003MY - p/# 3L8A-12A650-AHB
2002MY - p/# 2L8A-12A650-CD
2001MY - p/# 1U7A-12A650-AXC

Do all these PCM's have the capacitor change? Thanks,

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

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

From: Fournelle, Gilbert (G.) [mailto:gfournel@ford.com]
Sent: Thursday, July 25, 2002 1:19 PM
To: Lintiac, Steven (S.)
Subject: white papers

<<03 stall production cal_Rev_02.doc>> <<03 stall service
cal_Rev_02.doc>>

Steve, attached are the white papers you asked for.

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 31, 2002 5:27 PM
To: Benz, Greg (G.H.); Gould, Robert (R.M.); Deeb, Joe (J.S.); Bernie Nikotal (E-mail); Andy Jones (E-mail); Bodnar, Les (L.R.); Maxwell, Jerry (J.F.); Lindbauer, Kenneth (K.J.); Moorhouse, Scott (S.R.); Nematollahi, Sonya (S.); Goodwin, William (W.R.)
Cc: Andrew Woodings; Gilbert Fournelle; Hockaday Jr., John (J.C.); John Bogema; John Matea; Mikota, Dennis (D.P.); Muriel Sanders; Robert Hurley; Roger Mandziuk
Subject: RE: U204 Stall Investigation, 7-26-02—Signal return wiring issues.

Don/Greg,

When we reviewed the wiring harness drawings against the Ford wiring guidelines, I don't recall discussion of this issue. In fact, just by searching through the service manual we couldn't find the engine block/PCM ground loop discussed in this paper.

We have seen noisy cam position sensor signals on multiple (non-stalling) vehicles. If there is an opportunity to clean up these signals with a simple wiring change, I'd like to include it in the Job #2 release, if possible.

Bob Dalbo

3.0L Calibration Supervisor
Outitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2858 Email: rdalbo@ford.com

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

From: Benz, Greg (G.H.)
Sent: Wednesday, July 31, 2002 8:08 AM
To: Gould, Robert (R.M.); Deeb, Joe (J.S.); Bernie Nikotal (E-mail); Andy Jones (E-mail); Bodnar, Les (L.R.); Maxwell, Jerry (J.F.); Lindbauer, Kenneth (K.J.); Dalbo, Bob (R.J.)
Subject: FW: U204 Stall Investigation, 7-26-02—Signal return wiring issues.

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

From: Goodwin, William (W.R.)
Sent: Tuesday, July 30, 2002 5:21 PM
To: Noteboom, Jim (J.E.); Moorhouse, Scott (S.R.)
Cc: Yeung, Lam (.); Benz, Greg (G.H.)
Subject: RE: U204 Stall Investigation, 7-26-02—Signal return wiring issues.

We have data from Kelvin Dobbins in advanced controls suggesting that there is a wiring harness error on the signal return circuit on U204 production vehicles. This could be part of some field issues you are experiencing on the vehicle. The intended configuration is for the signal return is supposed to be a clean ground circuit. On the U204, I am told that this circuit is grounded to both engine block and the PCM ground location. This basically couples significant ignition noise (and other noise sources) into any device using signal return.

I do not know enough about your control system to speculate on the potential problems of this design. If nothing else, this should be corrected for all production harnesses as soon as it can be reasonably implemented. I have no information that this is related to the problems below, but I believe there should be an assessment a potential interaction effect.

Here is Kelvin Dobbins note:

We have also checked this out on a vehicle. Although we see the common mode noise problem on the old signal on the vehicle as well, we are only getting one simultaneous fuel pulse before the start of sefi.

From: Sanders, Muriel (M.S.)
Sent: Thursday, August 15, 2002 11:12 AM
To: Fomelle, Gilbert (G.)
Subject: Stalls Info

Hi Gilbert,

Here's some stalls info for your reading pleasure. :-) The 3 stalls binders are at your desk. If you have any questions or can't find something, send me an e-mail. (I probably won't have a phone for a couple of weeks.)

- The phone conference number expires today (8/15/02). To set-up a new number call 9-1-877-227-4343. You will need to specify meeting day, time, recurrence length, and the number of people calling in. I don't think there is a max number of callers, but for reference I had ~20.

- Distribution list

Phantom Stall
Distribution Lis..

- Here's the Stalls Summary. Items in blue are TBD.

J204 Phantom Stall
Summary.doc...

- Outstanding Issues:

- PCV Oil Control Timing (Lem Yeung - systems, Jim Ortman - PCV)
 - They need to complete vehicle testing of modified covers
- KCAP Implementation
 - Finned pintle IAC - Aug 22?? Production
 - Finned pintle IAC - TBD service. See concern C11390555.
 - Revised Evap Assy - Sometime in Sept??
 - G102/103 inverted delta status - Implementation date???
 - TSB - written, waiting on finned pintle IAC service number and revised calibration part numbers. Rhae pulled the TSB from the approval system until the calibration is done. Let him know when to re-submit it. Also, the IAC box note needs to be changed to: 2001 and 2001 model year Escapes will require a calibration update (keep the TSB xx-xxx-xx reference). Rhae will change the note when the TSB is re-submitted.
 - ISM will need revised once the TSB is released. See Stalls Summary for help on what to include. Marti Price will write the draft once you send him info on what to include.
- Low Resistance Spark Plugs from Mazda (Lem Yeung - systems, Bill Goodwin - ignition systems)
- Experimental PCMs sent to Metro Ford (Independence, KA) and Bill Woods Ford (KC, KA). The e-mail w/my notes along with copies of the paperwork sent with the PCMS is in the black binder under customers (John Bogema also has copies). The service managers should be sending the PCMs and exemption stickers back to you. I included my phone number and yours on the cover letter I sent. John B. has the assurance letters.
 - Metro Ford - Service Manager is Cory Thompson (816-254-9800 or 816-405-5422 cell), VIN 1FMCU04102KB85206, PCM sent 7/31/02
 - Bill Woods Ford - Service Manager is Mike Hawes (816-454-4200), VIN 1FMYU04192KD11746, PCM sent 8/2/02

- Andrew Woodings has the pricing information for the modified MAF gaskets. From what I understand, Visteon doesn't want to meet on this. Andrew will know more info..
- Calibration - you probably more than me on this. If not, John B. & Bob D. were working on this and can fill you in if you have questions.
- Les had a hotmail account that he used for people on the chat boards whom he was helping. I never used it, but it does still have the e-mails sent to Les. I usually just went through it once in awhile to delete the junk mail and check if one of the people happened to send an email. You could probably get rid of this, but I'll leave that up to you.
 - Username = magicman00
 - password = atpeace
- There are three boxes of miscellaneous returned parts in the crib. Most are from Les's days. I think I got most of the parts from Les's desk, but there may be a few I missed.

I think that's it. Let me know if I forgot something.

Muviel Sanders

U204 3.0L Calibration

Ford Motor Company

Phone: 313-32-27307

Fax: 313-32-31786

E-mail: msander6@ford.com

Distribution List Name: Phantom Stall Distribution List

Members:

Altoorian, Don (D.J.)	daltoon1@ford.com
Bauer, Scott (S.C.)	sbauer@ford.com
Bhojwani, Kamal (K.)	kbhojwan@ford.com
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Bogema, John (P.)	jbogema@ford.com
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Dalbo, Bob (R.J.)	rdalbo@ford.com
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Harr, George (G.J.)	gharr@ford.com
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Jones, Andy	ajones6@visteon.com
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Naveed Khan	nkhan3@visteon.com
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Nikolai, Bernie	bnikolai@visteon.com

Noteboom, Jim (J.E.)
Ortman, James (J.W.)
Powell, Gary
Powers, Ken (K.W.)
Price, Martin (M.)
Raquesau, Aiden (A.F.)
Sanders, Muriel (M.S.)
Shah, Kiran (K.C.)
Shirahsi, Masearu (M.)
Stilgenbauer, Jeffrey (J.R.)
Suarez, Rhae (R.)
Takasawa, Keith (K.D.)
Takubo, Hirochi (H.)
Veenstra, Tim (T.W.)
Wakenell, Ray (R.A.)
Weltach, Bill (B.)
Williams, Les (L.H.W.)
Yeung, Lem (.)

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rwakenel@ford.com
wweltach@ford.com
will173@ford.com
lyeung@ford.com

From: Dalbo, Bob (R.J.)
Sent: Monday, August 18, 2002 8:21 PM
To: Veenstra, Tim (T.W.); Shiraishi, Masaru (M.); Iohikawa, Jyunichiro (J.)
Co: Ruau, Jessica (J.L.); Johnson, Valerie (V.D.); Corbett, Sandra (S.M.); Takubo, Hirochi (H.); Inoue, Hiroshi (H.); Takasawa, Keith (K.D.); Peters, Robin (R.S.); bfaecott@mail.ford.com
Subject: FW: Concern Status - R10 Ftx
Importance: High

Gentlemen,
Concerns C11402381 (for production) and C11404407 (for service) release improved stalls robustness calibrations that do not have the R10 random initialization issue. This issue manifested itself at KCAP as high (4000 RPM) idle speeds for 30 seconds after the first start or a hard first start. Improper initialization of a keep-alive memory parameter is the root cause for the issue.

We have been testing this software for a week and are convinced that this new (R11) release has successfully addressed the issue. The functionality beyond the first 30 seconds is identical to that of the R10 calibrations being replaced.

Please approve these concerns as soon as possible so that we can proceed to a production trial of a significant number of PSW'd PCMs to absolutely validate this software prior to implementation of the improved stall robustness calibration.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

> -----Original Message-----
> From: Dalbo, Bob (R.J.)
> Sent: Monday, August 19, 2002 1:55 PM
> To: Veenstra, Tim (T.W.)
> Cc: Peters, Robin (R.S.); John Bogema
> Subject: FW: Concern Status
> Importance: High
>
> Tim,
> If you're still the right person, we need to have the concerns below approved asap to fix the calibrations that we just took out of production. Inoue-san gave approval via email for this issue (assuming MC Japan is still on holiday). Please call/write with any questions.
>
> Bob Dalbo
> 3.0L Calibration Supervisor
> Outfitters Calibration, NAT
> Phone: (313) 24-84947 Fax: (313) 32-31786
> Pager: (313) 795-2859 Email: rdalbo@ford.com
>
> -----Original Message-----
> From: Bogema, John (P.)
> Sent: Monday, August 19, 2002 1:41 PM

> To: Dalbo, Bob (R.J.)
> Subject: Concern Status
>
> C11402381 - Production R11 Release for 2003 MY
> (Awaiting Approval of Program Management)
>
> C11404407 - Service Release for 2001 and 2002 MY
> (Awaiting approval of Program Management)
> (Awaiting new Ford Part Numbers)
> (Awaiting new Mazda Part Numbers)
> (Awaiting notice creation)
>
>
>
>
> John P. Bogema
> 3.0L Escape Calibration Engineering
> Phone:313.33.75133
> Location:TEE 1AE22
> Email:JBOGEMA@FORD.COM
>

From: Fournelle, Gilbert (G.)
Sent: Tuesday, September 03, 2002 7:46 AM
To: Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: 02 Escape Calibration Concern

The tear tag info increases by one (BAR2 and CAS1) for Ford and CAA.

application	old	New	old p/n	new p/n	tear tag
Ford	3M11A30510	3M11A30511	3L84-BA	3L84-BC	BAR2
CAA	3M11A30510	3M11A30611	3L84-CA	3L84-CC	CAS2

Sincerely,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Suarez, Rhae (R.)
Sent: Friday, August 30, 2002 8:49 AM
To: Fournelle, Gilbert (G.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: 02 Escape Calibration Concern

Thanks. I am in the process of updating the TSB right now.

2 things:

- 1) Do you have the Tear Tag Info. Or do they all go up 1 step from what I previously had: ex. NSF0 becomes NSF1?
- 2) I also need the 2003 cal info. Here is what I have:

application	old	new	old p/n	new p/n	tear tag
Ford	3M11A30500	3M11A30510	3L84-BA	3L84-BB	BAR1
CAA	3M11A30500	3M11A30510	3L84-CA	3L84-CA	CAS1

Let me know as soon as you can so we get this thing out the door!

Thanks!!!!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez6@ford.com

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

From: Fournelle, Gilbert (G.)
Sent: Wednesday, August 28, 2002 2:53 PM
To: Suarez, Rhae (R.); Dalbo, Bob (R.J.)
Subject: RE: 02 Escape Calibration Concern

CALIBRATION #	PART NUMBER
2M11A30510	2U7A 12A850 CZB
2M11B30510	2U7A 12A850 CPB
2M11C30510	2U7A 12A850 CRB
2M11A30E10	2U7A 12A850 CSB
2M11A30J11	2U7A 12A850 CTB
2M11B30J11	2U7A 12A850 CUB
2M11A30X10	2U7A 12A850 CVB
2M11B30X10	2U7A 12A850 CXB
2M11A30G10	2U7A 12A850 CYB
0M11A30512	1U7A 12A850 AXD
0M11C30512	1U7A 12A850 AYD
0M11B30512	1U7A 12A850 AZD
0M11A30E12	1U7A 12A850 BBD
0M11A30J14	1U7A 12A850 BCD
0M11B30J14	1U7A 12A850 BDD
0M11A30X11	1U7A 12A850 BED
0M11A30G13	1U7A 12A850 APD

Gilbert Fournelle

V8 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Suarez, Rhae (R.)
Sent: Wednesday, August 28, 2002 2:29 PM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: RE: 02 Escape Calibration Concern

Do you have the white paper? Or a list of all the calibrations needed for the Parts Request and the TSB message. I would like to get this going again.

Thanks!
Rhae

PS are going to have a staff meeting tomorrow?

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, August 28, 2002 2:27 PM
To: Benigerburg, Timothy (T.J.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Corlew, Randall (R.L.)
Subject: RE: 02 Escape Calibration Concern

The latest calibration to address stalling concerns will be available on Fordstar Monday, September 9, per the emergency release meeting held at 10:00 today. This presumes a successful review with the CPE at 6:30 PM tomorrow.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdaibo@ford.com

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

From: Eenigenburg, Timothy (T.J.)
Sent: Thursday, August 22, 2002 10:45 PM
To: Dalbo, Bob (R.J.); Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Cc: Eenigenburg, Timothy (T.J.)
Subject: RE: 02 Escape Calibration Concern

Gentlemen,

I worked with the technician on this vehicle. The TSB 02-11-08 was followed step by step first and then ISM 02-06-025 was also followed. All of the listed grounds have been inspected and the PCM pins were not burnt. The MAF and DPFE were replaced. The vehicle stalled on the customer after the TSB and ISM were performed. Any help you can offer would be greatly appreciated.

Regards,

Timothy J. Eenigenburg

Ford Motor Company

Field Service Engineer

N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270

teenigen@ford.com

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

From: Dalbo, Bob (R.J.)
Sent: Thursday, August 22, 2002 9:05 AM
To: Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Cc: Eenigenburg, Timothy (T.J.)
Subject: RE: 02 Escape Calibration Concern

Rhae,

Please confirm that every step in the TSB and ISM have been performed. We will investigate getting an advanced copy of the new calibration.

Bob Dalbo

S.O.L. Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-84947 Fax: (313) 32-31786

Pager: (313) 795-2859 Email: rdaibo@ford.com

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

From: Suarez, Rhae (R.)
Sent: Wednesday, August 21, 2002 7:59 AM
To: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)
Cc: Eenigenburg, Timothy (T.J.)
Subject: FW: 02 Escape Calibration Concern

Bob/Gilbert,

Can we help Tim out and save from a Buyback? Any suggestions?

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-788-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Eenigenburg, Timothy (T.J.)
Sent: Tuesday, August 20, 2002 11:15 PM
To: Suarez, Rhae (R.)
Cc: Chiarello, Paul (P.J.); Eenigenburg, Timothy (T.J.)
Subject: 02 Escape Calibration Concern

Rhae,

I am forwarding you the information on the Escape that we spoke about earlier. The vehicle is part of a large fleet that purchases many products from us. The customer has been complaining about an intermittent stalling concern since about 4000 miles. The vehicle now has 25308 miles. The vehicle stalls on decel and the TSB and ISM recommendations have been followed. The calibration was loaded from the TSB but the stalling has continued.

The technician at Hackettstown tried to update the PCM this morning but the update was not available on B20.8. The customer has involved our Ford Division Fleet Manager and Customer Service Manager. The vehicle is well within Lemon Law and we stand to loose a good fleet customer. Is it possible to receive a copy of the new stall fix calibration to get this customer back on the road with a repaired vehicle? I realize that the calibration was removed from Fordstar due to a concern if the battery would be disconnected. I will work it out with the customer to get the vehicle back in for the final revision when it becomes available, but the customer will not take the vehicle back without the "stall fix".

The vehicle information is as follows:

VIN: 1FMCUG041D1KA64304

Mileage: 25308 miles

Dealer: Hackettstown Ford, P&A: 02815

Please contact me at 201-529-7273 or on my cell phone at 973-632-5419. I appreciate your assistance in this situation.

Regards,

Timothy J. Eenigenburg

Ford Motor Company

Field Service Engineer

N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270

teenigen@ford.com

From: Fournelle, Gilbert (G.)
Sent: Tuesday, September 03, 2002 11:36 AM
To: Suarez, Rhee (R.)
Subject: RE: 02 Escape Calibration Concern

The papers were sent to VEE on 8/22

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Suarez, Rhee (R.)
Sent: Tuesday, September 03, 2002 8:53 AM
To: Fournelle, Gilbert (G.)
Subject: RE: 02 Escape Calibration Concern

need one more thing..... white paper sent to VEE date.

Thanks!

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

From: Fournelle, Gilbert (G.)
Sent: Tuesday, September 03, 2002 7:46 AM
To: Suarez, Rhee (R.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: 02 Escape Calibration Concern

The tear tag info increases by one (BAR2 and CAS1) for Ford and CAA.

application	old	New	old p/n	new p/n	tear tag
Ford	3M11A30510	3M11A30511	3L8A-BA	3L84-BC	BAR2
CAA	3M11A30510	3M11A30511	3L8A-CA	3L84-CC	CAS2

Sincerely,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Suarez, Rhee (R.)
Sent: Friday, August 30, 2002 8:49 AM
To: Fournelle, Gilbert (G.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: 02 Escape Calibration Concern

Thanks. I am in the process of updating the TSB right now.

2 things:

- 1) Do you have the Tear Tag Info. Or do they all go up 1 step from what I previously had: ex. NSF0 becomes NSF1?
 2) I also need the 2003 cal info. Here is what I have:

application	old	new	old p/n	new p/n	tear tag
Ford	3M11A30500	3M11A30510	3L84-BA	3L84-BB	BAR1
CAA	3M11A30500	3M11A30510	3L84-CA	3L84-CA	CAS1

Let me know as soon as you can so we get this thing out the door!

Thanks!!!!

Rhae M. Suarez

Rhae Michael Suarez
 Product Concern Engineer - Escape / Tribute / Maverick
 PVT & Field Support / FCSD
 DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
 Phone: 313-32-23344 Pager: 313-798-8242
 Fax: 313-33-78337
 Email: rsuarez8@ford.com

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

From: Fournelle, Gilbert (G.)
 Sent: Wednesday, August 28, 2002 2:53 PM
 To: Suarez, Rhae (R.); Dalbro, Bob (R.L.)
 Subject: RE: 02 Escape Calibration Concern

<< File: 03 Service R11 cal_Rev_00.doc >>

CALIBRATION #	PART NUMBER
2M11A30510	2U7A 12A850 CZB
2M11B30510	2U7A 12A850 CPB
2M11C30510	2U7A 12A850 CRB
2M11A30E10	2U7A 12A850 CSB
2M11A30J11	2U7A 12A850 CTB
2M11B30J11	2U7A 12A850 CUB
2M11A30X10	2U7A 12A850 CVB
2M11B30X10	2U7A 12A850 CXB
2M11A30G10	2U7A 12A850 CYB
0M11A30512	1U7A 12A850 AXD
0M11C30512	1U7A 12A850 AYD
0M11B30512	1U7A 12A850 AZD
0M11A30E12	1U7A 12A850 BBD
0M11A30J14	1U7A 12A850 BCD
0M11B30J14	1U7A 12A850 BDD
0M11A30X11	1U7A 12A850 BED
0M11A30G13	1U7A 12A850 APD

Gilbert Fournelle

V8 U204 Calibration Engineering
 1AE27 Truck Engine Engineering (TEE)
 Phone:(313)3904968 Fax:(313)3291786

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

From: Suarez, Rhae (R.)
 Sent: Wednesday, August 28, 2002 2:29 PM

To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: RE: 02 Escape Calibration Concern

Do you have the white paper? Or a list of all the calibrations needed for the Parts Request and the TSB message. I would like to get this going again.

Thanks!
Rhae

PS are going to have a stall meeting tomorrow?

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, August 26, 2002 2:27 PM
To: Eenigenburg, Timothy (T.J.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Corlew, Randall (R.L.)
Subject: RE: 02 Escape Calibration Concern

The latest calibration to address stalling concerns will be available on Fordstar Monday, September 9, per the emergency release meeting held at 10:00 today. This presumes a successful review with the GPE at 6:30 PM tomorrow.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2958 Email: rdalbo@ford.com

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

From: Eenigenburg, Timothy (T.J.)
Sent: Thursday, August 22, 2002 10:45 PM
To: Dalbo, Bob (R.J.); Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Cc: Eenigenburg, Timothy (T.J.)
Subject: RE: 02 Escape Calibration Concern

Gentlemen,

I worked with the technician on this vehicle. The TSB 02-11-06 was followed step by step first and then ISM 02-06-025 was also followed. All of the listed grounds have been inspected and the PCM pins were not burnt. The MAF and DPFE were replaced. The vehicle stalled on the customer after the TSB and ISM were performed. Any help you can offer would be greatly appreciated.

Regards,

Timothy J. Eenigenburg

Ford Motor Company

Field Service Engineer

N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270

teenigen@ford.com

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

From: Dalbo, Bob (R.J.)
Sent: Thursday, August 22, 2002 9:05 AM
To: Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Cc: Eenigenburg, Timothy (T.J.)
Subject: RE: 02 Escape Calibration Concern

Rhas,

Please confirm that every step in the TSB and ISM have been performed. We will investigate getting an advanced copy of the new calibration.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2858 Email: rdalbo@ford.com

—Original Message—

From: Suarez, Rhas (R.)
Sent: Wednesday, August 21, 2002 7:59 AM
To: Fournelle, Gilbert (G.); Dalbo, Bob (R.L.)
Cc: Benigenburg, Timothy (T.J.)
Subject: FW: 02 Escape Calibration Concern

Bob/Gilbert,

Can we help Tim out and save from a Buyback? Any suggestions?

Thanks!

Rhas M. Suarez

Rhas Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FGSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23944 Pager: 313-798-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

—Original Message—

From: Benigenburg, Timothy (T.J.)
Sent: Tuesday, August 20, 2002 11:15 PM
To: Suarez, Rhas (R.)
Cc: Chiarello, Paul (P.J.); Benigenburg, Timothy (T.J.)
Subject: 02 Escape Calibration Concern

Rhas,

I am forwarding you the information on the Escape that we spoke about earlier. The vehicle is part of a large fleet that purchases many products from us. The customer has been complaining about an intermittent stalling concern since about 4000 miles. The vehicle now has 25308 miles. The vehicle stalls on decel and the TSB and ISM recommendations have been followed. The calibration was loaded from the TSB but the stalling has continued.

The technician at Hackettstown tried to update the PCM this morning but the update was not available on B20.8. The customer has involved our Ford Division Fleet Manager and Customer Service Manager. The vehicle is well within Lemon Law and we stand to lose a good fleet customer. Is it possible to receive a copy of the new stall fix calibration to get this customer back on the road with a repaired vehicle? I realize that the calibration was removed from Fordstar due to a concern if the battery would be disconnected. I will work it out with the customer to get the vehicle back in for the final revision when it becomes available, but the customer will not take the vehicle back without the "stall fix".

The vehicle information is as follows:

VIN: 1FMCU04101KA64304

Mileage: 25308 miles

Dealer: Hackettstown Ford, P&A: 02815

Please contact me at 201-529-7273 or on my cell phone at 973-632-5419. I appreciate your assistance in this situation.

Regards,

Timothy J. Eentgenburg

Ford Motor Company

Field Service Engineer


N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270

teentgen@ford.com

From: hamano.n@mazda.co.jp
Sent: Tuesday, September 03, 2002 10:48 PM
To: gfournel@ford.com
Cc: scorbett@ford.com; rdalbo@ford.com; jbogema@ford.com; yamada.hid@mazda.co.jp; fujoka.ke@mazda.co.jp; takubo.h@mazda.co.jp; ichikawa.j@mazda.co.jp
Subject: FW: 9/5 U204/J14 FORD/MAZDA PT OPD Audio MEETING


Re: U204/J14 Duratec
2003MY ru... Gilbert-san,

I think that you misunderstood my request.
I asked you to provide the information about 03MY R10 calibration, not
03MY R11 calibration.

At the mtg. Mazda Engineering and Certification Groups will ask you if
the change from R00 to
03MY R10 calibration has negative effects on EM, performance, etc.
Please answer their questions which I have informed you in my previous
e-mail.

If you provide the answers in advance, I will forward them to the
attendees prior to the meeting.
This will help us make our meeting more efficient.

Your cooperation is highly appreciated.

Sincerely,
Naoumi Hamano J14/U204 Hofu
Program Develop. Promotion Gr.
Powertrain Development Promotion Dept.
Mazda Motor Corporation
E-mail. hamano.n@mazda.co.jp

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

From: Fournelle, Gilbert (G.) [mailto:gfournel@ford.com]

Sent: Wednesday, September 04, 2002 12:33 AM

To: Ichikawa Junichirou (市川 潤一郎); Corbett, Sandra (S.M.); Shiraiishi Masaru (白石 肇); Liu, Qun (Q.); Takubo Hirokichi (田窪 博一); Izumi Hirosato (泉 裕郷); Grimes, Jeff (J.R.); Marutani Tetsushi (丸谷 哲史); Szczepanski, Kyoko (K.); Oshihima Hirofumi (大島 博文); Oda, Tamaki (T.); Togou Haruo (戸郷 晴雄); Yamada Hideo (山田 秀樹); Fujio Kenji (藤岡 謙二); Aoki Motol (青木 基); Nakahara Yasushi (中原 康志); Young, Dan (D.G.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Bogema, John (P.); Morimoto Keiko (森本 敬子); Ohmori Hiroshi (大森 博)

Cc: Inoue, Hiroshi (H.); Yeung, Lem (.)

Subject: RE: 9/5 U204/J14 FORD/MAZDA PT OPD Audio MEETING

Attached is the white paper for the 2003 R11 release and the white paper for the associated 2002 and 2001 service release.

The reason for the R11 release is to fix a strategy error which occurred in the new strategy for the R10 release. The problem occurs because of an incorrect KAM initialization during the 1st start of the vehicles or after the battery has been disconnected. The KAM value was not properly initialized for 30 seconds of engine operation if the vehicle was started with cleared KAM. In addition, 1 parameter, `idc_tm` has been reset to zero. This parameter controls the delay after startup until the MAF feedback algorithm is enabled. From the beginning of the U204 program (2001MY 2002MY and 2003 R00), we have always enabled this algorithm right after start (i.e. `idc_tm = 0`). After 30 seconds of operation, after an initial start with cleared KAM, there is absolutely no difference between the behavior of an R11 and R10 calibration.

This change can under no circumstances affect the Japan 10/15 emissions cycle.

Therefore, there is absolutely no effect on emissions, fuel economy or performance

with the R11 calibration. This calibration was released to fix a strategy error.

No emissions testing needs to be done since the changes have absolutely no

effect on the vehicle operation if the vehicles has updated KAM values (which is

the case for emissions testing). No testing was required for US certification.

Sincerely,

Gilbert Fournelle

V6 U204 Calibration Engineering

1AE27 Truck Engine Engineering (TEE)

Phone:(313)3904968 Fax:(313)3231786

—Original Message—

From: ichikawa.j@mazda.co.jp [mailto:ichikawa.j@mazda.co.jp]

Sent: Tuesday, September 03, 2002 1:53 AM

To: scorbett@ford.com; shiraishi.m@pt.mazda.co.jp; qllu@ford.com;

takubo.h@mazda.co.jp; izumi.h@mazda.co.jp; jgrimas1@ford.com;

marutani.t@mazda.co.jp; kszczepa@ford.com; ohshima.h@mazda.co.jp;

toda2@ford.com; togou.h@mazda.co.jp; yamada.hld@mazda.co.jp;

fujioka.ke@mazda.co.jp; aoki.mo@mazda.co.jp; nakahara.y@mazda.co.jp;

dyoung19@ford.com; gfournel@ford.com; rdalbo@ford.com; jbogema@ford.com;

yamasaki.ke@mazda.co.jp; ohmori.h@mazda.co.jp

Cc: hlnoue1@ford.com; lyeung@ford.com

Subject: 9/5 U204/J14 FORD/MAZDA PT OPD Audio MEETING

To Team

If you have any issue that you need to discuss in U204/J14 FORD/MAZDA PT
OPD Audio MEETING on 9/5,
please let me know.

There is only one item that we should discuss in this meeting now.

[Agenda]

1. Duratec 2003MY running change for Stalls robustness (#C11390580)
Please see the attached mail that Hamano-san sent to Dalbo-san and
Fournelle-san.

[Date/Location]

USA 5-September-2002 AM 7:00-8:00

JPN 5-September-2002 PM 8:00-9:00 MAZDA Technical Main

Bldg. 2F

221

Audio Conference Room

[Audio conference numbers]

Domestic: 877-877-7127

Ford Net: ? (Shiraishi-san know...)

International: 630-424-2071

Pass code: 6643917 #

Moderator code: 1698917#

Junichirou Ichikawa

PT Program Develop. Promotion Gr.

E-mail ; ichikawa.j@mazda.co.jp

Phone ; +81-82-287-4932(Ex.28215)

Fax ; +81-82-287-5115

To Team,

I would like to hold a temporary OPD meeting on September 10. Please add this to your schedule.

Attached file is shown the Japanese of this agenda.

Tamaki-san or Kyouko-san,

Would you please attend this meeting as a translator ?

[Agenda]

1. Duratec IAC valve change and PCM calibration change implementation at Hofu Plant. (C11252737/C11390580)

We found the following questions:

1)IAC valve ECN was released to WERS without engine code change.

Therefore, Mazda has no way to order the engines with updated IAC valves.

That is we do not know when the IAC valves were updated. In addition, we do not know

when Cleveland Plant started to ship the engines with updated IAC valves to Hofu Plant.

2)On the other hand, Ford JEO requested that Mazda Production Control Dept. should skip R00/R10

PCM order and that it should order R11 PCMs for 2003. This indicates that Visteon may not produce

R00 PMCs for Hofu Plant.

3)What is worse, Mazda Certification Gr. requested us to suspend the R11 ECN release to MIDAS.

Even if Ford calibration team provides us with good news and we start ECN release immediately,

R11 PCMs will be delivered to Hofu in November.

4)Under these circumstances, there is a high possibility that engines with updated IAC valves will

reach Hofu Plant before the R11 PCMs delivery. As a result, vehicles installing engine with

updated IAC valves + 2002 MY PCMs will be produced.

<Points to be discussed>

- 1)How to solve this issue.
- 2)What are possible issues caused by the vehicles with the combination of engines with updated IAC valves + 2002 MY PCMs?
- 3)When will Cleveland Plant will ship the engines with updated IAC valves to Hofu?
- 4)Is it possible to change the engine code which rinks with updated IAC valve?

[Date/Location]

USA 10-September-2002 AM 7:00-8:00

JPN 10-September-2002 PM 8:00-9:00 MAZDA Technical Main

Bldg. 2F

221

Audio Conference Room

[Audio conference numbers]

Domestic:877-877-7127

Ford Net: ? (Shiraiishi-san know...)

International: 630-424-2071

Pass code: 6643917 #

Moderator code: 1698917#

Junichirou Ichikawa

PT Program Develop. Promotion Gr.

E-mail ; ichikawa.j@mazda.co.jp

Phone ; +81-82-287-4932(Ex.28215)

Fax ; +81-82-287-5115

From: Dalbo, Bob (R.J.)
Sent: Monday, September 23, 2002 4:39 PM
To: Gilbert Fournelle; Hockaday Jr., John (J.C.); John Bogema; John Matsua; Milkota, Dennis (D.P.); Robert Hurley
Subject: FW: another wds issue? (AFFECTS STALLS FIX Calibration)

WDS issue wrt accessing stall fix calibrations has been resolved.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2869 Email: rdalbo@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Monday, September 23, 2002 11:50 AM
To: Fascetti, Bob (R.J.); Klarr, Jerry (G.T.); Takasawa, Keith (K.D.); Powers, Ken (K.W.); Dalbo, Bob (R.J.)
Cc: Siegel, Mark (M.S.); Dorony, Kenneth (K.R.); Salamon Jr., Peter (P.F.); Suarez, Rhae (R.); Marianos, Tom (T.E.)
Subject: RE: another wds issue? (AFFECTS STALLS FIX Calibration)

I just spoke to DSP. You can report the service calibration is available for Ford and Mazda products. The access issue is resolved.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-88161 / terzes.ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Monday, September 23, 2002 8:31 AM
To: Terzes, Laura (L.D.); Klarr, Jerry (G.T.); Takasawa, Keith (K.D.); Powers, Ken (K.W.); Dalbo, Bob (R.J.)
Cc: Marianos, Tom (T.E.); Salamon Jr., Peter (P.F.); Hellenga, Jim (J.C.)
Subject: RE: another wds issue? (AFFECTS STALLS FIX Calibration)

I take it that this means that I can report at the NAQPAM today, that the service calibration is available on the Ford products, as well as the Mazda products.

I will assume this, unless otherwise informed...

Bob Fascetti

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

From: Terzes, Laura (L.D.)
Sent: Monday, September 23, 2002 8:26 AM
To: Klarr, Jerry (G.T.); Takasawa, Keith (K.D.); Powers, Ken (K.W.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.)
Cc: Marianos, Tom (T.E.); Salamon Jr., Peter (P.F.); Hellenga, Jim (J.C.)
Subject: FW: another wds issue? (AFFECTS STALLS FIX Calibration)

All: here is status from DSP (Diagnostic Service Planning) re: software work-around to give dealers access to Escape Stall calibration. Tom, how will you notify the dealers to reload B20, and when? Need a little more info. thanks.

Laura,

Pete and Mark want to give Teradyne the week to work on this. I will probably be here on Sunday to help test anything that they can produce.

If by Monday, we are still down, we will have the Dealers reload with B20.

Thanks,

Tom Marianos
ACSG/DSP/WDS PCM Reprogramming
tmarian1@ford.com
Ph.:313-390-5032
Fax: 313-248-4370

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

From: Klarr, Jerry (G.T.)
Sent: Sunday, September 22, 2002 8:53 PM
To: Terzes, Laura (L.D.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.)
Subject: RE: another wds issue? (AFFECTS STALLS FIX Calibration)

How long do you think we are talking about for the software update? Hopefully we are talking early this week.

G. T. Klarr (Jerry)
P/T Chief Engineer. PH: 32-26669/Cube: 1BA45
PDC/MD #206/FAX: 62-18063/gklarr@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Friday, September 20, 2002 7:56 AM
To: Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Klarr, Jerry (G.T.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.)
Subject: FW: another wds issue? (AFFECTS STALLS FIX Calibration)

We learned about the inability of the field to access the latest Stalls calibration (released 9/4) via the Tech Hotline and our Field Service Engineers. This is a software issue with WDS, just keeping you up-to-date so we have latest for NAQPAM mtg. on Monday, should the question come up. I don't believe asking the Diagnostic Service Planning activity to go backwards with their releases at the expense of losing other functionality (diagnostic coverage and tools for other veh. lines) is appropriate. Additionally, asking dealers to reload multiple CDs creates confusion and negative feedback. We'll wait for software supplier (Teradyne) update, then decide what to do.

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36672 / fax (313) 24-88181 / lterzes.ford.com

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

From: Marianos, Tom (T.E.)
Sent: Thursday, September 19, 2002 5:32 PM
To: Terzes, Laura (L.D.); Salomon Jr., Peter (P.F.)
Cc: Suarez, Rhae (R.); Hellenga, Jim (J.C.)
Subject: RE: another wds issue?

Laura,

I believe that Jim Hellenga has explained the situation to you, but I will follow up with this note anyway with a written explanation.

Because, Ford is moving ahead with being able to flash other modules than just the PCM, the WDS database has required the addition of new fields to multiple tables in the database. That in turn meant that the tool that creates our database updates also required an update. Unfortunately, this information was not made known to the person who maintains the tool that creates the update files until a few weeks ago.

The B21 database was frozen about 8 weeks ago, so the data that is contained is 8 weeks old, which means updates to take care of the QSF's handled in B20 are not contained on the B21 CD.

The updates files created by the new update tool result in "testman errors" (what are effectively system crashes).

Our supplier has been working to isolate/fix the problems with the tool, that we can update our dealers with the latest calibration data.

Our options are these:

1. Hold on in hopes that Teradyne will be able to fix the tool issues by tomorrow and will be able to provide the update files to all dealers.

or

2. Ask all dealers to reload the A5 System CD and the B20 Blue CD and proceed from there.

The issues with both options are as follows (although I will probably miss some).

1. If no fix is found by tomorrow, we've lost a few days while try to sort this out, and dealers have been unable to flash vehicles that needed calibrations that are not available on the B21 base CD.

2. If we go back to B20, we lose vehicle and tool coverage that were added content to the B21 CD over what was on B20.

One thing that has been done in case we must go back to B20 is that the required update files are being Starburst to the dealers local FordStar terminal to prevent overloading the satellite system.

This is where we stand.

We really don't want to go backward, but if we need to we will.

Tom Marianos

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

From: Terzes, Laure (L.D.)
Sent: Thursday, September 19, 2002 3:28 PM
To: Salamon Jr., Peter (P.F.)
Cc: Marianos, Tom (T.E.); Suarez, Rhee (R.)
Subject: FW: another wds issue?

This is a critical calibration for an Escape Stalls concern ('01, '02 and '03 MYs). Any assistance and explanation you can provide will be helpful. The Escape 3.0L Stalls concern will be covered at a Monday 10/23 (4-6p.m.) North American Quality Planning and Assistance Meeting (NAQPAM). I will be attending. (Frank Ligon is attending 1st time). It would be uncomfortable for VS&P if the inability for WDS to provide this updated cal in the current release were to be mentioned. Can we get this fixed soon? compressed timing?

Laure Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58

—Original Message—

From: Fascetti, Bob (R.J.)
Sent: Thursday, September 19, 2002 3:01 PM
To: Terzes, Laura (L.D.)
Cc: Dalbo, Bob (R.J.); Kerr, Jerry (G.T.)
Subject: RE: another wds issue?

Laura,
can you personally intervene on this. The calibration is out there and the dealer's can't put it in. We didn't get any answers today at our Stalls meeting.

Anything you can do to help would be greatly appreciated.

Bob F.

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Thursday, September 19, 2002 11:42 AM
To: Terzes, Laura (L.D.); Bob Fascetti
Subject: FW: another wds issue?

Bob/Laura,
Apparently the latest (B21) WDS software doesn't recognize that the stall fix updates exist. The previous version does. We don't yet have an estimate of when this issue will be resolved.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

—Original Message—

From: Suarez, Rhae (R.)
Sent: Wednesday, September 18, 2002 8:42 AM
To: Price, Martin (M.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Limtaco, Steven (S.); Rothweiler, Daniel (D.); Marinos, Tom (T.E.); Lawler, David (D.A.)
Subject: FW: another wds issue?

As soon as we get this fixed, can someone please send me a note? Our field people need this information.

Thanks!!
Rhae

—Original Message—

From: Myers, Dan (D.P.)
Sent: Tuesday, September 17, 2002 10:38 PM
To: Suarez, Rhae (R.)
Subject: RE: another wds issue?

Rhae,
Can you let me know when this is fixed? I have 3 more Escapes to update as soon as I can get access to the calibration through WDS B21 or the LAN.

Thanks,

Dan Myers

Field Quality Engineer - Iowa
Enhanced Concern Identification

dmvers4@ford.com

Cell 563-505-8002
Office 563-289-8991
Fax 563-289-1364

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

From: Suarez, Rhae (R.)
Sent: Tuesday, September 17, 2002 12:06 PM
To: Price, Martin (M.); Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Umitaco, Steven (S.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Lawler, David (D.A.); Myers, Dan (D.P.)
Subject: FW: another wds issue?

FYI -

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

From: Marianos, Tom (T.E.)
Sent: Tuesday, September 17, 2002 12:46 PM
To: Suarez, Rhae (R.)
Subject: RE: another wds issue?

This is already a high priority, We are working on it.

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

From: Suarez, Rhae (R.)
Sent: Tuesday, September 17, 2002 12:39 PM
To: Price, Martin (M.); Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Umitaco, Steven (S.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.)
Cc: Myers, Dan (D.P.); Marianos, Tom (T.E.); Lawler, David (D.A.)
Subject: RE: another wds issue?

I just got a message from Dan Myer (FQE) with the same concern. He had to go to another dealer that hasn't updated their WDS to version 21 yet in order to help a customer out. We need to fix this ASAP.

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-798-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Price, Martin (M.)
Sent: Tuesday, September 17, 2002 11:51 AM
To: Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Umitaco, Steven (S.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)
Subject: another wds issue?

It appears now on version 21.1 wds isn't linking some of the updates. The 2L8A-AD does not show to update to 2U7A-CZB, in fact 2U7A-CZA doesn't update to CZB. I think the 2001 calibrations are ok. I did not check 2003's.

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Loftus, Mark (M.P.)
Sent: Wednesday, July 03, 2002 2:52 PM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Cc: Williams, Tia (T.L.)
Subject: FW: Escape customer

Regarding this customer, FCSD will eventually take this customer out of this Escape as we did on his first one. Actually we've started the process but it will take several weeks to complete. I'm hoping you are still planning on testing his vehicle, has anyone made contact with the dealer yet?

The customer is a huge fan of the Escape and inquired today about new production of Escapes relating to the stalling problems. He would be interested in staying with the Escape if there were assurances that the issue was resolved in future production. Do you have any information we could use in our discussions with the customer about new production?

Mark P. Loftus

DSB Process Manager
Phone (313) 845-5192, Fax (313) 845-5115

—Original Message—

From: Loftus, Mark (M.P.)
Sent: Friday, June 21, 2002 4:08 PM
To: Dalbo, Bob (R.J.)
Cc: Goodhart II, Dennis (D.P.)
Subject: Escape customer

This is the information we spoke about in the conference call regarding the customer that FCSD took out of an Escape for stalling and the new one we put him in had the same problem on the same hill.

Customer: [REDACTED] Strongsville, OH [REDACTED]

Sales and servicing dealer: Williams Ford, Berea, OH (close to the Cleveland area) P&A code 02173
Dealer contact: Matt Newman (440) 821-0185 cell #, (440) 234-2770 dlr #

1st vehicle 1FMYU04151KA34477 Build date 1-29-01

Ford took him out of this vehicle due to a stalling concern.

2nd vehicle, customer currently driving 1FMYU04192KC98694 Build date 4-4-02

The customer experienced one stall already and a near stall. Stall happened on the same road and same hill as the previous vehicle problems.

The regional Ford Field service engineer is Dennis Goodhart (440) 796-5273

Mark P. Loftus

DSB Process Manager
Phone (313) 845-5192, Fax (313) 845-5115

From: Steven Lintiac [SLintiac@mazdausa.com]
Sent: Monday, June 24, 2002 1:22 PM
To: 'msander8@ford.com'
Cc: 'rdalbo@ford.com'
Subject: Buyback Tributes

Muriel,

Just curious if someone from Mazda consumer compliance has contacted you to set up transportation of the four buyback Tributes. Also, I have not seen the distributor plates yet. Have they been sent?

Thanks,

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

From: Suarez, Rhas (R.)
Sent: Tuesday, July 02, 2002 2:11 PM
To: Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Price, Martin (M.)
Cc: Fast, Mathew (M.F.); Terzee, Laura (L.D.); Packer, Ernest (E.G.); Steckler, Mika (C.M.); Conroy, Don (D.C.)
Subject: RE: Escape Stalling

Team,

Here is the newest stall vehicle. From the email below you can read that it has been into the dealership 3 times now. I looked up the VIN in CQIS and the only report in the system is during the second visit. I tried to contact the FSR (Ernie Packer) but he is out on vacation during this week. I left a message with Rod Gautier (playing phone tag) at Kip Killmon's Tyson Ford to get more information on what was done to the vehicle. His direct number is (703) 442-7448 if any one would like to contact him directly.

Would any of you like to get this vehicle back if it gets bought back? Is there anything you can offer before the buyback occurs?

Thanks,

Rhas Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / PCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

Rpt#: 2FQK6003 NHL Rpt: 06/17/2002 Odom:
3,774 M
Rvwd: Y File: _ Folder: _____ Images: 0 Print Smy/Disp
Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04122KB771G7 Bld:
01/12/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800P2.73L
A/C: YES
Dealer Id: 00012 Kip Killmon's Tysons Ford Ph#: (703) 448-0100
State: Virginia City: Vienna Orig/Caller: SHAWN KRAMER
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT. STALLING, NO CODES St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition
Code:
Hotliner: JCRUZ25 Phone: 313 248-8201 Regn Cd: 27 Washington - 27
Engineering: Phone: TAR:

Dlr Contact:	Phone:	Title
Cde: T		
REPAIR	TECH STATES VEHICLE HAS AN INT. STALLING CONCERN. STATES THAT	
IT	HAPPENED ON A DECEL. STATES HE HAS PERFORMED TSB 02-11-6 TO NO	
AVAIL.	TECH STATES THE STALLING IS VERY INTERMITTENT, HE CANNOT VERIFY	
AND	NO OTHER DRIVEABILITY CONCERNS, STATES HE MADE SURE IT HAS	
LATEST	CALIBRATION. CALLING FOR KNOWNS.	
RECOMM	ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK	
G300,	ADV. TECH OF ISM INFO. ADV. OF NO OTHER KNOWNS AT THIS TIME.	
CONSULTED	SME MPRICE.	
REPAIR	07/01/2002 11:07AM MICHAEL SCHMILLE	MSS - PCSD - TECH SVC
HOTLINE	TECH IS CALLING BACK ON THE SAME CONCERN. TECH STATES THAT HE	
CAN	VERIFY THE CONCERN. THE VEHICLE STALLS ON A AFTER GETTING TO A	
TOP	OF A HILL ON A DECELL. TECH STATES THE IAC IS 37%, TECH HAS	
	2L8A-AD IN THE PCM AND WANTED TO VERIFY THAT HE HAS THE LATEST	
	CALIBRATION. TECH IS CALLING FOR FURTHER SUGGESTIONS.	
RECOMM	ADVISED TECH THAT THAT IS THE LATEST CALIBRATION FOR THE	
VEHICLE.	ADVISED TECH TO CHECK PIDS OR MAKE A VDR RECORDING OF THE STALL	
AND	LOOK FOR ANYTHING ADNORMAL, DISCONNECT VMV, EGR, AND ADJUST IAC	
TO	34%. TECH MAY WANT TO INSTALL REVISED DPFE OR MAF.	

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

From: Steckler, Mike (C.M.)
 Sent: Monday, July 01, 2002 5:11 PM
 To: Conroy, Don (D.C.)
 Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
 Subject: RE: Escape Stalling

Don, if you all end up buying this car back let me know and I am going to send to engineering (don't do anything else to it).

Rhae, I assume you will be contacting the dealer or the FSE Ernie Packer to advise?

Mike Steckler
 Consumer Affairs Operations Manager
 Ford Customer Service Division

RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 01, 2002 5:08 PM
To: Suarez, Rhae (R.)
Cc: Fast, Mathew (M.F.); Steckler, Mike (C.M.)
Subject: FW: Escape Stalling

Rhae, need to follow up with dealer to make absolutely sure they have the latest service info. Then if they do, forward this information to engineering and ask if they would like the vehicle for investigation. Mike, would it be possible to quarantine the veh? immediately after we buyback before any further repairs attempted? If the dealer has performed all the latest repair info, this veh. may be something engineering wants. Pls. advise.

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 01, 2002 10:47 AM
To: Terzes, Laura (L.D.)
Cc: dale@tysonsford.com; kipsbox@aol.com; 'rgautier1@juno.com'
Subject: RE: Escape Stalling

Laura, would you or someone on your team look at the repair history and contact Rod at Tyson's Ford....Look at the recent repair dates....Thanks

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

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

From: rgautier1@juno.com [mailto:rgautier1@juno.com]
Sent: Thursday, June 27, 2002 11:55 AM
To: msteckl1@ford.com
Cc: dale@tysonsford.com; kipsbox@aol.com
Subject: Escape Stalling

Mike,

How are you? The heat is on here. 100 degree days, high

humidity and code red air quality. Along with the heat comes the return of the Escape stalling. Ernie Packer is here and he told me an interesting story that Mazda is doing something different with the idle speed. Any more news?

Here's the latest 3 time loser:

[REDACTED]
Reston, Va. [REDACTED]

1FMCU04122KB77107

Repairs:

5/25/02 423 miles
5/17/02 3744 miles
5/26/02 4211 miles

All of these have been unduplicated attempts to address the symptom with repairs either suggested by SSM or the hotline.

This one qualifies for Lemon Law. Pass it on that we need some real fix to keep these on the road. You should see the panic in the customer's face when they come in after their car stalls out. This is getting ugly.

Fire them up!

Rod Gautier
Fixed Operations Manager
Kip Killmon's Tysons Ford

From: Fournelle, Gilbert (G.)
Sent: Wednesday, July 03, 2002 7:28 AM
To: Suarez, Rhae (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Price, Martin (M.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Packer, Ernest (E.G.); Steckler, Mike (C.M.); Conroy, Don (D.C.)
Subject: RE: Escape Stalling

If this problem is repeatable, I would like to get a WDS recording of the event for analysis. This would be very important for us, since we still cannot repeat the concern ourselves.

I would like to see the following PIDS:

RPM
IAC
MAF
TP
LOAD
VSS
EGRVR
SPARKADV
EVAPVM
FLI
FUELPW1
FUELPW2
FTP
O2S11
O2S21
longft1
longft2
shrtft1
shrtft2
EGRVR
B+

Sincerely,

Gilbert Fournelle
V6 U204 Calibration Engineering
1A27 Truck Engine Engineering (TEE)
Phone: (313) 3904968 Fax: (313) 3231786

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

From: Suarez, Rhae (R.)
Sent: Tuesday, July 02, 2002 2:11 PM
To: Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Price, Martin (M.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Packer, Ernest (E.G.); Steckler, Mike (C.M.); Conroy, Don (D.C.)
Subject: RE: Escape Stalling

Team,

Here is the newest stall vehicle. From the email below you can read that

it has been into the dealership 3 times now. I looked up the VIN in CQIS and the only report in the system is during the second visit. I tried to contact the FSE (Ernie Packer) but he is out on vacation during this week. I left a message with Rod Gautier (playing phone tag) at Kip Killmon's Tyson Ford to get more information on what was done to the vehicle. His direct number is (703) 442-7448 if any one would like to contact him directly.

Would any of you like to get this vehicle back if it gets bought back? Is there anything you can offer before the buyback occurs?

Thanks,

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
FVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

Rpt#: 2FQK6003 NHL Rpt: 06/17/2002 Odom:
3,774 M
Rvwd: Y File: _ Folder: _____ Images: 0 Print Smy/Disp
Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4, XLT , WAGON 1FMCU04122KB77107 Bld:
01/12/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L
A/C: YES
Dealer Id: 00012 Kip Killmon's Tysons Ford Ph#: (703) 448-0100
State: Virginia City: Vienna Orig/Caller: SHAWN KRAMER
Symptom: 6 07 0 00 DRVABL, STALL/QUITS, OTHER-CODE NA, OTHER-CODE NA
Addl Sym: INT. STALLING, NO CODES St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition
Code:
Hotliner: JCRUZ25 Phone: 313 248-8201 Regn Cd: 27 Washington - 27
Engineering: Phone: TAR:
Dir Contact: Phone: Title
Cde: T
REPAIR TECH STATES VEHICLE HAS AN INT. STALLING CONCERN. STATES THAT
IT
HAPPENED ON A DECEL. STATES HE HAS PERFORMED TSB 02-11-6 TO NO
AVAIL.
TECH STATES THE STALLING IS VERY INTERMITTENT, HE CANNOT VERIFY
AND
NO OTHER DRIVEABILITY CONCERNS, STATES HE MADE SURE IT HAS
LATEST
CALIBRATION. CALLING FOR KNOWNS.

RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAP, CK DPFE, CK G300,

ADV. TECH OF ISM INFO. ADV. OF NO OTHER KNOWN AT THIS TIME.

CONSULTED

SME MPRICE.

REPAIR 07/01/2002 11:07AM MICHAEL SCHMILLE MSS - FCSD - TECH SVC
HOTLINE

CAN

TOP

TECH IS CALLING BACK ON THE SAME CONCERN. TECH STATES THAT HE
VERIFY THE CONCERN. THE VEHICLE STALLS ON A APTER GETTING TO A
TOP OF A HILL ON A DECELL. TECH STATES THE IAC IS 37%, TECH HAS
2L8A-AD IN THE PCM AND WANTED TO VERIFY THAT HE HAS THE LATEST
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RECOMM ADVISED TECH THAT THAT IS THE LATEST CALIBRATION FOR THE
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TO

ADVISED TECH TO CHECK PIDS OR MAKE A VDR RECORDING OF THE STALL
LOOK FOR ANYTHING ADNORMAL, DISCONNECT VMV, EGR, AND ADJUST IAC
34%. TECH MAY WANT TO INSTALL REVISED DPFE OR MAP.

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 01, 2002 5:11 PM
To: Conroy, Don (D.C.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Subject: RE: Escape Stalling

Don, if you all end up buying this car back let me know and I am going
to send to engineering (don't do anything else to it).

Rhae, I assume you will be contacting the dealer or the FSE Ernie Packer
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Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

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To: Suarez, Rhae (R.)
Cc: Fast, Mathew (M.F.); Steckler, Mike (C.M.)
Subject: FW: Escape Stalling

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Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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From: Steckler, Mike (C.M.)
Sent: Monday, July 01, 2002 10:47 AM
To: Terzes, Laura (L.D.)
Cc: dale@tysonsford.com; kipsbox@aol.com; 'rgautier1@juno.com'
Subject: RE: Escape Stalling

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Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

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

From: rgautier1@juno.com [mailto:rgautier1@juno.com]
Sent: Thursday, June 27, 2002 11:55 AM
To: msteckl1@ford.com
Cc: dale@tysonsford.com; kipsbox@aol.com
Subject: Escape Stalling

Mike,

How are you? The heat is on here. 100 degree days, high humidity and code red air quality. Along with the heat comes the return of the Escape stalling. Ernie Packer is here and he told me an interesting story that Mazda is doing something different with the idle speed. Any more news?

Here's the latest 3 time loser:

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Reston, Va. [REDACTED]

1FMCU04122KB77107

Repairs:

5/25/02 423 miles
6/17/02 3744 miles
6/26/02 4211 miles

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Fire them up!

Rod Gautier
Fixed Operations Manager
Kip Killmon's Tysons Ford

From: Sanders, Muriel (M.S.)
Sent: Tuesday, July 09, 2002 4:25 PM
To: Dalbo, Bob (R.J.)
Subject: FW: ESCAPES Stalling Issue

Please read note below.

I have the AWS information sheets on the 2 vehicles with vin numbers if you want to see them. I also talked to the service manager and tech. It appears that everything has been done to these vehicles.

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>

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

From: Woytowich, Richard (R.A.)
Sent: Tuesday, July 09, 2002 3:04 PM
To: Sanders, Muriel (M.S.)
Cc: Woytowich, Richard (R.A.); Cipriano, Jim (J.); Barrera, Robin (R.M.)
Subject: FW: ESCAPES Stalling Issue

BACKGROUND

Over the past few months you have been kind in providing me with the latest technical information regarding the Escape stalling issue. I just received the attached e-mail from one of our dealers. We at the regional office are currently in the process of buying back all three vehicles mentioned below due to stall returning after several repair attempts. All three customers have described the stall as primarily occurring during a 35-45 mph deceleration. This condition was also verified by the service manager.

I have provided this dealership with the latest information (TSB 02-11-06 and ISM 02-06-025) and stressed the importance of following the TSB and ISM. Two of the vehicles in question were repaired for about 5,000 miles before the concern reappeared.

CONCERN

The dealership, John Kennedy Ford of Feasterville is owned by Michael Kennedy. Michael is the Chairman of the Ford National Dealer Council. He is attending a meeting next week in Dearborn with the top management of our company and plans to review with them the repair history of these vehicles.

Can you provide any additional information or have any interest in having someone look at these vehicles before Michael goes to Dearborn next week.

Thanks!

RICHARD WOYTOWICH
DEALER OPERATIONS MANAGER
FCSD - PHILA. R.O.
(856) 727-3674 (Office)
(856) 952-9406 (cell)
(856) 727-3729 (fax)

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

From: JIMMYM001@aol.com [mailto:JIMMYM001@aol.com]
Sent: Tuesday, July 09, 2002 2:00 PM
To: RWOYTOWI@FORD.COM
Subject: ESCAPES

WE HAD THREE ESCAPES IN BEGINNING OF MARCH ONE VIN IS 1FMYU03162KA27220
AND THE SECOND 1FMYU041X2KB65597 THE THIRD VIN I CAN'T FIND AT PRESENT
TIME ALL THE PROCEDURES IN THE TSB AND ANY OTHER TECH MATERIAL PROVIDED
HAS BE CHECKED AND ANY APPLICABLE PARTS HAVE BEEN REPLACE UNFORTUNATLY
THE FIRST VIN IS BACK IN FOR THIRD TIME AND FORD IS PRESENTLY BUYING CAR
BACK THE SECOND VIN IS IN FOR SECOND TIME THE FIRST TIME THE VEHICLE
ONLY HAD 1800 MILES ON IT THE CUSTOMER IS DEFTLY AFRAID OF VEHICLE
PLEASE HELP

From: Sanders, Muriel (M.S.)
Sent: Wednesday, July 10, 2002 4:39 PM
To: Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Subject: FW: ESCAPES Stalling Issue

I have confirmed with the dealer that all the items on the TSB and ISM have been performed at previous repair dates on the vehicle with VINS. They are unable to repeat the stalls at this time. At my request, they re-checked the IAC duty cycle and vent line and everything was ok. They also said the fuel trims are ok. The dealer was reluctant to replace the coils and plugs since the vehicles are being bought back. Is it possible to get these vehicles after they are bought back?

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>

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

From: Woytowich, Richard (R.A.)
Sent: Tuesday, July 09, 2002 3:04 PM
To: Sanders, Muriel (M.S.)
Cc: Woytowich, Richard (R.A.); Cipriano, Jim (J.); Barrera, Robin (R.M.)
Subject: FW: ESCAPES Stalling Issue

BACKGROUND

Over the past few months you have been kind in providing me with the latest technical information regarding the Escape stalling issue. I just received the attached e-mail from one of our dealers. We at the regional office are currently in the process of buying back all three vehicles mentioned below due to stall returning after several repair attempts. All three customers have described the stall as primarily occurring during a 35-45 mph deceleration. This condition was also verified by the service manager.

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Thanks!

RICHARD WOYTOWICH
DEALER OPERATIONS MANAGER
FCSD - PHILA. R.O.
(856) 727-3674 (Office)
(856) 952-9406 (cell)
(856) 727-3729 (fax)

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

From: JIMMYM001@aol.com [mailto:JIMMYM001@aol.com]
Sent: Tuesday, July 09, 2002 2:00 PM
To: RWOYTOWI@FORD.COM
Subject: ESCAPES

WE HAD THREE ESCAPES IN BEGINNING OF MARCH ONE VIN IS 1FMYU03162KA27220
AND THE SECOND 1FMYU041X2KB65597 THE THIRD VIN I CAN'T FIND AT PRESENT
TIME ALL THE PROCEDURES IN THE TSB AND ANY OTHER TECH MATERIAL PROVIDED
HAS BE CHECKED AND ANY APPLICABLE PARTS HAVE BEEN REPLACE UNFORTUNATLY
THE FIRST VIN IS BACK IN FOR THIRD TIME AND FORD IS PRESENTLY BUYING CAR
BACK THE SECOND VIN IS IN FOR SECOND TIME THE FIRST TIME THE VEHICLE
ONLY HAD 1800 MILES ON IT THE CUSTOMER IS DEFTLY AFRAID OF VEHICLE
PLEASE HELP

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 09, 2002 4:51 PM
To: Steckler, Mike (C.M.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhae (R.)
Subject: RE: CSM QUESTION ON REFUND

Mike, we will need your direction on how you want to handle.

Bob Fascetti: are you thinking of driving/flying an engineer to the veh. location in Pennsylvania? vs. bringing the veh. back to Dearborn? When would the new calibration be ready?

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-30572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 11:41 AM
To: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Yes, we would like to see this vehicle. We will be ready with an additional calibration that we are working to release.

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

From: Fast, Mathew (M.F.)
Sent: Tuesday, July 09, 2002 11:38 AM
To: Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Laura here is the information that you requested. I did not contact the dealership but I spoke with the FSE who did a TAR with the technician and this vehicle has received the latest TSB/SSM services.

- The AWS service history is attached; one visit on April 12th, 2002 to repair a rear wiper concern and perform old TSB for stalls/quits concern. << File: service history FedEx Escape.doc >>
- There is one CQIS report for VIN 1FMYU04152KB76832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information. << File: CQIS report FedEx Escape.doc >>

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhae (R.); Fast, Mathew (M.F.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhae, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and stall issue continues? pls. let Mat or Rhae know.

We will need to let the service manager know, that addnl information for this concern will be released shortly.

Mike I recognize at this point, the customer may not accept the vehicle even if we repair it. Thanks for forwarding the info, we'll do our best to fix it.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-88181 / larza.ford.com

—Original Message—

From: Steckler, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM
To: Belote, Paul (P.S.)
Cc: Daniluk Sr., John (J.J.); Terzes, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzes on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to an Explorer (send a note to Jim Glass [glass3 to request some consideration toward that 50% seems fair).

Paul, please send a reply note with a dealership contact and your FSEs cell phone number some someone from Laura's team can help with the repair (the newest TSB dated late June), should have repaired the unit.

Laura, (HELP)!

Mike Steckler

Consumer Affairs Operations Manager
Ford Customer Service Division
BCB 3NE202
Phone (313) 890-4286 Fax (313) 845-5444
msteckl1@ford.com

—Original Message—

From: Belote, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Steckler, Mike (C.M.)
Cc: Daniluk Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41429: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 6003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

1FMYU04152KB76892: 2002 ESCAPE

This is the replacement Escape. The vehicle is in the dealership now on it's second repair for a stalling

concern, again there are no codes to verify concern. The first concern for stalling occurred at 4030 miles. Our FSE has directed the repairs and the vehicle currently has the most up to date procedures performed. The customer lacks confidence in the repairs and does not want the vehicle back.

CUSTOMER INFORMATION:

Karra Seskey

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

My DOM, John Danluk (jdanlu1@ford.com) and I believe that the customer should be awarded a refund at this point. This vehicle does not meet Lemon Law requirements in the state of PA, so we can not provide a refund through the normal RAV procedure. Can we find approval to provide the customer with a refund in this case? Do you believe that a refund is appropriate in this case?

I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-828-2930
Fax : 724-457-3038

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 5:43 PM
To: Terzes, Laura (L.D.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: CSM QUESTION ON REFUND

The new calibration will not be released for at least 2 weeks, but we have an experimental we can try, but not leave in the vehicle. Ideally, what we would like to do is see this vehicle after the release, so we can leave the calibration in it. This is most likely in the 3 week time frame.

Our timing is bit murky because we are not done validating, and we do not get approval to proceed with the change until Monday. We will move fast once we are validated. My thoughts are we would go to Pennsylvania. However, if it is easy to bring the vehicle to Dearborn, that would be ideal.

Bob

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 09, 2002 4:51 PM
To: Steckler, Mike (C.M.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhea (R.)
Subject: RE: CSM QUESTION ON REFUND

Mike, we will need your direction on how you want to handle.
Bob Fascetti: are you thinking of driving/flying an engineer to the veh. location in Pennsylvania? vs. bringing the veh. back to Dearborn? When would the new calibration be ready?

~~Laura Terzes~~

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF68
(313) 32-36572 / fax (313) 24-88181 / terzes.ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 11:41 AM
To: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhea (R.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Yes, we would like to see this vehicle. We will be ready with an additional calibration that we are working to release.

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

From: Fast, Mathew (M.F.)
Sent: Tuesday, July 09, 2002 11:38 AM
To: Terzes, Laura (L.D.); Suarez, Rhea (R.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Laura here is the information that you requested. I did not contact the dealership but I spoke with the FSE who did a TAR with the technician and this vehicle has received the latest TSB/SSM services.

- The AWS service history is attached; one visit on April 12th, 2002 to repair a rear wiper concern and perform old TSB for stalls/quits concern. << File: service history FedEx Escape.doc >>
- There is one CQIS report for VIN 1FMYU04152KB76832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information. << File: CQIS report FedEx Escape.doc >>

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhae (R.); Fast, Matthew (M.F.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhae, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and stall issue continues? pls. let Mat or Rhae know.

We will need to let the service manager know, that addnl information for this concern will be released shortly.

Mike I recognize at this point, the customer may not accept the vehicle even if we repair it. Thanks for forwarding the info, we'll do our best to fix it.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF68
(313) 32-38572 / fax (313) 24-88151 / lterzes.ford.com

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM
To: Belote, Paul (P.S.)
Cc: Danthik Sr., John (J.J.); Terzes, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzes on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to an Explorer (send a note to Jim Glass [glass3 to request some consideration toward that 50% seems fair).

Paul, please send a reply note with a dealership contact and your FSEs cell phone number some someone from Laura's team can help with the repair (the newest TSB dated late June), should have repaired the unit.

Laura, (HELP)

Mike Steckler

Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NR202
Phone (313) 300-4236 Fax (313) 845-5444
msteckl1@ford.com

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

From: Belote, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Steckler, Mike (C.M.)
Cc: Danthik Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41429: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 6003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

1FMYU04152KB76832: 2002 ESCAPE

This is the replacement Escape. The vehicle is in the dealership now on it's second repair for a stalling concern, again there are no codes to verify concern. The first concern for stalling occurred at 4030 miles. Our FSE has directed the repairs and the vehicle currently has the most up to date procedures performed. The customer lacks confidence in the repairs and does not want the vehicle back.

CUSTOMER INFORMATION:

Karra Seskey

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

My DOM, John Daniluk (jdanilu1@ford.com) and I believe that the customer should be awarded a refund at this point. This vehicle does not meet Lemon Law requirements in the state of PA, so we can not provide a refund through the normal RAV procedure. Can we find approval to provide the customer with a refund in this case? Do you believe that a refund is appropriate in this case?

I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-928-2930
Fax : 724-457-3038

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 09, 2002 6:07 PM
To: Fascetti, Bob (R.J.); Terzas, Laura (L.D.)
Cc: Sanders, Muriel (M.S.); Gilbert Fournelle
Subject: RE: CSM QUESTION ON REFUND

Bob/Laura,

Muriel will contact the dealer to request some additional diagnostic information that may help fix these vehicles or improve our understanding of the problem. Pending that, I agree with Bob's suggestion that we visit the dealer after we have the new calibration.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 5:49 PM
To: Terzas, Laura (L.D.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: CSM QUESTION ON REFUND

The new calibration will not be released for at least 2 weeks, but we have an experimental we can try, but not leave in the vehicle. Ideally, what we would like to do is see this vehicle after the release, so we can leave the calibration in it. This is most likely in the 3 week time frame.

Our timing is bit murky because we are not done validating, and we do not get approval to proceed with the change until Monday. We will move fast once we are validated. My thoughts are we would go to Pennsylvania. However, if it is easy to bring the vehicle to Dearborn, that would be ideal.

Bob

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

From: Terzas, Laura (L.D.)
Sent: Tuesday, July 09, 2002 4:51 PM
To: Steckler, Mike (C.M.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhee (R.)
Subject: RE: CSM QUESTION ON REFUND

Mike, we will need your direction on how you want to handle.

Bob Fascetti: are you thinking of driving/flying an engineer to the veh. location in Pennsylvania? vs. bringing the veh. back to Dearborn? When would the new calibration be ready?

Laura Terzas

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF68
(313) 32-36572 / fax (313) 24-88161 / lterzas.ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 11:41 AM
To: Fast, Mathew (M.F.); Terzas, Laura (L.D.); Suarez, Rhee (R.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Yes, we would like to see this vehicle. We will be ready with an additional calibration that we are working to release.

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

From: Fast, Mathew (M.F.)
Sent: Tuesday, July 09, 2002 11:38 AM
To: Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Laura here is the information that you requested. I did not contact the dealership but I spoke with the FSE who did a TAR with the technician and this vehicle has received the latest TSB/SSM services.

- The AWS service history is attached; one visit on April 12th, 2002 to repair a rear wiper concern and perform old TSB for stalls/quits concern. << File: service history FedEx Escape.doc >>
- There is one CQIS report for VIN 1FMYU04152KB76832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information. << File: CQIS report FedEx Escape.doc >>

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhae (R.); Fast, Mathew (M.F.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhae, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and stall issue continues? pls. let Mat or Rhae know.

We will need to let the service manager know, that addnl information for this concern will be released shortly.

Mike I recognize at this point, the customer may not accept the vehicle even if we repair it. Thanks for forwarding the info, we'll do our best to fix it.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56
(313) 32-38572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM
To: Belote, Paul (P.S.)
Cc: Danluk Sr., John (J.J.); Terzes, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzes on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to an Explorer (send a note to Jim Glass jglass3 to request some consideration toward that 50% seems fair).

Paul, please send a reply note with a dealership contact and your FSEs cell phone number some someone from Laura's team can help with the repair (the newest TSB dated late June), should have repaired the unit.

Laura, (HELP)!

Mike Stecker

**Consumer Affairs Operations Manager
Ford Customer Service Division
BOB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteck11@ford.com**

—Original Message—

From: Belota, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Stecker, Mike (C.M.)
Cc: Daniluk Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41429: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 6003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

1FMYU04152KB76832: 2002 ESCAPE

This is the replacement Escape. The vehicle is in the dealership now on it's second repair for a stalling concern, again there are no codes to verify concern. The first concern for stalling occurred at 4030 miles. Our FSE has directed the repairs and the vehicle currently has the most up to date procedures performed. The customer lacks confidence in the repairs and does not want the vehicle back.

CUSTOMER INFORMATION:

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

My DOM, John Daniluk (jdanilu1@ford.com) and I believe that the customer should be awarded a refund at this point. This vehicle does not meet Lemon Law requirements in the state of PA, so we can not provide a refund through the normal RAV procedure. Can we find approval to provide the customer with a refund in this case? Do you believe that a refund is appropriate in this case?

I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,

Paul S. Belote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-928-2830
Fax : 724-457-3038

From: Terzes, Laura (L.D.)
Sent: Wednesday, July 10, 2002 7:45 AM
To: Suarez, Rhae (R.); Fast, Mathew (M.F.)
Cc: Dalbo, Bob (R.J.)
Subject: FW: CSM QUESTION ON REFUND

Rhae/Mat: More info. Engineering definitely interested in visiting dealer after calibration is ready and installed in concern vehicle.

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF68
(313) 32-36672 / fax (313) 24-88181 / lterzes.ford.com

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 09, 2002 6:07 PM
To: Fascetti, Bob (R.J.); Terzes, Laura (L.D.)
Cc: Sanders, Muriel (M.S.); Gilbert Fournelle
Subject: RE: CSM QUESTION ON REFUND

Bob/Laura,
Muriel will contact the dealer to request some additional diagnostic information that may help fix these vehicles or improve our understanding of the problem. Pending that, I agree with Bob's suggestion that we visit the dealer after we have the new calibration.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 785-2858 Email: rbdalbo@ford.com

—Original Message—

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 5:43 PM
To: Terzes, Laura (L.D.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: CSM QUESTION ON REFUND

The new calibration will not be released for at least 2 weeks, but we have an experimental we can try, but not leave in the vehicle. Ideally, what we would like to do is see this vehicle after the release, so we can leave the calibration in it. This is most likely in the 3 week time frame.

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Bob

—Original Message—

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 09, 2002 4:51 PM
To: Stecker, Mike (C.M.)
Cc: Dalbo, Bob (R.J.); Stecker, Mike (C.M.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhae (R.)
Subject: RE: CSM QUESTION ON REFUND

Mike, we will need your direction on how you want to handle.

Bob Fascetti: are you thinking of driving/flying an engineer to the veh. location in Pennsylvania? vs. bringing the veh. back to Dearborn? When would the new calibration be ready?

Luzee Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 11:41 AM
To: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belota, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Yes, we would like to see this vehicle. We will be ready with an additional calibration that we are working to release.

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

From: Fast, Mathew (M.F.)
Sent: Tuesday, July 09, 2002 11:38 AM
To: Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belota, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

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- There is one CQIS report for VIN 1FMYU04152KB76832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information. << File: CQIS report FedEx Escape.doc >>

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhae (R.); Fast, Mathew (M.F.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belota, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhae, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and stall issue continues? pls. let Mat or Rhae know.

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Luzee Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM
To: Belote, Paul (P.S.)
Cc: Daniluk Sr., John (J.J.); Terzes, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzes on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to an Explorer (send a note to Jim Glass jglass3 to request some consideration toward that 50% seems fair).

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Laura, (HELP)!

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE902
Phone (313) 390-4836 Fax (313) 845-5444
msteck11@ford.com

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

From: Belote, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Steckler, Mike (C.M.)
Cc: Daniluk Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41428: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 8003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

1FMYU04152KB78832: 2002 ESCAPE

This is the replacement Escape. The vehicle is in the dealership now on it's second repair for a stalling concern, again there are no codes to verify concern. The first concern for stalling occurred at 4030 miles. Our FSE has directed the repairs and the vehicle currently has the most up to date procedures performed. The customer lacks confidence in the repairs and does not want the vehicle back.

CUSTOMER INFORMATION:

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but

will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

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I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-828-2830
Fax : 724-457-3038

From: Steckler, Mike (C.M.)
Sent: Wednesday, July 10, 2002 8:22 AM
To: Terzes, Laura (L.D.)
Cc: Dalbo, Bob (R.J.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhee (R.)
Subject: RE: CSM QUESTION ON REFUND

For speed sake, I would have someone go out and work on the vehicle in PA. Paul is in the middle of trading the customer out of the vehicle (I assume), and it will take some time to process and get it back to Detroit. If the trade falls through, then at least we can tell the customer the vehicle is finally repaired.

Paul, can you comment on where you stand with the customer?

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 8NE208
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 09, 2002 4:51 PM
To: Steckler, Mike (C.M.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhee (R.)
Subject: RE: CSM QUESTION ON REFUND

Mike, we will need your direction on how you want to handle.
Bob Fascetti: are you thinking of driving/flying an engineer to the veh. location in Pennsylvania? vs. bringing the veh. back to Dearborn? When would the new calibration be ready?

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
POC TVC 1JF56
(313) 32-36572 / fax (313) 24-68161 / lterzes.ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 11:41 AM
To: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhee (R.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Yes, we would like to see this vehicle. We will be ready with an additional calibration that we are working to release.

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

From: Fast, Mathew (M.F.)
Sent: Tuesday, July 09, 2002 11:38 AM
To: Terzes, Laura (L.D.); Suarez, Rhee (R.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Laura here is the information that you requested. I did not contact the dealership but I spoke with the FSE who did a TAR with the technician and this vehicle has received the latest TSB/SSM services.

- The AWS service history is attached; one visit on April 12th, 2002 to repair a rear wiper concern and

perform old TSB for stalls/quits concern. << File: service history FedEx Escape.doc >>

- There is one CQIS report for VIN 1FMYU04152KB78832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information. << File: CQIS report FedEx Escape.doc >>

—Original Message—

From: Terzes, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhae (R.); Fast, Mathew (M.F.)
Cc: Dalino, Bob (R.J.); Piscetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhae, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and stall issue continues? pls. let Mat or Rhae know.

We will need to let the service manager know, that addnl information for this concern will be released shortly.

Mike I recognize at this point, the customer may not accept the vehicle even if we repair it. Thanks for forwarding the info, we'll do our best to fix it.

Laura Terzes

Manager, Outfitting Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-38572 / fax (313) 24-88181 / lterzes.ford.com

—Original Message—

From: Steckler, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM
To: Belote, Paul (P.S.)
Cc: Daniluk Sr., John (J.J.); Terzes, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzes on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to an Explorer (send a note to Jim Glass jglass3 to request some consideration toward that 50% seems fair).

Paul, please send a reply note with a dealership contact and your FSEs cell phone number some someone from Laura's team can help with the repair (the newest TSB dated late June), should have repaired the unit.

Laura, (HELP)

Mike Steckler

Consumer Affairs Operations Manager
Ford Customer Service Division
RCH 3NE203
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

—Original Message—

From: Belote, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Stecker, Mike (C.M.)
Cc: Daniluk Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41429: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 8003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

1FMYU04152KB76832: 2002 ESCAPE

This is the replacement Escape. The vehicle is in the dealership now on it's second repair for a stalling concern, again there are no codes to verify concern. The first concern for stalling occurred at 4030 miles. Our FSE has directed the repairs and the vehicle currently has the most up to date procedures performed. The customer lacks confidence in the repairs and does not want the vehicle back.

CUSTOMER INFORMATION:

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

My DOM, John Daniluk (jdaniluk@ford.com) and I believe that the customer should be awarded a refund at this point. This vehicle does not meet Lemon Law requirements in the state of PA, so we can not provide a refund through the normal RAV procedure. Can we find approval to provide the customer with a refund in this case? Do you believe that a refund is appropriate in this case?

I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-928-2930
Fax : 724-457-3038

From: Belote, Paul (P.S.)
Sent: Wednesday, July 10, 2002 9:21 AM
To: Steckler, Mike (C.M.); Terzas, Laura (L.D.); Danikuk Sr., John (J.J.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhae (R.); Corlew, Randall (R.L.)
Subject: RE: CSM QUESTION ON REFUND

I am in the process of trading the customer out of the vehicle. We made her a final offer yesterday at 2pm and she requested 24 hours to review the offer with her peers. I will have the final disposition by late this afternoon.

Rob Befinif, the Shop Foreman at Shults believes that the road their dealership is on is perfect for causing this stalling failure based on the SSM's/ISSM'S/TSB's. Someone my want to talk to him regarding his observations. 724-934-2388.

I'm glad this concern is getting all this attention. This is not the first time we have seen this situation in A2. I know of at least 1 more Escape in my market, at Shults of Wexford with multiple repairs. I'm collecting VIN#'s now. I want to thank everyone for their assistance.

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Office : 412-928-2930
Fax : 724-457-3038

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Sent: Wednesday, July 10, 2002 8:22 AM
To: Terzas, Laura (L.D.)
Cc: Dalbo, Bob (R.J.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhae (R.)
Subject: RE: CSM QUESTION ON REFUND

For speed sake, I would have someone go out and work on the vehicle in PA. Paul is in the middle of trading the customer out of the vehicle (I assume), and it will take some time to process and get it back to Detroit. If the trade falls through, then at least we can tell the customer the vehicle is finally repaired.

Paul, can you comment on where you stand with the customer?

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteck11@ford.com

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From: Terzas, Laura (L.D.)
Sent: Tuesday, July 09, 2002 4:51 PM
To: Steckler, Mike (C.M.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhae (R.)
Subject: RE: CSM QUESTION ON REFUND

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Bob Fascetti: are you thinking of driving/flying an engineer to the veh. location in Pennsylvania? vs.

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Laura Terzes

Manager, Outfitting Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-38672 / fax (313) 24-88181 / lterzes.ford.com

---Original Message---

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 11:41 AM
To: Fast, Matthew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Stacker, Mike (C.M.); Balota, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

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---Original Message---

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Sent: Tuesday, July 09, 2002 11:38 AM
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Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Stacker, Mike (C.M.); Balota, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

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- The AWS service history is attached; one visit on April 12th, 2002 to repair a rear wiper concern and perform old TSB for stalls/quits concern. << File: service history FedEx Escape.doc >>
- There is one CQIS report for VIN 1FMYU04152KB76832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information. << File: CQIS report FedEx Escape.doc >>

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Sent: Monday, July 08, 2002 3:07 PM
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Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Stacker, Mike (C.M.); Balota, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

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Laura Terzes

Manager, Outfitting Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-38672 / fax (313) 24-88181 / lterzes.ford.com

---Original Message---

From: Stacker, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM

To: Belote, Paul (P.S.)
Cc: Daniluk Sr., John (J.J.); Terzes, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzes on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to an Explorer (send a note to Jim Glass jglass3 to request some consideration toward that 50% seems fair).

Paul, please send a reply note with a dealership contact and your FSEs cell phone number some someone from Laura's team can help with the repair (the newest TSB dated late June), should have repaired the unit.

Laura, (HELP)

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4256 Fax (313) 845-5444
msteckl1@ford.com

—Original Message—

From: Belote, Paul (P.S.)
Sent: Monday, July 06, 2002 1:19 PM
To: Steckler, Mike (C.M.)
Cc: Daniluk Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41429: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 6003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

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CUSTOMER INFORMATION:

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against

Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

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I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-828-2930
Fax : 724-457-3038

From: Fascetti, Bob (R.J.)
Sent: Wednesday, July 10, 2002 9:37 AM
To: Dalbo, Bob (R.J.)
Subject: RE: CSM QUESTION ON REFUND

Bob, lets call this dealer an talk to the shop foreman.

—Original Message—

From: Belote, Paul (P.S.)
Sent: Wednesday, July 10, 2002 9:21 AM
To: Steckler, Mike (C.M.); Terzes, Laura (L.D.); DanHuk Sr., John (J.J.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Fast, Matthew (M.F.); Suarez, Rhee (R.); Corlew, Randall (R.L.)
Subject: RE: CSM QUESTION ON REFUND

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Mike Steckler
Customer Affairs Operations Manager
Ford Customer Service Division
BCB 3NE303
Phone (313) 390-4836 Fax (313) 845-5444
msteckl1@ford.com

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From: Terzes, Laura (L.D.)
Sent: Tuesday, July 09, 2002 4:51 PM
To: Steckler, Mike (C.M.)

Co: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhee (R.)
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FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-98572 / fax (313) 24-88161 / lterzes.ford.com

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To: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhee (R.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
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PDC TVC 1JF58
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Cc: Daniluk Sr., John (J.J.); Terzes, Laura (L.D.); Glass, Jim (J.B.)
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Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE302
Phone (313) 390-4236 Fax (313) 645-5444
msteckl1@ford.com

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Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-928-2830
Fax : 724-457-3038

From: Sanders, Muriel (M.S.)
Sent: Wednesday, July 10, 2002 1:40 PM
To: Dalbo, Bob (R.J.)
Subject: RE: CSM QUESTION ON REFUND

I spoke with Paul Belote (CSM) and Rob Befinif (shop foreman) regarding these Escapes. I also looked at the AWS report. Everything in the TSB and ISM has been done for this 2002 vehicle. The vehicle is currently sitting at the dealer and they have not been able to repeat the stall. It has been 2500 miles since the first stall. Rob Befinif did not know the conditions of the most recent stall.

The road for the dealership is approximately 3-4 miles long with about 15 traffic lights. Rob Befinif said they have had several customers who have stalled on that road. Also, the dealership can repeat the stall on that road in some cases.

Let me know if you have any questions.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 09, 2002 6:07 PM
To: Fascetti, Bob (R.J.); Terzes, Laura (L.D.)
Cc: Sanders, Muriel (M.S.); Gilbert Fournelle
Subject: RE: CSM QUESTION ON REFUND

Bob/Laura,

Muriel will contact the dealer to request some additional diagnostic information that may help fix these vehicles or improve our understanding of the problem. Pending that, I agree with Bob's suggestion that we visit the dealer after we have the new calibration.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 5:43 PM
To: Terzes, Laura (L.D.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: CSM QUESTION ON REFUND

The new calibration will not be released for at least 2 weeks, but we have an experimental we can try, but not leave in the vehicle. Ideally, what we would like to do is see this vehicle after the release, so we can leave the calibration in it. This is most likely in the 3 week time frame.

Our timing is bit murky because we are not done validating, and we do not get approval to proceed with the change until Monday. We will move fast once we are validated. My thoughts are we would go to

Pennsylvania. However, if it is easy to bring the vehicle to Dearborn, that would be ideal.

Bob

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 09, 2002 4:51 PM
To: Steckler, Mike (C.M.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhae (R.)
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Bob Fascetti: are you thinking of driving/flying an engineer to the veh. location in Pennsylvania? vs. bringing the veh. back to Dearborn? When would the new calibration be ready?

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF50
(313) 32-38572 / fax (313) 24-98181 / lterzes.ford.com

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Yes, we would like to see this vehicle. We will be ready with an additional calibration that we are working to release.

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

From: Fast, Mathew (M.F.)
Sent: Tuesday, July 09, 2002 11:38 AM
To: Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Laura here is the information that you requested. I did not contact the dealership but I spoke with the FSE who did a TAR with the technician and this vehicle has received the latest TSB/SSM services.

- The AWS service history is attached; one visit on April 12th, 2002 to repair a rear wiper concern and perform old TSB for stalls/quits concern. << File: service history FedEx Escape.doc >>
- There is one CQIS report for VIN 1FMYU04152KB76832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information. << File: CQIS report FedEx Escape.doc >>

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhae (R.); Fast, Mathew (M.F.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhae, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and stall issue continues? pls. let Mat or Rhae know.

We will need to let the service manager know, that addnl information for this concern will be released

shortly.

Mike I recognize at this point, the customer may not accept the vehicle even if we repair it. Thanks for forwarding the info, we'll do our best to fix it.

Laura Terzas

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(913) 32-36572 / fax (313) 24-88161 / terzas.ford.com

—Original Message—

From: Steckler, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM
To: Balota, Paul (P.S.)
Cc: Danluk Sr., John (J.J.); Terzas, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzas on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to an Explorer (send a note to Jim Glass jglass3 to request some consideration toward that 50% seems fair).

Paul, please send a reply note with a dealership contact and your FSEs call phone number some someone from Laura's team can help with the repair (the newest TSB dated late June), should have repaired the unit.

Laura, (HELP)

Mike Steckler

Consumer Affairs Operations Manager
Ford Customer Service Division
RCH 3NE202
Phone (313) 390-4336 Fax (313) 845-5444
msteckl1@ford.com

—Original Message—

From: Balota, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Steckler, Mike (C.M.)
Cc: Danluk Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41428: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 8003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

1FMYU04152KB76832: 2002 ESCAPE

This is the replacement Escape. The vehicle is in the dealership now on it's second repair for a stalling concern, again there are no codes to verify concern. The first concern for stalling occurred at 4030 miles. Our FSE has directed the repairs and the vehicle currently has the most up to date procedures performed. The customer lacks confidence in the repairs and does not want the vehicle back.

CUSTOMER INFORMATION:

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

My DOM, John Daniluk (jdanilu1@ford.com) and I believe that the customer should be awarded a refund at this point. This vehicle does not meet Lemon Law requirements in the state of PA, so we can not provide a refund through the normal RAV procedure. Can we find approval to provide the customer with a refund in this case? Do you believe that a refund is appropriate in this case?

I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Cell: 412-512-8457
Office : 412-928-2930
Fax : 724-457-3038

From: Sanders, Muriel (M.S.)
Sent: Wednesday, July 10, 2002 4:46 PM
To: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.)
Subject: RE: CSM QUESTION ON REFUND

I confirmed that all of the items in the TSB and ISM have been performed at previous repair dates for the 2002 Escape. The dealer is unable to get the vehicle to stall again. Paul Belote (CSM) and Ray Corlew (PSE) are really interested in having someone from here look at the vehicle.

The road for the dealership is approximately 3-4 miles long with about 15 traffic lights. Rob Befinif (shop foreman) said they have had several customers who have stalled on that road. Also, the dealership can repeat the stall on that road in some cases.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 09, 2002 6:07 PM
To: Fascetti, Bob (R.J.); Terzes, Laura (L.D.)
Cc: Sanders, Muriel (M.S.); Gilbert Fournelle
Subject: RE: CSM QUESTION ON REFUND

Bob/Laura,

Muriel will contact the dealer to request some additional diagnostic information that may help fix these vehicles or improve our understanding of the problem. Pending that, I agree with Bob's suggestion that we visit the dealer after we have the new calibration.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

—Original Message—

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 5:43 PM
To: Terzes, Laura (L.D.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: CSM QUESTION ON REFUND

The new calibration will not be released for at least 2 weeks, but we have an experimental we can try, but not leave in the vehicle. Ideally, what we would like to do is see this vehicle after the release, so we can leave the calibration in it. This is most likely in the 3 week time frame.

Our timing is bit murky because we are not done validating, and we do not get approval to proceed with the change until Monday. We will move fast once we are validated. My thoughts are we would go to Pennsylvania. However, if it is easy to bring the vehicle to Dearborn, that would be ideal.

Bob

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 09, 2002 4:51 PM
To: Steckler, Mike (C.M.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhae (R.)
Subject: RE: CSM QUESTION ON REFUND

Mike, we will need your direction on how you want to handle.
Bob Fascetti: are you thinking of driving/flying an engineer to the veh. location in Pennsylvania? vs. bringing the veh. back to Dearborn? When would the new calibration be ready?

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-38572 / fax (313) 24-88181 / lterzes.ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 11:41 AM
To: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Yes, we would like to see this vehicle. We will be ready with an additional calibration that we are working to release.

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

From: Fast, Mathew (M.F.)
Sent: Tuesday, July 09, 2002 11:38 AM
To: Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Laura here is the information that you requested. I did not contact the dealership but I spoke with the FSE who did a TAR with the technician and this vehicle has received the latest TSB/SSM services.

- The AWS service history is attached; one visit on April 12th, 2002 to repair a rear wiper concern and perform old TSB for stalls/quits concern. << File: service history FedEx Escape.doc >>
- There is one CQIS report for VIN 1FMYU04152KB76832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information. << File: CQIS report FedEx Escape.doc >>

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhae (R.); Fast, Mathew (M.F.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhae, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and stall issue continues? pls. let Mat or Rhae know.

We will need to let the service manager know, that addnl information for this concern will be released shortly.

Mike I recognize at this point, the customer may not accept the vehicle even if we repair it. Thanks for

forwarding the info, we'll do our best to fix it.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

—Original Message—

From: Steckler, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM
To: Belote, Paul (P.S.)
Cc: Daniluk Sr., John (J.J.); Terzes, Laura (L.D.); Glass, Jim (J.B.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzes on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to an Explorer (send a note to Jim Glass jglass3 to request some consideration toward that 50% seems fair).

Paul, please send a reply note with a dealership contact and your FSEs cell phone number someone from Laura's team can help with the repair (the newest TSB dated late June), should have repaired the unit.

Laura, (HELP)!

Mike Steckler

Consumer Affairs Operations Manager
Ford Customer Service Division
RCB SNE203
Phone (313) 380-4236 Fax (313) 845-5444
msteckl1@ford.com

—Original Message—

From: Belote, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Steckler, Mike (C.M.)
Cc: Daniluk Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41429: 2001 ESCAPE

This vehicle exhibited stalling concerns. This concern did not generate any condition codes and it's intermittency did not allow the dealership to duplicate the concern. The customer allowed us to attempt repair 5 times on this concern starting on 09/08/2001 at 8003 miles - 02/14/2002 at 11473 miles. Our FSE was involved with these repairs and verifies that all technical information was provided and properly performed. We replaced the unit through RAV with a 2002 Escape.

1FMYU04152KB76832: 2002 ESCAPE

This is the replacement Escape. The vehicle is in the dealership now on it's second repair for a stalling concern, again there are no codes to verify concern. The first concern for stalling occurred at 4030 miles. Our FSE has directed the repairs and the vehicle currently has the most up to date procedures performed.

The customer lacks confidence in the repairs and does not want the vehicle back.

CUSTOMER INFORMATION:

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

My DOM, John Daniluk (jdanllu1@ford.com) and I believe that the customer should be awarded a refund at this point. This vehicle does not meet Lemon Law requirements in the state of PA, so we can not provide a refund through the normal RAV procedure. Can we find approval to provide the customer with a refund in this case? Do you believe that a refund is appropriate in this case?

I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Call: 412-512-8457
Office : 412-928-2930
Fax : 724-457-3038

From: Sanders, Muriel (M.S.)
Sent: Friday, July 12, 2002 10:44 AM
To: Steckler, Mike (C.M.)
Cc: Dalbo, Bob (R.J.)
Subject: FW: CSM QUESTION ON REFUND

Paul confirmed that they are unable to get this vehicle to stall.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Belote, Paul (P.S.)
Sent: Thursday, July 11, 2002 7:03 PM
To: Sanders, Muriel (M.S.)
Cc: Corlew, Randall (R.L.)
Subject: RE: CSM QUESTION ON REFUND

Muriel,
Hello. We have not confirmed the stalling condition. We have made repairs according to the TSB/SSM/ISM related to the concern, but have not been able to duplicate the concern. Sorry for the late response, I've been on the road all day. Please keep me in the loop with this as much as you're allowed.

Thanks,
Paul S. Belote
CSM Market A2, Pittsburgh
Office : 412-828-2830
Fax : 724-457-3038

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

From: Sanders, Muriel (M.S.)
Sent: Thursday, July 11, 2002 3:51 PM
To: Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Hi Paul,

I spoke with Randy Corlew and Rob Befinif about the 2002 Escape. It is my understanding that the dealer is unable to get that vehicle to stall. There seems to be conflicting information on this so Mike Steckler asked me to confirm this with you. Will you please confirm whether the dealer is currently able to repeat the stall on the 2002 Escape.
Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 09, 2002 6:07 PM
To: Fascetti, Bob (R.J.); Terzes, Laura (L.D.)
Cc: Sanfons, Muriel (M.S.); Gilbert Fournelle
Subject: RE: CSM QUESTION ON REFUND

Bob/Laura,
Muriel will contact the dealer to request some additional diagnostic information that may help fix these vehicles or improve our understanding of the problem. Pending that, I agree with Bob's suggestion that we visit the dealer after we have the new calibration.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 5:43 PM
To: Terzes, Laura (L.D.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: CSM QUESTION ON REFUND

The new calibration will not be released for at least 2 weeks, but we have an experimental we can try, but not leave in the vehicle. Ideally, what we would like to do is see this vehicle after the release, so we can leave the calibration in it. This is most likely in the 3 week time frame.

Our timing is bit murky because we are not done validating, and we do not get approval to proceed with the change until Monday. We will move fast once we are validated. My thoughts are we would go to Pennsylvania. However, if it is easy to bring the vehicle to Dearborn, that would be ideal.

Bob

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 09, 2002 4:51 PM
To: Steckler, Mike (C.M.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Balota, Paul (P.S.); Fascetti, Bob (R.J.); Fast, Mathew (M.F.); Suarez, Rhae (R.)
Subject: RE: CSM QUESTION ON REFUND

Mike, we will need your direction on how you want to handle.
Bob Fascetti: are you thinking of driving/flying an engineer to the veh. location in Pennsylvania? vs. bringing the veh. back to Dearborn? When would the new calibration be ready?

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
POC TVC 1JF58
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, July 09, 2002 11:41 AM
To: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Steckler, Mike (C.M.); Balota, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Yes, we would like to see this vehicle. We will be ready with an additional calibration that we are working to release.

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

From: Fast, Matthew (M.F.)
Sent: Tuesday, July 09, 2002 11:38 AM
To: Terzes, Laura (L.D.); Suarez, Rhae (R.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: RE: CSM QUESTION ON REFUND

Laura here is the information that you requested. I did not contact the dealership but I spoke with the FSE who did a TAR with the technician and this vehicle has received the latest TSB/SSM services.

- The AWS service history is attached; one visit on April 12th, 2002 to repair a rear wiper concern and perform old TSB for stalls/quits concern. << File: service history FedEx Escape.doc >>
- There is one CQIS report for VIN 1FMYU04152KB76832 that describes repair procedures, performance of SSM, guidance from hotline, and FSE TAR with latest information. << File: CQIS report FedEx Escape.doc >>

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 08, 2002 3:07 PM
To: Suarez, Rhae (R.); Fast, Matthew (M.F.)
Cc: Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Steckler, Mike (C.M.); Belote, Paul (P.S.)
Subject: FW: CSM QUESTION ON REFUND

Mat or Rhae, one of you look up service history and confirm with repairing dealer latest TSB and ISM have been performed.

Bob and Bob: do you want to see this vehicle if all of latest repairs have been performed, and stall issue continues? pls. let Mat or Rhae know.

We will need to let the service manager know, that addnl information for this concern will be released shortly.

Mike I recognize at this point, the customer may not accept the vehicle even if we repair it. Thanks for forwarding the info, we'll do our best to fix it.

Laura Terzes

Manager, Outfiters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 08, 2002 1:36 PM
To: Belote, Paul (P.S.)
Cc: Daniluk Sr., John (J.J.); Terzes, Laura (L.D.); Glass, Jim (J.R.)
Subject: RE: CSM QUESTION ON REFUND

Paul, I have cc'd Laura Terzes on this note to solicit her support in repairing this unit. We will have to repair the unit, even if we buy it back. I would not do a refund, I would continue to do what the lemon law requires. I would rather talk about making a special consideration toward waiving some of the upgrade to an Explorer (send a note to Jim Glass jglass3 to request some consideration toward that 50% seems fair).

Paul, please send a reply note with a dealership contact and your FSEs cell phone number some someone from Laura's team can help with the repair (the newest TSB dated late June), should have repaired the unit.

Laura, (HELP)!

Mike Stecker
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 990-4296 Fax (313) 845-5444
msteck11@ford.com

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

From: Belote, Paul (P.S.)
Sent: Monday, July 08, 2002 1:19 PM
To: Stecker, Mike (C.M.)
Cc: Danluk Sr., John (J.J.)
Subject: CSM QUESTION ON REFUND

Mike, hello.

We met in Memphis. I mentioned issues with Escapes in my market area. I have a case I'd like your input on.

VEHICLE CONCERNS:

1FMYU04131KB41429: 2001 ESCAPE

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1FMYU04162KB76832: 2002 ESCAPE

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CUSTOMER INFORMATION:

The customer is a fleet buyer for FedEx at the airport here in Pittsburgh. She is very pleasant. She has lost all confidence in the Escape line and will not accept another Escape. I know we could proceed with a discretionary replacement or substitution of collateral if she felt otherwise. She would take an Explorer, but will not pay upgrade charges and there is a \$7,400 difference in the two units MSRP-MSRP. The customer has sought the advice of an attorney and will pursue action against Ford if we do not provide a satisfactory resolution to her in a reasonable amount of time. She currently has no legal action against Ford and has not hired an attorney for representation.

REGIONAL INFORMATION:

My DOM, John Danluk (jdanluk@ford.com) and I believe that the customer should be awarded a refund at this point. This vehicle does not meet Lemon Law requirements in the state of PA, so we can not provide a refund through the normal RAV procedure. Can we find approval to provide the customer with a refund in this case? Do you believe that a refund is appropriate in this case?

I would appreciate any input and advise you could provide. I've tried to be brief, I know you stay very busy. If you need any additional information, let me know.

Thank you,
Paul S. Belote
CSM Market A2, Pittsburgh
Call: 412-512-8457

Office : 412-628-2930
Fax : 724-457-3038

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: East, Mathew (M.F.); Suarez, Rhae (R.); Klarr, Jerry (G.T.)
Subject: FW: Stalling Escapes

Follow Up Flag: Follow up
Due By: Wednesday, July 17, 2002 5:00 PM
Flag Status: Flagged

Sandra, Bob or Bob: Please let Rick Grossman the FSE know directly (copy to me) if you want to utilize this vehicle to test the newest fix (calibration and h/w chgs.). I confirmed with Rick, the dealer has performed the latest TSB 02-11-06 and ISM 02-05-043, and the stalling concern has returned. One other troubling point, this customer is in their 2nd Escape. We bought back the first vehicle for the same concern. A quick response would be helpful, as Rick needs to decide how to manage the customer and dealer. I have conveyed to him, the approximate new calibration timing. PLS. ADVISE.

Laura Terzes

Manager, Outfitting Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

—Original Message—

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Heleson, Kevin (K.J.)
Subject: FW: Stalling Escapes

Laura,

Neither service manager has been contacted by anyone at the Kansas City Assembly Plant, so I assume someone has resolved this concern and does not need to inspect any vehicles. However, the final resolution has not been communicated to our dealers. This is a problem because the customer that owns Escape 1FMCU03172KB22346 reports the vehicle still stalls and we don't know how to repair it. We need immediate help on this or we will be buying this vehicle back. You may contact me by E-mail, by phone at cell phone 816-678-6004 or directly contact Metro Ford Service Manager Cory Thompson at 816-254-9800. Thank you.

—Original Message—

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM
To: Grossmann, Richard (R.A.); Suarez, Rhae (R.)
Subject: RE: Stalling Escapes

Richard, there is a conf. call today on Escape Stalls, we will bring this info into the mtg. and Rhae has sent same to the engineers working on the Stalls team, Powertrain engineers at KCAP. You should hear something soon regarding further investigation of these units. Thanks for the help. We really need more hands on to get the final root cause.

Laura Terzes

Manager, Outfitting Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

—Original Message—

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM

To: Suarez, Rhea (R.)
Cc: Terzes, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhea,

Since Bob is out, you may be interested in this.

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzes, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)
Subject: Stalling Escapes

Bob and Laura,

Cory Thompson, service manager at Metro Ford (816-254-9800), tells me the Escape listed below is in the process of being repaired since it has been to the dealer multiple times for stalling. TSB 02-05-043 and ISM 02-05-043 have been performed on the vehicle.

Mike Hawes, service manager at Bill Woods Ford (816-454-4200), reports he has an Escape that reportedly stalls after TSB 02-05-043 and ISM 02-05-043 have been performed. Please see the CQIS report listed below. I asked Mike to put the VDR on that vehicle and try to get a recording of the stall.

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Please let me know if you wish to inspect these vehicles.

Rpt#: 2E3CY004 NHL Rpt: 05/29/2002 Odom: 2,615 M
Rvw: File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22346 Bld: 11/09/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 8 07 7 00 DRVABL,STALL,QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvw: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotline: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-06
WAS PERFORMED. TECH IS UNABLE TO DUPLICATE CONCERN. SEEKING ADVICE.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
SUGGESTED OF ISM ABOVE.
ADD-ON 06/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILIGENTLY PERFORMING TSB
02-08-06 AND ISM 02-05-043, CUSTOMER REPORTS VEHICLE STILL INTERMITTE
NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
RTS THE COMPANY HAS AGREED TO RAV THE VEHICLE.

⇒ _____ 1 of 1
Rpt#: 2FFA7020 NHL Rpt: 06/08/2002 Odom: 2,163 M
Rvw: File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04192KD11746 Bld: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES

Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 8 D7 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rvwrd: Dt
Flx: Caus. Comp: - Condition Code:
Hotliner: KAVERY3 Phone: 313 317-9358 Regn Cd: 59 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS
AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT
VERIFY, PASSES TSB, SEEKING KNOWNS.
RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
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THAT WE HAVE TOLD THEN TO CHECK ON.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rich Grossmann

Field Service Engineer
913-541-4883

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 17, 2002 6:10 PM
To: Grossmann, Richard (R.A.)
Cc: Fast, Mathew (M.F.); Suarez, Rhao (R.); Klarr, Jerry (G.T.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: Stalling Escapes

Rick,

We can get you an experimental PCM (with our latest, not-quite-released changes) late next week. This would have to be replaced with the released version in a month or two. Would the customer be interested in this arrangement?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31786
Pager: (313) 795-2858 Email: rdalbo@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: Fast, Mathew (M.F.); Suarez, Rhao (R.); Klarr, Jerry (G.T.)
Subject: FW: Stalling Escapes

Sandra, Bob or Bob: Please let Rick Grossman the FSE know directly (copy to me) if you want to utilize this vehicle to test the newest fix (calibration and h/w chgs.). I confirmed with Rick, the dealer has performed the latest TSB 02-11-06 and ISM 02-05-043, and the stalling concern has returned. One other troubling point, this customer is in their 2nd Escape. We bought back the first vehicle for the same concern. A quick response would be helpful, as Rick needs to decide how to manage the customer and dealer. I have conveyed to him, the approximate new calibration timing. PLS. ADVISE.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-38672 / fax (313) 24-88161 / lterzes.ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Heferson, Kevin (K.L.)
Subject: FW: Stalling Escapes

Laura,

Neither service manager has been contacted by anyone at the Kansas City Assembly Plant, so I assume someone has resolved this concern and does not need to inspect any vehicles. However, the final resolution has not been communicated to our dealers. This is a problem because the customer that owns Escape 1FMCLJ03172KB22346 reports the vehicle still stalls and we don't know how to repair it. We need immediate help on this or we will be buying this vehicle back. You may contact me by E-mail, by phone at cell phone 816-678-6004 or directly contact Metro Ford Service Manager Cory Thompson at 816-254-9800. Thank you.

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

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM

To: Grossmann, Richard (R.A.); Suarez, Rhae (R.)
Subject: RE: Stalling Escapes

Richard, there is a conf. call today on Escape Stalls, we will bring this info into the mtg. and Rhae has sent same to the engineers working on the Stalls team, Powertrain engineers at KCAP. You should hear something soon regarding further investigation of these units. Thanks for the help. We really need more hands on to get the final root cause.

Laura Terzas

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF66
(313) 32-36572 / fax (313) 24-88161 / lterzas.ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhae (R.)
Cc: Terzas, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhae,

Since Bob is out, you may be interested in this.

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzas, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)
Subject: Stalling Escapes

Bob and Laura,

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Please let me know if you wish to inspect these vehicles.

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Rvw: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22346 Bld: 11/09/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvw: Dt:
Fix Caus. Comp: -- Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-06

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ADD-ON 06/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
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NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
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1 of 1

Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,163 M
Rvwd: File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04192KD11746 Bld: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3B00F2.73L A/C: YES
Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rvwd: Dt
Flx: Caus. Comp: - Condition Code:
Hotliner: KAVERY3 Phone: 313 317-9356 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS
AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT
VERIFY, PASSES TSB, SEEKING KNOWNS.
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ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rick Grossmann

Field Service Engineer
913-541-4883

From: Grossmann, Richard (R.A.)
Sent: Wednesday, July 17, 2002 8:57 PM
To: Dalbo, Bob (R.J.)
Subject: RE: Stalling Escapes

Thanks Bob,

Let me find out and get back to you. My guess is yes.

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 17, 2002 5:10 PM
To: Grossmann, Richard (R.A.)
Cc: Fast, Mathew (M.F.); Suarez, Rhee (R.); Klarr, Jerry (G.T.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: Stalling Escapes

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Bob Dalbo

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Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: Fast, Mathew (M.F.); Suarez, Rhee (R.); Klarr, Jerry (G.T.)
Subject: FW: Stalling Escapes

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Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF66
(313) 32-36672 / fax (313) 24-88181 / lterzes.ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Haffesun, Kevin (K.J.)
Subject: FW: Stalling Escapes

Laura,

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From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM
To: Grossmann, Richard (R.A.); Suarez, Rhoe (R.)
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FCSD, Customer Service Engineering
PDC TVC 1JF66
(318) 82-36572 / fax (318) 24-88161 / lterzes.ford.com

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From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhoe (R.)
Cc: Terzes, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhoe,

Since Bob is out, you may be interested in this.

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Sent: Wednesday, June 12, 2002 10:53 PM
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Cc: MacRitchie, Janice (J.V.)
Subject: Stalling Escapes

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Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803

State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvw: Dt
Fix: Caus. Comp: - Condition Code:

Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53

Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

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Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,163 M
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State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rvw: Dt
Fix: Caus. Comp: - Condition Code:

Hotliner: KAVERY3 Phone: 313 317-9356 Regn Cd: 53 Kansas City - 53

Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

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ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rich Grossmann

Field Service Engineer
913-541-4883

From: Grossmann, Richard (R.A.)
Sent: Friday, July 19, 2002 3:58 PM
To: Dalbo, Bob (R.J.)
Cc: Fast, Mathew (M.F.); Suarez, Rhoe (R.); Klarr, Jerry (G.T.); Terzea, Laura (L.D.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.); MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.)
Subject: RE: Stalling Escapes

Bob,
Thank you for your offer. Please ship the PCM to:

Metro Ford
2860 S. Noland Road
Independence MO 64055

ATTENTION:CORY THOMPSON

Thank You.

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 17, 2002 5:10 PM
To: Grossmann, Richard (R.A.)
Cc: Fast, Mathew (M.F.); Suarez, Rhoe (R.); Klarr, Jerry (G.T.); Terzea, Laura (L.D.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: Stalling Escapes

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3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Terzea, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: Fast, Mathew (M.F.); Suarez, Rhoe (R.); Klarr, Jerry (G.T.)
Subject: PW: Stalling Escapes

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Laura Terzea
Manager, Outfitters Concerns
FCBD, Customer Service Engineering
PDC TVC 1JF86
(313) 32-36572 / fax (313) 24-88181 / lterzea.ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleson, Kevin (K.L.)
Subject: FW: Stalling Escapes

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Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF68
(313) 32-36572 / fax (313) 24-68181 / lterzes.ford.com

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Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEDGED STALLS St: CCRG/EPRC: Rvw: Dt:
Fix: Caus. Comp: Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-06
WAS PERFORMED. TECH IS UNABEL TO DUPLICATE CONCERN. SEEKING ADVICE.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
SUGGESTED OF ISM ABOVE.
ADD-ON 08/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILLEGENTLY PERFORMING TSB
02-08-06 AND ISM 02-05-043, CUSTOMER REPORTS VEHICLE STILL INTERMITTE
NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
RTS THE COMPANY HAS AGREED TO RAV THE VEHICLE.

1 of 1

Rpt#: 2FFA7020 NHL Rpt: 08/06/2002 Odom: 2,183 M
Rvw: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
Vehicle: 2002 ESCAPE 4X4,XLT WAGON 1FMYU04192KD11748 Bld: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: Rvw: Dt:
Fix: Caus. Comp: Condition Code:
Hotliner: KAVERY3 Phone: 313 317-9358 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS
AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-08 AND CANNOT
VERIFY, PASSES TSB, SEEKING KNOWNS.
RECOMM TSB 02-11-08 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH NO FURTHER KNOWNS, ADV TRY TO DETERMINE VEH SPEED AT TIME OF
CONCERN, IF ACCEL/DECEL/CRUISE, AND IF GOING DOWNHILL/UPHILL/LEVEL
GROUND.
REPAIR 08/06/2002 03:33PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
SM IS CALLING BACK AND HAD REMEMBERED SOME OTHER GROUNDS AND STUFF
THAT WE HAVE TOLD THEN TO CHECK ON.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rick Grossman

Field Service Engineer
913-541-4883

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 23, 2002 11:08 AM
To: Dalbo, Bob (R.J.)
Cc: Terzee, Laura (L.D.); MacFitchie, Janice (J.V.); Heleson, Kevin (K.J.)
Subject: RE: Stalling Escapes

Bob,

I just found out the Escape mentioned below from Bill Woods Ford has just returned again for intermittent stalling. We might be able to save a buy back on this one if you could send an experimental PCM to the dealer. Please send it to:

Bill Woods Ford
5025 N.E. Antloch
Kansas City MO 64119

ATTENTION: MIKE HAWES

Thanks.

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 17, 2002 5:10 PM
To: Grossmann, Richard (R.A.)
Cc: Fast, Mathew (M.F.); Suarez, Rhea (R.); Marr, Jerry (G.T.); Terzee, Laura (L.D.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: Stalling Escapes

Rick,

We can get you an experimental PCM (with our latest, not-quite-released changes) late next week. This would have to be replaced with the released version in a month or two. Would the customer be interested in this arrangement?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 796-2868 Email: rdalbo@ford.com

—Original Message—

From: Terzee, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: Fast, Mathew (M.F.); Suarez, Rhea (R.); Marr, Jerry (G.T.)
Subject: FW: Stalling Escapes

Sandra, Bob or Bob: Please let Rick Grossman the FSE know directly (copy to me) if you want to utilize this vehicle to test the newest fix (calibration and h/w chgs.). I confirmed with Rick, the dealer has performed the latest TSB 02-11-06 and ISM 02-05-043, and the stalling concern has returned. One other troubling point, this customer is in their 2nd Escape. We bought back the first vehicle for the same concern. A quick response would be helpful, as Rick needs to decide how to manage the customer and dealer. I have conveyed to him, the approximate new calibration timing. PLS. ADVISE.

Laura Terzee

Manager, Outfitters Concerns
FGSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36672 / fax (313) 24-88181 / terzee.ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.)
Subject: FW: Stalling Escapes

Laura,

Neither service manager has been contacted by anyone at the Kansas City Assembly Plant, so I assume someone has received this concern and does not need to inspect any vehicles. However, the final resolution has not been communicated to our dealers. This is a problem because the customer that owns Escape 1FMCU03172KB22346 reports the vehicle still stalls and we don't know how to repair it. We need immediate help on this or we will be buying this vehicle back. You may contact me by E-mail, by phone at cell phone 816-878-8004 or directly contact Metro Ford Service Manager Cory Thompson at 816-254-9800. Thank you.

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

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM
To: Grossmann, Richard (R.A.); Suarez, Rhee (R.)
Subject: RE: Stalling Escapes

Richard, there is a conf. call today on Escape Stalls, we will bring this info into the mtg. and Rhee has sent same to the engineers working on the Stalls team, Powertrain engineers at KCAP. You should hear something soon regarding further investigation of these units. Thanks for the help. We really need more hands on to get the final root cause.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVG 1JF58
(313) 32-36572 / fax (313) 24-88161 / terzes.ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhee (R.)
Cc: Terzes, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhee,

Since Bob is out, you may be interested in this.

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzes, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)
Subject: Stalling Escapes

Bob and Laura,

Cory Thompson, service manager at Metro Ford (816-254-8800), tells me the Escape listed below is in the process of being required since it has been to the dealer multiple times for stalling. TSB 02-05-043 and ISM 02-05-043 have been performed on the vehicle.

Mike Hawes, service manager at Bill Woods Ford (816-454-4200), reports he has an Escape that reportedly stalls after TSB 02-05-043 and ISM 02-05-043 have been performed. Please see the CQIS report listed below. I asked Mike to put the VDR on that vehicle and try to get a recording of the stall.

As both of these vehicles are close to the Kansas City Assembly Plant, and both reports indicate the latest fix is not effective, I thought you might be interested in taking a look at them.

Please let me know if you wish to inspect these vehicles.

Rpt#: 2E3CY004 NHL Rpt: 05/29/2002 Odom: 2,615 M
Rvw: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22348 Bld: 11/09/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEGED STALLS St: CCRG/EPRC: Rvw: Dt:
Fix Caus. Comp: Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-06
WAS PERFORMED. TECH IS UNABLE TO DUPLICATE CONCERN. SEEKING ADVICE.
RECOMM ISM 02-06-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
SUGGESTED OF ISM ABOVE.
ADD-ON 06/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILIGENTLY PERFORMING TSB
02-08-06 AND ISM 02-05-043, CUSTOMER REPORTS VEHICLE STILL INTERMITTE
NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
RTS THE COMPANY HAS AGREED TO RAV THE VEHICLE.

⇒ _____ 1 of 1

Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,163 M
Rvw: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04192KD11748 Bld: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 05079 BM Woods Ford Ph#: (816) 454-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: Rvw: Dt:
Fix Caus. Comp: Condition Code:
Hotliner: KAVERY3 Phone: 313 317-9356 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS
AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT
VERIFY, PASSES TSB, SEEKING KNOWNS.
RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH NO FURTHER KNOWNS, ADV TRY TO DETERMINE VEH SPEED AT TIME OF
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ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Peter Grassmann

Field Service Engineer
913-541-4883

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 23, 2002 1:49 PM
To: Sanders, Muriel (M.S.); Bogema, John (P.)
Cc: Terzes, Laura (L.D.); MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.); Grossmann, Richard (R.A.)
Subject: RE: Stalling Escapes

John,
Please program a PCM with the 2003 calibration and contact Sheila Ward for info on the necessary exemption.

Muriel,
Once John has the module ready please ship it to the dealer per the directions below. Also, please contact the dealer and identify everything that has been done to the truck.

Thanks,

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-81788
Pager: (313) 785-2858 Email: rdalbo@ford.com

—Original Message—

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 23, 2002 11:08 AM
To: Dalbo, Bob (R.J.)
Cc: Terzes, Laura (L.D.); MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.)
Subject: RE: Stalling Escapes

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Bill Woods Ford
5025 N.E. Antloch
Kansas City MO 64119

ATTENTION: MIKE HAWES

Thanks.

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 17, 2002 5:10 PM
To: Grossmann, Richard (R.A.)
Cc: Fast, Mathew (M.F.); Suarez, Rhao (R.); Kiar, Jerry (G.T.); Terzes, Laura (L.D.); Pascetti, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: Stalling Escapes

Rick,

We can get you an experimental PCM (with our latest, not-quite-released changes) late next week. This would have to be replaced with the released version in a month or two. Would the customer be interested in this arrangement?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Terzas, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: Fast, Matthew (M.F.); Suarez, Rhae (R.); Kerr, Jerry (G.T.)
Subject: FW: Stalling Escapes

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Laura Terzas

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-38572 / fax (313) 24-88161 / lterzas.ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzas, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Heleson, Kevin (K.J.)
Subject: FW: Stalling Escapes

Laura,

Neither service manager has been contacted by anyone at the Kansas City Assembly Plant, so I assume someone has resolved this concern and does not need to inspect any vehicles. However, the final resolution has not been communicated to our dealers. This is a problem because the customer that owns Escape 1FMCU03172KB22346 reports the vehicle still stalls and we don't know how to repair it. We need immediate help on this or we will be buying this vehicle back. You may contact me by E-mail, by phone at cell phone 816-678-8004 or directly contact Metro Ford Service Manager Cory Thompson at 816-254-9800. Thank you.

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

From: Terzas, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM
To: Grossmann, Richard (R.A.); Suarez, Rhae (R.)
Subject: RE: Stalling Escapes

Richard, there is a conf. call today on Escape Stalls, we will bring this info into the mtg. and Rhae has sent same to the engineers working on the Stalls team, Powertrain engineers at KCAP. You should hear something soon regarding further investigation of these units. Thanks for the help. We really need more hands on to get the final root cause.

Laura Terzas

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-38572 / fax (313) 24-88161 / lterzas.ford.com

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

From: Grossmann, Richard (R.A.)

Sent: Wednesday, June 12, 2002 11:56 PM
To: Sartz, Rhae (R.)
Cc: Terzes, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhae,

Since Bob is out, you may be interested in this.

—Original Message—

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
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Cc: MacNichie, Janice (J.V.)
Subject: Stalling Escapes

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As both of these vehicles are close to the Kansas City Assembly Plant, and both reports indicate the latest fix is not effective, I thought you might be interested in taking a look at them.

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Rpt#: 2E9CY004 NHL Rpt: 06/29/2002 Odom: 2,615 M
Rvw: File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22346 Bld: 11/09/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Add Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvw: Dt:
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Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
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Dir Contact: Phone: Title Cde: T
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SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILLEGENTLY PERFORMING TSB
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NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
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==>

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Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,183 M
Rvw: File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04182KD11746 Bld: 04/11/2002

Engine: 3.0L DUR Calb: 2M11A90A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 8 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rwd: Dt:
Flx: Caus. Comp: -- Condition Code:

Hotliner: KAVERY3 Phone: 313 317-9358 Regn Cd: 53 Kansas City - 53

Engineering: Phone: TAR:

Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-08 AND CANNOT VERIFY, PASSES TSB, SEEKING KNOWNS.

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RECOMM ISM 02-05-049 VEH STALL AFT TSB 02-08-08, R&R MAF, CK DPFE, CK G300, ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rich Grassmann

Field Service Engineer
913-541-4863

From: Sanders, Muriel (M.S.)
Sent: Tuesday, July 23, 2002 2:42 PM
To: Grossmann, Richard (R.A.); Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.); Dalbo, Bob (R.J.); Bogema, John (P.); Fascetti, Bob (R.J.)
Subject: RE: Stalling Escapes

Richard Grossmann's e-mail (red text) referenced VIN 1FMCU03172KB22346 which is at Metro Ford. When I spoke to the Metro Ford Service Manager, Cory Thompson, he was under the impression that we are sending a PCM to that dealership for VIN 1FMCU04102KB85206. The mailing information below is for Bill Woods Ford.

Please clarify where I should send the PCM and the VIN number of the vehicle the PCM is intended for. Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

---Original Message---

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 23, 2002 1:49 PM
To: Sanders, Muriel (M.S.); Bogema, John (P.)
Cc: Terzes, Laura (L.D.); MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.); Grossmann, Richard (R.A.)
Subject: RE: Stalling Escapes

John,
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Thanks,

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 786-2859 Email: rdalbo@ford.com

---Original Message---

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 23, 2002 11:08 AM
To: Dalbo, Bob (R.J.)
Cc: Terzes, Laura (L.D.); MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.)
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Bill Woods Ford
5025 N.E. Antioch
Kansas City MO 64119

ATTENTION: MIKE HAWES

Thanks.

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 17, 2002 5:10 PM
To: Grossmann, Richard (R.A.)
Cc: Fast, Mathew (M.F.); Suarez, Rhae (R.); Klarr, Jerry (G.T.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: Stalling Escapes

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3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: Fast, Mathew (M.F.); Suarez, Rhae (R.); Klarr, Jerry (G.T.)
Subject: FW: Stalling Escapes

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Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
POC TVC 1JF58
(313) 32-38572 / fax (313) 24-88161 / terzes.ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Heleson, Kevin (K.J.)
Subject: FW: Stalling Escapes

Laura,

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cell phone 816-678-6004 or directly contact Metro Ford Service Manager Cory Thompson at 816-254-9800. Thank you.

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

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM
To: Grossmann, Richard (R.A.); Suarez, Rhee (R.)
Subject: RE: Stalling Escapes

Richard, there is a conf. call today on Escape Stalls, we will bring this info into the mtg. and Rhee has sent same to the engineers working on the Stalls team, Powertrain engineers at KCAP. You should hear something soon regarding further investigation of these units. Thanks for the help. We really need more hands on to get the final root cause.

Laura Terzes

Manager, Outfitting Concerns
FCSO, Customer Service Engineering
PDC TVC 1JF56
(313) 32-38572 / fax (313) 24-38161 / terzes.ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhee (R.)
Cc: Terzes, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhee,

Since Bob is out, you may be interested in this.

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzes, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)
Subject: Stalling Escapes

Bob and Laura,

Cory Thompson, service manager at Metro Ford (816-254-9800), tells me the Escape listed below is in the process of being required since it has been to the dealer multiple times for stalling. TSB 02-05-043 and ISM 02-05-043 have been performed on the vehicle.

Mike Hawes, service manager at Bill Woods Ford (816-454-4200), reports he has an Escape that reportedly stalls after TSB 02-05-043 and ISM 02-05-043 have been performed. Please see the CGIS report listed below. I asked Mike to put the VDR on that vehicle and try to get a recording of the stall.

As both of these vehicles are close to the Kansas City Assembly Plant, and both reports indicate the latest fix is not effective, I thought you might be interested in taking a look at them.

Please let me know if you wish to inspect these vehicles.

Rpt#: 2E3CY004 NHL Rpt: 05/29/2002 Odom: 2,616 M
Rvw: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22346 Bld: 11/09/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800P2.73C A/C: YES
Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA

Add Sym: ALLEGED STALLS St: CCRG/EPRC: _ Rvw: Dt:
Fb: Caus. Comp: - Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-06
WAS PERFORMED. TECH IS UNABEL TO DUPLICATE CONCERN. SEEKING ADVICE.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
SUGGESTED OF ISM ABOVE.

ADD-ON 06/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILLEGENTLY PERFORMING TSB
02-08-06 AND ISM 02-05-043, CUSTOMER REPORTS VEHICLE STILL INTERMITTE
NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
RTS THE COMPANY HAS AGREED TO RAV THE VEHICLE.

➔ 1 of 1

Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,183 M
Rvw: File: _ Folder: Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04192KD11746 Bld: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200
State: Misasouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Add Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rvw: Dt:
Fb: Caus. Comp: - Condition Code:

Hotliner: KAVERY9 Phone: 313 317-9356 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS
AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT
VERIFY, PASSES TSB, SEEKING KNOWNS.

RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH NO FURTHER KNOWNS, ADV TRY TO DETERMINE VEH SPEED AT TIME OF
CONCERN, IF ACCEL/DECEL/CRUISE, AND IF GOING DOWNHILL/UPHILL/LEVEL
GROUND.

REPAIR 06/06/2002 03:33PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
SM IS CALLING BACK AND HAD REMEMBERED SOME OTHER GROUNDS AND STUFF
THAT WE HAVE TOLD THEN TO CHECK ON.

RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rich Grossmann

Field Service Engineer
913-541-4883

From: Grossmann, Richard (R.A.)
Sent: Wednesday, July 24, 2002 10:19 AM
To: Sanders, Muriel (M.S.); Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.); Dalbo, Bob (R.J.); Bogema, John (P.); Fascetti, Bob (R.J.)
Subject: RE: Stalling Escapes

Muriel,

Per our conversation this morning, the correct VIN for the Metro Ford vehicle is 1FMCU04102KB85206. In addition, I have also requested a PCM for the stalling Escape at Bill Woods Ford. Thanks.

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

From: Sanders, Muriel (M.S.)
Sent: Tuesday, July 23, 2002 1:42 PM
To: Grossmann, Richard (R.A.); Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.); Dalbo, Bob (R.J.); Bogema, John (P.); Fascetti, Bob (R.J.)
Subject: RE: Stalling Escapes

Richard Grossmann's e-mail (red text) referenced VIN 1FMCU03172KB22346 which is at Metro Ford. When I spoke to the Metro Ford Service Manager, Cory Thompson, he was under the impression that we are sending a PCM to that dealership for VIN 1FMCU04102KB85206. The mailing information below is for Bill Woods Ford.

Please clarify where I should send the PCM and the VIN number of the vehicle the PCM is intended for. Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 23, 2002 1:49 PM
To: Sanders, Muriel (M.S.); Bogema, John (P.)
Cc: Terzes, Laura (L.D.); MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.); Grossmann, Richard (R.A.)
Subject: RE: Stalling Escapes

John,

Please program a PCM with the 2003 calibration and contact Sheila Ward for info on the necessary exemption.

Muriel,

Once John has the module ready please ship it to the dealer per the directions below. Also, please contact the dealer and identify everything that has been done to the truck.

Thanks,

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31786
Pager: (313) 795-2858 Email: rdalbo@ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 23, 2002 11:08 AM
To: Dalbo, Bob (R.J.)
Cc: Terzes, Laura (L.D.); MacRitchie, Janice (J.V.); Hefeson, Kevin (K.J.)
Subject: RE: Stalling Escapes

Bob,

I just found out the Escape mentioned below from Bill Woods Ford has just returned again for intermittent stalling. We might be able to save a buy back on this one if you could send an experimental PCM to the dealer. Please send it to:

Bill Woods Ford
5026 N.E. Antioch
Kansas City MO 64119

ATTENTION: MIKE HAWES

Thanks.

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 17, 2002 5:10 PM
To: Grossmann, Richard (R.A.)
Cc: Fast, Mathew (M.F.); Suarez, Rhae (R.); Klarr, Jerry (G.T.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: Stalling Escapes

Rick,

We can get you an experimental PCM (with our latest, not-quite-released changes) late next week. This would have to be replaced with the released version in a month or two. Would the customer be interested in this arrangement?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: Fast, Mathew (M.F.); Suarez, Rhae (R.); Klarr, Jerry (G.T.)
Subject: FW: Stalling Escapes

Sandra, Bob or Bob: Please let Rick Grossman the FSE know directly (copy to me) if you want to utilize this vehicle to test the newest fix (calibration and h/w chgs.). I confirmed with Rick, the dealer has performed the latest TSB 02-11-06 and ISM 02-06-043, and the stalling concern has returned. One other troubling point, this customer is in their 2nd Escape. We bought back the first vehicle for the same concern. A quick response would be helpful, as Rick needs to decide how to manage the customer and dealer. I have conveyed to him, the approximate new calibration timing. PLS. ADVISE.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVG 1JF88
(313) 32-38572 / fax (313) 24-88181 / lterzes.ford.com

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

From: Grossmann, Richard (R.A.)

Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzas, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.)
Subject: FW: Stalling Escapes

Laura,

Neither service manager has been contacted by anyone at the Kansas City Assembly Plant, so I assume someone has resolved this concern and does not need to inspect any vehicles. However, the final resolution has not been communicated to our dealers. This is a problem because the customer that owns Escape 1FMCU03172KB22946 reports the vehicle still stalls and we don't know how to repair it. We need immediate help on this or we will be buying this vehicle back. You may contact me by E-mail, by phone at cell phone 816-678-6004 or directly contact Metro Ford Service Manager Cory Thompson at 816-254-9800. Thank you.

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

From: Terzas, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM
To: Grossmann, Richard (R.A.); Suarez, Rhae (R.)
Subject: RE: Stalling Escapes

Richard, there is a conf. call today on Escape Stalls, we will bring this info into the mtg. and Rhae has sent same to the engineers working on the Stalls team, Powertrain engineers at KCAP. You should hear something soon regarding further investigation of these units. Thanks for the help. We really need more hands on to get the final root cause.

Laura Terzas

Manager, Outfitting Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-38572 / fax (313) 24-68161 / Terzas.ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhae (R.)
Cc: Terzas, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhae,

Since Bob is out, you may be interested in this.

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzas, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)
Subject: Stalling Escapes

Bob and Laura,

Cory Thompson, service manager at Metro Ford (816-254-9800), tells me the Escape listed below is in the process of being required since it has been to the dealer multiple times for stalling. TSB 02-05-043 and ISM 02-05-043 have been performed on the vehicle.

Mike Hawes, service manager at Bill Woods Ford (816-454-4200), reports he has an Escape that reportedly stalls after TSB 02-05-043 and ISM 02-05-043 have been performed. Please see the CQIS report listed below. I asked Mike to put the VDR on that vehicle and try to get a recording of the stall.

As both of these vehicles are close to the Kansas City Assembly Plant, and both reports indicate the latest fix is not effective, I thought you might be interested in taking a look at them.

Please let me know if you wish to inspect these vehicles.

Rpt#: 2E3CY004 NHL Rpt: 05/29/2002 Odom: 2,815 M
Rvwrd: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22346 Bld: 11/09/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 05168 Metro Ford, Inc. Ph#: (816) 254-8803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvwrd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-06
WAS PERFORMED. TECH IS UNABEL TO DUPLICATE CONCERN. SEEKING ADVICE.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
SUGGESTED OF ISM ABOVE.
ADD-ON 06/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILLEGENTLY PERFORMING TSB
02-08-06 AND ISM 02-05-043, CUSTOMER REPORTS VEHICLE STILL INTERMITTE
NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
RTS THE COMPANY HAS AGREED TO RAV THE VEHICLE.

1 of 1

Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,163 M
Rvwrd: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04192KD11746 Bld: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 05079 Bill Woods Ford Ph#: (816) 464-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rvwrd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: KAVERY9 Phone: 313 317-8856 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
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RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH NO FURTHER KNOWNNS, ADV TRY TO DETERMINE VEH SPEED AT TIME OF
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ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rick Grossman

Field Service Engineer
913-541-4883

From: Sanders, Muriel (M.S.)
Sent: Wednesday, July 24, 2002 10:34 AM
To: Dalbo, Bob (R.J.)
Cc: Bogema, John (P.)
Subject: RE: Stalling Escapes

The vehicle at Metro Ford has had everything except the dPFE done. The service manager was going to have that changed.

The tech at Bill Woods Ford is to call me back to verify what repairs have been done.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

—Original Message—

From: Grossmann, Richard (R.A.)
Sent: Wednesday, July 24, 2002 10:19 AM
To: Sanders, Muriel (M.S.); Tarzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleston, Kevin (K.J.); Dalbo, Bob (R.J.); Bogema, John (P.); Fascetti, Bob (R.J.)
Subject: RE: Stalling Escapes

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Sent: Tuesday, July 23, 2002 1:42 PM
To: Grossmann, Richard (R.A.); Tarzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleston, Kevin (K.J.); Dalbo, Bob (R.J.); Bogema, John (P.); Fascetti, Bob (R.J.)
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Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 23, 2002 1:49 PM
To: Sanders, Muriel (M.S.); Bogema, John (P.)

CC: Terzes, Laura (L.D.); MacRitchie, Janice (J.V.); Heleson, Kevin (K.J.); Grossmann, Richard (R.A.)
Subject: RE: Stalling Escapes

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Please program a PCM with the 2003 calibration and contact Shella Ward for info on the necessary exemption.

Muriel,
Once John has the module ready please ship it to the dealer per the directions below. Also, please contact the dealer and identify everything that has been done to the truck.

Thanks,

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 23, 2002 11:08 AM
To: Dalbo, Bob (R.L.)
CC: Terzes, Laura (L.D.); MacRitchie, Janice (J.V.); Heleson, Kevin (K.J.)
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Kansas City MO 64119

ATTENTION: MIKE HAWES

Thanks.

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Sent: Wednesday, July 17, 2002 5:10 PM
To: Grossmann, Richard (R.A.)
CC: Fast, Mathew (M.F.); Suarez, Rhea (R.); Klarr, Jerry (G.T.); Terzes, Laura (L.D.); Fessetti, Bob (R.L.); Corbett, Sandra (S.M.)
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Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

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Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
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Subject: FW: Stalling Escapes

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Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-88181 / lterzes.ford.com

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

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Cc: MacFitchie, Janice (J.V.); Helleson, Kevin (K.J.)
Subject: FW: Stalling Escapes

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

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM
To: Grossmann, Richard (R.A.); Suarez, Rhae (R.)
Subject: RE: Stalling Escapes

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Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-88181 / lterzes.ford.com

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Cc: Terzes, Laura (L.D.)
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Rvw: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22340 Bld: 11/09/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvw: Dt:
Fix Caus. Comp: -- Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-08
WAS PERFORMED. TECH IS UNABEL TO DUPLICATE CONCERN. SEEKING ADVICE.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-08, R&R MAF, CK DPFE, CK G300,
SUGGESTED OF ISM ABOVE.
ADD-ON 06/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILLEGENTLY PERFORMING TSB
02-08-08 AND ISM 02-05-043, CUSTOMER REPORTS VEHICLE STILL INTERMITTE
NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
RTS THE COMPANY HAS AGREED TO RAV THE VEHICLE.

==> _____ 1 of 1
Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,183 M
Rvw: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04192KD11746 Bld: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rvw: Dt:
Fix Caus. Comp: -- Condition Code:
Hotliner: KAVERY3 Phone: 313 317-9356 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T
REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS
AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT
VERIFY, PASSES TSB, SEEKING KNOWNS.
RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH NO FURTHER KNOWN, ADV TRY TO DETERMINE VEH SPEED AT TIME OF
CONCERN, IF ACCEL/DECEL/CRUISE, AND IF GOING DOWNHILL/UPHILL/LEVEL
GROUND.
REPAIR 06/08/2002 03:33PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
SM IS CALLING BACK AND HAD REMEMBERED SOME OTHER GROUNDS AND STUFF
THAT WE HAVE TOLD THEN TO CHECK ON.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rich Grassmann

Field Service Engineer
913-541-4883

From: Sanders, Muriel (M.S.)
Sent: Wednesday, July 24, 2002 10:49 AM
To: Dalbo, Bob (R.J.)
Cc: Bogema, John (P.)
Subject: RE: Stalling Escapes

The service manager from Bill Woods called me back. He said they have done the TSB, MAP and dPFE. The only thing from the TSB that I could confirm was the IAC & throttle body. Mike couldn't positively say the rest had been done, other than he was sure the tech would do everything. He could not really confirm the other ISM items either. He just said he was sure they would have checked them and that they have talked to the hotline several times.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Sanders, Muriel (M.S.)
Sent: Wednesday, July 24, 2002 10:34 AM
To: Dalbo, Bob (R.J.)
Cc: Bogema, John (P.)
Subject: RE: Stalling Escapes

The vehicle at Metro Ford has had everything except the dPFE done. The service manager was going to have that changed.

The tech at Bill Woods Ford is to call me back to verify what repairs have been done.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, July 24, 2002 10:19 AM
To: Sanders, Muriel (M.S.); Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.); Dalbo, Bob (R.J.); Bogema, John (P.); Fascetti, Bob (R.J.)
Subject: RE: Stalling Escapes

Muriel,

Per our conversation this morning, the correct VIN for the Metro Ford vehicle is 1FMCU04102KB85206. In addition, I have also requested a PCM for the stalling Escape at Bill Woods Ford. Thanks.

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

From: Sanders, Muriel (M.S.)
Sent: Tuesday, July 23, 2002 1:42 PM
To: Grossmann, Richard (R.A.); Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.); Dalbo, Bob (R.J.); Bogema, John (P.); Fascetti, Bob (R.J.)

Subject: RE: Stalling Escapes

Richard Grossmann's e-mail (red text) referenced VIN 1FMCU03172KB22346 which is at Metro Ford. When I spoke to the Metro Ford Service Manager, Cory Thompson, he was under the impression that we are sending a PCM to that dealership for VIN 1FMCU04102KB85206. The mailing information below is for Bill Woods Ford.

Please clarify where I should send the PCM and the VIN number of the vehicle the PCM is intended for. Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 23, 2002 1:49 PM
To: Sanders, Muriel (M.S.); Bogema, John (P.)
Cc: Terzas, Laura (L.D.); MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.); Grossmann, Richard (R.A.)
Subject: RE: Stalling Escapes

John,
Please program a PCM with the 2003 calibration and contact Sheila Ward for info on the necessary exemption.

Muriel,
Once John has the module ready please ship it to the dealer per the directions below. Also, please contact the dealer and identify everything that has been done to the truck.

Thanks,

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 796-2859 Email: rdalbo@ford.com

—Original Message—

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 23, 2002 11:08 AM
To: Dalbo, Bob (R.J.)
Cc: Terzas, Laura (L.D.); MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.)
Subject: RE: Stalling Escapes

Bob,

I just found out the Escape mentioned below from Bill Woods Ford has just returned again for intermittent stalling. We might be able to save a buy back on this one if you could send an experimental PCM to the dealer. Please send it to:

Bill Woods Ford
5025 N.E. Antioch
Kansas City MO 64119

ATTENTION: MIKE HAWES

Thanks.

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

From: Dalbo, Bob (R.L.)
Sent: Wednesday, July 17, 2002 5:10 PM
To: Grossmann, Richard (R.A.)
Cc: Fast, Mathew (M.F.); Suarez, Rhae (R.); Klarr, Jerry (G.T.); Terzes, Laura (L.D.); Fascetti, Bob (R.L.); Corbett, Sandra (S.M.)
Subject: RE: Stalling Escapes

Rick,

We can get you an experimental PCM (with our latest, not-quite-released changes) late next week. This would have to be replaced with the released version in a month or two. Would the customer be interested in this arrangement?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2858 Email: rdalbo@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.L.); Dalbo, Bob (R.L.)
Cc: Fast, Mathew (M.F.); Suarez, Rhae (R.); Klarr, Jerry (G.T.)
Subject: FW: Stalling Escapes

Sandra, Bob or Bob: Please let Rick Groseman the FSE know directly (copy to me) if you want to utilize this vehicle to test the newest fix (calibration and h/w chgs.). I confirmed with Rick, the dealer has performed the latest TSB 02-11-08 and ISM 02-05-043, and the stalling concern has returned. One other troubling point, this customer is in their 2nd Escape. We bought back the first vehicle for the same concern. A quick response would be helpful, as Rick needs to decide how to manage the customer and dealer. I have conveyed to him, the approximate new calibration timing. PLS. ADVISE.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-38572 / fax (313) 24-88181 / terzes.ford@com

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Holman, Kevin (K.J.)
Subject: FW: Stalling Escapes

Laura,

Neither service manager has been contacted by anyone at the Kansas City Assembly Plant, so I assume someone has resolved this concern and does not need to inspect any vehicles. However, the final resolution has not been communicated to our dealers. This is a problem because the customer that owns Escape 1FMCU03172KB22346 reports the vehicle still stalls and we don't know how to repair it. We need immediate help on this or we will be buying this vehicle back. You may contact me by E-mail, by phone at cell phone 816-878-8004 or directly contact Metro Ford Service Manager Cory Thompson at 816-254-9800. Thank you.

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

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM
To: Grossmann, Richard (R.A.); Suarez, Rhae (R.)
Subject: RE: Stalling Escapes

Richard, there is a conf. call today on Escape Stalls, we will bring this info into the mtg. and Rhae has sent same to the engineers working on the Stalls team, Powertrain engineers at KCAP. You should hear something soon regarding further investigation of these units. Thanks for the help. We really need more hands on to get the final root cause.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56
(313) 32-36572 / fax (313) 24-88181 / lterze@ford.com

—Original Message—

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhae (R.)
Cc: Terzes, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhae,

Since Bob is out, you may be interested in this.

—Original Message—

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzes, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)
Subject: Stalling Escapes

Bob and Laura,

Cory Thompson, service manager at Metro Ford (816-254-9800), tells me the Escape listed below is in the process of being required since it has been to the dealer multiple times for stalling. TSB 02-05-043 and ISM 02-05-043 have been performed on the vehicle.

Mike Hawes, service manager at Bill Woods Ford (816-454-4200), reports he has an Escape that reportedly stalls after TSB 02-05-043 and ISM 02-05-043 have been performed. Please see the CQIS report listed below. I asked Mike to put the VDR on that vehicle and try to get a recording of the stall.

As both of these vehicles are close to the Kansas City Assembly Plant, and both reports indicate the latest fix is not effective, I thought you might be interested in taking a look at them.

Please let me know if you wish to inspect these vehicles.

Rpt#: 2E3CY004 NHL Rpt: 05/29/2002 Odom: 2,615 M
Rvwrd: File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22346 Bld: 11/09/2001
Engine: 3.0L DUR Cab: 2M11A90A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 8 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvwrd: Dt:
Fix Caus. Comp: -- Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cdt: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-08
WAS PERFORMED. TECH IS UNABEL TO DUPLICATE CONCERN. SEEKING ADVICE.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,

SUGGESTED OF ISM ABOVE.

ADD-ON 06/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILLEGENTLY PERFORMING TSB
02-08-06 AND ISM 02-05-043, CUSTOMER REPORTS VEHICLE STILL INTERMITTE
NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
RTS THE COMPANY HAS AGREED TO RAV THE VEHICLE.

→ _____ 1 of 1
Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,163 M
Rvw: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04192KD11748 Bld: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rvw: Dt
Flc Caus. Comp: -- Condition Code:
Hotliner: KAVERY3 Phone: 313 317-8358 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS
AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT
VERIFY, PASSES TSB, SEEKING KNOWNS.

RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH NO FURTHER KNOWNS, ADV TRY TO DETERMINE VEH SPEED AT TIME OF
CONCERN, IF ACCEL/DECEL/CRUISE, AND IF GOING DOWNHILL/UPHILL/LEVEL
GROUND.

REPAIR 06/06/2002 03:33PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
SM IS CALLING BACK AND HAD REMEMBERED SOME OTHER GROUNDS AND STUFF
THAT WE HAVE TOLD THEN TO CHECK ON.

RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rick Grossmann

Field Service Engineer
913-541-4883

From: Dalbo, Bob (R.J.)
Sent: Wednesday, August 28, 2002 7:31 PM
To: Limitaco, Steven (S.); Rothweiler, Daniel (D.)
Subject: Fleet Status Update

Steve/Dan,

We put some finned-pintle IACVs on your buyback fleet. Our understanding was that you were accumulating mileage on those trucks until the "final solution" to the issue was released.

We desperately need to report out to our chief engineer tomorrow afternoon on the status of that testing. Can one of you please send an email as to the results to date (e.g. # vehicles, #miles, # issues)?

Thanks profusely,

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

From: Suarez, Rhae (R.)
Sent: Thursday, October 03, 2002 8:47 AM
To: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)
Subject: IAC person

Is Ted Jensen the IAC - finned pintle release person? I got a FSE that is in need of the new IAC (how he knows about it I don't know) or the customer will demand a buyback.

Any ideas how I can get one? Is it in production?

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
D8C II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-52-23344 Pager: 313-786-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

From: Dalbo, Bob (R.J.)
Sent: Thursday, October 03, 2002 1:58 PM
To: Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Subject: RE: IAC person

Rhae,
Bill Weltach is the release person. Our understanding is that the concern is approved. All that needs to happen is for FCSD to write the notice and order the parts for service.

The part has been in production since 8/31 at CEP.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2858 Email: rdalbo@ford.com

—Original Message—

From: Suarez, Rhae (R.)
Sent: Thursday, October 03, 2002 8:47 AM
To: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)
Subject: IAC person

Is Ted Jensen the IAC - pinned pinia release person? I got a FSE that is in need of the new IAC (how he knows about it I don't know) or the customer will demand a buyback.

Any ideas how I can get one? Is it in production?

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Foklane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

From: Suarez, Rhae (R.)
Sent: Thursday, October 03, 2002 2:11 PM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Cc: Jaster, Daniel (D.C.); Ferrise, Sam (S.J.); Lawler, Dave (D.A.); Terzes, Laura (L.D.)
Subject: RE: IAC person

Speaking with Sam Ferrise (parts analyst), the supplier said they would not have parts available for Service until mid-late November.

We really need to get some pressure on the supplier or we will never get this TSB released.

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-83-78337
Email: rsuarez8@ford.com

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Thursday, October 03, 2002 1:58 PM
To: Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Subject: RE: IAC person

Rhae,
Bill Wettach is the release person. Our understanding is that the concern is approved. All that needs to happen is for FCSD to write the notice and order the parts for service.

The part has been in production since 8/31 at CEP.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31766
Pager: (313) 795-2858 Email: rdalbo@ford.com

—Original Message—

From: Suarez, Rhae (R.)
Sent: Thursday, October 03, 2002 8:47 AM
To: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)
Subject: IAC person

Is Ted Jensen the IAC - fanned pintle release person? I got a FSE that is in need of the new IAC (how he knows about it I don't know) or the customer will demand a buyback.

Any ideas how I can get one? Is it in production?

Thanks!

Rhae M. Suarez

Rhas Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: msuarez2@ford.com

From: Terzes, Laura (L.D.)
Sent: Thursday, October 03, 2002 5:35 PM
To: Klarr, Jerry (G.T.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.)
Cc: Jaster, Daniel (D.C.); Ferrise, Sam (S.J.); Lawler, Dave (D.A.); Suarez, Rhae (R.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: RE: IAC person

Jerry, Bob: Not acceptable. We have been telling the Ford field personnel, dealers, service managers, we would have the TSB released with the new IAC and PCM changes by last day in October at the latest. Can we siphon some stock from production?!!!

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

—Original Message—

From: Suarez, Rhae (R.)
Sent: Thursday, October 03, 2002 2:11 PM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Cc: Jaster, Daniel (D.C.); Ferrise, Sam (S.J.); Lawler, Dave (D.A.); Terzes, Laura (L.D.)
Subject: RE: IAC person

Speaking with Sam Ferrise (parts analyst), the supplier said they would not have parts available for Service until mid-late November.

We really need to get some pressure on the supplier or we will never get this TSB released.

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23944 Pager: 313-796-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Thursday, October 03, 2002 1:58 PM
To: Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Subject: RE: IAC person

Rhae,
Bill Wettach is the release person. Our understanding is that the concern is approved. All that needs to happen is for FCSD to write the notice and order the parts for service.

The part has been in production since 8/31 at CEP.

Bob Dalbo

3.0L Calibration Supervisor

Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdaibo@ford.com

—Original Message—

From: Suarez, Rhae (R.)
Sent: Thursday, October 03, 2002 8:47 AM
To: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)
Subject: IAC person

Is Ted Jensen the IAC - finned pintle release person? I got a FSE that is in need of the new IAC (how he knows about it I don't know) or the customer will demand a buyback.

Any ideas how I can get one? Is it in production?

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSO
DSC II (room 546) / 1800 Feltene Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-798-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

From: Steven Limtiaco [SLimtiac@mazdausa.com]
Sent: Tuesday, November 05, 2002 12:40 PM
To: 'dkaerche@ford.com'; 'lterzes@ford.com'
Cc: Michael Giblin; Darrel Chin; Mike Clark; Dave Lammert; Mike Radulovick; Larry Mooney; 'tokunaga.m@sv.mazda.co.jp'; 'gfoumel@ford.com'; 'rdalbo@ford.com'; 'rsuarez@ford.com'; 'dlawler1@ford.com'
Subject: FW: Tribute IAC Valve Packaging

Don & Laura,

As discussed in the Contingency meeting, here is the email regarding the IAC valve packaging.

(Everyone else - FYI for now....)

Steve Limtiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slimtiac@mazdausa.com

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

From: Steven Limtiaco
Sent: Monday, November 04, 2002 11:51 AM
To: 'Fournelle, Gilbert (G.)'
Cc: 'rdalbo@ford.com'; 'rsuarez@ford.com'; 'dlawler1@ford.com'
Subject: IAC Valve Packaging

Gilbert,

I received the IAC valves to repair the Mazda buybacks. I opened up 10 boxes and none of them have instructions warning the technician to flash the PCM to the latest calibration before installing. In earlier discussions, I thought this was something that was to be included with the IAC valve packaging. Did this plan change ?

Ford p/# 1L8Z-9F715-AA
Mazda p/# AJ71-20-660

Steve Limtiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slimtiac@mazdausa.com

From: Kaercher, Don (D.F.)
Sent: Wednesday, November 06, 2002 9:24 AM
To: Limtiaco, Steven (S.); Kaercher, Don (D.F.); Terzes, Laura (L.D.)
Cc: Giblin, Michael (M.); Chin, Darrel (D.); Clark, Michael (M.); Lammert, David (D.); Radulovich, Michael (M.); Mooney, Larry (L.); 'tokunaga.mi@sv.mazda.co.jp'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Suarez, Rhae (R.); Lawler, Dave (D.A.)
Subject: RE: Tribute IAC Valve Packaging

This was released in WERs as a single part. If there is to be an IS sheet, then the part has to be released again showing it having the IS sheet. The IS sheet will have a part number. In essence it will be a kit containing two items in the Bill of Material, the valve and an IS sheet. We cannot just throw an IS sheet in the box without WERs stating there is supposed to be that particular one in the box. If we do that it will not pass PPAP. What is in the box must match what is in WERs.

Don Kaercher
Ford Motor Company
FCSD PS&L QSF/Recall/Top 100 Dept. Mgr.
NPDC 1310C Text Pager: (734) 797-5993
e-mail: dkaerche@ford.com
*Phone: (734) 266-9793 *Fax: (734) 266-1166

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

From: Steven Limtiaco [mailto:slimtiac@mazdausa.com]
Sent: Tuesday, November 05, 2002 12:40 PM
To: 'dkaerche@ford.com'; 'lterzes@ford.com'
Cc: Michael Giblin; Darrel Chin; Mike Clark; Dave Lammert; Mike Radulovich; Larry Mooney; 'tokunaga.mi@sv.mazda.co.jp'; 'gfournelle@ford.com'; 'rdalbo@ford.com'; 'rsuarez8@ford.com'; 'dlawler1@ford.com'
Subject: FW: Tribute IAC Valve Packaging

Don & Laura,

As discussed in the Contingency meeting, here is the email regarding the IAC valve packaging.

(Everyone else - FYI for now....)

Steve Limtiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slimtiac@mazdausa.com

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

From: Steven Limtiaco
Sent: Monday, November 04, 2002 11:51 AM
To: 'Fournelle, Gilbert (G.)'

Cc: 'rdalbo@ford.com'; 'rsuarez8@ford.com'; 'dlawler1@ford.com'
Subject: IAC Valve Packaging

Gilbert,

I received the IAC valves to repair the Mazda buybacks. I opened up 10 boxes and none of them have instructions warning the technician to flash the PCM to the latest calibration before installing. In earlier discussions, I thought this was something that was to be included with the IAC valve packaging. Did this plan change ?

Ford p/# 1L8Z-9F715-AA
Mazda p/# AJ71-20-660

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

From: Dalbo, Bob (R.J.)
Sent: Thursday, November 14, 2002 4:50 PM
To: Yeung, Lem (.)
Cc: Sventickas, Ed (E.); Fascetti, Bob (R.J.)
Subject: RE: Problems with Escape Vehicles in Cincinnati area

Lem,

I spoke with Cathy Krauss, the service manager at Montgomery Ford (the dealer Adam Vahratian indicated had issues with stalling Escapes). She indicated that they have been able to fix most of them but recently had to buy one back. Strangely, the engine in this buyback started ticking after it was reflashed with the new calibration.

They took a PCM from a new Escape (which had no ticking noise) in the lot and put it into the buyback vehicle and the truck still ticked.

Could you give her a call [(513) 891-0500] and perhaps help diagnose the ticking?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Wednesday, November 13, 2002 6:18 PM
To: Kapp, Dan (Daniel R.); Hallauer, Julie (J.A.); Sventickas, Ed (E.); McCliment, Greg (G.A.); Klarr, Jerry (G.T.); Dalbo, Bob (R.J.)
Subject: RE: Problems with Escape Vehicles in Cincinnati area

We agree, and that is why we are calling the dealer directly to get the straight story. I'll send a note out after talking to the dealer.

Bob Fascetti

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

From: Kapp, Dan (Daniel R.)
Sent: Wednesday, November 13, 2002 4:24 PM
To: Hallauer, Julie (J.A.); Sventickas, Ed (E.); McCliment, Greg (G.A.); Klarr, Jerry (G.T.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Subject: RE: Problems with Escape Vehicles in Cincinnati area

There have been very well known issues with Escape stalling with multiple root causes and containments put in place along with TSB's, SSM's et. all and regular updates by Jerry at the dealer council so I'm surprised that dealers aren't yet aware of the service fixes. Having said all of that, the feedback I just got from Fascetti is that with the latest fix in place the incidence rate has dropped dramatically. Follow up required is to understand the level of production or service fix these vehicles represented.

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

From: Hallauer, Julie (J.A.)
Sent: Wednesday, November 13, 2002 8:33 AM
To: Kapp, Dan (Daniel R.); Sventickas, Ed (E.); McCliment, Greg (G.A.); Klarr, Jerry (G.T.)
Subject: FW: Problems with Escape Vehicles in Cincinnati area

FYI

Julie A. Hallauer

Powertrain PD Quality Engineering Manager

Phone: 313-32-26870 Fax: 313-24-86400
Page: 734-651-0796 Cell: 248-982-7010
Admin: Peggy Yost Ph: 313-39-07383

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

From: Vahratian, Adam (A.J.)
Sent: Tuesday, November 12, 2002 6:19 PM
To: Hallauer, Julie (J.A.); Intravala, Joseph (J.S.); Fascetti, Bob (R.J.)
Subject: Problems with Escape Vehicles in Cincinnati area

Julie, Joe, and Bob,

I would like to inform you of some feedback I received from a Local Cincinnati dealer, after I asked him how Escapes were selling yesterday.

There seems to be an engine stall problem when customers drive down a steep hill and backing out of the throttle before going into a turn near the bottom of the hill.

Recently 12 - 15 customers have complained of this problem.

6 of the customers had their cars bought back by the Dealer.

- All where Female.
- 3.0L Escapes
- AWD status unknown
- Speed ~35 mph
- The hills had a number of side to side turns
- Sometimes the engine would start right away, other times the customer needed to wait for a period of time before the engine started.

The Dealer I talked to was Dick Barriok

Montgomery Ford
9280 Montgomery Rd.
Montgomery, OH 45242
Phone (513) 891-0500
Fax (513) 938-5488

I am not sure if you are aware of this type of problem. I would appreciate it if you could have one of your people follow-up with this dealer.

Please give me a call if you have any questions.

Regards,

Adam Vahratian
Director CVT Programs
(513) 732-4245

From: Suarez, Rhas (R.)
Sent: Wednesday, December 11, 2002 1:31 PM
To: Ferrise, Sam (S.J.)
Cc: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Altoonian, Don (D.J.); Jensen, Ted (T.E.); Lawler, Dave (D.A.)
Subject: IAC Parts

Sam,

I just off the phone with one of our FSE's working on a potential stall buyback vehicle. They have gone through the entire TSB and made sure the vehicle had all the latest and greatest components. When they got to the IAC they notice that we are backorder. He even mentioned that in one system it said parts were being moved for re-work. I am not sure what that means. I pulled up an MMP screen and this is the information I got. Does this mean we are OK for parts? we are on back order but we are expecting 3672? Please let me know if there is an issue with getting parts to the depot. Any idea what the FSE meant when he saw re-work?

Thanks.

Rhas M. Suarez

Rhas Michael Suarez
 Product Concern Engineer - Escape / Tribute / Maverick
 PVT & Field Support / FCSD
 DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MS 48101
 Phone: 313-32-23344 Pager: 313-798-6242
 Fax: 313-33-78337
 Email: rsuarez8@ford.com

SERVICE PART: 1L8Z- 9F715-AA__ VALVE ASY - THROTTLE AIR BY-PASS
ENGINEERING PART: 1L8E 9F715 AA_____ ORIGIN: WERS
SUPPLIER LOC: FINIS: 4448202
Vendor Part:
Motorcraft Part: CX- 1911- Prime Suplr: H388P
 Role: T
 _____Inventory_____ ---Stocking Demand--- Backcast:
FCSD Available: 15 Current Month: 1785 Max Ord Qty: 0
Pkgr Available: 0 Prior Month: 655 Volume Group: C
In-Trans Pkgr: 0 Prior Month 2: 2194 Last Release: 672-2A
In-Trans FCSD: 0 Prior Month 3: 22 Lead Time: 30
Transfers: 3672 Curr Forecast: 1316 Procure Cd: 1
Back Ord Pcs: 2205 6-Mo Forecast: 9101 Sales Restr: N
Tot Inventory: 1482 Out of Tolerance: N Last ASN Qty: 48
 Last ASN: 11/22/02
Tot Curr Pos: 7625 Back Ord Lines: 192 Last Rcpt Pkg:
Est'd Max Pos: 6714 Off B/O Date: 12/13/02 Abnormal Cat: 7
Firm Release: Y Unit Issue: 1 Design Style:
AIMS Inventory: 25 Pnd Obs: Stock Exhaust:

From: Ferrise, Sam (S.J.)
Sent: Friday, December 13, 2002 7:51 AM
To: Suarez, Rhas (R.)
Cc: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Altoonlan, Don (D.J.); Jensen, Ted (T.E.); Lawler, Dave (D.A.)
Subject: RE: IAC Parts

The IAC valve (1L8Z 9F715 AA) is on backorder because of the label issue (the label regarding reflashing). There were 3624 pcs. sent from PRC to Howard Ternes Packaging to add these labels. It took longer than it should have to get this done. This inventory is currently being transferred to the PDC's.

Also, Mazda ordered an additional 2096 pcs. (beyond the launch quantity). Hitachi seems to be having overall capacity issues with valves and is usually unable to expedite additional quantities without adequate leadtime. We added this part to the Constraint Report in attempt to get a greater allocation for service.

Regards,
Sam Ferrise, QSE/Recall Parts Specialist
Ford Customer Service Division
CDS ID: sferrise Ph: 734-523-3184
E-Mail: sferrise@ford.com

—Original Message—

From: Suarez, Rhas (R.)
Sent: Wednesday, December 11, 2002 1:31 PM
To: Ferrise, Sam (S.J.)
Cc: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Altoonlan, Don (D.J.); Jensen, Ted (T.E.); Lawler, Dave (D.A.)
Subject: IAC Parts

Sam,

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Thanks.

Rhas M. Suarez

Rhas Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

SERVICE PART: 1L8Z- 9F715-AA VALVE ASY - THROTTLE AIR BY-PASS
ENGINEERING PART: 1L8E 9F715 AA ORIGIN: WERS
SUPPLIER LOC: FINIS: 4448202
Vendor Part:
Motorcraft Part: CX- 1911- Prime Suplr: H388P
Role: T

-----Inventory-----	-----Stocking Demand-----	Backcast:
FCSD Available: 15	Current Month: 1785	Max Ord Qty: 0
Pkgr Available: 0	Prior Month: 655	Volume Group: C
In-Trans Pkgr: 0	Prior Month 2: 2194	Last Release: 672-2A
In-Trans FCSD: 0	Prior Month 3: 22	Lead Time: 30
Transfers: 3672	Curr Forecast: 1316	Procure Cd: 1
Back Ord Pcs: 2205	6-Mo Forecast: 9101	Sales Restr: N
Tot Inventory: 1482	Out of Tolerance: N	Last ASN Qty: 48
	Last ASN: 11/22/02	
Tot Curr Pos: 7625	Back Ord Lines: 192	Last Rcpt Pkg:
Est'd Max Pos: 6714	Off B/O Date: 12/13/02	Abnormal Cat: 7
Firm Release: Y	Unit Issue: 1	Design Style:
AIMS Inventory: 25	Pnd Obs:	Stock Exhaust:

From: Ferrise, Sam (S.J.)
Sent: Friday, December 13, 2002 7:51 AM
To: Suarez, Rhae (R.)
Cc: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Altoonlan, Don (D.J.); Jensen, Ted (T.E.); Lawler, Dave (D.A.)
Subject: RE: IAC Parts

The IAC valve (1L8Z 9F715 AA) is on backorder because of the label issue (the label regarding reflashing). There were 3624 pcs. sent from PRC to Howard Ternes Packaging to add these labels. It took longer than it should have to get this done. This inventory is currently being transferred to the PDC's.

Also, Mazda ordered an additional 2096 pcs. (beyond the launch quantity). Hitachi seems to be having overall capacity issues with valves and is usually unable to expedite additional quantities without adequate leadtime. We added this part to the Constraint Report in attempt to get a greater allocation for service.

Regards,
Sam Ferrise, QSF/Recall Parts Specialist
Ford Customer Service Division
CDS ID: sferrise Ph: 784-523-8184
E-Mail: sferrise@ford.com

—Original Message—

From: Suarez, Rhae (R.)
Sent: Wednesday, December 11, 2002 1:31 PM
To: Ferrise, Sam (S.J.)
Cc: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Altoonlan, Don (D.J.); Jensen, Ted (T.E.); Lawler, Dave (D.A.)
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Thanks.

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

SERVICE PART: 1L8Z- 9F715-AA VALVE ASY - THROTTLE AIR BY-PASS
ENGINEERING PART: 1L8E 9F715 AA ORIGIN: WERS
SUPPLIER LOC: FINIS: 4448202
Vendor Part:
Motorcraft Part: CX- 1911- Prime Suplr: H388P
Role: T

-----Inventory-----	-----Stocking Demand-----	Backcast:
FCSD Available: 15	Current Month: 1785	Max Ord Qty: 0
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In-Trans FCSD: 0	Prior Month 3: 22	Lead Time: 30
Transfers: 3672	Curr Forecast: 1316	Procure Cd: 1
Back Ord Pos: 2205	6-Mo Forecast: 9101	Sales Restr: N
Tot Inventory: 1482	Out of Tolerance: N	Last ASN Qty: 48
	Last ASN: 11/22/02	
Tot Curr Pos: 7625	Back Ord Lines: 192	Last Rcpt Pkg:
Est'd Max Pos: 6714	Off B/O Date: 12/13/02	Abnormal Cat: 7
Firm Release: Y	Unit Issue: 1	Design Style:
AIMS Inventory: 25	Pnd Obs:	Stock Exhaust:

From: Dalbo, Bob (R.J.)
Sent: Tuesday, December 17, 2002 11:53 AM
To: Suarez, Rhae (R.); Wood, Paul (P.); Fournelle, Gilbert (G.)
Subject: RE: WF0CU041621102062

Paul/Rhae,
The 2U7A-CSE is the latest calibration for 2002 Maverick. However, we repeatedly demonstrated that the calibration alone may not cure the issue. TSB 02-23-01 must be performed in its entirety (as well as the standard diagnostic procedures) to address the stalling concern.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 796-2858 Email: rdalbo@ford.com

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

From: Suarez, Rhae (R.)
Sent: Tuesday, December 17, 2002 10:55 AM
To: Wood, Paul (P.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: FW: WF0CU041621102062

Paul - yes I believe the concern also effects UK.

Bob/Gilbert - can you verify this and what (if available) are the latest calibration information for UK Maverick vehicles to address stalling.

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allan Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Wood, Paul (P.)
Sent: Tuesday, December 17, 2002 10:51 AM
To: Suarez, Rhae (R.)
Subject: FW: WF0CU041621102062

Rhae,

With regards to Russel's query below, is the intermittent engine stall issue as described in TSB 02-23-01 also an issue that could be found in the calibration for this vehicle in the UK.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
FCSD - VS&P, GB-1/589

208 292 671 TECH HOTLINE CONTACT ID
EXPIRES IN 5 DAYS FOR
WFOCU041821102082
12/17/2002
08:29:28

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VEHICLE INFORMATION

VEHICLE DESCRIPTION

2002 MAVERICK 2001

BODY STYLE

4 DR MPV

ENGINE

3.0L EFI DOHC

ENGINE CALIBRATION

0000

TRANSMISSION

CD4E AUTO TRANSAXLE

AXLE CODE

GENERAL WARRANTY INFORMATION

WARRANTY START DATE

06/30/2002

BUILD DATE

03/13/2002

SALE MILEAGE

WARNING MESSAGES

VERIFY VIN/WARRANTY COVERAGE

VEHICLE SOLD IN UNITED KINGDOM

SERVICE INFO MAY BE UNAVAILABLE

FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

N3DD - GBR 3/ 80000 MLS CLASSIC

STANDARD DEDUCTIBLE: 0 GBP

OWNER NAME: . CROSS HULLER

OPTIONS:

EXPIRATION DATE: 06/30/2005

DISTANCE: 60,000

RENTAL: 0 UP TO 0 DAYS

TOWING: 0 GBP

CONTRACT SOLD BY: GBR 33305 CL

REPAIR HISTORY

10/04/2002

DEALER: GORDONS (BOLTON) LIMITED

WARRANTY CLAIM NUMBER: 493312

ODOMETER: 006890M

CARRY OUT WDS, REMOVE CJB & CHECK M/PLUGS, CHECK & REWORK ALL MAIN GROUNDS, REMOVE
& CHECK BJB, FOUND TERMINALS LOOSE ON POWER HOLD RELAY & REWORK TERMINALS, REPLACE
RELAY
FMC TECH NO U2J01113

08/29/2002

DEALER: POLAR MOTOR COMPANY LIMITED

WARRANTY CLAIM NUMBER: 038434

From: Fournelle, Gilbert (G.)
Sent: Wednesday, August 28, 2002 2:59 PM
To: Suarez, Rhae (R.); Dalbo, Bob (R.J.)
Subject: RE: 02 Escape Calibration Concern

03 Service R11
cal_Rev_00.doc

CALIBRATION #	PART NUMBER
2M11A30510	2U7A 12A650 CZB
2M11B30510	2U7A 12A650 CPB
2M11C30510	2U7A 12A650 CRB
2M11A30E10	2U7A 12A650 CSB
2M11A30J11	2U7A 12A650 CTB
2M11B30J11	2U7A 12A650 CUB
2M11A30X10	2U7A 12A650 CVB
2M11B30X10	2U7A 12A650 CXB
2M11A30G10	2U7A 12A650 CYB
0M11A30512	1U7A 12A650 AXD
0M11C30512	1U7A 12A650 AYD
0M11B30512	1U7A 12A650 AZD
0M11A30E12	1U7A 12A650 BBD
0M11A30J14	1U7A 12A650 BCD
0M11B30J14	1U7A 12A650 BDD
0M11A30X11	1U7A 12A650 BED
0M11A30G13	1U7A 12A650 APD

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Suarez, Rhae (R.)
Sent: Wednesday, August 28, 2002 2:29 PM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: RE: 02 Escape Calibration Concern

Do you have the white paper? Or a list of all the calibrations needed for the Parts Request and the TSB message. I would like to get this going again.

Thanks!
Rhae

PS are going to have a stall meeting tomorrow?

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, August 28, 2002 2:27 PM
To: Enigenburg, Timothy (T.J.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Corlew, Randall (R.L.)

Subject: RE: 02 Escape Calibration Concern

The latest calibration to address stalling concerns will be available on Fordstar Monday, September 9, per the emergency release meeting held at 10:00 today. This presumes a successful review with the CPE at 6:30 PM tomorrow.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

—Original Message—

From: Eenigenburg, Timothy (T.J.)
Sent: Thursday, August 22, 2002 10:45 PM
To: Dalbo, Bob (R.J.); Suarez, Rhee (R.); Fournelle, Gilbert (G.)
Cc: Eenigenburg, Timothy (T.J.)
Subject: RE: 02 Escape Calibration Concern

Gentlemen,

I worked with the technician on this vehicle. The TSB 02-11-08 was followed step by step first and then ISM 02-06-025 was also followed. All of the listed grounds have been inspected and the PCM pins were not burnt. The MAF and DPFE were replaced. The vehicle stalled on the customer after the TSB and ISM were performed. Any help you can offer would be greatly appreciated.

Regards,

Timothy J. Eenigenburg

Ford Motor Company
Field Service Engineer
N.Y. Region
Phone: 201-529-7273
Fax: 201-529-7270
teenigen@ford.com

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Thursday, August 22, 2002 9:05 AM
To: Suarez, Rhee (R.); Fournelle, Gilbert (G.)
Cc: Eenigenburg, Timothy (T.J.)
Subject: RE: 02 Escape Calibration Concern

Rhee,

Please confirm that every step in the TSB and ISM have been performed. We will investigate getting an advanced copy of the new calibration.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

—Original Message—

From: Suarez, Rhee (R.)
Sent: Wednesday, August 21, 2002 7:59 AM

To: Fournelle, Gilbert (G.); Delbo, Bob (R.J.)
Cc: Eanigenburg, Timothy (T.J.)
Subject: FW: 02 Escape Calibration Concern

Bob/Gilbert,

Can we help Tim out and save from a Buyback? Any suggestions?

Thanks!

Rhas M. Suarez

Rhas Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSO
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23944 Pager: 313-798-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Eanigenburg, Timothy (T.J.)
Sent: Tuesday, August 20, 2002 11:15 PM
To: Suarez, Rhas (R.)
Cc: Charello, Paul (P.J.); Eanigenburg, Timothy (T.J.)
Subject: 02 Escape Calibration Concern

Rhas,

I am forwarding you the information on the Escape that we spoke about earlier. The vehicle is part of a large fleet that purchases many products from us. The customer has been complaining about an intermittent stalling concern since about 4000 miles. The vehicle now has 25308 miles. The vehicle stalls on decel and the TSB and ISM recommendations have been followed. The calibration was loaded from the TSB but the stalling has continued.

The technician at Hackettstown tried to update the PCM this morning but the update was not available on B20.8. The customer has involved our Ford Division Fleet Manager and Customer Service Manager. The vehicle is well within Lemon Law and we stand to lose a good fleet customer. Is it possible to receive a copy of the new stall fix calibration to get this customer back on the road with a repaired vehicle? I realize that the calibration was removed from Fordstar due to a concern if the battery would be disconnected. I will work it out with the customer to get the vehicle back in for the final revision when it becomes available, but the customer will not take the vehicle back without the "stall fix".

The vehicle information is as follows:

VIN: 1FMCU04101KA64304

Mileage: 25308 miles

Dealer: Hackettstown Ford, P&A: 02815

Please contact me at 201-529-7273 or on my cell phone at 973-632-5419. I appreciate your assistance in this situation.

Regards,

Timothy J. Eanigenburg

Ford Motor Company
Field Service Engineer

N.Y. Region
Phone: 201-529-7273
Fax: 201-529-7270
teenigen@ford.com

From: Fournelle, Gilbert (G.)
Sent: Tuesday, September 03, 2002 3:27 PM
To: Altocorlan, Don (D.J.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell (E-mail); Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duvall, Allen (A.W.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); Khan, Navood; Koeko, Jeff (J.R.); Kwon, Soon (S.K.); Lawler, David (D.A.); Le, Dzung (D.H.); Lintisco, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Marck, Edmond (E.C.); Matasa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McDonald, John; McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollahi, Sonya (S.); Nikolai, Bernie; Noteboom, Jim (J.E.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquespu, Aiden (A.P.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shiraishi, Masaru (M.); Stigenbauer, Jeffrey (J.F.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hiroichi (H.); Veenstra, Tim (T.W.); Wakonell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.)
Subject: Phantom stall meeting agenda 8/5/02

There will be a stall meeting this Thursday at 2:00pm (normal scheduled time).


U204 Stall Issue
Meeting Agend...

dial In Info:

toll free: 1-888-227-7015
Ford net: 954-1206
International: 1-830-893-6145

pass code: 8402370#

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

From: Steven Lintiac [SLintiac@mazdausa.com]
Sent: Tuesday, November 05, 2002 12:40 PM
To: 'dkaerche@ford.com'; 'Merzes@ford.com'
Cc: Michael Giblin; Darrel Chir; Mike Clark; Dave Lammer; Mike Radulovich; Larry Mooney; 'tokunaga.mi@av.mazda.co.jp'; 'gfournel@ford.com'; 'rdalbo@ford.com'; 'rsuarez8@ford.com'; 'dlawler1@ford.com'
Subject: FW: Tribute IAC Valve Packaging

Don & Laura,

As discussed in the Contingency meeting, here is the email regarding the IAC valve packaging.

(Everyone else - FYI for now....)

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

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

From: Steven Lintiac
Sent: Monday, November 04, 2002 11:51 AM
To: 'Fournelle, Gilbert (G.)'
Cc: 'rdalbo@ford.com'; 'rsuarez8@ford.com'; 'dlawler1@ford.com'
Subject: IAC Valve Packaging

Gilbert,

I received the IAC valves to repair the Mazda buybacks. I opened up 10 boxes and none of them have instructions warning the technician to flash the PCM to the latest calibration before installing. In earlier discussions, I thought this was something that was to be included with the IAC valve packaging. Did this plan change ?

Ford p/# 1L8Z-9F715-AA
Mazda p/# AJ71-20-660

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

From: Kaercher, Don (D.F.)
Sent: Wednesday, November 06, 2002 9:24 AM
cc: Lintiac, Steven (S.); Kaercher, Don (D.F.); Terzes, Laura (L.D.)
Cc: Giblyn, Michael (M.); Chin, Darrel (D.); Clark, Michael (M.); Lammert, David (D.); Radulovich, Michael (M.); Mooney, Larry (L.); 'tokunaga.mi@sv.mazda.co.jp'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Suarez, Rhae (R.); Lawler, Dave (D.A.)
Subject: RE: Tribute IAC Valve Packaging

This was released in WERs as a single part. If there is to be an IS sheet, then the part has to be released again showing it having the IS sheet. The IS sheet will have a part number. In essence it will be a kit containing two items in the Bill of Material, the valve and an IS sheet. We cannot just throw an IS sheet in the box without WERs stating there is supposed to be that particular one in the box. If we do that it will not pass PPAP. What is in the box must match what is in WERs.

Don Kaercher
Ford Motor Company
FCSD PS&L QSP/Recall/Top 100 Dept. Mgr.
NPDC 1310C Text Pager: (734) 797-5993
e-mail: dkaerche@ford.com
*Phone: (734) 266-9793 *Fax: (734) 266-1166

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

From: Steven Lintiac [mailto:slintiac@mazdausa.com]
Sent: Tuesday, November 05, 2002 12:40 PM
cc: 'dkaerche@ford.com'; 'lterzes@ford.com'
Cc: Michael Giblyn; Darrel Chin; Mike Clark; Dave Lammert; Mike Radulovich; Larry Mooney; 'tokunaga.mi@sv.mazda.co.jp'; 'gfournelle@ford.com'; 'rdalbo@ford.com'; 'rsuarez8@ford.com'; 'dlawler1@ford.com'
Subject: FW: Tribute IAC Valve Packaging

Don & Laura,

As discussed in the Contingency meeting, here is the email regarding the IAC valve packaging.

(Everyone else - FYI for now....)

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

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

From: Steven Lintiac
Sent: Monday, November 04, 2002 11:51 AM
To: 'Fournelle, Gilbert (G.)'

Cc: 'rdalbo@ford.com'; 'rsuarez8@ford.com'; 'dlawler1@ford.com'
Subject: IAC Valve Packaging

Gilbert,

I received the IAC valves to repair the Mazda buybacks. I opened up 10 boxes and none of them have instructions warning the technician to flash the PCM to the latest calibration before installing. In earlier discussions, I thought this was something that was to be included with the IAC valve packaging. Did this plan change?

Ford p/# 1L8Z-9F715-AA
Mazda p/# AJ71-20-660

Steve Limtiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slimtiac@mazdausa.com

From: Fournelle, Gilbert (G.)
Sent: Monday, December 16, 2002 2:12 PM
To: Mikota, Dennis (D.P.)
Subject: RE: Vehicle W275

Yes please do so, also, can I get individual feedgas and sample tabs for both banks (i.e. feedgas bank1, behind LOC bank1, feedgas bank2, behind LOC bank2)?

Thanks,

Gilbert Fournelle
V8 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Mikota, Dennis (D.P.)
Sent: Monday, December 16, 2002 2:04 PM
To: Fournelle, Gilbert (G.)
Subject: Vehicle W275

Gilbert,

We just got the vehicles back from Denver,

Do you want to install 50K back on W275.....I think that you said this.....

2001-2002 Escape/Tribute Stalls Summary

- The concern occurs on both, Escapes and Tributes.
 - Escape: 2001MY R/1000 = 5.01 @ 3 MIS (5/31/02 cut-off)
2002MY R/1000 = 9.07 @ 3 MIS (5/31/02 cut-off)
 - Tribute: 2001MY R/1000 = 5.21 @ 3 MIS (6/13/02 cut-off)
2002MY R/1000 = 11.30 @ 3 MIS (6/13/02 cut-off)
- According to customer reports most stalls occur while driving in the 30-45 mph range and the vehicle will restart immediately.
- The stall in most cases is not repeatable.
- A cross-functional team consisting of PTSE, PT QRT, PVT, BESE, MNAO and Visteon meets once a week.
- As of 6/13/02, 70 Escapes and 150 Tributes have been bought back by Ford and Mazda respectively.

Service Fixes:

- SSM
 - SSM released 1/29/2002 (SSM 15589)
 - Included items listed in TSB 02-08-06 below.
 - SSM was discontinued after the TSB was released.
- ISM (Pre-TSB)
 - ISM released 2/5/2002 (ISM 02-01-070). Replaced by ISM 02-05-017.
 - Included item listed in ISM 02-05-017 except the dPFE.
- TSBs
 - TSB released 4/24/2002 (TSB 02-08-06). Replaced by TSB 02-11-06.
 - Includes: replacing the IAC valve and the throttle body if the ISC duty cycle is out of spec (spec is 32%-40%), updating the calibration, Evaporative Vapor Management Duty Cycle (EVAPVM) check and VMV replacement if EVAPVM is not correct, vent line check for possible obstruction (spider web), EBC power relay, significant key chain weight warning.
 - Second TSB released 6/5/02 (TSB 02-11-06) modified the calibration part number wording to avoid confusion.
- ISMs (Post-TSB)
 - First ISM released 5/6/2002 (ISM 02-05-017). Replaced by ISM 02-05-043.
 - Includes: inspecting PCM/harness connection & check pins for signs of arcing or corrosion, MAFS, dPFE, inspect C270B, C, D, C110, C133 for water intrusion/pin problems, inspect G300, G100, G104/105 and G101 grounds, inspect CKP harness near AC compressor.
 - Second ISM released 5/20/2002 (ISM 02-05-043) added checking the MAF gasket installation to the above list.

NHTSA

- Final answer to NHTSA was given on April 12, 2002. As of 6/14/02, Ford has not received a response from NHTSA.

Airflow Actions

- Calibration robustness action that minimized RPM dips when accompanied by a sticking IAC valve or a minimum flow throttle body. This was released by the calibration team on 11/29/01 and implemented at KCAP on 1/16/02. As of 4/04/02, only Ford LEV, Mazda LEV, and CAA have been approved for use at the plant. These calibrations are the largest production volume (greatest affect on US). The remaining four calibrations (ROW, ROW Severe, Leaded, and BU) are released. The Fordstar (service) updates were available on 12/14/01.
- A fixed pintle IAC valve that is more robust to oil contamination will be implemented post Job 1 2003.

Calibration Enhancements

- Improved MAF feedback with KAM value
 - Strategy change has been made to store MAF feedback correction in keep alive memory and improve robustness
 - Calibration validation has been completed with experimental strategy
- "Check valve" purge reset
 - A purge reset will be invoked when a sudden drop in fuel tank pressure is measured (indicative of a faulty check valve with obstruction in vent line)
 - Calibration validation is completed
- Evap Monitor Enhancement
 - Currently, when the purge monitor is activated there is a resulting rich air/fuel excursion which can cause an RPM dip

- The strategy is being enhanced with conditions so that the purge monitor can abort in phase 0 if RPM, TP_{rel}, air mass or vehicle speed drops below a calibratable value
- Improvements have been identified. An experimental strategy should be available next week, after which validation will be required
- Decel Spark Increase
 - Decel spark will be slightly increased so that safot_{decel}>safot_{idle} (robustness improvement)
 - Validation by 6/27
- Dashpot Enhancement
 - Increased minimum dashpot clip from 0 to 0.1
 - Validation by 6/27

Electrical Actions


- EEC power relay pin insertion into the PDB has improved since 8/20/01 when Lear modified the manufacturing process to improve pin insertion.
- As of 7/27/01, Omron EEC power relay was replaced with Hella (Hella is not sensitive to vertical g-force).
- 4 of 4 ground eyelets proven to cause stalls have been made into inverted delta items at KCAP.

EMC Actions

- The Concern for the improved EMC MAF sensor is approved by Ford and Japan. The new MAF sensor was implemented at KCAP as of 5/30/02. New PN = 1L2F-12B579-BA.
- The team is investigating a new EEC with a capacitor change.
 - Concern C11371349 states that the 2003MY 3.0L Escape experiences stalls between 6-12MHZ and 20-25MHZ as low as 37 V/M. By modifying the capacitor in the idle air controlling circuit, the issue was resolved.
 - Team is also investigating implementing EEC as a service fix for 2001 & 2002.
 - As of 6/20/02, Concern is in I-status.
- Kavlico dPFE Sensor
 - A dPFE sensor with an added diode and 2 resistors into the electrical circuit was implemented mid-January. This sensor is more robust to voltage spikes. The new part number is 2F1B-9J460-AA. For reference, dPFE sensors with the old part numbers (YF1B-9J460-AD) and a white dot are identical to the new part number sensors. The white dot was a temporary fix until the part number was changed.
 - The dPFE supplier is switching to Motorola for Job 1 2003.

Bvap System Actions

- Blowing out the vent line to clear any blockages due to insect webs is part of the TSB. A blocked vent line combined with a stuck open check valve can cause an engine stall.
- A revised Bvap. Assy. without the check valve will be implemented post Job 1 2003.
- Checking for a stuck VMV valve is also part of the TSB.

 Printable View (38 KB)	
Article No. 02-23-1	<ul style="list-style-type: none"> • DRIVEABILITY - INTERMITTENT ENGINE QUIT OR IDLE DIP - NO DIAGNOSTIC TROUBLE CODES (DTCs) PRESENT - VEHICLES EQUIPPED WITH 3.0L DURATEC ENGINE ONLY
Publication Date: November 12, 2002	

FORD: 2001-2003 ESCAPE

Article 02-11-6 is being republished in its entirety to update the Model Year and Calibration Information.

ISSUE:

Some vehicles equipped with the 3.0L Duratec engine may exhibit an intermittent engine quit and restart condition. This is usually a one-time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). Due to the intermittent nature of the condition and the multiple potential causes of the condition, the complete bulletin checklist and all appropriate part replacements should be performed regardless of whether the condition can be duplicated by the technician. Otherwise, customers may experience the intermittent condition and be forced to return to the dealership. If the vehicle is no longer eligible for warranty coverage, discuss this service with the customer before performing.

ACTION:

In addition to normal diagnostics, perform ALL of the following Driveability Checklist. Although the condition may not be possible to duplicate, it is recommended to perform this bulletin checklist in its entirety to resolve the condition.

SERVICE PROCEDURE

NOTE: THIS CONDITION MAY HAVE SEVERAL CAUSES, AND IT IS VERY IMPORTANT TO THOROUGHLY AND COMPLETELY PERFORM EACH STEP. IF EACH STEP IS NOT PERFORMED COMPLETELY, THE RESULT COULD BE AN INCOMPLETE OR REPEAT REPAIR.

NOTE: DUE TO THE INTERMITTENT NATURE OF THE CONDITION AND THE MULTIPLE POTENTIAL CAUSES OF THE CONDITION, THE COMPLETE BULLETIN CHECKLIST AND ALL APPROPRIATE PART REPLACEMENTS SHOULD BE PERFORMED REGARDLESS OF WHETHER THE CONDITION CAN BE DUPLICATED BY THE TECHNICIAN.

Please use the following conditions for all tests described below unless stated otherwise:

- Transmission in Park
- Engine at Idle at approximately 750 RPM
- Engine temperature should be at least 190° F (88° C)
- All accessories and the engine cooling fan should be off

1. Determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If

EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then reset back to 0% duty cycle while FTP holds at approximately 2.6 volts. If the duty cycle does not increase within 5 minutes, turn on the headlights and the AC with the blower on high. The duty cycle should start increasing within 5-10 minutes. Do not replace the EVAPVM valve if the duty cycle functions correctly. If the duty cycle stops increasing and remains at 95-100% while FTP holds at approximately 2.6 volts, replace the EVAPVM valve with part number YL8Z-9C915-AA. Verify corrective action then proceed to Step 2.

NOTE: 2003 VEHICLES BUILT IN LATE 2002 CALENDAR YEAR OR AFTER WILL HAVE A REVISED EVAPORATIVE EMISSIONS SYSTEM THAT REMOVES THE CHECK VALVE. IF THE VEHICLE IS NOT EQUIPPED WITH A CHECK VALVE, IT IS NOT NECESSARY TO PERFORM STEP 2 OF THIS PROCEDURE.

2. Disconnect the vent line in the evaporative emissions system from the check valve side (for reference check valve part # is YL8U-9C915-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases, can cause the condition to occur. Verify corrective action then proceed to Step 3.
3. Inspect the Idle Air Control (IAC) Valve. If the valve is not part number 1L8E-9F715-AA, replace with part number 1L8Z-9F715-AA which will also require latest calibration level given in Step 4 or 5.

NOTE: ENGINE RPM WILL SLOWLY RAMP UP. IT IS EXTREMELY IMPORTANT TO CHECK THE IAC DUTY CYCLE WHEN THE RPM IS AT 750 RPM, EVEN 800 RPM IS TOO HIGH FOR CHECKING IAC DUTY CYCLE UNDER THESE CONDITIONS. IF RPM IS OVER 750 RPM, MOMENTARILY OPENING AND CLOSING THE THROTTLE WILL LOWER THE RPM.

Verify that IAC duty cycle is between 32-40% with no purge flow (EVAPVM duty cycle is 0%) and fuel trims (SHRTFT1, SHRTFT2, LONGFT1, LONGFT2) are less than 15%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2L8Z-9E928-AB. If the fuel trims are above 15%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trims drop to below 15%, replace the MAF sensor with part number 1L2Z-12B579-BARM. If fuel trims stay above 15%, check for vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 4.

4. For vehicles sold in the U.S. and Canada perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A650-AXD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A650-AXD for 2001, 2U7A-12A650-CZB for 2002 or 3L8A-12A650-BC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 5.
5. For vehicles sold in Mexico perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A650-AZD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as WDS should show latest calibration level as 1U7A-12A650-AZD for 2001MY, 2U7A-12A650-CPB for 2002MY or 3L8A-12A650-CC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 6.
6. If the Electronic Engine Control (EEC) relay has stamped lettering, proceed to Step 7 now. If

the EEC relay has white lettering printed on the top surface, replace with a new Hella service relay that is all black and has stamped lettering on the top surface. Both the new Hella service relay and the old relay have the same part number (FOAZ-14N089-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-07B-00-1 Connector C1016, 700-06-00-37 Battery Junction Box. Proceed to Step 7.

7. For 2001 and 2002 vehicles, inspect the DPFE sensor part number. If DPFE sensor is part number 2F1E-9J460-AA, proceed to Step 8 now. If the DPFE sensor is part number YF1E-9J460-AD, check for a white dot on the sensor housing (Note: White dot can be anywhere on housing). If there is a white dot, proceed to Step 8 now. If there is not a white dot, replace the DPFE with part 2F1Z-9J460-AA. Proceed to Step 8.
8. Ensure the Mass Air Flow (MAF) sensor gasket is properly installed and not blocking the air stream by disconnecting the airbox and looking inside the airbox towards the MAF sensor. If gasket is damaged, replace with part YLBZ-9E931-CA. Proceed to Step 9.
9. Verify the PCM harness integrity by removing the module from the COWL and moving the PCM harness around while the engine is running. If any abnormalities are observed, repair/replace the harness. Proceed to Step 10.
10. Inform the customer that significant weight (approximately 9 oz. or more) hanging from the key ring while the keys are in the ignition may move the ignition cylinder out of the Run position and stop the engine. When this occurs, all gauges immediately shut off (fuel reads "E", tachometer goes to zero, speedometer goes to zero immediately). It is recommended that the customer attach fewer keys to the key ring that retains the vehicle ignition key.

PCM CALIBRATION INFORMATION						
Application	Old Part Number (-12A650-)	Tear Tag	New Part Number (-12A650-)	Old Calibration	New Calibration	NGS/WDS Qualifier
2001 3.0L - Escape	1U7A-AXB	ATF3	1U7Z-AXD	0M11A30512	0M11A30512	WDS B21.3 Release or Later
2001 3.0L - Escape	1U7A-AZB	ESG3	1U7Z-AZD	0M11B30512	0M11B30512	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-GZA	NSF1	2U7Z-CZB	2M11A30510	2M11A30510	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-CPA	PVN1	2U7Z-CPB	2M11B30510	2M11B30510	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-BA	BAR2	3L8Z-BC	3M11A30510	3M11A30511	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-CA	CAS2	3L8Z-CC	3M11B30510	3M11B30511	WDS B21.3 Release or Later

Obtain an Authorized Modifications Decal (FPS 8262 - orderable through DOES II, 25/pkg) and list the date, dealer number, and summary of alterations performed. Select a prominent place adjacent to the Vehicle Emission Control information Decal suitable for installing the Authorized Modifications Decal. Clean the area, install the decal, and cover it with a clear plastic decal shield.



THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:	
<i>Reprogrammed Powertrain Control Module (PCM) Per TSB 02-23-1</i>	
THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE, BY EPA AND CARB.	
DEALER NUMBER: _____	DATE: _____
CHANGE AUTHORITY:	
FPS 8282 9/78 FORD MOTOR COMPANY PRINTED IN U.S.A.	

PART NUMBER	PART NAME
1L8Z-9F715-AA	IAC - Idle Air Control Valve
2L8Z-9E926-AB	Throttle Body
1L2Z-12B579-BARM	MAF - Mass Air Flow Sensor
YL8Z-9E931-CA	Gasket - Mass Air Flow Sensor
FOAZ-14N089-A	EEC Relay
2F1Z-9J480-AA	DPFE Sensor
YL8Z-9C915-AA	EVAPVM Valve

OTHER APPLICABLE ARTICLES:

NONE

SUPERSEDES:

02-11-8

WARRANTY STATUS:

INFORMATION ONLY

OASIS CODES:

607000, 607400, 607500, 607600, 607700, 611000, 611500, 614000, 614500, 614600

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

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From: Sanders, Muriel (M.S.)
Sent: Friday, August 30, 2002 10:36 AM
To: Tsai, CY (C.Y.); Hoshino, Jun (J.); Wang, Kim (K.); Fournelle, Gilbert (G.)
Cc: Kuhnd, Noel (N.); Lee, Proton (P.C.); Hsiao, Knight (K.); Lin, Ringo (R.D.); Hong, Jonathan (J.); Huang, Ming Tza (M.T.); Chang, Steven (S.); Li, Charles (C.S.); Jao, Jack (J.); Lin, John (J.); Wen, DP (D.P.); Hu, Marlo (M.R.); Wu, CJ (C.J.)
Subject: New Part Number for Kavlico dPFE

I got this information from the EGR engineers. One of Kavlico's suppliers went bankrupt so they had to switch suppliers and therefore change the part number. 2F1E-9J460-AB is the new part number. It is shipping under alert A11340761 until concern C11330564 is released. The only difference in the sensors is the sub-supplier. Since AA and AB are functionally the same, you can use either part in 2001 and 2002 vehicles. AA parts are being exhausted for service and then only the AB parts will be available.

Muriel Sanders

4.6L Car FEAD Systems
Ford Motor Company
Fax: 313-33-73813
E-mail: msander6@ford.com

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

From: ctsai [mailto:ctsai@ford.com]
Sent: Friday, August 30, 2002 1:18 AM
To: Hoshino, Jun (J.); Wang Kim; Sanders, Muriel (M.S.)
Cc: Kuhnd, Noel (N.); Proton Lee; Hsiao Knight W.N.; Ringo Lin; Hong Jonathan; Huang M. T.; Chang Steven; Li Charles C.S.; Jao Jack; Lin John; Wen D.P.; Hu M.R.; Wu C.J.
Subject: Re: U204/J14 3.0L engine stall issue.

Jun, Muriel (nice to see you again),
Thanks very much, the information had clarified most of our confusion.

Gentlemen,
The below TI is the latest status in current concern countermeasure & another futher other plan (2003, Motorola) in U204/J14.
If anyone of you has more other information of DPFE, please affords ACSG.
ACSG has been analyzing the field defect trend and something others.
ACSG has been receiving the 2F1E-9J460-AA & -AB now.

Kim,
Please tell me the result of verificaton in production line in DPFE change.

Jun, Muriel,
I'll send you the digit photo. of -AB to you asap.

I'm still interesting in -AB part.
Thanks again.

C. Y. (Jack) Tsai
Technical Support Engineer,
SE, ACSI, FLH.
e-mail: ctsai@ford.com
fax: 886-3-4634164

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

From: Hoshino, Jun (J.)
To: Tsai, CY (C.Y.)
Cc: Kuhnd, Noel (N.)
Sent: Friday, August 30, 2002 8:41 AM
Subject: FW: U204/J14 3.0L engine stall issue.

Jack,
Here is reply from engineering.
I am still asking what is the deference between AA and AB.

Thanks.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4803 Fax: 81-82-287-5220

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

From: Sanders, Muriel (M.S.)
Sent: Friday, August 30, 2002 4:06 AM
To: Hoshino, Jun (J.)
Cc: Kuhnd, Noel (N.)
Subject: RE: U204/J14 3.0L engine stall issue.

Hi. Here is what I know on the dPFE.

1. YF1E-9J460-AD is the old Kavlico dPFE part number and should be replaced by 2F1E-9J460-AA.
2. 2F1E-9J460-AA is the new Kavlico dPFE part number. YF1E-9J460-AD with a white dot is the same as this part. The white dot was a temporary action until the part number could be changed. This dPFE is for 2001 and 2002 model year vehicles. 2F1Z-9J460-AA is the service number. To my knowledge there are no future dPFE actions planned.
3. I am not aware of any part numbered 2F1E-9J460-AB and could not find where it was released in WERS.
4. The dPFE supplier switched to Motorola for 2003. I believe the part number for that is 2L3E-9J433-BA. The Motorola sensors cannot be used on 2001 or 2002 vehicles.

I think that covers all your questions. Let me know if something is not clear. For future reference, I am no longer working in Escape calibration; Gilbert Fournelle is taking over the stall investigation.

My understanding is, 2F1E-9J460-AA/AB (2F1Z 9J 460AA) is Motorola made for 2003 model and it can not retrofit to 2001/2002 models which vehicles have Kevelco made sensor. If I am correct, which level (parts#/built date) DPFE sensor should use for 2001/2002 modes?

In addition, I can find out engineering parts# 2F1E 9J460 AB from FCSD parts system. (I could find out AA)

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: Kuhnd, Noel (N.)
Sent: Wednesday, August 28, 2002 5:17 PM
To: Hoshino, Jun (J.)
Subject: FW: U204/J14 3.0L engine stall issue.

Hi Jun,

The DPFE sensor issue was raised by me on behalf of Taiwan to North American CCRG. They (Taiwan) are aware of another level part becoming available when we change vendors. This part should be available to the markets shortly. Should I check with Warren before reporting this back to Jack, or do you already have this information for Jack?
Regards

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

From: ctsai [mailto:ctsai@ford.com]
Sent: Wednesday, 28 August 2002 4:28 PM
To: Kuhnd, Noel (N.); Hoshino, Jun (J.)
Cc: Hong, Jonathan (J.); Huang, Ming Tza (M.T.); Lee, Wilson (W.); Chang, Steven (S.); Lee, Proton (P.C.); Wang, Kim (K.); Hsiao, Knight (K.)
Subject: Re: U204/J14 3.0L engine stall issue.

Jun,

After checking the stock & order record:

(1) We have been receiving the 2F1Z 9J460AA(NA) & AJ09 -18-211B (without white dot)

instead of YF1Z 9J460 AC/AD & AJ09-18-211A(with white dot) from this May.

Comparing your SEM & Mazda TSB (as attached file), I'm sure they're the same issue with the same countermeasure.

(2) The current received parts' Lot No# are - 2E**.

I repeat the main questions as follows:

(1) We order the P/N:2F1Z 9J460AA& AJ09 -18-211B and received the practical parts with 2F1E-9J460-AA&AB mark.

(2) Is the 2F1Z 9J460AA (without white dot) the final countermeasure(PCA), with diode? And it can solve

all the concerns we have known till now? Won't there be any

other countermeasure in DFFE as you know till now?
(3) The practical parts with 2F1E-9J460-AA&AB mark are 2F1Z
9J460AA ,the final PCA parts.

Or there'll be a part with 2F1Z 9J460AA mark in the future?
(4) What's the difference between the practical parts with 2F1E-
9J460-AA&AB mark?

Noel,

Is there any other more information about this issue?

C. Y. (Jack) Tsai
Technical Support Engineer,
SE, ACSI, FLH.
e-mail: ctsai@ford.com
fax: 886-3-4634164

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

From: Hoshino, Jun (J.)
To: Tsai, CY (C.Y.)
Cc: Hsiao, Knight (K.); Wang, Kim (K.); Lee, Proton (P.C.); Chang, Steven (S.); Lee, Wilson (W.); Huang, Ming Tza (M.T.); Hong, Jonathan (J.); Kuhnd, Noel (N.)
Sent: Wednesday, August 28, 2002 12:55 PM
Subject: RE: U204/J14 3.0L engine stall issue.

Jack,

What is the level of your currently receiving DPFE sensors?
According to Ford engineering, Latest modification for DPFE sensor has been implemented in January of this year. Kavalco (the DPFE sensor supplier) has added the diode and the resistors in order to protect the sensor from voltage spike from January 7th of this year. The parts# has not changed at this time, but new parts can be identified Lot# (it should be after 2A07). I have confirmed lot# of DPFE sensors (about 600) that are in stock at Mazda warehouse. There are 2E** or 2F** which mean, built in May and June of this year. I believe these parts works.
You can find lot# on the DPFE sensor body.
Early built parts (this year) had white dot, however no white dot on the current parts. (not sure why)

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4803 Fax: 81-82-287-5220

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

From: ctsai [mailto:ctsai@ford.com]
Sent: Wednesday, August 28, 2002 1:55 PM
To: Kuhnd, Noel (N.); Hoshino, Jun (J.)
Cc: Hsiao Knight W.N.; Wang Kim; Proton Lee; Chang Steven; Lee Wilson; Huang M. T.; Hong Jonathan
Subject: Re: U204/J14 3.0L engine stall issue.
Importance: High

Jun, Noel,

From the really received DPFE service parts, ACSI finds
a P/N: AJ09-18-211B(actual P/N marked in the part is 2F1E-9J460-
AA, NO WHITE DOT)

Imported from Japan Mazda.

b.P/N: 2F1Z-9J460AA(actual P/N marked in the part is 2F1E-9J460-AB, NO WHITE DOT)

I'm confused with this, my question are as follows:

- (1) Is 2F1Z-9J460AA an ICA or PCA ? I mean whether another new DPFE is developed to solve current field concerns?
- (2) I think the actual P/N marked in the part is meaning, why are the practical 2F1E-9J460-AA& 2F1E-9J460-AB? Is there really practical 2F1Z-9J460AA part? Or are 2F1E-9J460-AA&AB practical 2F1Z-9J460AA parts?
- (3) In Engineering System, the 2F1E-9J460-AB is the minor change from -AA. What's the difference? Does it impact our field service action?

C. Y. (Jack) Tsai
Technical Support Engineer,
SE, ACSG, FLH.
e-mail: ctsai@ford.com
fax: 886-3-4634164

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

From: Hoshino, Jun (J.)
To: Tsai, C (C.Y.)
Sent: Thursday, August 08, 2002 7:41 PM
Subject: RE: U204/J14 3.0L engine stall issue.

Jack, here is currently released service information (one ISM and one TSB), it will be combined and released as revised TSB.

Article #: ISM 02-06-025 Date:
06/17/2002

VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS

ESCAPE STALL

SOME 2001-2002 ESCAPES MAY EXHIBIT AN INTERMITTENT STALL, VERIFY TSB 02-11-06

HAS BEEN DONE AND PERFORM THE FOLLOWING. DISCONNECT AND INSPECT PCM HARNESS

FOR BURNED OR BENT PINS. INSPECT MAF GASKET. IF STALL IS RELATED TO RFI(IE:

RADIO TOWER/2-WAY RADIO) REPLACE MAF W/1L2Z-12B579-BA. INSPECT DPFE SENSOR,

IF PART# YF1E-9J460-AD AND NO WHITE DOT PRESENT(NOTE: DOT COULD BE ANYWHERE

ON SENSOR) REPLACE WITH YF1Z-9J460-AD WITH A WHITE DOT OR 2F1Z-9J460-AA(NO

DOT REQUIRED). INSPECT C270B, C, D, C110, C133 FOR WATER INTRUSION/PIN

PROBLEMS. INSPECT G300, G100, REMOVE BATTERY TRAY AND INSPECT G104/105,

G101. INSPECT CKP HARNESS NEAR AC COMPRESSOR.

From: Sanders, Muriel (M.S.)
Sent: Friday, August 30, 2002 10:38 AM
To: Tsai, CY (C.Y.); Hoshino, Jun (J.); Wang, Kim (K.); Fomelle, Gilbert (G.)
Cc: Kuhnd, Noel (N.); Lee, Proton (P.C.); Hsiao, Knight (K.); Lin, Ringo (R.D.); Hong, Jonathan (J.); Huang, Ming Tza (M.T.); Chang, Steven (S.); Li, Charles (C.S.); Jao, Jack (J.); Lin, John (J.); Wen, DP (D.P.); Hu, Mario (M.R.); Wu, CJ (C.J.)
Subject: New Part Number for Kavlico dPFE

I got this information from the EGR engineers. One of Kavlico's suppliers went bankrupt so they had to switch suppliers and therefore change the part number. 2F1E-9J460-AB is the new part number. It is shipping under alert A11340761 until concern C11330564 is released. The only difference in the sensors is the sub-supplier. Since AA and AB are functionally the same, you can use either part in 2001 and 2002 vehicles. AA parts are being exhausted for service and then only the AB parts will be available.

Muriel Sanders

4.6L Car FEAD Systems
Ford Motor Company
Fax: 313-33-73813
E-mail: msander6@ford.com

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

From: ctsai [mailto:ctsai@ford.com]
Sent: Friday, August 30, 2002 1:18 AM
To: Hoshino, Jun (J.); Wang Kim; Sanders, Muriel (M.S.)
Cc: Kuhnd, Noel (N.); Proton Lee; Hsiao Knight W.N.; Ringo Lin; Hong Jonathan; Huang M. T.; Chang Steven; Li Charles C.S.; Jao Jack; Lin John; Wen D.P.; Hu M.R.; Wu C.J.
Subject: Re: U204/J14 3.0L engine stall issue.

Jun, Muriel (nice to see you again),
Thanks very much, the information had clarified most of our confusion.

Gentlemen,
The below TI is the latest status in current concern countermeasure & another further other plan (2003, Motorola) in U204/J14. If anyone of you has more other information of DPFE, please affords ACSG. ACSG has been analyzing the field defect trend and something others. ACSG has been receiving the 2F1E-9J460-AA & -AB now.

Kim,
Please tell me the result of verification in production line in DPFE change.

Jun, Muriel,
I'll send you the digit photo. of -AB to you asap.

I'm still interesting in -AB part.
Thanks again.

C. Y. (Jack) Tsai
Technical Support Engineer.
SE, ACSG, FLH.
e-mail: ctsai@ford.com
fax: 386-3-4634164

----- Original Message -----
From: Hoshino, Jun (J.)
To: Tsai, CY (C.Y.)
Cc: Kuhnd, Noel (N.)
Sent: Friday, August 30, 2002 9:41 AM
Subject: FW: U204/J14 3.0L engine stall issue.

Jack,
Here is reply from engineering.
I am still asking what is the deference between AA and AB.

Thanks.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-3220

-----Original Message-----
From: Sanders, Muriel (M.S.)
Sent: Friday, August 30, 2002 4:06 AM
To: Hoshino, Jun (J.)
Cc: Kuhnd, Noel (N.)
Subject: RE: U204/J14 3.0L engine stall issue.

Hi. Here is what I know on the dPFE.

1. YF1E-9J460-AD is the old Kavlico dPFE part number and should be replaced by 2F1E-9J460-AA.
2. 2F1E-9J460-AA is the new Kavlico dPFE part number. YF1E-9J460-AD with a white dot is the same as this part. The white dot was a temporary action until the part number could be changed. This dPFE is for 2001 and 2002 model year vehicles. 2F1Z-9J460-AA is the service number. To my knowledge there are no future dPFE actions planned.
3. I am not aware of any part numbered 2F1J-9J460-AB and could not find where it was released in WERS.
4. The dPFE supplier switched to Motorola for 2003. I believe the part number for that is 2L3E-9J433-BA. The Motorola sensors cannot be used on 2001 or 2002 vehicles.

I think that covers all your questions. Let me know if something is not clear. For future reference, I am no longer working in Escape calibration; Gilbert Fournelle is taking over the stall investigation.

From: Spence, Pam (P.S.)
Sent: Monday, September 30, 2002 4:20 PM
To: Fournelle, Gilbert (G.)
Cc: Spence, Pam (P.S.)
Subject: FW: Question about the DOHC engine

Importance: High

Gilbert,

Can you tell me again which parts we exchanged on my vehicle. I know we recalibrated the computer was it replaced?.. but couldn't remember what else was done. Comparing the parts we exchanged to the matrix below what else would need to be done? I will make arrangements to have the throttle body replaced by you would 4:15 tomorrow be ok?

Lam Yeang sent minutes regarding the stalling of the Escape Engine,

There is a SSM, TSB, and ISM to fix this known problem. We have not had any recurrence after the service fix. See the notes below which would indicate the SSM#, TSB#, and SSM # you should provide to the dealership. Do not let them say a duplication of the problem is required to perform said exchange. The symptoms can be intermittent. If you do have problems, exchanging the PCM is the most critical part but still recommend you get all the other part exchanges as well. The team basically through everything at any known cause for a stall. Our apologies for this shortfall in the product. We have not had any experiences where the engine would not start up again.

Revised Evap Assy

- Sandusky had problems getting PPAPed parts from Avon. For B-level (NA) and C-level (Export) parts, Visteon should be able to start ship (using an Alert) next week depending on the amount of current stock.
- PSW estimate from Avon is the end of Sept. Sandusky would follow 2 weeks after Avon.
- Visteon is trying to move PSW to end of August for Avon and Sandusky to follow after 1 week.

Calibration Enhancements

- Approx. timing for 2003 calibration implementation into KCAP is Aug. 12. KCAP needs Mazda cert letter by Friday, August 02, 2002 to meet the Aug. 12 date; otherwise, implementation will be delayed a week.
- Calibration released 2001 & 2002 service calibration. The estimated Fordstar availability is Aug. 9. This timing was dependent on Mazda entering the Mazda part number into the concern by 8/1/02.

Fixed Pintle IAC

- Production - Estimated implementation date at Cleveland is Aug. 21. KCAP will be approximately 4 days after Cleveland.
- Service - Concern is in work status. Calibration approved concern 8/1/02.

U204 PCV

- A black bolt is reviewing dyno data to evaluate if the modified covers give any improvement. They have a 70% confidence that there is improvement on both sides.
- PCV & Systems are still in the process of setting up the vehicle testing

IG Coils / Spark Plugs

- 2 sets of coils and 1 set of spark plugs were returned for analysis.
- The coils all functioned properly
- 2 spark plugs failed for low resistance. On other programs, this type of failure can cause a KAM reset, by causing noise in the wiring.
- The supplier, Honeywell, has been working on this issue. Currently, there is not a corrective action.

- Bill is to get low resistance parts to Calibration for further analysis of failure modes.

KCAP Timings

KCAP Actions	Concern #	Revised Part #	Implementation Timing
1. Omron to Hella Relays	C11293441	No Change	07/27/01
2. Updated production calibration	C11299149	See concern	1/16/02 (3 out of 7)
3. Inverted delta status- G101 ground		N/A	01/15/02
4. Inverted delta status- G100 ground	C11294758	N/A	
5. Inverted delta status- G104/G105	C11294758	N/A	
6. Implementation of robust MAF	C11299286	1L2F-12B579-BA	05/30/02
7. IAC change from Guide A to Finned Platis (CEP2 action)	C11252737	1L8E-9F715-AA	8/26/02 Est.
8. 3.0L dPFE change from Kavlico to Motorola	C11262413	2F1Z-9J460-AA	07/22/02
9. 2.0L dPFE change from Kavlico to Motorola	C11274132	2F1Z-9J460-AA	07/22/02
10. Revised vent line location	C11326381		Sept 2002 Est.
11. Technical Service Bulletin (TSB 02-08-06)	N/A	N/A	4/24/02
12. Special Service Message (SSM 15589)	N/A	N/A	1/29/02
13. Internal Service Message (ISM 02-01-070) - pre-TSB	N/A	N/A	2/5/02
14. ISM 02-05-017 - post-TSB	N/A	N/A	5/6/02
15. ISM 02-05-043 - Add MAF Cskt to ISM 02-05-017	N/A	N/A	5/20/02
16. TSB 02-11-06 - Modify Calibration Wording	N/A	N/A	6/5/02
17. ISM 02-06-025 - Update TSB Reference	N/A	N/A	6/14/02
18. TSB TBD - Incorporate some of ISM & improve wording	N/A	N/A	TBD
19. IAC change to Finned Platis for service	C11390555	1L8E-9F715-AA	TBD
20. Calibration Enhancements	C11390580	See concern	8/12/02 Est.
21. BEC w/modified capacitor - production	C11371349	See concern	8/01/02 Est.
22. BEC w/modified capacitor - service	C11350478	See concern	8/01/02 Est.
23. Inverted delta status - G102/103	C11394835	N/A	TBD

Pam Spence

Supv, Salaried Personnel -DEFTP
 Dearborn Engine & Fuel Tank Plant
 3001 Miller Road, Dearborn MI 48121
 313-322-6891 (W); 313-390-9100(Fax-secured)
 Tx Pager 313-795-4749 Pspence@Ford.com

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Original Message

From: Yeung, Lam (.)
 Sent: Wednesday, September 18, 2002 5:07 PM
 To: Selter, Robert (R.E.); Spence, Pam (P.S.)
 Subject: RE: Question about the DOHC engine

There is a SSM, TSB, and ISM to fix this known problem. We have not had any recurrence after the service fix. See the notes below which would indicate the SSM#, TSB#, and ISM # you should provide to the dealership. Do not let them say a duplication of the problem is required to perform said exchange. The symptoms can be intermittent. If you do have problems, exchanging the PCM is the most critical part but still recommend you get all the other part exchanges as well. The team basically through everything at any known cause for a stall. Our apologies for this shortfall in the product. We have not had any experiences where the engine would not start up again.

U204 Stall Meeting
Minutes - 8...

W. Lem Yeung
Ford Motor Company
U204 Duratec Engine Systems Supervisor
Work 313-32-23844
Pager 313-795-2777
Fax 313-594-7323

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

From: Selter, Robert (R.E.)
Sent: Thursday, September 12, 2002 4:21 PM
To: Spence, Pam (P.S.)
Cc: Yeung, Lem (.)
Subject: RE: Question about the DOHC engine

Lem Yeung is the V engine design supervisor. He probably will refer you to the calibration supervisor as this sounds like that type of problem and not a mechanical or base engine problem.

Rob Selter
Alternative Fuels Design Section
5.4L Engine Dept.

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

From: Spence, Pam (P.S.)
Sent: Thursday, September 12, 2002 3:44 PM
To: Selter, Robert (R.E.)
Cc: Spence, Pam (P.S.)
Subject: Question about the DOHC engine

Rob,
I have a 2002 Escape with a DOHC engine. In the last 2 months, the engine has stalled twice when driving on the freeway. The dealership put on a recorder to the engine in the attempt to capture information. Their is a technical alert that says, " no fix for engine stalling when decelerating or coasting - engine starts right back up."

Who would be a contact in Product Engineering that i might talk with?

Pam Spence

Supv, Salaried Personnel -DEFTP
Dearborn Engine & Fuel Tank Plant
3001 Miller Road, Dearborn MI 48121
313-322-6991 (W): 313-390-9100(Fax-secured)
Tx Pager 313-795-4748 Pspence@FordLoom

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From: Fournelle, Gilbert (G.)
Sent: Tuesday, October 01, 2002 7:47 AM
To: Spence, Pam (P.S.)
Subject: RE: Question about the DOHC engine

Pam,

Tomorrow at 4:15 will be fine. I still have to replace your throttle body and the DPFE sensor.

I did replace the following:

MAF (1L2F-BA) sensor (and air filter)
IAC valve (finned pintle)
DPFE (although not with the latest updated part, I have the correct one now)

I also did the following:

I reflashed the vehicle to the latest calibration
Blew out the evap vent line
Checked VMV operation
Tightened your steering wheel
Test drove the vehicle

Gilbert Fournelle

V8 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

—Original Message—

From: Spence, Pam (P.S.)
Sent: Monday, September 30, 2002 4:29 PM
To: Fournelle, Gilbert (G.)
Cc: Spence, Pam (P.S.)
Subject: FW: Question about the DOHC engine
Importance: High

Gilbert,

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I know we recalibrated the computer was it replaced?.. but couldn't remember what else was done.
Comparing the parts we exchanged to the matrix below what else would need
to be done? I will make arrangements to have the throttle body replaced by you
would 4:15 tomorrow be ok?

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Calibration Enhancements

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Finned Pintle IAC

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- A black belt is reviewing dyno data to evaluate if the modified covers give any improvement. They have a 70% confidence that there is improvement on both sides.
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- 2 sets of coils and 1 set of spark plugs were returned for analysis.
- The coils all functioned properly
- 2 spark plugs failed for low resistance. On other programs, this type of failure can cause a KAM reset, by causing noise in the wiring.
- The supplier, Honeywell, has been working on this issue. Currently, there is not a corrective action.
- RMI is to get low resistance parts to Calibration for further analysis of failure modes.

KCAP Timing

<< OLE Object: Microsoft Excel Worksheet >>

Pam Spence

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<< Message: U204 Stall Meeting Minutes - 8/01/02 >>

W. Lem Yeung
Ford Motor Company
U204 Duratec Engine Systems Supervisor
Work 313-32-23844
Pager 313-785-2777
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To: Fournelle, Gilbert (G.)
Cc: Spence, Pam (P.S.)
Subject: RE: Question about the DOHC engine

Sorry... I was the HR Mgr today and just got out of meetings.
Would 4:15 on Thursday be acceptable?

Pam Spence

Supv, Salaried Personnel -DEFTP
Dearborn Engine & Fuel Tank Plant
3001 Miller Road, Dearborn MI 48121
313-322-6991 (W): 313-390-8100(Fax-secured)
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V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231788

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- 2 spark plugs failed for low resistance. On other programs, this type of failure can cause a KAM reset, by causing noise in the wiring.
- The supplier, Honeywell, has been working on this issue. Currently, there is not a corrective action.
- Bill is to get low resistance parts to Calibration for further analysis of failure modes.

KCAP Timing

<< OLE Object: Microsoft Excel Worksheet >>

Pam Spence

Supv, Salaried Personnel -DEFTP

Dearborn Engine & Fuel Tank Plant
3001 Miller Road, Dearborn MI 48121
313-322-8991 (W); 313-390-9100(Fax-secured)
Tx Pager 313-795-4749 Pspencs@Ford.com

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

From: Yeung, Lem (.)
Sent: Wednesday, September 18, 2002 5:07 PM
To: Selter, Robert (R.E.); Spence, Pam (P.S.)
Subject: RE: Question about the DOHC engine

There is a SSM, TSB, and ISM to fix this known problem. We have not had any recurrence after the service fix. See the notes below which would indicate the SSM#, TSB#, and ISM # you should provide to the dealership. Do not let them say a duplication of the problem is required to perform said exchange. The symptoms can be intermittent. If you do have problems, exchanging the PCM is the most critical part but still recommend you get all the other part exchanges as well. The team basically through everything at any known cause for a stall. Our apologies for this shortfall in the product. We have not had any experiences where the engine would not start up again.

<< Message: U204 Stall Meeting Minutes - 8/01/02 >>

W. Lem Yeung
Ford Motor Company
U204 Duratec Engine Systems Supervisor
Work 313-32-23844
Pager 313-795-2777
Fax 313-594-7323

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

From: Selter, Robert (R.E.)
Sent: Thursday, September 12, 2002 4:21 PM
To: Spence, Pam (P.S.)
Cc: Yeung, Lem (.)
Subject: RE: Question about the DOHC engine

Lem Yeung is the V engine design supervisor. He probably will refer you to the calibration supervisor as this sounds like that type of problem and not a mechanical or base engine problem.

Rob Selter
Alternative Fuels Design Section
5.4L Engine Dept.

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

From: Spence, Pam (P.S.)
Sent: Thursday, September 12, 2002 3:44 PM
To: Selter, Robert (R.E.)
Cc: Spence, Pam (P.S.)
Subject: Question about the DOHC engine

Rob,
I have a 2002 Escape with a DOHC engine.
In the last 2 months, the engine has stalled twice when driving on the freeway.
The dealership put on a recorder to the engine in the attempt to capture information.
Their is a technical alert that says, " no fix for engine stalling when decelerating or

coasting - engine starts right back up.*

Who would be a contact in Product Engineering that I might talk with?

Pam Spence

Supv, Salaried Personnel -DEFTP

Dearborn Engine & Fuel Tank Plant

3001 Miller Road, Dearborn MI 48121

313-322-6991 (W); 313-380-6100(Fax-secured)

Tx Pager 313-785-4749 Pspence@Ford.com

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From: Fournelle, Gilbert (G.)
Sent: Wednesday, October 02, 2002 7:42 AM
To: Spence, Pam (P.S.)
Subject: RE: Question about the DOHC engine

Pam,

Thursday should be fine for me. See you then.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Spence, Pam (P.S.)
Sent: Tuesday, October 01, 2002 5:37 PM
To: Fournelle, Gilbert (G.)
Co: Spence, Pam (P.S.)
Subject: RE: Question about the DOHC engine

Sorry... I was the HR Mgr today and just got out of meetings.
Would 4:15 on Thursday be acceptable?

Pam Spence

Supv. Salaried Personnel -DEFTP
Dearborn Engine & Fuel Tank Plant
3001 Miller Road, Dearborn MI 48121
313-322-6991 (W): 313-390-9100(Fax-secured)
Tx Pager 313-795-4749 Pspence@Ford.com

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

From: Fournelle, Gilbert (G.)
Sent: Tuesday, October 01, 2002 7:47 AM
To: Spence, Pam (P.S.)
Subject: RE: Question about the DOHC engine

Pam,

Tomorrow at 4:15 will be fine. I still have to replace your throttle body and the DPFE sensor.

I did replace the following:

MAF (1L2F-BA) sensor (and air filter)
IAC valve (finned pintle)
DPFE (although not with the latest updated part, I have the correct one now)

I also did the following:
I reflashed the vehicle to the latest calibration
Blew out the evap vent line

Checked VMV operation
Tightened your steering wheel
Test drove the vehicle

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

—Original Message—

From: Spence, Pam (P.S.)
Sent: Monday, September 30, 2002 4:20 PM
To: Fournelle, Gilbert (G.)
Cc: Spence, Pam (P.S.)
Subject: FW: Question about the DOHC engine
Importance: High

Gilbert,

Can you tell me again which parts we exchanged on my vehicle. I know we recalibrated the computer was it replaced?.. but couldn't remember what else was done. Comparing the parts we exchanged to the matrix below what else would need to be done? I will make arrangements to have the throttle body replaced by you would 4:15 tomorrow be ok?

Lem Yeang sent minutes regarding the stalling of the Escape Engine,

There is a SSM, TSB, and ISM to fix this known problem. We have not had any recurrence after the service fix. See the notes below which would indicate the SSM#, TSB#, and SSM # you should provide to the dealership. Do not let them say a duplication of the problem is required to perform said exchange. The symptoms can be intermittent. If you do have problems, exchanging the PCM is the most critical part but still recommend you get all the other part exchanges as well. The team basically through everything at any known cause for a stall. Our apologies for this shortfall in the product. We have not had any experiences where the engine would not start up again.

Revised Evap Assy

- Sandusky had problems getting FPAPed parts from Avon. For B-level (NA) and C-level (Export) parts, Visteon should be able to start ship (using an Alert) next week depending on the amount of current stock.
- PSW estimate from Avon is the end of Sept. Sandusky would follow 2 weeks after Avon.
- Visteon is trying to move PSW to end of August for Avon and Sandusky to follow after 1 week.

Calibration Enhancements

- Approx. timing for 2003 calibration implementation into KCAP is Aug. 12. KCAP needs Mazda cert letter by Friday, August 02, 2002 to meet the Aug. 12 date; otherwise, implementation will be delayed a week.
- Calibration released 2001 & 2002 service calibration. The estimated Fordstar availability is Aug. 9. This timing was dependent on Mazda entering the Mazda part number into the concern by 8/1/02.

Finned Pintle IAC

- Production - Estimated implementation date at Cleveland is Aug. 21. KCAP will be approximately 4 days after Cleveland.
- Service - Concern is in work status. Calibration approved concern 8/1/02.

U204 PCV

- A black belt is reviewing dyno data to evaluate if the modified covers give any improvement. They have a 70% confidence that there is improvement on both sides.
- PCV & Systems are still in the process of setting up the vehicle testing

IG Coils / Spark Plugs

- 2 sets of coils and 1 set of spark plugs were returned for analysis.
- The coils all functioned properly
- 2 spark plugs failed for low resistance. On other programs, this type of failure can cause a KAM reset, by causing noise in the wiring.
- The supplier, Honeywell, has been working on this issue. Currently, there is not a corrective action.
- Bill is to get low resistance parts to Calibration for further analysis of failure modes.

KCAP Timing

<< OLE Object: Microsoft Excel Worksheet >>

Pam Spence

Supv, Salaried Personnel -DEFTP
Dearborn Engine & Fuel Tank Plant
3001 Miller Road, Dearborn MI 48121
313-322-6991 (W); 313-390-9100(Fax-secured)
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-----Original Message-----

From: Yeung, Lam (.)
Sent: Wednesday, September 18, 2002 5:07 PM
To: Seiter, Robert (R.E.); Spence, Pam (P.S.)
Subject: RE: Question about the DANC engine

There is a SSM, TSB, and ISM to fix this known problem. We have not had any recurrence after the service fix. See the notes below which would indicate the SSM#, TSB#, and ISM # you should provide to the dealership. Do not let them say a duplication of the problem is required to perform said exchange. The symptoms can be intermittent. If you do have problems, exchanging the PCM is the most critical part but still recommend you get all the other part exchanges as well. The team basically through everything at any known cause for a stall. Our apologies for this shortfall in the product. We have not had any experiences where the engine would not start up again.

<< Message: U204 Stall Meeting Minutes - 8/01/02 >>

W. Lam Yeung
Ford Motor Company
U204 Duratec Engine Systems Supervisor
Work 313-32-23844
Pager 313-795-2777
Fax 313-594-7323

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

From: Seiter, Robert (R.E.)
Sent: Thursday, September 12, 2002 4:21 PM
To: Spence, Pam (P.S.)
Cc: Yeung, Lam (.)
Subject: RE: Question about the DANC engine

Lam Yeung is the V engine design supervisor. He probably will refer you to the calibration supervisor mechanical or base engine problem.

as this sounds like that type of problem and not a

Rob Seiter

Alternative Fuels Design Section
5.4L Engine Dept.

---Original Message---

From: Spence, Pam (P.S.)
Sent: Thursday, September 12, 2002 3:44 PM
To: Seiter, Robert (R.E.)
Cc: Spence, Pam (P.S.)
Subject: Question about the DOHC engine

Rob,
I have a 2002 Escape with a DOHC engine.
In the last 2 months, the engine has stalled twice when driving on the freeway.
The dealership put on a recorder to the engine in the attempt to capture information.
Their is a technical alert that says, " no fix for engine stalling when decelerating or
coasting - engine starts right back up."

Who would be a contact in Product Engineering that I might talk with?

Pam Spence

Supv, Salaried Personnel -DEFTP
Dearborn Engine & Fuel Tank Plant
3001 Miller Road, Dearborn MI 48121
313-322-8881 (W); 313-390-8100(Fax-secured)
Tx Pager 313-795-4749 Pspence@Ford.com

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From: Fournelle, Gilbert (G.)
Sent: Thursday, October 03, 2002 7:48 AM
To: Hoshino, Jun (J.)
Subject: FW: Latest Level DPFE used in Europe

Hoshino-san,

I forwarded your note to the DPFE sensor engineer. I was expecting that he would contact you back with a confirmation. Below is what I wrote to him. The part number listed in the UK catalog is incorrect, it should only be used for MY 2003. The sensor listed has a different wiring harness connector and you will not be able to attach it to a 2001 or 2002MY vehicle.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Fournelle, Gilbert (G.)
Sent: Friday, September 27, 2002 9:52 AM
To: Grandis, Joseph (J.M.)
Subject: FW: Latest Level DPFE used in Europe

Jo,

Could you answer Hoshino-san. It seems to me that the F77E 9J460 AB part is used for 2003MY (Motorola sensor) and that all 2001 and 2002 MY should use 2F1E 9J460 AA/AB.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Hoshino, Jun (J.)
Sent: Friday, September 27, 2002 2:44 AM
To: Wood, Paul (P.); Fournelle, Gilbert (G.)
On: McGee, Brett (B.L.); Wheeler, Russell (R.F.)
Subject: RE: Latest Level DPFE used in Europe

Gilbert,

Would you kindly confirm (please forward this note to DPFE sensor engineer) what the parts# of DPFE sensor should be used for 2001/2002 MY European Maverick (Escape) with stall/check engine issue. My understanding is the parts# should be use 2F1E9J460 AA/AB (service parts# 2F1Z 9J460 AA, FINIS# 4416838) or YF1E-9J460-AD (service parts# YF1E-9J460-AC, FINIS# 4182714 for all Escape. However, FINIS# 3906046 (Engineering parts# F77E 9J460 AB) is listed as Maverick on UK parts catalog. Is this correct parts#?

Paul,

Russell's the DPFE sensor YF1E-9J460-AD (2A09B=buft January 9th, 2002) is the latest level.

Final modification has been implemented at supplier on January 7th, 2001 (Lot# should be 2A07) but parts# had not changed. And then in order to determine the latest parts, parts# has been changed to 2F1E9J460 AA/AB (service parts# 2F1Z 9J460 AA, FINIS# 4418838).

Attached note is detail of this change.

I will ask engineering regarding Finis 3998144, F63E-9J459-AA and 3508280, F57E-8J459-CA.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4803 Fax: 81-82-287-5220

ew Part Number for
Kavlico dP...

—Original Message—

From: Wood, Paul (P.)
Sent: Thursday, September 28, 2002 11:20 PM
To: Hoshino, Jun (J.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.L.F.)
Subject: FW: Latest Level DPFE used in Europe

Jun,

The Part# and Finis for the DPFE sensor that is stocked at FoE warehouse is Part# F77E 9J460 AB, F/C 3908048. The part fitted to Russells 2.0L Maverick (Vehicle build date 10th April 2002, Vin WF0CU048521102157) is Part# YF1E-9J460-AD, build date code on sensor 2A09B.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Wood, Paul (P.)
Sent: 10 September 2002 14:04
To: Dobler, Hans (H.)
Subject: FW: Latest Level DPFE used in Europe

Hans,

Can you tell me what the Finis of the current DPFE sensor is that we stock for Europe for RHD Maverick. I have looked at Microcat and found Finis 3908048 on there.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Hoshino, Jun (J.)
Sent: 10 September 2002 11:58
To: Wood, Paul (P.); Wheeler, Russell (R.F.)
Cc: McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Hi Paul and Russell,

Are you able to confirm the engineering# on the DPFE sensor that are in stocked at FoE warehouse and from the Maverick.

Attached photo shows we are currently using at Hofu and are stocked at Mazda warehouse.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4803 Fax: 81-82-287-5220

<< File: DPFE.doc >>

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

From: Wood, Paul (P.)
Sent: Tuesday, September 10, 2002 7:11 PM
To: Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Jun,

I have searched on Microcat for the parts below but they cannot be found. The part with a base 9J460 which looks like it is the DPFE has a Finis 3906048 (F77E-9J460-AB).

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Hoshino, Jun (J.)
Sent: 10 September 2002 00:38
To: Wood, Paul (P.)
Cc: Wheeler, Russell (R.F.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Paul,

I have checked engineering drawings, both engineering part#s (F63E9J459AA, F57E9J459CA) are the EGR Vacuum Regulator Solenoid, not DPFE sensor.

FINIS code for the new service parts# (2F1Z 9J460AA) should be 4416838.
Old service parts# is YF1Z 9J460 AC (FINIS- 4162714).

Please confirm this parts#.



ENGINEERING PART: 2F1E 9J460 AA _____ ORIGIN: WERS

A		EFFECTIVE	Effective
C SERVICE PART	Service Part Description	IN DATE	Out Date
FINIS- 4416838-	SENSOR ASY	08/09/02	
2F1Z- 9J460-AA	SENSOR ASY	03/21/02	

**

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: Wood, Paul (P.)
Sent: Monday, September 09, 2002 7:41 PM
To: McGee, Brett (B.L.); Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.)
Subject: Latest Level DPFE used in Europe

Brett, Jun,

With reference to the question from the SAQ meeting last week regarding the DPFE sensor used in Europe, I have checked on the latest (just arrived) Microcat and found the following -

- 3.0L - Finis 3998144 - Part No. F83E-9J459-AA
- 2.0L - For the DPFE base part 9J459 is shown but a message 'Not applicable to this specification' shows. On last months Microcat the Finis was 3508280 and Part No. F57E-9J459-CA.

Either way, the latest level DPFE (2F1Z-9J460-AA) is not the part used in Europe.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

From: Sanders, Muriel (M.S.)
Sent: Friday, August 30, 2002 10:36 AM
To: Tsai, CY (C.Y.); Hoshino, Jun (J.); Wang, Kim (K.); Fournelle, Gilbert (G.)
Cc: Kuhnd, Noel (N.); Lee, Proton (P.C.); Halao, Knight (K.); Lin, Ringo (R.D.); Hong, Jonathan (J.); Huang, Ming Tza (M.T.); Chang, Steven (S.); Li, Charles (C.S.); Jao, Jack (J.); Lin, John (J.); Wen, DP (D.P.); Hu, Mario (M.R.); Wu, CJ (C.J.)
Subject: New Part Number for Kavlico dPFE

I got this information from the BGR engineers. One of Kavlico's suppliers went bankrupt so they had to switch suppliers and therefore change the part number. 2F1E-9J460-AB is the new part number. It is shipping under alert A11340761 until concern C11330564 is released. The only difference in the sensors is the sub-supplier. Since AA and AB are functionally the same, you can use either part in 2001 and 2002 vehicles. AA parts are being exhausted for service and then only the AB parts will be available.

Muriel Sanders

4.6L Car FEAD Systems
Ford Motor Company
Fax: 313-33-73813
E-mail: msander6@ford.com

—Original Message—

From: ctsai [mailto:ctsai@ford.com]
Sent: Friday, August 30, 2002 1:18 AM
To: Hoshino, Jun (J.); Wang Kim; Sanders, Muriel (M.S.)
Cc: Kuhnd, Noel (N.); Proton Lee; Hsiao Knight W.N.; Ringo Lin; Hong Jonathan; Huang M. T.; Chang Steven; Li Charles C.S.; Jao Jack; Lin John; Wen D.P.; Hu M.R.; Wu C.J.
Subject: Re: U204/J14 3.0L engine stall issue.

Jun, Muriel(nice to see you again),
Thanks very much, the information had clarified most of our confusion.

Gentlemen,
The below TI is the latest status in current concern countermeasur
&
another futher other plan (2003, Motorola) in U204/J14.
If anyone of you has more other information of DPFE, please
affords ACSG.
ACSG has been analyzing the field defect trend and something
others.
ACSG has been receiving the 2F1E-9J460-AA & -AB now.

Kim,
Please tell me the result of verificaton in production line in DPFE
change.

Jun, Muriel,
I'll send you the digit photo. of -AB to you asap.

I'm still interesting in -AB part.
Thanks again.

C. Y. (Jack) Tsai
Technical Support Engineer,
SE, ACSG, FLH.
e-mail: ctsai@ford.com
fax: 886-3-4634164

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

From: Hoshino, Jun (J.)
To: Tsai, CY (C.Y.)
Cc: Kuhnd, Noel (N.)
Sent: Friday, August 30, 2002 8:41 AM
Subject: FW: U204/J14 3.0L engine stall issue.

Jack,
Here is reply from engineering.
I am still asking what is the deference between AA and AB.

Thanks.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: Sanders, Muriel (M.S.)
Sent: Friday, August 30, 2002 4:06 AM
To: Hoshino, Jun (J.)
Cc: Kuhnd, Noel (N.)
Subject: RE: U204/J14 3.0L engine stall issue.

Hi. Here is what I know on the dPFE.

1. YF1E-9J460-AD is the old Kavlico dPFE part number and should be replaced by 2F1E-9J460-AA.
2. 2F1E-9J460-AA is the new Kavlico dPFE part number. YF1E-9J460-AD with a white dot is the same as this part. The white dot was a temporary action until the part number could be changed. This dPFE is for 2001 and 2002 model year vehicles. 2F1Z-9J460-AA is the service number. To my knowledge there are no future dPFE actions planned.
3. I am not aware of any part numbered 2F1E-9J460-AB and could not find where it was released in WERS.
4. The dPFE supplier switched to Motorola for 2003. I believe the part number for that is 2L3E-9J433-BA. The Motorola sensors cannot be used on 2001 or 2002 vehicles.

I think that covers all your questions. Let me know if something is not clear. For future reference, I am no longer working in Escape calibration; Gilbert Fournelle is taking over the stall investigation.

Muriel Sanders

4.6L Car FEAD Systems
Ford Motor Company
Fax: 313-33-73813
E-mail: msander6@ford.com

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

From: Hoshino, Jun (J.)
Sent: Wednesday, August 28, 2002 11:59 PM
To: Sanders, Muriel (M.S.)
Cc: Kuhnd, Noel (N.)
Subject: RE: U204/J14 3.0L engine stall issue.

Muriel,
May be I missed understand with 2F1E-9J460-AA/AB (Service parts:2F1Z 9J 460AA). It is also Kavico made not Motorola made.
My thought is parts# 2F1E 9J460 AA was established in order to distinguish the modification parts (built after January 7th, 2002).
Am I right?
Also, Please respond with question from Taiwan.

Thanks in advance.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: Hoshino, Jun (J.)
Sent: Wednesday, August 28, 2002 7:35 PM
To: Sanders, Muriel (M.S.)
Cc: Kuhnd, Noel (N.)
Subject: FW: U204/J14 3.0L engine stall issue.

Muriel,
Would you kindly confirm DPFE sensor status with Taiwan question below?
Please forward this note to the correct person.

Taiwan's questions

- (1) We order the P/N:2F1Z 9J460AA& AJ09 -18-211B and received the practical parts with 2F1E-9J460-AA&AB mark.
- (2) Is the 2F1Z 9J460AA (without white dot) the final countermeasure(PCA), with diode? And it can solve all the concerns we have known till now? Won't there be any other countermeasure in DPFE as you know till now?
- (3) The practical parts with 2F1E-9J460-AA&AB mark are 2F1Z 9J460AA ,the final PCA parts.
Or there'll be a part with 2F1Z 9J460AA mark in the future?
- (4) What's the difference between the practical parts with 2F1E-9J460-AA&AB mark?

My understanding is, 2F1E-9J460-AA/AB (2F1Z 9J 460AA) is Motorola made for 2003 model and it can not retrofit to 2001/2002 models which vehicles have Kavelco made sensor. If I am correct, which level (parts#/built date) DPFE sensor should use for 2001/2002 models?

In addition, I can find out engineering parts# 2F1E 9J460 AB from FCSD parts system. (I could find out AA)

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: Kuhnd, Noel (N.)
Sent: Wednesday, August 28, 2002 5:17 PM
To: Hoshino, Jun (J.)
Subject: FW: U204/J14 3.0L engine stall issue.

Hi Jun,

The DPFE sensor issue was raised by me on behalf of Taiwan to North American CCRG. They (Taiwan) are aware of another level part becoming available when we change vendors. This part should be available to the markets shortly. Should I check with Warren before reporting this back to Jack, or do you already have this information for Jack?
Regards

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

From: ctsai [mailto:ctsai@ford.com]
Sent: Wednesday, 28 August 2002 4:28 PM
To: Kuhnd, Noel (N.); Hoshino, Jun (J.)
Cc: Hong, Jonathan (J.); Huang, Ming Tza (M.T.); Lee, Wilson (W.); Chang, Steven (S.); Lee, Proton (P.C.); Wang, Kim (K.); Hsiao, Knight (K.)
Subject: Re: U204/J14 3.0L engine stall issue.

Jun,

After checking the stock & order record:
(1) We have been receiving the 2F1Z 9J460AA(NA) & AJ09 -18-211B (without white dot) instead of YF1Z 9J460 AC/AD & AJ09-18-211A(with white dot) from this May.

Comparing your SSM & Mazda TSB (as attached file), I'm sure they're the same issue with the same countermeasure.

(2) The current received parts' Lot No# are - 2E**.

I repeat the main questions as follows:

(1) We order the P/N:2F1Z 9J460AA& AJ09 -18-211B and received the practical parts with 2F1E-9J460-AA&AB mark.

(2) Is the 2F1Z 9J460AA (without white dot) the final countermeasure(PCA), with diode? And it can solve all the concerns we have known till now? Won't there be any

other countermeasure in DPFE as you know till now?

(3) The practical parts with 2F1E-9J460-AA&AB mark are 2F1Z 9J460AA ,the final PCA parts.

Or there'll be a part with 2F1Z 9J460AA mark in the future?

(4) What's the difference between the practical parts with 2F1E-9J460-AA&AB mark?

Noel,

Is there any other more information about this issue?

C. Y. (Jack) Tsai
Technical Support Engineer,
SE, ACSG, FLH.
e-mail: ctsai@ford.com
fax: 886-3-4634164

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

From: Hoshino, Jun (J.)
To: Tsai, CY (C.Y.)
Cc: Hsiao, Knight (K.) ; Wang, Kim (K.) ; Lee, Proton (P.C.) ; Chang, Steven (S.) ; Lee, Wilson (W.) ; Huang, Ming Tze (M.T.) ; Hong, Jonathan (J.) ; Kuhnd, Noel (N.)
Sent: Wednesday, August 28, 2002 12:55 PM
Subject: RE: U204/J14 3.0L engine stall issue.

Jack,

What is the level of your currently receiving DPFE sensors?

According to Ford engineering, Latest modification for DPFE sensor has been implemented in January of this year. Kavilco (the DPFE sensor supplier) has added the diode and the resistors in order to protect the sensor from voltage spike from January 7th of this year. The parts# has not changed at this time, but new parts can be identified Lot# (It is should be after 2A07). I have confirmed lot# of DPFE sensors (about 600) that are in stock at Mazda warehouse. There are 2E** or 2F** which mean, built in May and June of this year. I believe these parts works.

You can find lot# on the DPFE sensor body.

Early built parts (this year) had white dot, however no white dot on the current parts. (not sure why)

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: [ctsai \[mailto:ctsai@ford.com\]](mailto:ctsai@ford.com)
Sent: Wednesday, August 28, 2002 1:55 PM
To: Kuhnd, Noel (N.); Hoshino, Jun (J.)
Cc: Hsiao Knight W.N.; Wang Kim; Proton Lee; Chang Steven; Lee Wilson; Huang M. T.; Hong Jonathan
Subject: Re: U204/J14 3.0L engine stall issue.
Importance: High

Jun, Noel,

From the really received DPFE service parts, ACSG finds
a P/N: AJ09-18-211B(actual P/N marked in the part is 2F1E-9J460-AA, NO WHITE DOT)

Imported from Japan Mazda.

b.P/N: 2F1Z-9J460AA(actual P/N marked in the part is 2F1E-9J460-AB, NO WHITE DOT)

I'm confused with this, my question are as belows:

(1) Is 2F1Z-9J460AA an ICA or PCA ? I mean whether another new DPFE is developed to solve current field concerns?

(2) I think the actual P/N marked in the part is meaning, why are the practical 2F1E-9J460-AA&

2F1E-9J460-AB? Is there really practical 2F1Z-9J460AA part? Or are 2F1E-9J460-AA&AB practical 2F1Z-9J460AA parts?

(3) In Engineering System, the 2F1E-9J460-AB is the minor change from -AA. What's the difference?

Does it impact our field service action?

C. Y. (Jack) Tsai
Technical Support Engineer,
SE, ACSI, FLH.
e-mail: ctsai@ford.com
fax: 886-3-4634154

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

From: Hoshino, Jun (J.)

To: Tsai, C (C.Y.)

Sent: Thursday, August 08, 2002 7:41 PM

Subject: RE: U204/J14 3.0L engine stall issue.

Jack, here is currently released service information (one ISM and one TSB), it will be combined and released as revised TSB.

Article #: ISM 02-06-025 Date:

06/17/2002

VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS

ESCAPE STALL

SOME 2001-2002 ESCAPES MAY EXHIBIT AN INTERMITTENT STALL, VERIFY TSB 02-11-06

HAS BEEN DONE AND PERFORM THE FOLLOWING. DISCONNECT AND INSPECT PCM HARNESS

FOR BURNED OR BENT PINS. INSPECT MAF GASKET. IF STALL IS RELATED TO RFI(IE:

RADIO TOWER/2-WAY RADIO) REPLACE MAF W/1L2Z-12B579-BA. INSPECT DPFE SENSOR,

IF PART# YF1E-9J460-AD AND NO WHITE DOT PRESENT(NOTE: DOT COULD BE ANYWHERE

ON SENSOR) REPLACE WITH YF1Z-9J460-AD WITH A WHITE DOT OR 2F1Z-9J460-AA(NO

DOT REQUIRED). INSPECT C270B, C, D, C110, C133 FOR WATER

INTRUSION/PIN

PROBLEMS. INSPECT G300, G100, REMOVE BATTERY TRAY AND INSPECT G104/105,

G101. INSPECT CKP HARNESS NEAR AC COMPRESSOR.

AUTHOR: MARTIN PRICE (MPRICE28) 79133

ISM 02-05-043: REPLACED BY ISM 02-06-025
ISM 02-05-017: REPLACED BY ISM 02-05-043
ISM 02-01-070:REPLACED BY ISM 02-05-017

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: ctsai [mailto:ctsai@ford.com]
Sent: Friday, August 02, 2002 6:34 PM
To: Hoshino, Jun (J.)
Cc: Kuhnd, Noel (N.)
Subject: Re: U204/J14 3.0L engine stall issue.

That's great.
Send them to me in advance.
Then teach me how to get them from CQIS, I can access CQIS
but I don't know how to get useful TI, especially SSM from it.
Thanks, now I have another teacher.

C. Y. (Jack) Tsai
Technical Support Engineer,
SE, ACSG, FLH.
e-mail: ctsai@ford.com
fax: 886-3-4634164

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

From: Hoshino, Jun (J.)
To: Tsai, C. (C.Y.)
Cc: Kuhnd, Noel (N.)
Sent: Friday, August 02, 2002 5:08 PM
Subject: RE: U204/J14 3.0L engine stall issue.

Jack,

FCSD NA has released couple of service information (TSB, SSM, ISM) for engine stall issue, and is planning to release revised TSB. It is combined current TSB, SSM and ISM, modified IAC information will also be included. You can find related information# by Stall Meeting Minutes.

If you can access CQIS, you can see the documents. If you would like me to send related information, please let me know.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: ctsai [mailto:ctsai@ford.com]
Sent: Thursday, August 01, 2002 7:43 PM
To: Jun Hoshino; Kuhnd, Noel (N.)
Cc: Wang Kim
Subject: Re: U204/J14 3.0L engine stall issue.

C. Y. (Jack) Tsai
Technical Support Engineer,
SE, ACSG, FLH.
e-mail: ctsai@ford.com
fax: 886-3-4634164

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

From: Kuhnd, Noel (N.)
To: Tsai, C (C.Y.) ; Kuhnd, Noel (N.) ; Hoshino, Jun (J.)
Sent: Thursday, August 01, 2002 4:51 PM
Subject: RE: U204/J14 3.0L engine stall issue.

Hi, Noel, Jun,

The original mail is too long, let this is another new start.
I can't understand how do you get the SAQ issues of FLH
clearly.

Because there seems some time delay in status and progress in
belows.

Where or whom you get these report from (in FLH's side)?
I want both of you can get the latest status report as we can
afford.

Another question, do you have any global 8D report when the
issue closed?

Is that mandatory? necessary? wanted?

Let's clarify the current status in advance.

Kim,

(She is the carline coordinator of U204 in TQD, reports Proton
Lee.)

Please read the below SAQ items, that seems too old just like
me.

(1) Could you afford us the latest status summary of this 10
issues ?

And their 8D Report , if the files are too big, call me
and share them in the PC, ok?

(2) The latest top SAQ issues in U204. ok?

Pretty girl, take them as the additional homework, alright?

C.K. and Jack (Jao) had involved the Engine Stall again.

Let's try to find something others to do in U204.

Noel,

Be my teacher again.

What do you mean "work through published TSB and SSM. An
update will be out in a few weeks, no

drafts are available as it has to clear legal first."?

(1) What's my role in published TSB and SSM? Simply, what I
must do in that, my teacher.

You had told me before and I may find that in my saved files. Could you tell me again?

I don't know how to get the SSM and issue it (local unique TSB?).

(2) Update? What's the period? drafts, afforded by me? clear legal?

Hi Jack,

Can I advise to continue to work through published TSB and SSM. An update will be out in a few weeks, no drafts are available as it has to clear legal first. Continue to work with Jun, and if you get advice from another person, please pass it through Jun as well.

I note your current top SAQ issues are:

1/Stalls

2/A/C not cold

3/Engine idle noise

4/Door lock defect

5/Seat slide mechanism noise

6/Steering pull to one side

7/Wind noise

8/Parking sonar malfunction

9/Engine warning lite on

10/Mobile phone trouble

With the limited resources available, we have managed to have a few of these items covered?

Thanks

From: Fournelle, Gilbert (G.)
Sent: Thursday, October 03, 2002 7:50 AM
To: Hoshino, Jun (J.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.); Wood, Paul (P.)
Subject: RE: Latest Level DPFE used in Europe

Hoshino-san,

I forwarded your note to the DPFE sensor engineer (Joe Grandas). I was expecting that he would contact you back with a confirmation. Below is what I wrote to him. From what I found out, the part number listed in the UK catalog is incorrect, it should only be used for MY 2003. The sensor listed has a different wiring harness connector and you will not be able to attach it to a 2001 or 2002MY vehicle.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231788

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

From: Fournelle, Gilbert (G.)
Sent: Friday, September 27, 2002 9:52 AM
To: Grandas, Joseph (J.M.)
Subject: FW: Latest Level DPFE used in Europe

Jo,

Could you answer Hoshino-san. It seems to me that the F77E 9J460 AB part is used for 2003MY (Motorola sensor) and that all 2001 and 2002 MY should use 2F1E 9J460 AA/AB.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231788

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

From: Hoshino, Jun (J.)
Sent: Friday, September 27, 2002 2:44 AM
To: Wood, Paul (P.); Fournelle, Gilbert (G.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.)
Subject: RE: Latest Level DPFE used in Europe

Gilbert,

Would you kindly confirm (please forward this note to DPFE sensor engineer) what the parts# of DPFE sensor should be used for 2001/2002 MY European Maverick (Escape) with stall/check engine issue. My understanding is the parts# should be use 2F1E9J460 AA/AB (service parts# 2F1Z 9J460 AA, FINIS# 4416838) or YF1E-9J460-AD (service parts# YF1E-9J460-AC, FINIS# 4182714 for all Escape. However, FINIS# 3906046 (Engineering parts# F77E 9J460 AB) is listed as Maverick on UK parts catalog. Is this correct parts#?

Paul,

Russell's the DPFE sensor YF1E-9J460-AD (2A09B=built January 9th, 2002) is the latest level. Final modification has been implemented at supplier on January 7th, 2001 (Lot# should be 2A07) but parts# had not changed. And then in order to determine the latest parts, parts# has been changed to 2F1E9J460 AA/AB (service parts# 2F1Z 9J460 AA, FINIS# 4416838).

Attached note is detail of this change.

I will ask engineering regarding Finis 399B144, F63E-9J459-AA and 3508280, F57E-9J459-CA.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

<< Message: New Part Number for Kavlico dPFE >>

—Original Message—

From: Wood, Paul (P.)
Sent: Thursday, September 26, 2002 11:20 PM
To: Hoshino, Jun (J.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.)
Subject: FW: Latest Level DPFE used in Europe

Jun,

The Part# and Finis for the DPFE sensor that is stocked at FoE warehouse is Part# F77E 9J460 AB, F/C 3906046. The part fitted to Russells 2.0L Maverick (Vehicle build date 10th April 2002, Vin WF0CU04B521102157) is Part# YF1E-9J460-AD, build date code on sensor 2A09B.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Wood, Paul (P.)
Sent: 10 September 2002 14:04
To: Dobler, Hans (H.)
Subject: FW: Latest Level DPFE used in Europe

Hans,

Can you tell me what the Finis of the current DPFE sensor is that we stock for Europe for RHD Maverick. I have looked at Microcat and found Finis 3906046 on there.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Hoshino, Jun (J.)

Sent: 10 September 2002 11:58
To: Wood, Paul (P.); Wheeler, Russell (R.F.)
Cc: McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Hi Paul and Russell,

Are you able to confirm the engineering# on the DPFE sensor that are in stocked at FoE warehouse and from the Maverick.

Attached photo shows we are currently using at Hofu and are stocked at Mazda warehouse.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4803 Fax: 81-82-287-5220

<< File: DPFE.doc >>

—Original Message—

From: Wood, Paul (P.)
Sent: Tuesday, September 10, 2002 7:11 PM
To: Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Jun,

I have searched on Microcat for the parts below but they cannot be found. The part with a base 8J460 which looks like it is the DPFE has a Finis 3908046 (F77E-8J460-AB).

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Hoshino, Jun (J.)
Sent: 10 September 2002 00:38
To: Wood, Paul (P.)
Cc: Wheeler, Russell (R.F.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Paul,

I have checked engineering drawings, both engineering part#s (F63E9J469AA, F57E9J459CA) are the EGR Vacuum Regulator Solenoid, not DPFE sensor.

FINIS code for the new service parts# (2F1Z 9J460AA) should be 4416838.
Old service parts# is YF1Z 9J460 AC (FINIS- 4162714).

Please confirm this parts#.

*

SMMPEXEA Engineering to Service Cross Reference 09/08/02 19:10:20

→

ENGINEERING PART: 2F1E 9J460 AA _____ ORIGIN: WERS

A		EFFECTIVE	Effective
C SERVICE PART	Service Part Description	IN DATE	Out Date
FINIS- 4416838-	SENSOR ASY	08/09/02	
2F1Z- 9J460-AA	SENSOR ASY	03/21/02	

**

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: Wood, Paul (P.)
Sent: Monday, September 09, 2002 7:41 PM
To: McGee, Brett (B.L.); Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.)
Subject: Latest Level DPFE used in Europe

Brett, Jun,

With reference to the question from the SAQ meeting last week regarding the DPFE sensor used in Europe. I have checked on the latest (just arrived) Microcat and found the following -

3.0L - Finis 3998144 - Part No. F83E-9J459-AA

2.0L - For the DPFE base part 9J459 is shown but a message 'Not applicable to this specification' shows. On last months Microcat the Finis was 3508280 and Part No. F57E-9J459-CA.

Either way, the latest level DPFE (2F1Z-9J460-AA) is not the part used in Europe.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

From: Wood, Paul (P.)
Sent: Friday, October 04, 2002 10:41 AM
To: Hoshino, Jun (J.); McGee, Brett (B.L.)
Cc: Wheeler, Russell (R.F.); Fournelle, Gilbert (G.)
Subject: RE: Latest Level DPFE used in Europe

Brett, Jun,

Since the start of this email, the DPFE part numbers have changed on Microcat again. Below are the 2 parts listed on Microcat with additional information. It looks like the only sensor we have available for service now is for the 2003MY. We need to identify the part for 2001/2002MY which was released for the stall/check issue, is this 2F1Z 9J460 AA, FINIS# 4416838 or YF1E-9J460-AC, FINIS# 4162714.

YF1E-9J460-AD (F/C 4162714)

we have 147 pcs on stock in Britain
we have 218 pcs on stock in Germany
we have 13 pcs on stock in Spain

YF1E-9J460-AB (F/C 3933799)

we have no parts on stock. This is a previous level which has been removed from service.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
PCSD - VS&P, GB-1/589
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Fax: (O) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Fournelle, Gilbert (G.)
Sent: 03 October 2002 12:50
To: Hoshino, Jun (J.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.); Wood, Paul (P.)
Subject: RE: Latest Level DPFE used in Europe

Hoshino-san,

I forwarded your note to the DPFE sensor engineer (Joe Grandas). I was expecting that he would contact you back with a confirmation. Below is what I wrote to him. From what I found out, the part number listed in the UK catalog is incorrect, it should only be used for MY 2003. The sensor listed has a different wiring harness connector and you will not be able to attach it to a 2001 or 2002MY vehicle.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

—Original Message—

From: Fournelle, Gilbert (G.)

Sent: Friday, September 27, 2002 9:52 AM
To: Grandje, Joseph (J.M.)
Subject: FW: Latest Level DPFE used In Europe

Jo,

Could you answer Hoshino-san. It seems to me that the F77E 9J460 AB part is used for 2003MY (Motorola sensor) and that all 2001 and 2002 MY should use 2F1E 9J460 AA/AB.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904988 Fax:(313)3231788

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

From: Hoshino, Jun (J.)
Sent: Friday, September 27, 2002 2:44 AM
To: Wood, Paul (P.); Fournelle, Gilbert (G.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.)
Subject: RE: Latest Level DPFE used In Europe

Gilbert,

Would you kindly confirm (please forward this note to DPFE sensor engineer) what the parts# of DPFE sensor should be used for 2001/2002 MY European Maverick (Escape) with stall/check engine issue. My understanding is the parts# should be use 2F1E9J460 AA/AB (service parts# 2F1Z 9J460 AA, FINIS# 4416838) or YF1E-9J460-AD (service parts# YF1E-9J460-AC, FINIS# 4162714 for all Escape. However, FINIS# 3906048 (Engineering parts# F77E 9J460 AB) is listed as Maverick on UK parts catalog. Is this correct parts#?

Paul,

Russell's the DPFE sensor YF1E-9J460-AD (2A09B=built January 9th, 2002) is the latest level. Final modification has been implemented at supplier on January 7th, 2001 (Lot# should be 2A07) but parts# had not changed. And then in order to determine the latest parts, parts# has been changed to 2F1E9J460 AA/AB (service parts# 2F1Z 9J460 AA, FINIS# 4416838).

Attached note is detail of this change.

I will ask engineering regarding Finis 3998144, F69E-9J459-AA and 3508280, F57E-9J459-CA.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4803 Fax: 81-82-287-5220

<< Message: New Part Number for Kavlico dPFE >>

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

From: Wood, Paul (P.)
Sent: Thursday, September 26, 2002 11:20 PM
To: Hoshino, Jun (J.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.)
Subject: FW: Latest Level DPFE used In Europe

Jun,

The Part# and Finis for the DPFE sensor that is stocked at FoE warehouse is Part# F77E 9J460 AB, F/C 3906048.

The part fitted to Russells 2.0L Maverick (Vehicle build date 10th April 2002, Vin WF0CU048521102157) is Part#

YF1E-8J460-AD, build data code on sensor 2A09B.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Wood, Paul (P.)
Sent: 10 September 2002 14:04
To: Dubler, Hans (H.)
Subject: FW: Latest Level DPFE used in Europe

Hans,

Can you tell me what the Finis of the current DPFE sensor is that we stock for Europe for RHD Maverick. I have looked at Microcat and found Finis 3808048 on there.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Hoshino, Jun (J.)
Sent: 10 September 2002 11:58
To: Wood, Paul (P.); Wheeler, Russell (R.F.)
Cc: McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Hi Paul and Russell,

Are you able to confirm the engineering# on the DPFE sensor that are in stocked at FoE warehouse and from the Maverick.

Attached photo shows we are currently using at Hofu and are stocked at Mazda warehouse.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4803 Fax: 81-82-287-5220

<< File: DPFE.doc >>

—Original Message—

From: Wood, Paul (P.)
Sent: Tuesday, September 10, 2002 7:11 PM
To: Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Jun,

I have searched on Microcat for the parts below but they cannot be found. The part with a base 9J460 which looks like it is the DPFE has a Finis 3908046 (F77E-9J460-AB).

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251634 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Hoshino, Jun (J.)
Sent: 10 September 2002 00:38
To: Wood, Paul (P.)
Cc: Wheeler, Russell (R.F.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Paul,

I have checked engineering drawings, both engineering part#s (F63E9J459AA, F57E9J459CA) are the EGR Vacuum Regulator Solenoid, not DPFE sensor.

FINIS code for the new service part# (2F1Z 9J460AA) should be 4416838.
Old service part# is YF1Z 9J460 AC (FINIS- 4162714).

Please confirm this part#.

SMMPEXEA Engineering to Service Cross Reference 09/09/02 19:10:20

====>

ENGINEERING PART: 2F1E 9J460 AA _____ ORIGIN: WERS

A		EFFECTIVE	Effective
C SERVICE PART	Service Part Description	IN DATE	Out Date
FINIS- 4416838-	SENSOR ASY	08/09/02	
2F1Z- 9J460-AA	SENSOR ASY	03/21/02	

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: Wood, Paul (P.)
Sent: Monday, September 09, 2002 7:41 PM
To: McGee, Brett (B.L.); Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.)
Subject: Latest Level DPFE used in Europe

Brett, Jun,

With reference to the question from the SAQ meeting last week regarding the DPFE sensor used in Europe. I have checked on the latest (just arrived) Microcat and found the following -

3.0L - Finis 3998144 - Part No. F63E-9J459-AA

2.0L - For the DPFE base part 9J459 is shown but a message 'Not applicable to this specification' shows. On last months Microcat the Finis was 3508280 and Part No. F57E-9J459-CA.

Either way, the latest level DPFE (2F1Z-9J460-AA) is not the part used in Europe.

Regards Paul Wood

Ford Motor Company

Product Concern Engineer - Transit & Import Vehicles

PCSD - VS&P, GB-1/589

Phone: (0) 1277 251654 - Internal: (8)734 1654

Fax: (0) 1277 253287 - Internal: (8)734 3287

email: pwood2@ford.com

From: Suarez, Rhas (R.)
Sent: Friday, October 04, 2002 1:17 PM
To: Price, Martin (M.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Lawlor, Dave (D.A.); Terzes, Laura (L.D.); Dallapa, Leon (L.A.)
Subject: Broadcast message

I received a request to put together a Broadcast message that lets dealers know we have the new calibration available for the stall condition. Currently the only message available is and ISM. A TSB is in the system but (other) part concerns are delaying the release at this time. Please take a look at the message and let me know if you have any changes or corrections.

Some 2001-2003 Escape vehicles equipped with the 3.0L Duratec engine may exhibit an intermittent engine quit and restart condition. This is usually a one-time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). To address concern perform all steps in TSB 02-11-06 and reprogram PCM with the latest calibration from WDS version 21.3 or later. Updated TSB to follow.

I will not send submit this message until I get confirmation from our field people (another email) that the latest Calibration is successful with no returns.

Leon - please let me know if there is something needed from me to submit this broadcast message.

Thanks,

Rhas M. Suarez

Rhas Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-798-6242
Fax: 313-33-78937
Email: rsuarez8@ford.com

From: Price, Martin (M.)
Sent: Friday, October 04, 2002 1:22 PM
To: Suarez, Rhae (R.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
Subject: RE: Broadcast message

I think we should include the pcm calibrations, so they know it has the latest.

Martin Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Suarez, Rhae (R.)
Sent: Friday, October 04, 2002 1:17 PM
To: Price, Martin (M.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
Subject: Broadcast message

I received a request to put together a Broadcast message that lets dealers know we have the new calibration available for the stall condition. Currently the only message available is and ISM. A TSB is in the system but (other) part concerns are delaying the release at this time. Please take a look at the message and let me know if you have any changes or corrections.

Some 2001-2003 Escape vehicles equipped with the 3.0L Duratec engine may exhibit an intermittent engine quit and restart condition. This is usually a one-time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). To address concern perform all steps in TSB 02-11-05 and reprogram PCM with the latest calibration from WDS version 21.3 or later. Updated TSB to follow.

I will not send submit this message until I get confirmation from our field people (another email) that the latest Calibration is successful with no returns.

Leon - please let me know if there is something needed from me to submit this broadcast message.

Thanks,

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-798-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

From: Price, Martin (M.)
Sent: Friday, October 04, 2002 1:29 PM
To: Suarez, Rhae (R.); Fournelle, Gilbert (G.); Dalbo, Bob (R.L.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
Subject: RE: Broadcast message

ok

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Suarez, Rhae (R.)
Sent: Friday, October 04, 2002 1:27 PM
To: Price, Martin (M.); Fournelle, Gilbert (G.); Dalbo, Bob (R.L.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
Subject: RE: Broadcast message

My plan was to put that information in there but I was trying to get around adding a parts request for it. Currently parts is the hold up for the TSB.

Leon - can this be done? All it would be is re-flash info

Something like (addition in CAPS):

Some 2001-2003 Escape vehicles equipped with the 3.0L Duratec engine may exhibit an intermittent engine quit and restart condition. This is usually a one-time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). To address concern perform all steps in TSB 02-11-06 and reprogram PCM with the latest calibration from WDS version 21.3 or later. 2001 & EARLY BUILD 2002 MODELS WILL UPDATE TO 1U7A-AXD, ALL OTHER 2002 MODELS WILL UPDATE TO 2U7A-CZB, AND EARLY 2003 MODELS WILL UPDATE TO 3L8A-BC. Updated TSB to follow.

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

From: Price, Martin (M.)
Sent: Friday, October 04, 2002 1:22 PM
To: Suarez, Rhae (R.); Fournelle, Gilbert (G.); Dalbo, Bob (R.L.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
Subject: RE: Broadcast message

I think we should include the pcm calibrations, so they know it has the latest.

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Suarez, Rhae (R.)
Sent: Friday, October 04, 2002 1:17 PM
To: Price, Martin (M.); Fournelle, Gilbert (G.); Dalbo, Bob (R.L.); Lawler, Dave (D.A.); Terzes, Laura (L.D.); Dallape, Leon (L.A.)
Subject: Broadcast message

I received a request to put together a Broadcast message that lets dealers know we have the new calibration available for the stall condition. Currently the only message available is and ISM. A TSB is in the system but (other) part concerns are delaying the release at this time. Please take a look at the message and let me know if you have

any changes or corrections.

Some 2001-2003 Escape vehicles equipped with the 3.0L Duratec engine may exhibit an intermittent engine quit and restart condition. This is usually a one-time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). To address concern perform all steps in TSB 02-11-06 and reprogram PCM with the latest calibration from WDS version 21.3 or later. Updated TSB to follow.

I will not send submit this message until I get confirmation from our field people (another email) that the latest Calibration is successful with no returns.

Leon - please let me know if there is something needed from me to submit this broadcast message.

Thanks,

Rhac M. Suarez

Rhac Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

From: Hoshino, Jun (J.)
Sent: Sunday, October 06, 2002 6:48 PM
To: Wood, Paul (P.)
Co: Wheeler, Russell (R.F.); Fournelle, Gilbert (G.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Paul,
Service parts# 2F1Z 9J460 AA (FINIS# 4416838, Ford Engineering part# 2F1E9J460 AA/AB) should be used for 2001/2002my vehicles.
If you able to confirm stock parts FINIS 4162714 (Ford engineering parts# YF1E 9J460 AD) at Britain, Germany and Spain.
You can use the parts with a white dot on the sensor body. This parts is the same level with 2F1Z 9J460 AA (FINIS# 4416838, Ford Engineering part# 2F1E9J460 AA/AB).

Thanks.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

—Original Message—

From: Wood, Paul (P.)
Sent: Friday, October 04, 2002 11:41 PM
To: Hoshino, Jun (J.); McGee, Brett (B.L.)
Cc: Wheeler, Russell (R.F.); Fournelle, Gilbert (G.)
Subject: RE: Latest Level DPFE used in Europe

Brett, Jun,

Since the start of this email, the DPFE part numbers have changed on Microcat again. Below are the 2 parts listed on Microcat with additional information. It looks like the only sensor we have available for service now is for the 2003MY. We need to identify the part for 2001/2002MY which was released for the stall/check issue, is this 2F1Z 9J460 AA, FINIS# 4416838 or YF1E-9J460-AC, FINIS# 4162714.

YF1E-9J460-AD (F/C 4162714)

we have 147 pcs on stock in Britain
we have 218 pcs on stock in Germany
we have 13 pcs on stock in Spain

YF1E-9J460-AB (F/C 3833789)

we have no parts on stock. This is a previous level which has been removed from service.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Fournelle, Gilbert (G.)
Sent: 03 October 2002 12:50
To: Hoshino, Jun (J.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.); Wood, Paul (P.)
Subject: RE: Latest Level DPFE used in Europe

Hoshino-san,

I forwarded your note to the DPFE sensor engineer (Joe Grandas). I was expecting that he would contact you back with a confirmation. Below is what I wrote to him. From what I found out, the part number listed in the UK catalog is incorrect, it should only be used for MY 2003. The sensor listed has a different wiring harness connector and you will not be able to attach it to a 2001 or 2002MY vehicle.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3804968 Fax:(313)3231788

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

From: Fournelle, Gilbert (G.)
Sent: Friday, September 27, 2002 9:52 AM
To: Grandas, Joseph (J.M.)
Subject: FW: Latest Level DPFE used in Europe

Jo,

Could you answer Hoshino-san. It seems to me that the F77E 8J460 AB part is used for 2003MY (Motorola sensor) and that all 2001 and 2002 MY should use 2F1E 9J460 AA/AB.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231788

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

From: Hoshino, Jun (J.)
Sent: Friday, September 27, 2002 2:44 AM
To: Wood, Paul (P.); Fournelle, Gilbert (G.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.)
Subject: RE: Latest Level DPFE used in Europe

Gilbert,

Would you kindly confirm (please forward this note to DPFE sensor engineer) what the parts# of DPFE sensor should be used for 2001/2002 MY European Maverick (Escape) with stall/check engine issue. My understanding is the parts# should be use 2F1E8J460 AA/AB (service parts# 2F1Z 9J460 AA, FINIS# 4416838) or YF1E-9J460-AD (service parts# YF1E-9J460-AC, FINIS# 4182714 for all Escape. However, FINIS# 3906046 (Engineering parts# F77E 9J460 AB) is listed as Maverick on UK parts catalog. Is this correct parts#?

Paul,

Russell's the DPFE sensor YF1E-9J460-AD (2A09B=built January 9th, 2002) is the latest level. Final modification has been implemented at supplier on January 7th, 2001 (Lot# should be 2A07) but

parts# had not changed. And then in order to determine the latest parts, parts# has been changed to 2F1E9J460 AA/AB (service parts# 2F1Z 9J460 AA, FINIS# 441683B).

Attached note is detail of this change.

I will ask engineering regarding Finis 3998144, F63E-9J460-AA and 3508280, F57E-9J460-CA.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4809 Fax: 81-82-287-5220

<< Message: New Part Number for Kavlico dPFE >>

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

From: Wood, Paul (P.)
Sent: Thursday, September 26, 2002 11:20 PM
To: Hoshino, Jun (J.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.)
Subject: FW: Latest Level DPFE used in Europe

Jun,

The Part# and Finis for the DPFE sensor that is stocked at FoE warehouse is Part# F77E 9J460 AB, F/C 3906048.

The part fitted to Russell's 2.0L Maverick (Vehicle build date 10th April 2002, Vin WF0CLU04B521102157) is Part# YF1E-9J460-AD, build date code on sensor 2A09B.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Wood, Paul (P.)
Sent: 10 September 2002 14:04
To: Dobler, Hans (H.)
Subject: FW: Latest Level DPFE used in Europe

Hans,

Can you tell me what the Finis of the current DPFE sensor is that we stock for Europe for RHD Maverick. I have looked at Microcat and found Finis 3906048 on there.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Hoshino, Jun (J.)
Sent: 10 September 2002 11:58
To: Wood, Paul (P.); Wheeler, Russell (R.F.)

Cc: McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Hi Paul and Russell,

Are you able to confirm the engineering# on the DPFE sensor that are in stocked at FoE warehouse and from the Maverick.
Attached photo shows we are currently using at Hofu and are stocked at Mazda warehouse.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4803 Fax: 81-82-287-5220

<< File: DPFE.doc >>

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

From: Wood, Paul (P.)
Sent: Tuesday, September 10, 2002 7:11 PM
To: Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Jun,

I have searched on Microcat for the parts below but they cannot be found. The part with a base 9J460 which looks like it is the DPFE has a Finis 3906048 (F77E-9J460-AB).

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
PCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Hoshino, Jun (J.)
Sent: 10 September 2002 00:39
To: Wood, Paul (P.)
Cc: Wheeler, Russell (R.F.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Paul,

I have checked engineering drawings, both engineering parts# (F63E9J459AA, F57E9J459CA) are the EGR Vacuum Regulator Solenoid, not DPFE sensor.

FINIS code for the new service parts# (2F1Z 9J460AA) should be 4416838.
Old service parts# is YF1Z 9J460 AC (FINIS- 4162714).

Please confirm this parts#.

SMPPEXEA Engineering to Service Cross Reference 09/09/02 19:10:20

====>

ENGINEERING PART: 2F1E 9J460 AA _____ ORIGIN: WERS

A		EFFECTIVE	Effective
C SERVICE PART	Service Part Description	IN DATE	Out Date
FINIS- 4416838-	SENSOR ASY	08/09/02	
2F1Z- 9J460-AA	SENSOR ASY	03/21/02	

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-267-4603 Fax: 81-82-267-5220

—Original Message—

From: Wood, Paul (P.)
Sent: Monday, September 09, 2002 7:41 PM
To: McGee, Brett (B.L.); Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.)
Subject: Latest Level DPFE used in Europe

Brett, Jun,

With reference to the question from the SAQ meeting last week regarding the DPFE sensor used in Europe. I have checked on the latest (just arrived) Microcat and found the following -

3.0L - Finis 3998144 - Part No. F83E-9J459-AA
2.0L - For the DPFE base part 9J459 is shown but a message 'Not applicable to this specification' shows. On last months Microcat the Finis was 3508280 and Part No. F57E-9J459-CA.

Either way, the latest level DPFE (2F1Z-9J460-AA) is not the part used in Europe.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

From: Wood, Paul (P.)
Sent: Monday, October 07, 2002 7:59 AM
To: Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.); Fournelle, Gilbert (G.); McGee, Brett (B.L.)
Subject: FW: Latest Level DPFE used in Europe

Jun,

From the information given, it looks like we have no DPFE sensors in Europe for 01/02MY. I will start the process for PS&L to stock 2F1Z 9J460 AA (Finis 4416838) in Europe.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
PCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Dobler, Hans (H.)
Sent: 07 October 2002 12:40
To: Wood, Paul (P.)
Subject: RE: Latest Level DPFE used in Europe

Paul,

we just checked it. Our QC just confirmed that F/C 4182714 has NO white dot on it.

Regards
Hans

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

From: Wood, Paul (P.)
Sent: Montag, 7. Oktober 2002 12:37
To: Dobler, Hans (H.)
Subject: FW: Latest Level DPFE used in Europe

Hans,

Can you confirm if the parts F/C 4182714 have a white dot on them.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
PCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Hoshino, Jun (J.)
Sent: 07 October 2002 01:48
To: Wood, Paul (P.)
Cc: Wheeler, Russell (R.F.); Fournelle, Gilbert (G.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Paul,

Service parts# 2F1Z 9J460 AA (FINIS# 4416838, Ford Engineering part# 2F1E9J460 AA/AB) should be used for 2001/2002my vehicles.

If you are able to confirm stock parts FINIS 4162714 (Ford engineering parts# YF1E 9J460 AD) at Britain, Germany and Spain.

You can use the parts with a white dot on the sensor body. This part is the same level with 2F1Z 9J460 AA (FINIS# 4416838, Ford Engineering part# 2F1E9J460 AA/AB).

Thanks.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

—Original Message—

From: Wood, Paul (P.)
Sent: Friday, October 04, 2002 11:41 PM
To: Hoshino, Jun (J.); McGee, Brett (B.L.)
Cc: Wheeler, Russell (R.F.); Fournelle, Gilbert (G.)
Subject: RE: Latest Level DPFE used in Europe

Brett, Jun,

Since the start of this email, the DPFE part numbers have changed on Microcat again. Below are the 2 parts listed on Microcat with additional information. It looks like the only sensor we have available for service now is for the 2003MY. We need to identify the part for 2001/2002MY which was released for the stall/check issue, is this 2F1Z 9J460 AA, FINIS# 4416838 or YF1E-9J460-AC, FINIS# 4162714.

YF1E-9J460-AD (F/C 4162714)

we have 147 pcs on stock in Britain
we have 218 pcs on stock in Germany
we have 13 pcs on stock in Spain

YF1E-9J460-AB (F/C 3933789)

we have no parts on stock. This is a previous level which has been removed from service.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Fournelle, Gilbert (G.)
Sent: 03 October 2002 12:50
To: Hoshino, Jun (J.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.); Wood, Paul (P.)
Subject: RE: Latest Level DPFE used in Europe

Hoshino-san,

I forwarded your note to the DPFE sensor engineer (Joe Grandas). I was expecting that he would contact you back with a confirmation. Below is what I wrote to him. From what I found out, the part number listed in the UK catalog is incorrect, it should only be used for MY 2003. The sensor listed has a different wiring harness connector and you will not be able to attach it to a 2001 or 2002MY vehicle.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231788

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

From: Fournelle, Gilbert (G.)
Sent: Friday, September 27, 2002 9:52 AM
To: Grandas, Joseph (J.M.)
Subject: FW: Latest Level DPFE used in Europe

Jo,

Could you answer Hoshino-san. It seems to me that the F77E 9J460 AB part is used for 2003MY (Motorola sensor) and that all 2001 and 2002 MY should use 2F1E 9J460 AA/AB.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231788

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

From: Hoshino, Jun (J.)
Sent: Friday, September 27, 2002 2:44 AM
To: Wood, Paul (P.); Fournelle, Gilbert (G.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.)
Subject: RE: Latest Level DPFE used in Europe

Gilbert,

Would you kindly confirm (please forward this note to DPFE sensor engineer) what the parts# of DPFE sensor should be used for 2001/2002 MY European Maverick (Escape) with stall/check engine issue. My understanding is the parts# should be use 2F1E9J460 AA/AB (service parts# 2F1Z 9J460 AA, FINIS# 4416838) or YF1E-9J460-AD (service parts# YF1E-9J460-AC, FINIS# 4162714 for all Escape. However, FINIS# 3906048 (Engineering parts# F77E 9J460 AB) is listed as Maverick on UK parts catalog. Is this correct parts#?

Paul,

Russell's the DPFE sensor YF1E-9J460-AD (2A09B=built January 9th, 2002) is the latest level. Final modification has been implemented at supplier on January 7th, 2001 (Lot# should be 2A07) but parts# had not changed. And then in order to determine the latest parts, parts# has been changed to 2F1E9J460 AA/AB (service parts# 2F1Z 9J460 AA, FINIS# 4416838).

Attached note is detail of this change.

I will ask engineering regarding Finis 3998144, F63E-9J459-AA and 3508280, F57E-9J459-CA.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs

Hiroshima Japan Tel: 81-82-287-4809 Fax: 81-82-287-5220

<< Message: New Part Number for Kavico dPFE >>

—Original Message—

From: Wood, Paul (P.)
Sent: Thursday, September 26, 2002 11:20 PM
To: Hoshino, Jun (J.)
Cc: McGee, Brett (B.L.); Wheeler, Russell (R.F.)
Subject: FW: Latest Level DPFE used in Europe

Jun,

The Part# and Finis for the DPFE sensor that is stocked at FoE warehouse is Part# F77E 9J460 AB, FC 3908046.

The part fitted to Russells 2.0L Maverick (Vehicle build date 10th April 2002, Vin WF0CU04B621102157) is Part# YF1E-9J460-AD, build date code on sensor 2A09B.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
PCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Wood, Paul (P.)
Sent: 10 September 2002 14:04
To: Dobler, Hans (H.)
Subject: FW: Latest Level DPFE used in Europe

Hans,

Can you tell me what the Finis of the current DPFE sensor is that we stock for Europe for RHD Maverick. I have looked at Microcat and found Finis 3908046 on there.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
PCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Hoshino, Jun (J.)
Sent: 10 September 2002 11:58
To: Wood, Paul (P.); Wheeler, Russell (R.F.)
Cc: McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Hi Paul and Russell,

Are you able to confirm the engineering# on the DPFE sensor that are in stocked at FoE warehouse and from the Maverick.

Attached photo shows we are currently using at Hofu and are stocked at Mazda warehouse.

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220
<< File: DPFE.doc >>

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

From: Wood, Paul (P.)
Sent: Tuesday, September 10, 2002 7:11 PM
To: Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Jun,

I have searched on Microcat for the parts below but they cannot be found. The part with a base 9J460 which looks like it is the DPFE has a Finis 3908046 (F77E-9J460-AB).

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Hoshino, Jun (J.)
Sent: 10 September 2002 00:38
To: Wood, Paul (P.)
Cc: Wheeler, Russell (R.F.); McGee, Brett (B.L.)
Subject: RE: Latest Level DPFE used in Europe

Paul,

I have checked engineering drawings, both engineering part#s (F63E9J459AA, F57E9J456CA) are the EGR Vacuum Regulator Solenoid, not DPFE sensor.

FINIS code for the new service part# (2F1Z 9J460AA) should be 4416838.
Old service part# is YF1Z 9J460 AC (FINIS- 4162714).

Please confirm this part#.

SMMPEXEA Engineering to Service Cross Reference 08/08/02 19:10:20

→

ENGINEERING PART: 2F1E 9J460 AA _____ ORIGIN: WERS

A	EFFECTIVE Effective	
C SERVICE PART	Service Part Description	IN DATE Out Date
FINIS- 4416838-	SENSOR ASY	08/08/02
2F1Z- 9J460-AA	SENSOR ASY	03/21/02

Jun Hoshino

RHD Escape/Maverlok FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

—Original Message—

From: Wood, Paul (P.)
Sent: Monday, September 09, 2002 7:41 PM
To: McGee, Brett (B.L.); Hoshino, Jun (J.)
Cc: Wheeler, Russell (R.F.)
Subject: Latest Level DPFE used in Europe

Brett, Jun,

With reference to the question from the SAQ meeting last week regarding the DPFE sensor used in Europe. I have checked on the latest (just arrived) Microcat and found the following -

3.0L - Finis 3998144 - Part No. F83E-9J459-AA

2.0L - For the DPFE base part 9J459 is shown but a message 'Not applicable to this specification' shows. On last months Microcat the Finis was 3508280 and Part No. F57E-9J459-CA.

Either way, the latest level DPFE (2F1Z-9J460-AA) is not the part used in Europe.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

From: Sloan, Burt (B.E.)
Sent: Thursday, October 31, 2002 8:54 AM
To: Wanat, Richard (R.L.); Sloan, Burt (B.E.); Adams, Kerry (K.N.); Sabin, Scott (S.M.); Hart, Jenny (J.); Boyk, Greg (G.J.); Lyon, Peter (P.M.); Hedges, John (J.E.); Whitehead, Joe (J.P.); Lockhart, Marek (M.C.); Perlick, Don (D.A.)
Co: Klarr, Jerry (G.T.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Van Wiemeersch, John (J.R.); Adams, Kerry (K.N.); Austin, James (J.E.); Bogema, John (P.); Coffey, Dan (D.C.); Crowley, Pat (P.J.); Dakhlallah, Hassan (H.A.); Daibo, Bob (R.J.); Delaroderie, Jim (J.A.); Dennis, Matt (M.A.); Dixon, Mark (M.R.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Gayner, Larry (L.J.); Gibson, Patrick (P.W.); Hansen, George (G.C.); Hart, Jenny (J.); Hille, Kevin (K.T.); Kolliszewski, Mark (M.D.); King, Brian (B.M.); Kosko, Jeff (J.R.); Lewis, Marvin (M.A.); Ljmatta, Gary (G.D.); Liller, David (D.J.); Matkovich, Dale (D.M.); Mazzella, Gary (G.R.); McIntee, Brian (B.E.); Newman, Chris (C.W.); Perlick, Don (D.A.); Putney, Bill (W.); Ross, Ann (A.M.); Sabin, Scott (S.M.); Schwochert, Steven (S.P.); Scott, Damon (D.A.); Sloan, Burt (B.E.); Squires, Mark (D.M.); Steimaszczak, Robert (R.); Turner, Donald (D.A.); Wettach, Bill (B.); Young, Dan (D.G.)
Subject: U152, UP207, & U204 Drivability Team Meeting 11/8/02 Revised

U152, UP207, & U204 Drivability Team
Nov. 6, 2002
8:00 am to 10:00 am
TEE - Conference Rm 1

Call In Phone Number: 9-1-877-877-7126
Participant Code: 6341969 #

Nov. 6, 2002 Meeting Agenda:


- | | |
|--|---|
| 1) Review Drivability AWS Charts | Burt Sloan |
| 2) U152 Lacks Power Issue
Report on meeting with Dick Wanat and strategy analysis
Root Cause of low Baro Status | Kerry Adams
Joe Whitehead
Scott Sabin |
| 3) U152 4.0L Hesitation / Rough Running On Cold Start after engagement
Discuss Root Cause Status
Report on acquiring a Vehicle | Jenny Hart
Greg Boyk |
| 4) U152 4.6L Stalls Follow Up
NPF and Recal Claims analysis | Pete Lyon |
| 5) U152 4.0L D02 No Start
Review Claims Analysis | John Hedges |
| 6) UP207 D02 No Start
Results of LAP Electrical Repairman Discussions | Don Perlick |
| 7) UP207 D21 Stalls
Diagnostic procedures resulting in Fuel Pump Replacements | Marek Lockhart |

Oct. 30, 2002 Meeting Minutes:

- 1) UP207 Runs Rough / Lacks Power issue
(Vehicles run extremely rich, Issue occurs at 3,000 to 5,000 miles)
Scott agreed to work with Dick Wanat on UP207 Strategy
for possible triggers of low Barometer readings from MAFs
Looking for possible changes in OBDII that may have caused issue
Looking for a vehicle that repeats the issue

- 2) U152 4.0L Hesitation / Rough Running On Cold Start after engagement
(Vehicles start extremely rich, Issue occurs at 1,100 to 26,000 miles)
Buying 2 vehicles back from S. Carolina Dealership
Jenny will read Hego data to confirm vehicle is rich
Looking at Motorola finger printing
Looking for possible changes in OBDII that may have caused issue

- 3) U162 4.6L Stalls Follow Up
Pete agreed to find when IAC Fin Pintal goes in for 4.6L
Pete agreed to review NPF and RECAL claims

 Printable View (38 KB)	
Article No. 02-23-1	<ul style="list-style-type: none"> • DRIVEABILITY - INTERMITTENT ENGINE QUIT OR IDLE DIP - NO DIAGNOSTIC TROUBLE CODES (DTCs) PRESENT - VEHICLES EQUIPPED WITH 3.0L DURATEC ENGINE ONLY
Publication Date: November 12, 2002	

FORD: 2001-2003 ESCAPE

Article 02-11-0 is being republished in its entirety to update the Model Year and Calibration Information.

ISSUE:

Some vehicles equipped with the 3.0L Duratec engine may exhibit an intermittent engine quit and restart condition. This is usually a one-time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). Due to the intermittent nature of the condition and the multiple potential causes of the condition, the complete bulletin checklist and all appropriate part replacements should be performed regardless of whether the condition can be duplicated by the technician. Otherwise, customers may experience the intermittent condition and be forced to return to the dealership. If the vehicle is no longer eligible for warranty coverage, discuss this service with the customer before performing.

ACTION:

Addition to normal diagnostics, perform ALL of the following Driveability Checklist. Although the condition may not be possible to duplicate, it is recommended to perform this bulletin checklist in its entirety to resolve the condition.

SERVICE PROCEDURE

NOTE: THIS CONDITION MAY HAVE SEVERAL CAUSES, AND IT IS VERY IMPORTANT TO THOROUGHLY AND COMPLETELY PERFORM EACH STEP. IF EACH STEP IS NOT PERFORMED COMPLETELY, THE RESULT COULD BE AN INCOMPLETE OR REPEAT REPAIR.

NOTE: DUE TO THE INTERMITTENT NATURE OF THE CONDITION AND THE MULTIPLE POTENTIAL CAUSES OF THE CONDITION, THE COMPLETE BULLETIN CHECKLIST AND ALL APPROPRIATE PART REPLACEMENTS SHOULD BE PERFORMED REGARDLESS OF WHETHER THE CONDITION CAN BE DUPLICATED BY THE TECHNICIAN.

Please use the following conditions for all tests described below unless stated otherwise:

- Transmission in Park
- Engine at idle at approximately 750 RPM
- Engine temperature should be at least 180° F (88° C)
- All accessories and the engine cooling fan should be off

1. Determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly: If

EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then reset back to 0% duty cycle while FTP holds at approximately 2.6 volts. If the duty cycle does not increase within 5 minutes, turn on the headlights and the AC with the blower on high. The duty cycle should start increasing within 5-10 minutes. Do not replace the EVAPVM valve if the duty cycle functions correctly. If the duty cycle stops increasing and remains at 95-100% while FTP holds at approximately 2.6 volts, replace the EVAPVM valve with part number YL8Z-9C915-AA. Verify corrective action then proceed to Step 2.

NOTE: 2003 VEHICLES BUILT IN LATE 2002 CALENDAR YEAR OR AFTER WILL HAVE A REVISED EVAPORATIVE EMISSIONS SYSTEM THAT REMOVES THE CHECK VALVE. IF THE VEHICLE IS NOT EQUIPPED WITH A CHECK VALVE, IT IS NOT NECESSARY TO PERFORM STEP 2 OF THIS PROCEDURE.

2. Disconnect the vent line in the evaporative emissions system from the check valve side (for reference check valve part # is YL8U-9C915-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases, can cause the condition to occur. Verify corrective action then proceed to Step 3.
3. Inspect the Idle Air Control (IAC) Valve. If the valve is not part number 1L8E-9F715-AA, replace with part number 1L8Z-9F715-AA which will also require latest calibration level given in Step 4 or 5.

NOTE: ENGINE RPM WILL SLOWLY RAMP UP. IT IS EXTREMELY IMPORTANT TO CHECK THE IAC DUTY CYCLE WHEN THE RPM IS AT 750 RPM. EVEN 800 RPM IS TOO HIGH FOR CHECKING IAC DUTY CYCLE UNDER THESE CONDITIONS. IF RPM IS OVER 750 RPM, MOMENTARILY OPENING AND CLOSING THE THROTTLE WILL LOWER THE RPM.

Verify that IAC duty cycle is between 32-40% with no purge flow (EVAPVM duty cycle is 0%) and fuel trims (SHRTFT1, SHRTFT2, LONGFT1, LONGFT2) are less than 15%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2L8Z-9E928-AB. If the fuel trims are above 15%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trims drop to below 15%, replace the MAF sensor with part number 1L2Z-12B579-BARM. If fuel trims stay above 15%, check for vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 4.

4. For vehicles sold in the U.S. and Canada perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A850-AXD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A850-AXD for 2001, 2U7A-12A850-CZB for 2002 or 3L8A-12A850-BC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 5.
5. For vehicles sold in Mexico perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A850-AZD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as WDS should show latest calibration level as 1U7A-12A850-AZD for 2001MY, 2U7A-12A850-CPB for 2002MY or 3L8A-12A850-CC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 6.
6. If the Electronic Engine Control (EEC) relay has stamped lettering, proceed to Step 7 now. If

the EEC relay has white lettering printed on the top surface, replace with a new Hella service relay that is all black and has stamped lettering on the top surface. Both the new Hella service relay and the old relay have the same part number (FOAZ-14N089-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-07B-00-1 Connector C1016, 700-06-00-37 Battery Junction Box. Proceed to Step 7.

7. For 2001 and 2002 vehicles, inspect the DPFE sensor part number. If DPFE sensor is part number 2F1E-9J480-AA, proceed to Step 8 now. If the DPFE sensor is part number YF1E-9J480-AD, check for a white dot on the sensor housing (Note: White dot can be anywhere on housing). If there is a white dot, proceed to Step 8 now. If there is not a white dot, replace the DPFE with part 2F1Z-9J480-AA. Proceed to Step 8.
8. Ensure the Mass Air Flow (MAF) sensor gasket is properly installed and not blocking the air stream by disconnecting the airbox and looking inside the airbox towards the MAF sensor. If gasket is damaged, replace with part YL8Z-9E931-CA. Proceed to Step 9.
9. Verify the PCM harness integrity by removing the module from the COWL and moving the PCM harness around while the engine is running. If any abnormalities are observed, repair/replace the harness. Proceed to Step 10.
10. Inform the customer that significant weight (approximately 9 oz. or more) hanging from the key ring while the keys are in the ignition may move the ignition cylinder out of the Run position and stop the engine. When this occurs, all gauges immediately shut off (fuel reads "E", tachometer goes to zero, speedometer goes to zero immediately). It is recommended that the customer attach fewer keys to the key ring that retains the vehicle ignition key.

PCM CALIBRATION INFORMATION						
Application	Old Part Number (-12A650-)	Tear Tag	New Part Number (-12A650-)	Old Calibration	New Calibration	NGS/WDS Qualifier
2001 3.0L - Escape	1U7A-AXB	ATF3	1U7Z-AXD	0M11A30512	0M11A30512	WDS B21.3 Release or Later
2001 3.0L - Escape	1U7A-AZB	ESG3	1U7Z-AZD	0M11B30512	0M11B30512	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-GZA	NSF1	2U7Z-CZB	2M11A30510	2M11A30510	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-CPA	PVN1	2U7Z-CPB	2M11B30510	2M11B30510	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-BA	BAR2	3L8Z-BC	3M11A30510	3M11A30511	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-CA	CAS2	3L8Z-CC	3M11B30510	3M11B30511	WDS B21.3 Release or Later

Obtain an Authorized Modifications Decal (FPS 6262 - orderable through DOES II, 25/pkg) and list the date, dealer number, and summary of alterations performed. Select a prominent place adjacent to the Vehicle Emission Control Information Decal suitable for installing the Authorized Modifications Decal. Clean the area, install the decal, and cover it with a clear plastic decal shield.



THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:	
<i>Reprogrammed Powertrain Control Module (PCM) Per TSB 02-23-1</i>	
THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE, BY EPA AND CARB.	
DEALER NUMBER: _____	DATE: _____
CHANGE AUTHORITY:	
PPS 8262 9/78 FORD MOTOR COMPANY PRINTED IN U.S.A.	

PART NUMBER	PART NAME
1L8Z-9F715-AA	IAC - Idle Air Control Valve
2L8Z-9E926-AB	Throttle Body
1L2Z-12B579-BARM	MAF - Mass Air Flow Sensor
YL8Z-9E931-CA	Gasket - Mass Air Flow Sensor
FOAZ-14N089-A	EEC Relay
2F1Z-9J460-AA	DPFE Sensor
YL8Z-9C915-AA	EVAPVM Valve

OTHER APPLICABLE ARTICLES:

NONE

SUPERSEDES:

02-11-6

WARRANTY STATUS:

INFORMATION ONLY

OASIS CODES:

807000, 807400, 807500, 807600, 807700, 811000, 811500, 814000, 814500, 814600

NOTE: The information in Technical Service Bulletin is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

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From: Fournelle, Gilbert (G.)
Sent: Friday, December 06, 2002 10:59 AM
To: 'Jones, Andy (A.)'
Subject: RE: CALVIN problems

Andy,

I attached a zipped version of the requested MDB file.

Regards

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231788

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

From: Jones, Andy (A.) [mailto:ajones8@visteon.com]
Sent: Friday, December 06, 2002 10:27 AM
To: 'Fournelle, Gilbert (G.)'
Subject: RE: CALVIN problems

Gilbert,

We received your module yesterday afternoon. In order to try to reproduce the issue on our Calvin bench we need the Strategy Database files you were running on your Calvin. We would like to test the PCM as received and not have to re-flash it before we test. Please send these files to me ASAP so we can get started on the analysis.

Thanks.

Regards,

Andy Jones (AJONES8)
Visteon Powertrain Control Systems
e-mail: ajones8@visteon.com
C309, Visteon Technical Center, Dearborn
Tel: (313) 75-51593 Fax: (313) 75-52857

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

From: Fournelle, Gilbert (G.) [mailto:gfournel@ford.com]
Sent: Wednesday, December 04, 2002 6:53 PM
To: Lewis, Bill (B.C.); Khalil, Imran (I.); 'Jones, Andy (A.); Smith, Jeffrey (J.M.)
Cc: 'McDonald, John (J.R.); Falandino, Mike (M.P.)
Subject: RE: CALVIN problems

Attached is the KAM save from W275

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Fournelle, Gilbert (G.)
Sent: Wednesday, December 04, 2002 3:37 PM
To: Lewis, Bill (B.C.); Khalil, Imran (I.); Jones, Andy (A.); Smith, Jeffrey (J.M.)
Cc: McDonald, John (J.R.); Falandino, Mike (M.P.)
Subject: RE: CALVIN problems

I did a KAM save on 1 on W273 vehicles. The other vehicle is scheduled to run in 3 hours, and I will do the KAM save after the test (today I will just run without Calvin on In W275, there seem to be only issues when Calvin is powered up).

Attached is the Kam data

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Lewis, Bill (B.C.)
Sent: Wednesday, December 04, 2002 2:42 PM
To: Ramseyer, Mark (M.); Khalil, Imran (I.); Jones, Andy (A.); Fournelle, Gilbert (G.)
Cc: Fisher, Rollie (R.M.); McDonald, John (J.R.); DeBo, Bob (R.J.); Falandino, Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.)
Subject: RE: CALVIN problems

We have asked Imran to get in touch with Gilbert and do a KAM save on one or both of the modules after an assumed reset. Our KAM save includes the Kernel error log and this may have some valuable information.

Is it possible that a peripheral controller would cause a reset and how do we know if peripheral devices on all 3 modules are programmed the same?

Bill Lewis

R&VT_Caps-PCSE
Software and Calibration Tools Department
POEE Building, MD# 74

E-Mail, blewis30@ford.com
Phone (313)-845-5301

---Original Message---

From: Ramseyer, Mark (M.) [mailto:mramseye@visteon.com]
Sent: Wednesday, December 04, 2002 1:16 PM
To: Khalil, Imran (I.); Jones, Andy (A.); Fournelle, Gilbert (G.)
Cc: Fisher, Rolfie (R.M.); McDonald, John (J.R.); Dalbo, Bob (R.J.); Falandino, Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.)
Subject: RE: CALVIN problems

Gilbert, Imran,

I haven't seen Andy around in the last hour or so and he is the one who has the history of the modules you mentioned. He is also the one who would know whether we have any available to ship.

I did look closely at 2 modules from Gilbert in the last few months. Both of these were described as having "resets", but further explanation indicated that the display would sometimes stop for a few seconds and then continue on correctly. I also saw this phenomenon and after much time examining most of the signals did not find anything unusual. Conversations with the Ford Calvin people (Jeff Smith) helped me to record some internal Calvin variables. Examination of these recorder files showed that the PCM and its communication to the Calvin ADS was just fine. Further discussion of this issue with Ford Calvin people led them to believe that the freezing of the display was due to PC software, specifically Windows. I also heard that LBO-5xx modules have exhibited this same behaviour, but I have not heard of any returns because of this.

I looked at your recording and agree that it does seem to indicate a PCM reset. I am not familiar with most of the variables, including atmr1, but having RPM (N) change from 700 to 0 to 600 within 0.2 seconds is strange. This occurs at the same time atmr1 is cleared and starts counting again, along with some other variables that seem to start acting strangely. I am a little bothered that putmr is not captured after 3.7 seconds, and also that all channels are not recorded except 1 after about 30% of the recording. I am not familiar enough with Calvin to know if this is unusual or not, or if it provides any clues.

This does seem similar to an HSO-4xx module which recently was having some unexpected resets.

This was traced to a problem in the TPU microcode. I am not certain whether these would use the same

microcode since this is a Black Oak module and the HSO is a Spanish Oak, but it is certainly something

to consider. I've attached the email that has some of the explanation. (I understand that the same

software is used in all 3 modules and 1 works fine but 2 don't. I'm just trying to think of anything

that might be helpful.)

I can't think of anything else right now. If I can think of some other data to capture to resolve this,

or some other experiment I'll let you know.

Mark Ramseyer

Powertrain Digital Devices - Energy Management Systems

Visteon Corporation

17000 Rotunda Dr.

Dearborn, MI 48121

Room C324-55

phone/fax: (313) 755-6163

<mailto:mramseye@visteon.com>

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

From: Khali, Imran (I.) [<mailto:ikhali@ford.com>]

Sent: Wednesday, December 04, 2002 11:35 AM

To: 'mramseye@visteon.com'; 'ajones8@visteon.com'

Cc: 'rffisher1@visteon.com'; 'madona3@visteon.com'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Falandino,

Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.)

Subject: FW: CALVIN problems

Importance: High

Andy/Mark,

Please look at this issue, if you have couple of LBO51s in a good working condition.

Please FedEx overnight to Gilbert in Denver or give it to me, I will ship today. I have his strategy files if you need them to test the PCM here with CALVIN let me know.

Address is:

4600 Ironton

Denver, CO 80239

phone: 1-303-3715680

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

From: Fournelle, Gilbert (G.)

Sent: Tuesday, December 03, 2002 7:16 PM

To: Khalil, Imran (L)

Cc: Dalho, Bob (R.L.)

Subject: CALVIN problems

Imran,

I have three Calvin vehicles in Denver. One vehicle, w274, is a vehicle which I have been running in the lab. Another, w275, is one you looked at a while ago when I had problems with the first batch of CP processors.

W274 is running fine with no issues. The other 2 experience processor resets at random times. This time I do not see the message that the processor goes into LOS. However, atmr1 does reset to 0 when the vehicle has a "hiccup", as can be seen in the attached file. The vehicles run without any issues when Calvin is turned off. I do not know what I can do at this point. I don't have spare processors, these are processors which I previously returned to Visteon and Visteon could not find any problems. I cannot do my work if the processor keeps resetting.

If I the processor from 275 is placed in 274, 274 starts having issues. I do not think that it is an issue with my Calvin hardware. I do think it follows the processor. Something went wrong when we switched to CP processors LBO51, I did not have any such issues with the LBO50 processor. Do you have any suggestions? I cannot use my 1 good processor between vehicles since I need updated KAM values for my emissions tests.

<<STALL.HDF>>

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering

1AE27 Truck Engine Engineering (TEE)

Phone:(313)3904968 Fax:(313)3231788

2/4/2003 9:41 AM

C:\WINDOWS\TEMP\E1_MBDH0_denver.zip

Page 1

Name	Type	Modified	Size	Ratio	Packed
E1_MBDH0_denver.mdb	Microsoft Acce...	12/3/2002 1:59 PM	4,573,184	76%	1,076,406
1 file(s)			4,573,184	76%	1,076,406

Microsoft Access Database

- **Access**
- Array
- Array_Value
- Calculated_Channel
- Channel
- Data_Set
- Data_Set_Features
- Event
- FOX
- FOX_Value
- MEQ_List
- Qualifier
- Read_Access
- Scalar_Value
- Synonym
- Table_Value
- Tbl

mbd	1	4	0	Long binary data
mbd	4	4	3	Long binary data
mbd	3	4	2	Long binary data
mbd	2	4	1	Long binary data

mbd	AIRM_MAX_A	1	3	1
mbd	AIRM_MIN_A	1	3	1
mbd	APC_BST_CTL	1	6	1
mbd	APC_LOW_EC	1	2	1
mbd	APC_MAXBKO	1	6	1
mbd	APC_MAXDDC	1	6	1
mbd	APC_MNMNS	1	6	1
mbd	APC_MNTOT1	1	2	1
mbd	APC_MN_SFT	2	4	2
mbd	APC_MN_TMN	1	6	1
mbd	APC_MXOSRT	1	6	1
mbd	APC_PSC_TRI	2	4	6
mbd	APC_SFTIDAR	2	2	51
mbd	APC_STP_CTL	1	6	1
mbd	APC_TARG_S	1	20	1
mbd	CAT_LD_MAX	1	3	1
mbd	CAT_LD_MIN	1	3	1
mbd	CAT_N_MAX	1	3	1
mbd	CAT_N_MIN	1	3	1
mbd	CCADLLUPLL	1	6	1
mbd	CCADLLUPLU	1	6	1
mbd	CCADLLUPUL	1	6	1
mbd	CCADLLUPUU	1	6	1
mbd	CCAD_ENA_A	1	6	1
mbd	COM_END_AC	2	15	4
mbd	COM_END_PS	2	15	4
mbd	COM_ENG_AC	1	6	1
mbd	COM_STR_MD	2	15	4
mbd	COM_STR_PS	2	15	4
mbd	CSH8FT_DLYL	2	2	3
mbd	CST_STATE	1	20	1
mbd	EGOHT_HTR	2	3	2
mbd	EGOMN_OV	1	3	1
mbd	EGO_ER_SW	1	3	1
mbd	FEGO1_MX_C	1	3	1
mbd	FEGO2_MX_C	1	3	1
mbd	FKDECAYTTD	1	61	1
mbd	FNCYL2BANK	1	12	1
mbd	FNMISPRID	1	12	1
mbd	FN_1327EXT	1	12	1
mbd	FN_1327F	1	12	1
mbd	FN_1329	1	12	1
mbd	FUELMASS_M	1	14	1
mbd	GEAR2RATIO	1	7	1
mbd	GEAR2TYP	2	4	7
mbd	GR_SEQ_AUT	2	4	4

mbd	E1_MB	AIRM_MAX_A	0	0	0	1.5
mbd	E1_MB	AIRM_MAX_A	0	1	0	2
mbd	E1_MB	AIRM_MAX_A	0	2	0	3
mbd	E1_MB	AIRM_MIN_A	0	0	0	0.8999999762
mbd	E1_MB	AIRM_MIN_A	0	1	0	1.6000000238
mbd	E1_MB	AIRM_MIN_A	0	2	0	2.5
mbd	E1_MB	APC_BST_CTL	0	0	0	0
mbd	E1_MB	APC_BST_CTL	0	1	0	0
mbd	E1_MB	APC_BST_CTL	0	2	0	2
mbd	E1_MB	APC_BST_CTL	0	3	0	0
mbd	E1_MB	APC_BST_CTL	0	4	0	0
mbd	E1_MB	APC_BST_CTL	0	5	0	0
mbd	E1_MB	APC_LOW_EC	0	0	0	100
mbd	E1_MB	APC_LOW_EC	0	1	0	100
mbd	E1_MB	APC_MAXBKO	0	0	0	0
mbd	E1_MB	APC_MAXBKO	0	1	0	50
mbd	E1_MB	APC_MAXBKO	0	2	0	50
mbd	E1_MB	APC_MAXBKO	0	3	0	50
mbd	E1_MB	APC_MAXBKO	0	4	0	0
mbd	E1_MB	APC_MAXBKO	0	5	0	0
mbd	E1_MB	APC_MAXDDC	0	0	0	0
mbd	E1_MB	APC_MAXDDC	0	1	0	50
mbd	E1_MB	APC_MAXDDC	0	2	0	50
mbd	E1_MB	APC_MAXDDC	0	3	0	50
mbd	E1_MB	APC_MAXDDC	0	4	0	0
mbd	E1_MB	APC_MAXDDC	0	5	0	0
mbd	E1_MB	APC_MNMIN	0	0	0	100
mbd	E1_MB	APC_MNMIN	0	1	0	1.25
mbd	E1_MB	APC_MNMIN	0	2	0	2
mbd	E1_MB	APC_MNMIN	0	3	0	1.1000000238
mbd	E1_MB	APC_MNMIN	0	4	0	100
mbd	E1_MB	APC_MNMIN	0	5	0	100
mbd	E1_MB	APC_MNTOT1	0	0	0	125
mbd	E1_MB	APC_MNTOT1	0	1	0	125
mbd	E1_MB	APC_MN_SFT	0	0	0	255
mbd	E1_MB	APC_MN_SFT	0	1	0	255
mbd	E1_MB	APC_MN_SFT	0	2	0	1
mbd	E1_MB	APC_MN_SFT	0	3	0	255
mbd	E1_MB	APC_MN_SFT	0	0	1	1
mbd	E1_MB	APC_MN_SFT	0	1	1	1
mbd	E1_MB	APC_MN_SFT	0	2	1	1
mbd	E1_MB	APC_MN_SFT	0	3	1	1
mbd	E1_MB	APC_MN_TMN	0	0	0	500
mbd	E1_MB	APC_MN_TMN	0	1	0	750
mbd	E1_MB	APC_MN_TMN	0	2	0	750
mbd	E1_MB	APC_MN_TMN	0	3	0	750
mbd	E1_MB	APC_MN_TMN	0	4	0	750
mbd	E1_MB	APC_MN_TMN	0	5	0	750
mbd	E1_MB	APC_MXOSRT	0	0	0	700

[REDACTED]

Channel

mbd	AATEMP		105	4177944	100	-10000	10000	1	0	1	62	2	61	2	0	2
mbd	AATFMDLG		0	4187680	1	0	255	1	0	1	62	2	61	2	0	2
mbd	AATS_HP	Ambient air temperature sensor hardware present switch; 0 -> no AAT, 1 -> AAT is fitted.	UNITLES	0	6900412	1	0	1	0	1	62	2	61	1	0	2
mbd	ABV_CIRCUIT_RES	Speed motor circuit resistance	Ohms	105	5924072	0.225	5	60	1	0	1	62	2	61	1	0
mbd	ABV_CURRENT			105	4175124	100	-10000	10000	1	0	1	62	2	61	2	0
mbd	ABV_FLOWRATE			105	4170660	100	-10000	10000	1	0	1	62	2	61	2	0
mbd	ABV_MAX_CURRENT	Maximum Air Bypass Valve solenoid current	None	unitless	105	5924076	0.005	0	1	0	1	62	2	61	1	0
mbd	ABV_MIN_CURRENT	Minimal Air Bypass Valve solenoid current	None	unitless	105	5924080	0.005	0	1	0	1	62	2	61	1	0
mbd	ABV_PERCENT			105	4176128	100	-10000	10000	1	0	1	62	2	61	2	0
mbd	ABV_RATIO			105	4170668	100	-10000	10000	1	0	1	62	2	61	2	0
mbd	ABV_RATIO_SW	Switch to enable calculation of BP/MAF (set to 0) or PERLOAD_IBC calc. (set to 1) and is used for FNR000 lookup.	SWITCH	0	6908850	1	0	1	0	1	62	2	61	1	0	2
mbd	ABV_STATUS			0	4176162	1	0	255	1	0	1	62	2	61	2	0
mbd	ACBIAS	Bias adder to fuel when A/C is active.	unitless	105	6908824	0.0399	-3.99000001	3.99000001	1	0	1	62	2	61	1	0
mbd	ACCEL1_N			77	4198236	1	-10000	10000	1	0	1	62	2	61	2	0
mbd	ACCEL1_PC			77	4198242	1	-10000	10000	1	0	1	62	2	61	2	0
mbd	ACCEL2_N			77	4198334	1	-10000	10000	1	0	1	62	2	61	2	0
mbd	ACCEL2_PC			77	4198340	1	-10000	10000	1	0	1	62	2	61	2	0
mbd	ACCEL3_N			77	4198936	1	-10000	10000	1	0	1	62	2	61	2	0
mbd	ACCEL3_PC			77	4198938	1	-10000	10000	1	0	1	62	2	61	2	0
mbd	ACCEL4_N			77	4175872	1	-10000	10000	1	0	1	62	2	61	2	0
mbd	ACCEL4_PC			77	4175870	1	-10000	10000	1	0	1	62	2	61	2	0
mbd	ACCESS_K1			0	4175811	1	0	255	1	0	1	62	2	61	2	0
mbd	ACCESS_K2			0	4176607	1	0	255	1	0	1	62	2	61	2	0
mbd	ACCFLG			0	4187815	1	0	255	1	0	1	62	2	61	2	0
mbd	ACCFLG_LAST			0	4167814	1	0	255	1	0	1	62	2	61	2	0
mbd	ACCS			0	4175870	1	0	255	1	0	1	62	2	61	2	0
mbd	ACCSCP_FMDLG			0	4199452	1	0	255	1	0	1	62	2	61	2	0
mbd	ACCS_HP	Hardware present switch for A/C demand/Cycling hardware input to the module.	None	unitless	0	6900457	1	0	1	0	1	62	2	61	1	0
mbd	ACCS_SCP			0	4199469	1	0	255	1	0	1	62	2	61	2	0
mbd	ACCUM_INDX			0	4178330	1	0	255	1	0	1	62	2	61	2	0
mbd	ACC_DELAY	Time delay before adding A/C air to DESMAF_PRE.	s	105	6900784	0.31	0	62	1	0	1	62	2	61	1	0
mbd	ACC_DELAY2	Second delay for adding A/C air.	s	105	6900780	0.31	0	62	1	0	1	62	2	61	1	0
mbd	ACC_KAM_FLG			0	4177964	1	0	255	1	0	1	62	2	61	2	0
mbd	ACC_LCH_OUT	Fraction of accelerator pedal angle above which launch cutoff is active.	None	fraction	105	6900532	0.00886	0	1.99000001	1	0	1	62	2	61	1
mbd	ACC_STATUS			0	4175872	1	0	255	1	0	1	62	2	61	2	0
mbd	ACC_TP_AC_ON	Pedal position below which A/C launch cutoff is deactivated.	None	fraction	105	6900528	0.00886	0	1.99000001	1	0	1	62	2	61	1
mbd	ACC_TP_RATE	Instantaneous change in the fraction of accelerator pedal angle above which launch cutoff is active.	None	fraction	105	6900524	0.00886	0	1.99000001	1	0	1	62	2	61	1

mbd	E1_MB	380705	1	0	2	7 PCM	OPSEADS.PSEA
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mbd	0		0.1
mbd	1	External	0
mbd	2	BG	0.06
mbd	3	FG	0.008
mbd	4	PG	0.0015
mbd	5	MG	0.016

mbd	APC_ADPT_B	8TQ_XFER_TM	ms	105	100	-10000	10000		
mbd	APC_ADPT_B	8TQ_XFER_TM	ms	105	100	-10000	10000		
mbd	APC_ADPT_B	8TQ_XFER_TM	ms	105	100	-10000	10000		
mbd	APC_EGMPMU	8APC_ESCMP	MPH	105	1	-100	100		
mbd	APC_MAJSB12	8NONE	PSI	105	1	-100	100		
mbd	APC_MAJSB23	8NONE	PSI	105	1	-100	100		
mbd	APC_MAJSB34	8NONE	PSI	105	1	-100	100		
mbd	APC_MINSB12	8APCNRMSLPR	unitless	105	50.5	-100	10000		
mbd	APC_MINSB23	8APCNRMSLPR	unitless	105	50.5	-100	10000		
mbd	APC_MINSB34	8APCNRMSLPR	unitless	105	50.5	-100	10000		
mbd	APC_NRMFLR	10FLARE_ERR	RPM	105	100	-10000	10000		
mbd	APC_NRMSLP	10APC_SLIP_ER	ms	105	100	-10000	10000		
mbd	APC_NRMSLP	10APC_SLIP_ER	ms	105	100	-10000	10000		
mbd	APC_NRMSLP	10APC_SLIP_ER	ms	105	100	-10000	10000		
mbd	APC_NRMTQ1	5APC_SFT_TQ	lb/ft	105	10.5	-100	2000		
mbd	APC_NRMTQ2	5APC_SFT_TQ	lb/ft	105	10.5	-100	2000		
mbd	APC_NRMTQ3	5APC_SFT_TQ	lb/ft	105	10.5	-100	2000		
mbd	APC_NRMTQ3	5APC_SFT_TQ	lb/ft	105	10.5	-100	2000		
mbd	APC_NSRPOF	8APCNRMSLPR	unitless	105	50.5	-100	10000		
mbd	APC_NSRPON	8APCNRMSLPR	unitless	105	50.5	-100	10000		
mbd	APC_OVRPOF	8OVRSH_T_ERR	RPM	105	50.5	-100	10000		
mbd	APC_OVRPON	8OVRSH_T_ERR	RPM	105	50.5	-100	10000		
mbd	APC_VSRMUL	8VSR_MX_DEL	MPH/s	105	50	0	10000		
mbd	CC_KC_FAC	8NONE	RPM	105	81.815	0	18383		
mbd	CC_TORQ_FF	8NONE	unitless	105	5.11	-511	511		
mbd	COM_ENG_TR	9TOT	degF	105	10.24	-1024	1024		
mbd	CPPH2	6VS_RATEPH	MPH/s	105	0.1	-10	10		
mbd	CPPH3	6VS_RATEPH	MPH/s	105	0.1	-10	10		
mbd	CPPH4	6VS_RATEPH	MPH/s	105	0.1	-10	10		
mbd	DOTNTTHRES	6NONE	unitless	105	0.025	0	5		
mbd	DOTNTTHRES	6NONE	unitless	105	50	0	10000		
mbd	FN004	5BP	INHG	105	0.159375	0	31.875		
mbd	FN012F	9LOAD_FG	unitless	105	0.0099998450	0	1.999999056		

mbd	E1_MB	APC_ADPT_B	0	0	0
mbd	E1_MB	APC_ADPT_B	1	0	0
mbd	E1_MB	APC_ADPT_B	2	0	0
mbd	E1_MB	APC_ADPT_B	3	0	0
mbd	E1_MB	APC_ADPT_B	4	0	0
mbd	E1_MB	APC_ADPT_B	5	0	0
mbd	E1_MB	APC_ADPT_B	6	0	0
mbd	E1_MB	APC_ADPT_B	7	0	0
mbd	E1_MB	APC_ADPT_B	0	0	0
mbd	E1_MB	APC_ADPT_B	1	0	0
mbd	E1_MB	APC_ADPT_B	2	0	0
mbd	E1_MB	APC_ADPT_B	3	0	0
mbd	E1_MB	APC_ADPT_B	4	0	0
mbd	E1_MB	APC_ADPT_B	5	0	0
mbd	E1_MB	APC_ADPT_B	6	0	0
mbd	E1_MB	APC_ADPT_B	7	0	0
mbd	E1_MB	APC_ADPT_B	0	0	0
mbd	E1_MB	APC_ADPT_B	1	0	0
mbd	E1_MB	APC_ADPT_B	2	0	0
mbd	E1_MB	APC_ADPT_B	3	0	0
mbd	E1_MB	APC_ADPT_B	4	0	0
mbd	E1_MB	APC_ADPT_B	5	0	0
mbd	E1_MB	APC_ADPT_B	6	0	0
mbd	E1_MB	APC_ADPT_B	7	0	0
mbd	E1_MB	APC_ECMPMU	0	0	0
mbd	E1_MB	APC_ECMPMU	1	0	0
mbd	E1_MB	APC_ECMPMU	2	0	0
mbd	E1_MB	APC_ECMPMU	3	0	0
mbd	E1_MB	APC_ECMPMU	4	0	0
mbd	E1_MB	APC_ECMPMU	5	0	0
mbd	E1_MB	APC_ECMPMU	6	0	0
mbd	E1_MB	APC_ECMPMU	7	0	0
mbd	E1_MB	APC_MAJSB12	0	0	8
mbd	E1_MB	APC_MAJSB12	1	3	8
mbd	E1_MB	APC_MAJSB12	2	6	8
mbd	E1_MB	APC_MAJSB12	3	9	8
mbd	E1_MB	APC_MAJSB12	4	12	8
mbd	E1_MB	APC_MAJSB12	5	15	8
mbd	E1_MB	APC_MAJSB12	6	18	8
mbd	E1_MB	APC_MAJSB12	7	20	8
mbd	E1_MB	APC_MAJSB23	0	0	0
mbd	E1_MB	APC_MAJSB23	1	0	0
mbd	E1_MB	APC_MAJSB23	2	0	0
mbd	E1_MB	APC_MAJSB23	3	0	0
mbd	E1_MB	APC_MAJSB23	4	0	0
mbd	E1_MB	APC_MAJSB23	5	0	0



mbd	0none
mbd	1Default
mbd	2BG
mbd	3FG
mbd	4PG
mbd	5MG



mbd	E1_MB	AATS_HP	0
mbd	E1_MB	ABV_CIRCUIT	17.299999237
mbd	E1_MB	ABV_MAX_CU	1
mbd	E1_MB	ABV_MIN_CU	0.125
mbd	E1_MB	ABV_RATIO_S	1
mbd	E1_MB	ACBIAS	0
mbd	E1_MB	ACCS_HP	1
mbd	E1_MB	ACC_DELAY	0.0900000036
mbd	E1_MB	ACC_DELAY2	0.0900000036
mbd	E1_MB	ACC_LCH_CU	1.9900000095
mbd	E1_MB	ACC_TP_AC	1.9900000095
mbd	E1_MB	ACC_TP_RAT	1.9900000095
mbd	E1_MB	ACDC_SW	1
mbd	E1_MB	ACDC_TLLIM	1.0499999523
mbd	E1_MB	ACDC_TL_TCP	0.0399999991
mbd	E1_MB	ACDC_TO_LIM	0.9499999881
mbd	E1_MB	ACDC_TO_TC	0.0199999896
mbd	E1_MB	ACDS_HP	0
mbd	E1_MB	ACECT_HYS	10
mbd	E1_MB	ACECT_VS	4
mbd	E1_MB	ACET_E_TM	10
mbd	E1_MB	ACET_FMEM	30
mbd	E1_MB	ACET_F_TM	10
mbd	E1_MB	ACET_HP	0
mbd	E1_MB	ACET_TC	1.200000477
mbd	E1_MB	ACFILTC	1
mbd	E1_MB	ACFNVEGO	0
mbd	E1_MB	ACLC_FLG_S	0
mbd	E1_MB	ACLOD	0.0199999996
mbd	E1_MB	ACL_TM	0
mbd	E1_MB	ACMNDT_TP	0.5
mbd	E1_MB	ACNHL_CL	4700
mbd	E1_MB	ACNHL_SH	5550
mbd	E1_MB	ACNLO_CH	680
mbd	E1_MB	ACNLO_SL	450
mbd	E1_MB	ACPRE_LSF	50
mbd	E1_MB	ACPSHP	0
mbd	E1_MB	ACPSW_HP	1
mbd	E1_MB	ACPS_TM	6
mbd	E1_MB	ACRATE_OFF	1023
mbd	E1_MB	ACSLP	50
mbd	E1_MB	ACSTRD	10
mbd	E1_MB	ACSTRT_WR	-200
mbd	E1_MB	ACTPVS_LMT	95
mbd	E1_MB	ACTP_CL	500
mbd	E1_MB	ACTP_SH	650

[REDACTED]

mbd	E1_MB	APCTARGFLA	0	0	70
mbd	E1_MB	APCTARGFLA	1	0	70
mbd	E1_MB	APCTARGFLA	2	0	70
mbd	E1_MB	APCTARGFLA	3	0	70
mbd	E1_MB	APCTARGFLA	4	0	70
mbd	E1_MB	APCTARGFLA	5	0	70
mbd	E1_MB	APCTARGFLA	6	0	70
mbd	E1_MB	APCTARGFLA	7	0	50
mbd	E1_MB	APCTARGFLA	8	0	0
mbd	E1_MB	APCTARGFLA	0	1	70
mbd	E1_MB	APCTARGFLA	1	1	70
mbd	E1_MB	APCTARGFLA	2	1	115
mbd	E1_MB	APCTARGFLA	3	1	125
mbd	E1_MB	APCTARGFLA	4	1	125
mbd	E1_MB	APCTARGFLA	5	1	70
mbd	E1_MB	APCTARGFLA	6	1	70
mbd	E1_MB	APCTARGFLA	7	1	50
mbd	E1_MB	APCTARGFLA	8	1	0
mbd	E1_MB	APCTARGFLA	0	2	70
mbd	E1_MB	APCTARGFLA	1	2	70
mbd	E1_MB	APCTARGFLA	2	2	80
mbd	E1_MB	APCTARGFLA	3	2	90
mbd	E1_MB	APCTARGFLA	4	2	80
mbd	E1_MB	APCTARGFLA	5	2	70
mbd	E1_MB	APCTARGFLA	6	2	70
mbd	E1_MB	APCTARGFLA	7	2	50
mbd	E1_MB	APCTARGFLA	8	2	0
mbd	E1_MB	APCTARGFLA	0	3	70
mbd	E1_MB	APCTARGFLA	1	3	70
mbd	E1_MB	APCTARGFLA	2	3	70
mbd	E1_MB	APCTARGFLA	3	3	70
mbd	E1_MB	APCTARGFLA	4	3	70
mbd	E1_MB	APCTARGFLA	5	3	70
mbd	E1_MB	APCTARGFLA	6	3	70
mbd	E1_MB	APCTARGFLA	7	3	50
mbd	E1_MB	APCTARGFLA	8	3	0
mbd	E1_MB	APCTARGFLA	0	4	70
mbd	E1_MB	APCTARGFLA	1	4	70
mbd	E1_MB	APCTARGFLA	2	4	70
mbd	E1_MB	APCTARGFLA	3	4	70
mbd	E1_MB	APCTARGFLA	4	4	70
mbd	E1_MB	APCTARGFLA	5	4	70
mbd	E1_MB	APCTARGFLA	6	4	50
mbd	E1_MB	APCTARGFLA	7	4	50
mbd	E1_MB	APCTARGFLA	8	4	0
mbd	E1_MB	APCTARGFLA	0	5	50

mbd	APCTARGFLA	9	7	TNRM_TRB_T	NONE
mbd	APCTARGST1	9	7	TNRM_TRB_T	TNRM12_V8
mbd	APCTARGST2	9	7	TNRM_TRB_T	TNRM23_V8
mbd	APCTARGST3	9	7	TNRM_TRB_T	TNRM34_V8
mbd	APCTARGETQX	9	7	TNRM_TOT9	TNRM12_V8
mbd	APCTARGETQX	9	7	TNRM_TOT9	TNRM23_V8
mbd	APCTARGETQX	9	7	TNRM_TOT9	TNRM34_V8
mbd	APC_ADPT12	5	10	APC_NRMTQ1	APC_NRMSLP
mbd	APC_ADPT23	5	10	APC_NRMTQ2	APC_NRMSLP
mbd	APC_ADPT34	5	10	APC_NRMTQ3	APC_NRMFLR
mbd	APC_ADPTSU	6	10	APC_NRMTQ8	APC_NRMFLR
mbd	DOTNTHRES	6	6	DOTNTHRES	DOTNTHRES
mbd	FN1000	6	5	FN017	FN013
mbd	FN1023C	10	8	FN050	FN022Y
mbd	FN1033	5	8	FN047A	FN046A
mbd	FN1038A	10	10	FN070E	FN044
mbd	FN1038B	10	10	FN070E	FN044
mbd	FN1037	10	10	FN070E	FN044
mbd	FN1039A	11	9	FN078B	FN077
mbd	FN1052	8	8	FN022V	FN022V
mbd	FN1135B	10	8	FN070U	FN071U
mbd	FN1139	10	8	FN070U	FN071U
mbd	FN1141	10	8	FN070U	FN071U
mbd	FN1148A	10	8	FN070U	FN071U
mbd	FN12PHR	10	10	FNXPHT12	FNXPHT12
mbd	FN1301E	8	8	FN032EX	FN032EY
mbd	FN1311	10	6	FN311X	INF_GR_TMP
mbd	FN1351ETD	2	2	FN039F	FN021E
mbd	FN1352	4	8	FN039	FN021
mbd	FN1353A	2	2	FN039A	FN021B
mbd	FN1353CT	5	5	FN027F	FN021D
mbd	FN1353F1	5	5	FN039B	FN021D
mbd	FN1353F2	5	5	FN039B	FN021D
mbd	FN1360B	10	8	FN070B	FN072T
mbd	FN1361ELOS	12	12	FN022BB	FN018BE
mbd	FN1361HELOS	12	12	FN022BB	FN018BE
mbd	FN1361LB	12	8	FN022BB	FN018BB
mbd	FN1362LB	12	8	FN022BB	FN072
mbd	FN1362_LOST	12	8	FN022BB	FN072
mbd	FN1366H	8	8	FN066SX	FN066HY
mbd	FN1615MIS	10	8	FN070MIS	FN034MIS
mbd	FN1619	6	6	FN070C	FNAC_NORM
mbd	FN1619ADD	10	10	FN070P	FNDTTP
mbd	FN1862AD	7	6	FN020C	FN018E
mbd	FN1862AD_PM	7	6	FN020C	FN018E
mbd	FN1862AN	7	6	FN020C	FN018E

From: Shelton, Randy (R.)
Sent: Monday, December 16, 2002 1:12 PM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Bogema, John (P.)
Cc: Shelton, Randy (R.)
Subject: Dynamic Lambse Settings

For the following dynamic Lambse parameters how far out do we want these values set.

MAX_ROA_L = .35
MAX_ROA_R = .45

The lean would be the most concern if a hego were truly failed we would not want to cause a stall.

What are your thoughts?

From: Dalbo, Bob (R.J.)
Sent: Thursday, December 19, 2002 10:28 AM
To: Wood, Paul (P.)
Cc: Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Subject: RE: WF0CU041621102062

Paul,

The 2U7A-C5B software is a service fix for the 2M11A30E10 (EU Stage III) calibration. It was never released to production, so this PCM must have been reflashed.

The 2M11A30S10 calibration is for North American markets. There is a service fix calibration (again, not released to production) for this calibration as well - 2U7A-CZB. Both part numbers contain the same stall fix actions.

If you have further questions, please call or write.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

—Original Message—

From: Wood, Paul (P.)
Sent: Thursday, December 19, 2002 7:06 AM
To: Dalbo, Bob (R.J.)
Cc: Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Subject: RE: WF0CU041621102062

Bob,

I have a further question which you may be able to help with. The 2002MY we used as an example with the cal details has the latest level cal.

- Would this be the cal the vehicle was built with.

I am trying to understand if there is any difference between the cal mentioned in the TSB for 2002MY (2M11A 30S10) released on B21.3 and the cal 2U7A-C5B on this 2002MY vehicle in the UK. CD B21 in Europe was released around Oct 02 so this would indicate a later cal was available than the production cal. If the cal on B21.3 is a later cal than the production cal, then was this cal ever released on B21x in Europe, if so can you tell us what the cal is called for Europe.

I guess it is possible that the example vehicle has been updated with WDS but I have no way of verifying that.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
PCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: 17 December 2002 16:53

To: Suarez, Rhae (R.); Wood, Paul (P.); Fournelle, Gilbert (G.)
Subject: RE: WFOCU041621102062

Paul/Rhae,

The 2U7A-CSB is the latest calibration for 2002 Maverick. However, we repeatedly demonstrated that the calibration alone may not cure the issue. TSB 02-23-01 must be performed in its entirety (as well as the standard diagnostic procedures) to address the stalling concern.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

—Original Message—

From: Suarez, Rhae (R.)
Sent: Tuesday, December 17, 2002 10:55 AM
To: Wood, Paul (P.); Dalbo, Bob (R.); Fournelle, Gilbert (G.)
Subject: FW: WFOCU041621102062

Paul - yes I believe the concern also effects UK.

Bob/Gilbert - can you verify this and what (if available) are the latest calibration information for UK Maverick vehicles to address stalling.

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
D8C II (room 549) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-798-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

—Original Message—

From: Wood, Paul (P.)
Sent: Tuesday, December 17, 2002 10:51 AM
To: Suarez, Rhae (R.)
Subject: FW: WFOCU041621102062

Rhae,

With regards to Russell's query below, is the intermittent engine stall issue as described in TSB 02-23-01 also an issue that could be found in the calibration for this vehicle in the UK.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

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VEHICLE INFORMATION

VEHICLE DESCRIPTION

2002 MAVERICK 2001

BODY STYLE

4 DR MPV

ENGINE

3.0L EFI DOHC

ENGINE CALIBRATION

0000

TRANSMISSION

CD4E AUTO TRANSAXLE

AXLE CODE

GENERAL WARRANTY INFORMATION

WARRANTY START DATE

05/30/2002

BUILD DATE

03/13/2002

SALE MILEAGE

WARNING MESSAGES

VERIFY VIN/WARRANTY COVERAGE

VEHICLE SOLD IN UNITED KINGDOM

SERVICE INFO MAY BE UNAVAILABLE

FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

N3DD - GBR 3/ 60000 MLS CLASSIC

STANDARD DEDUCTIBLE: 0 GBP

OWNER NAME: . CROSS HULLER

OPTIONS:

EXPIRATION DATE: 05/30/2005

DISTANCE: 80,000

RENTAL: 0 UP TO 0 DAYS

TOWING: 0 GBP

CONTRACT SOLD BY: GBR 33306 CL

REPAIR HISTORY

10/04/2002

DEALER: GORDONS (BOLTON) LIMITED

WARRANTY CLAIM NUMBER: 463312

ODOMETER: 005880M

CARRY OUT WDS,REMOVE CJB & CHECK M/PLUGS,CHECK & REWORK ALL MAIN
GROUNDS,REMOVE &

CHECK BJB,FOUND TERMINALS LOOSE ON POWER HOLD RELAY & REWORK
TERMINALS,REPLACE RELAY

FMC TECH NO U2J01113

06/28/2002

DEALER: POLAR MOTOR COMPANY LIMITED

WARRANTY CLAIM NUMBER: 036434

ODOMETER: 003642M

PART NUMBER

PART DESCRIPTION

QUANTITY

LABOR OP



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 05/25/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/08/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/29/2002 - 08/23/2002
 Requested: 06/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 22

- Cumulative MYTD: 5,521

2002 ESCAPE

[REDACTED]

VIN: 1FMYU04142K070000	Build Date: 06/07/2002	30 DIS60 DIS**:	36 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30DIS60 DIS**:	3000 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sct.* - 30 DIS60 DIS**:	8 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	N/A
Cust. City: N MASSAPEQUA, NY [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: pphens

Concern Comment: The customer says that the A/C in the vehicle is not cold enough. He noticed this concern immediately upon vehicle delivery. There are no specific weather or road conditions associated and this is a constant concern. He will address this concern with Wentigh Auto Sales at his convenience.

SIF ***: 2 (Sellers) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 Dis occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/28/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/08/2002 - 07/08/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 22
 - Cumulative MYTD: 6,521

2002 ESCAPE

VEHICLE IDENTIFICATION NUMBER: 1FMYU031E2KD55631

VIN: 1FMYU031E2KD55631	Build Date: 06/07/2002	30 DIS/50 DIS**:	45 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/08/2002	Mileage - 30 DIS/50 DIS**:	4000 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/50 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: HEATH, TX [REDACTED]		Gender:	[REDACTED]

Date	Repair Order	Repair Comments
07/16/2002	022382	REFINISH PANEL

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer had a concern with a brownish spot in the exterior paint. This spot was located in the center of the rear drivers side door, underneath the clear coat. The customer first noticed this concern on the day after delivery. This spot was the size of half of a dime. The vehicles paint color is Vermilion Solid, or Bright Red. There was no rust corrosion associated with this concern. Generally, the customer travels on paved roads. The customer takes this vehicle to a car wash and uses a sprayer with liquid soap to wash and lets the vehicle air dry. The customer is not sure whether the appearance of this spot changed under different lighting. The customer has already addressed this concern with Town East Ford who have repaired it to his satisfaction.

SIF ***: 0 (None) Champion: NONE

EM02-027-D 2015

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 15000 days in service and 50 DIS occurs at 45/75 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 08/28/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,321

2002 ESCAPE

VIN: 1FMYU02142K005885	Build Date: 08/14/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	Purchase Date: 07/24/2002	Mileage - 30 DIS/60 DIS**:	117 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: WASHINGTON, DC		Gender:	

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: jmcash
 Concern Comment: The customer has a concern with a couple of chips in the glass. These chips are located in the center of the rear passenger side window and are about an inch down from the edge, or top, of the glass. The customer first noticed this concern a couple of days after delivery. The customer is not sure of the approximate size of these chips but they are very small. These chips are on the exterior of the glass. The customer has not noticed any distorted interior/exterior moldings. The customer is not sure of whether these chips appear to be related to stress. The customer will mention this concern to Hill and Sanders Ford at her earliest convenience.

SIF ***: 3 (High) Concern: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ENG-627-0 2818



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 08/26/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/06/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,621

2002 ESCAPE

YR:	1FMYU03102KD00000	Build Date:	08/21/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/24/2002	Mileage - 30DIS/60 DIS**:	OK / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	Y/NA
Cust. City:	THOROFARE, NJ			Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer has a concern with an unusual noise from the drivers window. This concern occurs when closing the window, just as the glass reaches the top of its travel. The customer described this noise as sounding like the glass is cracking. The customer first noticed this concern the first time she drove the vehicle, which was two weeks after purchase. There are no specific temperature changes associated with this concern. There are no concerns with the function of the windows. The customer has already mentioned this concern to Ace Motor Sales who have ordered the part for repair. The customer will bring the vehicle into this dealership for repair next Tuesday August 27, 2002.

BIF ***: 0 (None) Champion: NONE

YR:	1FMYU04192KD00000	Build Date:	08/07/2002	30 DIS/60 DIS**:	15 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/13/2002	Mileage - 30DIS/60 DIS**:	1600 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City:	NAZARETH, PA			Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: pphane
 Concern Comment: The customer says that there is clicking noise exhibited from the two front power windows when putting them up. She first noticed this concern about a week after vehicle delivery. There are no specific temperature changes that coincide with this concern but it has been consistently hot since she purchased the vehicle. She hasn't noticed any unusual glass movement when this concern is occurring and this is a constant concern. She plans on addressing this concern with Dick Milham Ford at her convenience.

BIF ***: 1 (Low) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1845 days in service and 60 DIS occurs at 4375 days in service.

*** Satisfaction Incent Factor (BIF) scale is: 0=none, 1=low, 2=medium, 3=high.

EMR2-027-0 2817



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/24/2002 - 08/26/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Retrieved
 - Within date range: 22
 - Cumulative NYTD: 8,821

2002 ESCAPE

VIN: 1FMYLR3112KD00088	Build Date: 08/14/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/24/2002	Mileage - 30DIS/60 DIS**:	117 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.** - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: WASHINGTON, DC [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002	Containment Status: Not Contained	Agent ID: jmcach
<p>Concern Comment: The customer has a concern with the fuel cap light coming on. The customer first noticed this concern a week after delivery. This light comes on every time the vehicle is started and comes off by itself after driving for a while (the customer is not sure of approximately how long it stays on). There have been no after market modifications made to this vehicle. There is no change in the performance of the vehicle. This concern does not seem to be affected by any specific road conditions. The customer has already mentioned this concern to Hill and Sanders Ford who have advised her to continue driving the vehicle and that this concern should correct itself. But, unfortunately this concern is still occurring and the customer will mention it again to her dealership at her earliest convenience.</p>		
SF ***: 1 (Low)	Champion: NONE	

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 15M days in service and 60 DIS occurs at 45/75 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ER02-027-0 2818



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/25/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/05/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant's: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Returned

- Within date range: 22

- Cumulative MYTD: 5,521

2002 ESCAPE

VIN: 1FMYU04143KD78099

Cust. Name:		Build Date:	06/27/2002	30 DIS/60 DIS**:	39 / NA
Cust. Phone:		Purchase Date:	07/18/2002	Mileage - 30DIS/60 DIS**:	3000 / NA
Cust. Address:		Dealer Name:		Veh. Product Quality Ser.* - 30 DIS/60 DIS**:	6 / NA
Cust. City:	NAMABAPEQUA, NY	Dealer Phone:		Increase SAT to 9 or 10	N/A
				Gender:	

Cust. Contact Date: 06/29/2002 Containment Status: Not Contained Agent ID: prehana

Concern Comment: The customer says that the vehicle pulls to the left when driving. This was noticed immediately upon vehicle delivery. No after-market modifications have been made to the vehicle and he describes the pull as moderate. The steering wheel does seem slightly off center towards the left and the vehicle drifts with both hands off the wheel. The amount of passengers or cargo in the vehicle doesn't affect this concern and it is constant. He will be addressing this concern with Wintagh Auto Sales at his convenience.

SF ***: 1 (Low) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4875 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/05/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 22
 - Cumulative MYTD: 8,621

2002 ESCAPE

VIN: 1FMYD244152H066125

Cust. Name:	[REDACTED]	Build Date:	06/26/2002	90 DIS/60 DIS**:	30 / NA
Cust. Phone:	[REDACTED]	Purchase Date:	07/24/2002	Mileage - 30DIS/60 DIS**:	2000 / NA
Cust. Address:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Ser.* - 90 DIS/60 DIS**:	8 / NA
Cust. City:	SAN FRANCISCO, CA [REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	N/A
				Gender:	[REDACTED]

Cust. Contact Date: 06/23/2002 Containment Status: Not Contained Agent ID: prehane

Concern Comment: The customer says that there is a loud whistling noise emitted from the engine when in idle. He first noticed this concern a week after vehicle delivery. The whistling can be heard over the radio but not the A/C. He primarily travels on city paved roads and the vehicle hasn't been used for towing or hauling anything. He uses 87 octane fuel in the vehicle and there are no specific weather conditions associated with this concern. It is noticed at both initial start-up and when the engine is fully warm. He has checked the oil, which is fine but he hasn't checked the transmission fluid as of yet. No warning lights are illuminated in the dash and no leaks have been noticed. This is a constant concern which he will address with Sacramento Ford at his convenience.

BIF ***: 1 (Low) Chemplot: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied. Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1546 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

DN82-027-D 2828



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 08/28/2002
 Call Date - Actual: 08/23/2002 - 08/28/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/25/2002
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,521

2002 ESCAPE

17MYU04182KD00000

VIN: 17MYU04182KD00000	Build Date: 06/31/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/22/2002	Mileage - 30 DIS/60 DIS**:	714 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 8 or 10	NANA
Cust. City: ATHOL, MA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: preha

Concern Comment: The customer says that he hears a crunching noise from the front end of the vehicle when applying the service brake. He noticed this concern two weeks after vehicle delivery. No warning lights are illuminated and he has had mud flaps and running boards added as after-market modifications. He hasn't checked his brake fluid level yet and leaks have been noticed. This concern occurs whether driving the vehicle after it has sat overnight or not and it is generally parked outside. He will address this concern with Norm Wagner Ford at his convenience.

SIF ***: 3 (High) Chemplan: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occur at 1545 days in service and 60 DIS occur at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EP02-027-D 2821



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 22

- Cumulative NYTD: 5,621

2002 ESCAPE

VIN: 1FMYU64162KD67165

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: ROME, NY [REDACTED]

Build Date: 06/21/2002

Purchase Date: 07/22/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS**:

32 / NA

Mileage - 30DIS/60 DIS**:

1600 / NA

Veh. Product Quality Sat.* - 30 DIS/60 DIS**:

10 / NA

Increase SAT to 9 or 10

NA/NA

Gender: [REDACTED]

Dist. Contact Date: 06/23/2002

Containment Status: Not Contained

Agent ID: pphans

Concern Comment:

The customer says that she feels a vibration in the vehicle when driving between 55-60 mph. She first noticed this concern two weeks after vehicle delivery. This concern occurs when driving at these speeds on any road surface. No after-market modifications have been made to the vehicle. She describes the vibration as moderate and the number of passengers or cargo don't affect this concern. This is a constant concern when travelling at these speeds and she plans on addressing this concern with Harold Nye Ford and will do so at her convenience.

SIF ***:

2 (Medium)

Champion:

NONE

ERR2-027-D 2822

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4676 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 1=none, 1=low, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
Call Date - Actual: 06/23/2002 - 06/23/2002
Purchase Date - Actual: 07/08/2002 - 07/24/2002
Complaint Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/23/2002 - 08/23/2002
Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customer Surveys
- Within date range: 32
- Cumulative MYTD: 5,521

2002 ESCAPE

[Redacted VIN and Customer Information]

VIN:	1FMYD14172K08771	Build Date:	06/26/2002	30 DIS/60 DIS**:	36 / NA
Cust. Name:	[Redacted]	Purchase Date:	07/18/2002	Mileage - 30 DIS/60 DIS**:	1200 / NA
Cust. Phone:	[Redacted]	Dealer Name:	[Redacted]	Veh. Product Quality Sat* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[Redacted]	Dealer Phone:	[Redacted]	Increase SAT to 9 or 10	NA/NA
Cust. City:	FAIRFAX STATION, VA [Redacted]			Gender:	[Redacted]

Date	Repair Order	Repair Comments
07/25/2002	332474	REPLACE LEFT REAR TAIL LIGHT LENS DUE TO WATER.

Cust. Contact Date: 06/25/2002 Containment Status: Not Contained Agent ID: pphane

Concern Comment: The customer says that there is a wind noise exhibited from the front door/windows of the vehicle while driving. This concern was noticed a week after vehicle delivery and can be heard over the radio or A/C. It is more pronounced on windier days but she is not sure if there is a difference between warmer and cooler days. No after-market modifications have been made to the vehicle. Some rubber plugs did fall off from between the door leaf and the B-pillar. The vehicle doesn't have a sun roof and this concern occurs when traveling at least 60 mph. It sounds like a ruckling and is an intermittent concern. She will address this concern with Ted Britz at her convenience.

SF***: 1 (Low) Champlov: NONE

EMG-927-D 2A23

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1648 days in service and 60 DIS occurs at 4876 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/sg: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 22

2402 ESCAPE

- Cumulative MYTD: 6,821

VIN:	1FMYU01122KD11490	Build Date:	06/06/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 30DIS/60 DIS**:	4508 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NA/NA
Cust. City:	SAN ANTONIO, TX [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: jmosch
 Concern Comment: The customer has a concern with a loose interior weather stripping. This concern is located on the rear drivers side door, towards the top of the window, and there is approximately a foot of stripping loose. The customer first noticed this concern a couple of days after delivery. The customer will mention this concern to Gilstrap Ford at his earliest convenience.

SIF ***: 1 (Low) Champion: NONE

VIN:	1FMYL06172KD88771	Build Date:	06/06/2002	30 DIS/60 DIS**:	38 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/18/2002	Mileage - 30DIS/60 DIS**:	1200 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NA/NA
Cust. City:	FAIRFAX STATION, VA [REDACTED]			Gender:	[REDACTED]

Date	Repair Order	Repair Comments
07/26/2002	832474	REPLACE LEFT REAR TAIL LIGHT LENS DUE TO WATER.

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: pshane
 Concern Comment: The customer says that the some black rubber plugs that are located in between the doors and the pillars of the vehicle fall off. This concern was experienced on the front passenger side door and rear drivers side door of the vehicle and it occurred a week after vehicle delivery. She will mention this concern to Tad Britt Ford at her convenience.

SIF ***: 1 (Low) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction based on Ford (SIF) scale i.e. Concern: 1-low, 2-medium, 3-high.

EA82-021-D 2824



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 06/26/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/Kit: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,521

2002 ESCAPE

[REDACTED]

VIN:	1FMYL08419Z007185	Build Date:	05/31/2002	80 DIS/80 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 300 DIS/60 DIS**:	1800 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Ser.** - 50 DIS/80 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NANA
Cust. City:	ROME, NY [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/23/2002	Containment Status:	Not Contained	Agent ID:	prehna
Concern Comment:	The customer likes the power drivers side front seat in the vehicle.				
SIF ***:	3 (None)	Champion:	NONE		

ERR2-027-D 2625

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 80 DIS occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 06/26/2002
 Call Date - Actual: 06/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative NYTD: 8,821

2002 ESCAPE

Customer: [REDACTED]

VIN: 1FMYU03182KD33531	Build Date: 06/07/2002	30 DIS/60 DIS**:	48 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/09/2002	Mileage - 30015/60 DIS**:	4000 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 90 DIS/60 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: HEATH, TX [REDACTED]		Gender:	[REDACTED]

Date	Repair Order	Repair Comments
07/15/2002	022382	REFINISH PANEL

Cust. Contact Date: 06/28/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer would have liked leather seating as a standard feature.

SIF ***: 8 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 16M8 days in service and 60 DIS occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ENG2-027-D 2827



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/08/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,521

2002 ESCAPE

VIN:	1FMYL1W2172K000000	Build Date:	06/25/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/24/2002	Mileage - 30DIS/60 DIS**:	1000 / NA
Cust. Phone:	[REDACTED]	Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	GRAND RAPIDS, MN [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	06/23/2002	Containment Status:	Not Contained	Agent ID:	phsana
Concern Comment:	The customer says that the ignition in the vehicle should be illuminated.				

SIF ***:	8 (None)	Champion:	NONE
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* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1546 days in service and 60 DIS occurs at 4675 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 5=none, 1=low, 2=medium, 3=high.

EM02-027-D 2828



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/28/2002
 Call Date - Actual: 09/23/2002 - 09/23/2002
 Purchase Date - Actual: 07/08/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant's: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,521

2002 ESCAPE

VIN:	1FMYU04142K032978	Build Date:	06/21/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/23/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City:	COLUMBUS, OH [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: preham
 Concern Comment: The customer says that the power door locks in the vehicle should automatically lock once the vehicle is put in motion.

SIF ***: 1 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 06/28/2002
 Call Date - Actual: 08/23/2002 - 08/28/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/Kit: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/28/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 6,821

2002 ESCAPE

[Redacted information]

VIN: 1FMYU03102K089314
 Cust. Name: [Redacted] Build Date: 06/19/2002 30 DIS/60 DIS** 30 / NA
 Cust. Phone: [Redacted] Purchase Date: 07/24/2002 Mileage - 30 DIS/60 DIS** 500 / NA
 Cust. Address: [Redacted] Dealer Name: Veh. Product Quality Set** - 30 DIS/60 DIS** 10 / NA
 Cust. City: GRANITE CITY, IL [Redacted] Dealer Phone: Increases SAT to 8 or 10 N/A/NA
 Gender: [Redacted]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: jmczech

Concern Comment: The customer would have liked to have gotten a moon roof.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 15948 days in service and 60 DIS occurs at 4675 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

ERR2-027-D 2832



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 06/28/2002
 Call Date - Actual: 08/23/2002 - 08/28/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,321

2002 ESCAPE

VIN:	1FMYUD4152ND67185	Build Date:	05/31/2002	30 DIS/80 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 30DIS/80 DIS**:	1800 / NA
Cust. Phone:	[REDACTED]	Dealer Name:		Veh. Product Quality Sel* - 30 DIS/80 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:		Increase BAT to 9 or 10	NA/NA
Cust. City:	ROME, NY [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/23/2002	Containment Status:	Not Contained	Agent ID:	prohara
Concern Comment:	The customer doesnt like the factory tint on the vehicles windows as it affects visibility when driving at night.				
SEI***:	0 (None)	Champion:	NONE		

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 80 DIS occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SEI) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/28/2002 - 06/29/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within data range: 22
 - Cumulative NYTD: 5,821

2002 ESCAPE

VIN:	1FMYU04162KD67165	Build Date:	06/31/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 30DIS/60 DIS**:	1600 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase BAT to 8 or 10	NA/NA
Cust. City:	ROME, NY			Gender:	[REDACTED]

Cust. Contact Date:	06/23/2002	Containment Status:	Not Contained	Agent ID:	prahra
Concern Comment:	The customer says that there should be a second dome light control switch that would be located on the dashboard in the vehicle.				
SIF***:	4 (None)	Champion:	NONE		

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1848 days in service and 60 DIS occurs at 4573 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high

ENC2-827-D 2834



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/25/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 08/23/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODES: OVERALL VEHICLE

Total Customers Surveyed
 - Within data range: 22
 - Cumulative NYTD: 5,521

2002 ESCAPE

VIN: 1FMYU03182KD03531
 Cust. Name: [REDACTED] Build Date: 06/07/2002 30 DIS/60 DIS** 45 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/09/2002 Mileage - 30DIS/60 DIS** 4000 / NA
 Cust. Address: [REDACTED] Dealer Name: [REDACTED] Veh. Product Quality Est.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: HEATH, TX [REDACTED] Dealer Phone: [REDACTED] Increase SAT to 8 or 10 NANA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/18/2002	022382	REFINISH PANEL

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer is currently getting approximately 20 miles per gallon while highway driving, and would have preferred better gas mileage.

SIF ***: 8 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1848 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EP02-027-D 2835



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
Call Date - Actual: 06/23/2002 - 06/23/2002
Purchase Date - Actual: 07/09/2002 - 07/24/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/23/2002 - 06/23/2002
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 22
- Cumulative MYTD: 5,521

2002 ESCAPE

VIN: 1FMYU64162KD67185

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: ROME, NY [REDACTED]

Build Date: 05/31/2002

Purchase Date: 07/22/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS**

Mileage - 30D/3/60 DIS**

Veh. Product Quality Sat.* - 30 DIS/60 DIS**

Increase SAT to 9 or 10

Gender: [REDACTED]

32 / NA

1806 / NA

10 / NA

NA/NA

Cust. Contact Date: 06/23/2002

Concern Comment: The customer likes that the gear shift lever is located on the steering column.

Containment Status: Not Contained

Agent ID: preham

SIF ***: 0 (None)

Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EMZ-027-D 2835



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/24/2002 - 08/25/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL, VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,521

2002 ESCAPE

VIN: 1F8CUM4172K067291	Build Date: 05/29/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/24/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sct.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: SLADE, KY [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer says that the gear shift lever should be repositioned farther away from the wind shield wiper lever on the steering column to help differentiate the two when driving.

SIF ***: 0 (None) Champion: NONE

VIN: 1F8MYL03132K002061	Build Date: 08/24/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/24/2002	Mileage - 30DIS/60 DIS**:	700 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sct.* - 30 DIS/60 DIS**:	DK / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: MITCHELL, IN [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: jmoesch
 Concern Comment: The customer would have liked more distance between the wiper shifter and the gear shifter.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EM02-027-D 2837



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/24/2002 - 06/26/2002
 Call Date - Actual:08/23/2002 - 08/23/2002
 Purchase Date - Actual:07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Burrowed

- Within date range: 22

- Cumulative MYTD: 5,521

2002 ESCAPE

CC CODE: CC007512114-Subtype: New Vehicle

VIN:	1FMYU03112KD03478	Build Date:	06/07/2002	30 DIS/60 DIS**:	41 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/13/2002	Mileage - 30DIS/60 DIS**:	DK / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Spt.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NA/NA
Cust. City:	MOUNT AIRY, NC [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/23/2002	Containment Status:	Not Contained	Agent ID:	jnoesch
Concern Comment:	The customer likes the overall performance of this vehicle.				

BIF ***:	4 (None)	Champion:	NONE
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* Measurement Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (BIF) scale is: 0=None, 1=low, 2=medium, 3=high.

8802-927-0 2838



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
Call Date - Actual: 06/23/2002 - 06/23/2002
Purchase Date - Actual: 07/09/2002 - 07/24/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/23/2002 - 06/23/2002
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 22
- Cumulative MYTD: 5,521

2002 ESCAPE

VIN:	1FMYU91127K081450	Build Date:	06/26/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 30DIS/60 DIS**:	4500 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	N/A
Cust. City:	SAN ANTONIO, TX [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/23/2002	Containment Status:	Not Contained	Agent ID:	jrmach
Concern Comment:	The customer likes the power and pick-up of the engine.				

SIF ***:	9 (None)	Champion:	NONE
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VIN:	1FMYLH1627K09128	Build Date:	06/26/2002	30 DIS/60 DIS**:	50 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/24/2002	Mileage - 30DIS/60 DIS**:	2000 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	N/A
Cust. City:	SAN FRANCISCO, CA [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/23/2002	Containment Status:	Not Contained	Agent ID:	prhana
Concern Comment:	The customer likes the powerful engine in the vehicle.				

SIF ***:	9 (None)	Champion:	NONE
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* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS covers 0-1545 days in service and 60 DIS covers 0-4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EM02-027-0 2839



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/08/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Data Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,621

2002 ESCAPE

VIN: 1FMYU64122K044817	Build Date: 06/24/2002	30 DIS/60 DIS**:	31 / NA
Customer Name: [REDACTED]	Purchase Date: 07/23/2002	Mileage - 30DIS/60 DIS**:	300 / NA
Customer Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Customer Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NA/NA
Customer City: NOTTINGHAM, MD [REDACTED]		Gender:	[REDACTED]

Customer Contact Date: 08/23/2002	Containment Status: Not Contained	Agent ID: prehana
Concern Comment: The customer says that the rear axle should have a cover on it for protection purposes.		

SIF ***: 8 (New)	Champion: NONE
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* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1548 days in service and 60 DIS occurs at 4278 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

DMS-027-0 2048



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 06/29/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/08/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Detroit Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 22

- Cumulative MYTD: 5,821

2002 ESCAPE

VIN: 1FMYU62172K00440

Cust. Name:	[REDACTED]	Build Date:	06/25/2002	30 DIS/60 DIS**:	30 / NA
Cust. Phone:	[REDACTED]	Purchase Date:	07/24/2002	Mileage - 30DIS/60 DIS**:	1000 / NA
Cust. Address:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. City:	GRAND RAPIDS, MI [REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
				Gender:	[REDACTED]

Cust. Contact Date:	06/23/2002	Containment Status:	Not Contained	Agent ID:	pherris
Concern Comment:	The customer likes the storage space in the vehicle.				

SIF ***:	0 (None)	Champion:	NONE
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* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied. Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DIS occurs at 1548 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM02-027-D 2841



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 05/24/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/04/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 6,624

2002 ESCAPE

VIN: 1FMYU02172K09640

Cust. Name:	[REDACTED]	Build Date:	08/26/2002	30 DIS/60 DIS**:	30 / NA
Cust. Phone:	[REDACTED]	Purchase Date:	07/24/2002	Mileage - 30 DIS/60 DIS**:	1000 / NA
Cust. Address:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. City:	GRAND RAPIDS, MN [REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
				Gender:	[REDACTED]

Cust. Contact Date:	08/23/2002	Containment Status:	Not Contained	Agent ID:	prehans
Concern Comment:	The customer likes the cup holders in the rear of the vehicle.				

SIF ***:	0 (None)	Champion:	NONE
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* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ES02-027-0 2842



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 06/26/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/04/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 22

- Cumulative MYTD: 5,821

2002 ESCAPE

VIN: 1FMYU04182K0289514
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: GRANITE CITY, IL [REDACTED]

Build Date: 06/19/2002
 Purchase Date: 07/24/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** 30 / NA
 Mileage - 30DIS/60 DIS** 600 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 06/23/2002 Containment Status: Not Contained
 Concern Comment: The customer would have liked to have gotten an overhead console.

Agent ID: jnoech

SF **: 0 (None) Champion: NONE

VIN: 1FMYU04182K057165
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: ROME, NY [REDACTED]

Build Date: 05/31/2002
 Purchase Date: 07/22/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** 32 / NA
 Mileage - 30DIS/60 DIS** 1800 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 06/23/2002 Containment Status: Not Contained
 Concern Comment: The customer says that there should be a light of some sort in the center console area so it is easier to see at night when looking for something that was stored there.

Agent ID: phone

SF **: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1546 days in service and 60 DIS occurs at 4578 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.

ES02-027-0 28A3



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/28/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 22

- Cumulative MYTD: 8,821

2002 ESCAPE

YIN: JEMV1UR3142K000700
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: WASHINGTON, DC [REDACTED]

Build Date: 06/14/2002
 Purchase Date: 07/24/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 30 / NA
 Mileage - 300 IS/60 DIS** : 117 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 10 / NA
 Increase SAT to 9 or 10 : NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 06/23/2002
 Concern Comment: The customer said that a storage compartment under the front passenger seat should be standard on all Escapes.

Containment Status: Not Contained

Agent ID: jmcroch

SIF ***: 0 (None)

Champion: NONE

ENG2-027-D 2004

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1548 days in service and 60 DIS occurs at 4578 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 05/29/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,821

2002 ESCAPE

[REDACTED]

VIN: 1FMDU3AN57ND01463
 Cust. Name: [REDACTED] Build Date: 05/01/2002 30 DIS/60 DIS** \$2 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/22/2002 Mileage - 30DIS/60 DIS** 1800 / NA
 Cust. Address: [REDACTED] Dealer Name: Vol. Product Quality Set** - 80 DIS/60 DIS** 10 / NA
 Cust. City: ROME, NY [REDACTED] Dealer Phone: Increase GAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: pshana
 Concern Comment: The customer says that the cup holders in the vehicle should have a rubber lip inside them that adjusts and therefore would accommodate any size cup securely.
 SF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 80 DIS occurs at 16/95 days in service and 60 DIS occurs at 46/75 days in service.
 *** Satisfaction Index Factor (SF) scale is: Drivers, 1-for, 2-middle, 3-High.

EP02-027-0 2005



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/29/2002 - 09/29/2002
 Call Date - Actual: 06/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 09/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 22

- Cumulative MYTD: 5,531

2002 ESCAPE

VIN: 1FMDU83102DA0114
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: GRANITE CITY, IL [REDACTED]

Build Date: 06/16/2002
 Purchase Date: 07/24/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 50 / NA
 Mileage - 30 DIS/60 DIS** : 600 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 10 / NA
 Increase SAT to 9 or 10 : NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 06/28/2002 Containment Status: Not Contained
 Concern Comment: The customer said that the instrument cluster is hard to see at dusk, just as it is turning dark outside.

Agent ID: jmczech

SIF ***: 1 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4875 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ENG2-027-0 20048



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/24/2002 - 08/25/2002
 Cull Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative YTD: 5,521

2002 ESCAPE

CC CODE: 00000000000000000000000000000000

VIN: 1FMCU041X02002447
 Cust. Name: [REDACTED] Build Date: 08/10/2002 30 DIS/60 DIS** 30 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/24/2002 Miles - 30DIS/60 DIS** 2700 / NA
 Cust. Address: [REDACTED] Dealer Name: [REDACTED] Veh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: SLINGER, WI [REDACTED] Dealer Phone: [REDACTED] Increase SAT to 9 or 10 NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: prehans
 Concern Comment: The customer likes the roominess in the vehicle.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU04142KD70880
 Cust. Name: [REDACTED] Build Date: 06/07/2002 30 DIS/60 DIS** 36 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/18/2002 Miles - 30DIS/60 DIS** 3000 / NA
 Cust. Address: [REDACTED] Dealer Name: [REDACTED] Veh. Product Quality Sat.* - 30 DIS/60 DIS** 8 / NA
 Cust. City: N MASSAPEQUA, NY [REDACTED] Dealer Phone: [REDACTED] Increase SAT to 9 or 10 NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: prehans
 Concern Comment: The customer likes the roominess in the vehicle.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would
 ** 30 DIS occurs at 1548 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High

ENG2-027-0 2847



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 05/25/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 22

- Cumulative MYTD: 5,521

2002 ESCAPE

CC CODE: OVERALL VEHICLE

VIN: 1FMDU01122K081450	Build Date: 06/06/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/22/2002	Mileage - 30DIS/60 DIS**:	4500 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.*** - 30 DIS/60 DIS**:	9 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase BAT to 8 or 10:	NANA
Cust. City: SAN ANTONIO, TX [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002	Containment Status: Not Contained	Agent ID: jmesch
Concern Comment: The customer likes having interior grab handles on both sides of the front seat.		
BIF ***: 0 (None)	Champion: NONE	

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (BIF) scale is: 0=None, 1=low, 2=medium, 3=high.

EM02-027-D 2848



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 05/28/2002
 Call Date - Actual: 06/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 22

- Cumulative MYTD: 5,821

2002 ESCAPE

VEHICLE CONCERN: 08/23/2002

VIN: 1PMYU01122KD01450	Build Date: 05/26/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/22/2002	Mileage - 30 DIS/60 DIS**:	4600 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: SAN ANTONIO, TX [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002	Containment Status: Not Contained	Agent ID: jmcach
Concern Comment: The customer believes that this vehicle came without an ashtray.		

SIF ***: 8 (None)	Champion: NONE
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* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS covers up to 1548 days in service and 60 DIS covers up to 4876 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

5082-027-0 2849



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 06/26/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/20/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 22
 - Cumulative MYTD: 8,621

2002 ESCAPE

VIN:	1FMYU04122K061458	Build Date:	08/06/2002	80 DIS/60 DIS**:	22 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 300 DIS/60 DIS**:	4500 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NANA
Cust. City:	SAN ANTONIO, TX [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/23/2002	Containment Status:	Not Contained	Agent ID:	jmoach
Concern Comment:	The customer likes having vanity mirrors on both sun visors.				

SIF ***:	0 (None)	Champion:	NONE
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* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 80 DIS occurs at 1540 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

ERR2-027-D 2828



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/25/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/19/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/7/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 8,821

2002 ESCAPE



VIN:	1FMYU01472K098112	Build Date:	06/11/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	300 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat** - 30 DIS/60 DIS**:	9 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	GRAYSLAKE, IL [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/23/2002 Containment Status: Not Contained Agent ID: jmoesch
 Concern Comment: The customer likes the roominess of the cargo area.

SIF ***: 8 (Rare) Champion: NONE

VIN:	1FMYU01442K098000	Build Date:	06/14/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/24/2002	Mileage - 30DIS/60 DIS**:	117 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat** - 30 DIS/60 DIS**:	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	WASHINGTON, DC [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 09/29/2002 Containment Status: Not Contained Agent ID: jmoesch
 Concern Comment: The customer likes having a cargo cover.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4576 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 08/28/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- NCM in date range: 22

- Cumulative MYTD: 5,521

2002 ESCAPE

WIN: 1FMDU102102K086885

Cust. Name:	[REDACTED]	Build Date:	08/21/2002	30 DIS/60 DIS**:	30 / NA
Cust. Phone:	[REDACTED]	Purchase Date:	07/24/2002	Mileage - 30 DIS/60 DIS**:	DK / NA
Cust. Address:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	6 / NA
Cust. City:	THOROFARE, NJ [REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10:	Y/NA
				Gender:	[REDACTED]

Cust. Contact Date:	08/23/2002	Containment Status:	Not Contained	Agent ID: [mceach]
Concern Comment:	The customer would have liked the option of getting a factory installed mounting for a motorized wheel chair lift located in the cargo area.			

SIF ***:	0 (None)	Champion:	NONE
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* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Index Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ERM2-027-0 2852



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/29/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/04/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 6,624

2002 ESCAPE

VIN: 1F8G1041X2K02447
 Cust. Name: [REDACTED] Build Date: 08/10/2002 30 DIS/60 DIS** 30 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/24/2002 Mileage - 30 DIS/60 DIS** 2700 / NA
 Cust. Address: [REDACTED] Dealer Name: [REDACTED] Veh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: SLINGER, WI [REDACTED] Dealer Phone: [REDACTED] Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: pphans
 Concern Comment: The customer likes the compact size of the vehicle.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU03102K088314
 Cust. Name: [REDACTED] Build Date: 08/18/2002 30 DIS/60 DIS** 30 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/24/2002 Mileage - 30 DIS/60 DIS** 800 / NA
 Cust. Address: [REDACTED] Dealer Name: [REDACTED] Veh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: GRANITE CITY, IL [REDACTED] Dealer Phone: [REDACTED] Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: jrosach
 Concern Comment: The customer likes the appearance of this vehicle. The customer said that this vehicle is the perfect size for him.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1548 days in service and 60 DIS occurs at 4873 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ES02-07-D 2854



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
 Call Date - Actual: 06/25/2002 - 06/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed
 - Within date range: 22
 - Cumulative MYTD: 6,821

2002 ESCAPE

VIN:	1FMYU041421KD79039	Build Date:	06/07/2002	30 DIS/60 DIS**:	36 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/18/2002	Mileage - 30D/60 DIS**:	3000 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	N/A
Cust. City:	N MASSAPEQUA, NY [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	06/23/2002	Containment Status:	Not Contained	Agent ID:	phena
Concern Comment:	The customer likes the compact size of the vehicle.				
SIF ***:	8 (None)	Champion:	NONE		

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 15/45 days in service and 60 DIS occurs at 48/75 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 05/25/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative NYTD: 5,521

2002 ESCAPE

VIN:	1FMCU0D1720001450	Build Date:	06/06/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 30 DIS/60 DIS**:	4600 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City:	SAN ANTONIO, TX [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: janzsch
 Concern Comment: The customer would have liked mud flaps as a standard feature because anytime he drives through mud or water it splashes up and covers both sides of the vehicle.

BIF ***: 6 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4675 days in service.
 *** Satisfaction Impact Factor (BIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EA02-027-D 2898



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/25/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 22

- Cumulative MYTD: 6,821

2002 ESCAPE

VIN: 1FMYU09132KE02091
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: MITCHELL, IN [REDACTED]

Build Date: 06/24/2002
 Purchase Date: 07/24/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 30 / NA
 Mileage - 30DIS/60 DIS** : 700 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : DK / NA
 Increase SAT to 9 or 10 : Y/NA
 Gender: [REDACTED]

Cust. Contact Date: 06/23/2002 Containment Status: Not Contained Agent ID: jmcocch
 Concern Comment: The customer would have filed a chrome rear bumper, like she had with her previous 1996 Explorer.

SIF ***: 8 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 15M5 days in service and 60 DIS occurs at 45/75 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

DN02-027-D 2897



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative NYTD: 5,621

2002 ESCAPE



VIN:	1FMCY01172KD08112	Build Date:	06/11/2002	30 DIS/60 DIS**:	24 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	300 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sel.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NA/NA
Cust. City:	GRAYSLAKE, IL [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/23/2002	Containment Status:	Not Contained	Agent ID:	jmczech
Concern Comment:	The customer likes the excellent performance of the A/C.				
SIF ***:	1 (None)	Champion:	NONE		

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EP02-071-D 2855



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/28/2002
 Call Date - Actual: 06/29/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plan(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Survived
 - Within date range: 22
 - Cumulative MYTD: 6,621

2002 ESCAPE



VIN: 1FMYU0M142K052978	Build Date: 06/31/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/23/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.*** - 30 DIS/60 DIS**:	9 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: COLUMBUS, OH [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: pshana
 Concern Comment: The customer likes the stereo system in the vehicle.

SIF ***: 8 (None) Champion: NONE

EMR2-827-D-2898

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1045 days in service and 60 DIS occurs at 4373 days in service.
 *** Satisfaction Incentive Factor (SIF) scale: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 08/28/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/28/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 22

- Cumulative MYTD: 6,621

2002 ESCAPE

VIN: 1FMYU0419770289888
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: NAZARETH, PA [REDACTED]

Build Date: 06/07/2002
 Purchase Date: 07/16/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 35 / NA
 Mileage - 30DIS/60 DIS** : 1500 / NA
 Veh. Product Quality Sel.* - 30 DIS/60 DIS** : 10 / NA
 Increase SAT to 9 or 10 : NANA
 Gender: [REDACTED]

Cust. Contact Date: 08/23/2002
 Concern Comment: The customer says that the wind shield wiper should be positioned further away from the gear shift lever to help differentiate the two when driving.

Containment Status: Not Contained

Agent ID: pphans

SIF ***: 8 (None)

Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 06/26/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/08/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 23
 - Cumulative MYTD: 5,521

2002 ESCAPE

Customer Concern ID: 00000000000000000000

VIN:	1FMYU01172KD00112	Build Date:	06/11/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	300 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	GRAYBLAKE, IL [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/23/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer would have liked more adjustment capabilities for the tilt steering wheel.

SIF ***: 8 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DIS occurs at 1546 days in service and 60 DIS occurs at 4875 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 05/29/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/08/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/01/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,821

2002 ESCAPE

VIN:	1FMYU02122ND64285	Build Date:	05/18/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/24/2002	Mileage - 30 DIS/60 DIS**:	864 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	N/A
Cust. City:	STATEN ISLAND, NY [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/23/2002	Containment Status:	Not Contained	Agent ID:	prehac
Concern Comment:	The customer likes the smooth ride of the vehicle.				
SIF ***:	1 (None)	Champion:	NONE		

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1845 days in service and 60 DIS occurs at 4876 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

2002-027-0 2883



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 05/28/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/04/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,821

2002 ESCAPE

VIN: 1FMYU011221K061468
 Cust. Name: [REDACTED] Build Date: 05/06/2002 30 DIS/60 DIS** 32 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/22/2002 Miles - 30DIS/60 DIS** 4500 / NA
 Cust. Address: [REDACTED] Dealer Name: Vch. Product Quality Sat.* - 30 DIS/60 DIS** 8 / NA
 Cust. City: SAN ANTONIO, TX [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: jmotach
 Concern Comment: The customer is amazed at the handling of this vehicle while highway driving.

SIF ***: 8 (None) Champion: NONE

VIN: 1FMYUD41E21K098128
 Cust. Name: [REDACTED] Build Date: 08/28/2002 30 DIS/60 DIS** 30 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/24/2002 Miles - 30DIS/60 DIS** 2000 / NA
 Cust. Address: [REDACTED] Dealer Name: Vch. Product Quality Sat.* - 30 DIS/60 DIS** 8 / NA
 Cust. City: SAN FRANCISCO, CA [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: pphans
 Concern Comment: The customer likes the ease of handling the vehicle when driving.

SIF ***: 8 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1546 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 1=None, 2=Low, 3=Medium, 4=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 06/29/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/14/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 22
 - Cumulative MYTD: 5,521

2002 ESCAPE

[Redacted]

VIN:	1FMYU04142KD52878	Build Date:	05/31/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name:	[Redacted]	Purchase Date:	07/25/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	COLUMBUS, OH [Redacted]			Gender:	[Redacted]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: prehna
 Concern Comment: The customer wanted the vehicle in True Blue Pearl but the one on the dealership lot needed to be repainted so she went with a differ ant color.

SIF ***: 8 (None) Champion: NONE

VIN:	1FMYU04152KD08487	Build Date:	05/28/2002	30 DIS/60 DIS**:	35 / NA
Cust. Name:	[Redacted]	Purchase Date:	07/19/2002	Mileage - 30DIS/60 DIS**:	1400 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	LAWTON, MI [Redacted]			Gender:	[Redacted]

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: prehna
 Concern Comment: The customer wanted the vehicle in Dark Shadow Grey but none were available on the dealership lot in that color.

SIF ***: 8 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1848 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 1=Low, 2=Medium, 3=High.

8002-827-0 2889



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/24/2002 - 06/26/2002
 Call Date - Actual: 06/28/2002 - 06/29/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/ID: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/25/2002 - 06/29/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,521

2002 ESCAPE

VIN: 1FMYU06153ND03531
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: HEATH, TX [REDACTED]

Build Date: 06/07/2002
 Purchase Date: 07/09/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 45 / NA
 Mileage - 30D/60 DIS** : 4000 / NA
 Veh. Product Quality Sct.* - 30 DIS/60 DIS** : 10 / NA
 Increase SAT to 9 or 10 : NA/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/15/2002	022862	REFINISH PANEL

Cust. Contact Date: 06/29/2002 Containment Status: Not Contained Agent ID: jmcach
 Concern Comment: The customer is very satisfied with the service experience he received from Town East Ford. This dealership provided him with a free tank of gas and a loaner vehicle when he brought his vehicle in for repair.

SIF***: 0 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EM03-027-D 2000



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 06/26/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant's: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002
 Requested: 08/25/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed
 - Within date range: 22
 - Cumulative MYTD: 5,621

2002 ESCAPE

INTERNAL USE ONLY - NOT TO BE RELEASED TO CUSTOMERS

VIN: 1FMYU03112KD063886	Build Date: 05/14/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	Purchase Date: 07/24/2002	Mileage - 30DIS/60 DIS**:	117 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: WASHINGTON, DC		Gender:	

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer said that overall this is a wonderful vehicle.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU04102KD064457	Build Date: 06/29/2002	30 DIS/60 DIS**:	35 / NA
Cust. Name:	Purchase Date: 07/19/2002	Mileage - 30DIS/60 DIS**:	1400 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: LAWTON, MI		Gender:	

Cust. Contact Date: 08/23/2002 Containment Status: Not Contained Agent ID: pshansa
 Concern Comment: The customer likes the whole vehicle in general.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS covers at 15965 days in service and 60 DIS occurs at 48778 days in service.
 *** Satisfaction Impact Factor (SIF) scale by: 0=None, 1=Low, 2=Medium, 3=High.

EM2-027-0 2007



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 05/28/2002
 Call Date - Actual: 08/23/2002 - 08/23/2002
 Purchase Date - Actual: 07/09/2002 - 07/09/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/23/2002 - 08/23/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 8,824

2002 ESCAPE

[Redacted information]

VIN: 1PMYU04182KD083065	Build Date: 05/31/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [Redacted]	Purchase Date: 07/22/2002	Miles/30 DIS/60 DIS**:	714 / NA
Cust. Phone: [Redacted]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address: [Redacted]	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: ATHOL, MA [Redacted]		Gender:	[Redacted]

Cust. Contact Date: 08/23/2002	Containment Status: Not Contained	Agent ID: preham
Concern Comment: The customer likes the whole vehicle in general.		

SIF ***: 4 (None)	Champion: NONE
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* Recommendation: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 3045 days in service and 60 DIS occurs at 4375 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/24/2002 - 05/28/2002
 Call Date - Actual: 06/23/2002 - 06/23/2002
 Purchase Date - Actual: 07/05/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/11/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Survived
 - Within date range: 22
 - Cumulative MYTD: 5,321

2002 ESCAPE

[Redacted line]

VIN: 1EMV133412K043075

Build Date:	05/07/2002	30 DIS/50 DIS**:	41 / NA
Purchase Date:	07/13/2002	Mileage - 30DIS/50 DIS**:	DK / NA
Dealer Name:		Yeh. Product Quality Bat.* - 30 DIS/50 DIS**:	10 / NA
Dealer Phone:		Increase SAT to 9 or 10	NA/NA
		Gender:	[Redacted]

Cont. Contact Date:	06/23/2002	Containment Status:	Not Contained	Agent ID: jmosch
Concern Comment:	The customer liked the price of this vehicle.			

SIF ***:	1 (None)	Champion:	NONE
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ESC2-027-0 2888

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 15/45 days in service and 50 DIS occurs at 45/75 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/24/2002 - 06/25/2002
 Call Date - Actual:06/23/2002 - 06/23/2002
 Purchase Date - Actual:07/08/2002 - 07/24/2002
 Containment Status: Both Contained and Not Contained
 Plant/ID: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/23/2002 - 06/23/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 22
 - Cumulative MYTD: 5,521

2002 ESCAPE

VIN: 1FMYU03162KD8431
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: HEATH, TX [REDACTED]

Build Date: 06/07/2002
 Purchase Date: 07/08/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/50 DIS** : 45 / NA
 Mileage - 30DIS/50 DIS** : 4000 / NA
 Veh. Product Quality Sat. - 30 DIS/50 DIS** : 10 / NA
 Increase SAT to 9 or 10 : NA/NA
 Gender: [REDACTED]

Date	Recall Order	Recall Comments
07/16/2002	022882	REFINISH PANEL

Cust. Contact Date: 06/23/2002 Containment Status: Not Contained
 Concern Comment: The customer would have liked a re-recordable, or recyclable, interactive CD-ROM.

Agent ID: jnceach

SIF **: 8 (None) Champion: NONE

ENG2-671-D 2878

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 50 DIS occurs at 4575 days in service.
 --- Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

From: Cissell, Carrie (C.J.)
Sent: Friday, August 23, 2002 5:10 PM
To: Altonian, Don (D.J.); Alvarado, O.J.; Backstrom, Stephanie; Baldwin, Stu; Brunkow, Greg (G.L.); Bunck, Jamie; Campbell, Wayne (C.W.); Chilcott, Michael (M.D.); Clawson, Randy (R.R.); Diaz, Carmen; Duncan, Kenny; Edens III, James (J.D.); Eigsti, Sam; English, Loy (L.E.); Ferguson, Jeff; Foster, Reginald (R.K.); Hansen, George (G.C.); Herr, George; Hofman, Mike (M.V.); Hughes, Jeff (J.); Jayakumar, Subrahmany (S.); Kanal, Shirji (S.); King, Robert (R.F.); Lang, Jim (J.L.); Linde, Peter (P.A.); McDaniel, Keith (R.K.); Merdeth, Jennifer; Miller, Brian; Moorhouse, Scott (S.R.); New, Michael; Nichols, Ellen (E.G.); Powers, Ken (K.W.); Prabhu, Sheela; Ray, Charles; Sanders, Muriel (M.S.); Saralan, David (D.H.); Sauer, Robert (R.M.); Savchetz, David (D.W.); Scott, Frank; Stigenbauer, Jeff; Suarez, Rhea (R.); Summers, Robb; Syed, Shaheen; Tavanner, Cloyd; Taylor, Perry; Walker, Carrie; Walters, Alex; Wilson, Doug (D.A.); Wilson, Steve
Subject: Escape ICCD concerns for 8-22



Escape Concerns
8-22-02.pdf

Have a great weekend!

Carrie J. Cissell
ICCD - Customer Relations Specialist
Ford Motor Company
Kansas City Assembly Plant
Ph# 816-414-5557
Fax# 816-459-1970
Pager# 913-567-1747



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 27

- Cumulative MYTD: 5,498

VIN: 1FMYU03182KD81488

Customer Name: [REDACTED]

Customer Phone: [REDACTED]

Customer Address: [REDACTED]

Customer City: SEWELL, NJ [REDACTED]

Build Date: 06/07/2002

Purchase Date: 07/15/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS**:

38 / NA

Mileage - 30DIS/60 DIS**:

800 / NA

Veh. Product Quality Sat.* - 30 DIS/60 DIS**:

10 / NA

Increase SAT to 8 or 10

NANA

Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/30/2002	124917	1 G08 33 (7942008) REPLACE MISSING WINDOW STOPS

Customer Contact Date: 08/22/2002

08/22/2002

Containment Status: Not Contained

Not Contained

Agent ID: wnu/gra

Concern Comment:

Upon accepting delivery of the vehicle the customer noticed that there was dent in the rear bumper. He said the concern is approximately half an inch long and a quarter of an inch deep. The customer mentioned this concern to his selling dealership and they have ordered a new bumper for him.

SIF **:

Z (Medium)

Champion:

NONE

ENR2-827-D 2872

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1848 days in service and 60 DIS occurs at 4878 days in service.

*** Satisfaction (repair factor (SIF)) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 06/22/2002 - 06/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/22/2002 - 06/22/2002
Requested: 06/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative NYTD: 6,406

2002 ESCAPE

VIN: 1FMCU04142KD04730
Cust. Name: [REDACTED]
Cust. Phone: [REDACTED]
Cust. Address: [REDACTED]
Cust. City: WILTON, IA [REDACTED]

Build Date: 06/10/2002
Purchase Date: 07/18/2002
Dealer Name: [REDACTED]
Dealer Phone: [REDACTED]

30 DIS/60 DIS**
Mileage - 30DIS/60 DIS**
Veh. Product Quality Sat.* - 30 DIS/60 DIS**
Increase SAT to 9 or 10
Gender: [REDACTED]

34 / NA
2000 / NA
9 / NA
NANA

Cust. Contact Date: 06/22/2002
Concern Comment:

Containment Status: Not Contained

Agent ID: prehana

The customer says that there are chips in the paint on both A-pillar and B-pillar of the vehicle. There are three chips on each pillar and they are all at the level of about the exterior mirror. The vehicle is Ebony Solid in color and the chips are each about the size of a pin head. She noticed this concern about a week after vehicle delivery. No rust corrosion has been noticed. She generally travels on black top paved highways. The vehicle is taken to the car wash where it is washed with liquid soap and then she dries it herself with a towel. There have been no after-market modifications made to the vehicle and no dents or discolorations have been noticed anywhere near these chips. She will address this concern with Ron Alpen Ford at her convenience.

SIF ***: 1 (Low)

Champion: NONE

VIN: 1FMYUD4122KD68533
Cust. Name: [REDACTED]
Cust. Phone: [REDACTED]
Cust. Address: [REDACTED]
Cust. City: KINGSVILLE, MD [REDACTED]

Build Date: 06/07/2002
Purchase Date: 07/22/2002
Dealer Name: [REDACTED]
Dealer Phone: [REDACTED]

30 DIS/60 DIS**
Mileage - 30DIS/60 DIS**
Veh. Product Quality Sat.* - 30 DIS/60 DIS**
Increase SAT to 9 or 10
Gender: [REDACTED]

31 / NA
1800 / NA
9 / NA
NANA

Cust. Contact Date: 06/22/2002
Concern Comment:

Containment Status: Not Contained

Agent ID: prehana

The customer says that there is a scratch in the paint on the middle area of the front passenger side door of the vehicle. She noticed this concern two days after vehicle delivery. The vehicle is True Blue in color and the scratch is about an inch in length. She hasn't noticed any rust corrosion on the vehicle. She generally travels on city paved roads and sometimes highways. The vehicle is washed at a car wash who uses liquid soap and then she towel dries it. No after-market modifications have been made to the vehicle and there are no dents or discolorations near the scratch. She will address this concern with Plaza Ford at her convenience.

SIF ***: 0 (None)

Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

2002-027-0 2873



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/28/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Survived
 - Within date range: 27
 - Cumulative NYTD: 5,499

2002 ESCAPE

VIN: 1FMYU01162ND1890
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: FORT WORTH, TX [REDACTED]

Build Date: 05/07/2002
 Purchase Date: 07/22/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS**
 Mileage - 30015/60 DIS**
 Veh. Product Quality Sat.* - 30 DIS/60 DIS**
 Increase SAT to 9 or 10
 Gender: [REDACTED]

31 / NA
 700 / NA
 DK / NA
 Y/NA

Date	Repair Order	Repair Comments
07/26/2002	231090	MO 319. VERIFIED CONCERN AND FOUND BATTERY DEAD. PERF BATTERY TEST AND RECHARGED BATTERY, NOW OK. STILL NO START PERF EEC TEST CODE B1260, U2047 PERF PINPOINT TEST, IGNITION TEST, PASS. PERF FUEL PRESSURE TEST AT 65 PSI. PERF NG8 DCL

Cust. Contact Date: 08/22/2002
 Concern Comment:

Containment Status: Not Contained

Agent ID: jmcach

The customer has a concern with tiny bubbles in the front windshield glass. There are six or seven bubbles located together in the center of the glass. These bubbles are each about the size of the tip of a ball point pen and cover an area that is about the size of a nickel. The customer first noticed this concern two to three weeks after purchase. This concern does not seem to be related to stress in the glass. The customer will mention this concern to King Charlie Hillard Ford at her earliest convenience.

SIF***: 2 (Medium)

Champion:

NONE

VIN: 1FMYU04162KD86990
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: ANTIOCH, IL [REDACTED]

Build Date: 08/27/2002
 Purchase Date: 07/23/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS**
 Mileage - 30015/60 DIS**
 Veh. Product Quality Sat.* - 30 DIS/60 DIS**
 Increase SAT to 9 or 10
 Gender: [REDACTED]

30 / NA
 DK / NA
 5 / NA
 N/NA

Cust. Contact Date: 08/22/2002
 Concern Comment:

Containment Status: Not Contained

Agent ID: pbruna

The customer says that there are about four scratches in the glass on the rear windshield of the vehicle, one in the center area of the driver's side and one on the center area of the passenger side. The scratches are all about two inches long and were first noticed about two weeks after vehicle delivery. There are no specific temperature changes that coincide with this concern. The scratches are not touching the edge of the glass and the moldings around the glass seem fine. She has an appointment with Lyons-Ryan Ford sometime today to have this addressed.

SIF***: 0 (None)

Champion:

NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 3045 days in service and 60 DIS occurs at 4876 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 06/22/2002 - 06/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002
Requested: 06/22/2002 - 06/22/2002
Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
- Within date range: 27
- Cumulative NYTD: 6,499

2002 ESCAPE

VIN: 1FMYU1420D21747	Build Date: 06/11/2002	30 DIS/60 DIS**:	36 / NA
Cust. Name:	Purchase Date: 07/16/2002	Mileage - 30DIS/60 DIS**:	2000 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: CARENCRO, LA		Gender:	

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: wmlgrs
 Concern Comment: Immediately after purchase the customer noticed that the vehicle was pulling to the right. The customer would describe the pull as being moderate to severe, and she said the vehicle will pull within two seconds of her taking her hands off the wheel. She has not noticed if the steering wheel is aligned off center, but she said the number of passengers or amount of cargo does not influence this concern. The customer will mention this concern to her dealership at her earliest convenience.

SIF ***: 1 (Low) Champion NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 15MS days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 1=none, 1=low, 2=medium, 3=high.

ES02-027-0 2877



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/04/2002 - 07/17/2002
 Cell Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/23/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

2002 ESCAPE

Total Customers Served: [REDACTED]
 - Within date range: 27
 - Cumulative MYTD: 5,499

VIN: 1FMYD01182K084128
 Cust. Name: [REDACTED] Build Date: 08/17/2002 30 DIS/60 DIS** 90 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/23/2002 Mileage - 30 DIS/60 DIS** 1000 / NA
 Cust. Address: [REDACTED] Dealer Name: VEH. PRODUCT QUALITY SER.** - 30 DIS/60 DIS** B / NA
 Cust. City: SAVANNAH, GA [REDACTED] Dealer Phone: Increase SAT to 9 or 10 Y/NA
 Gender: [REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmlgns
 Concern Comment: When test driving the vehicle the customer noticed that the brakes made a grinding noise. There are no warning lights illuminated when this concern occurs, and the customer has not checked the brake fluid. This concern does not only occur after the vehicle has sat overnight, and she has also not noticed any leaks coming from the Escape. The customer mentioned this concern to her selling dealership and she was informed that the grinding noise was a normal operating characteristic of the Escape, and it should go away after a few miles. However, the customer now has 1000 miles on the vehicle and the grinding noise still has not gone away.

SIF **: 1 (Low) Chryslon: NONE

EM02-027-D 2878

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1540 days in service and 60 DIS occurs at 4578 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: Below, 1-Low, 2-Medium, 3-High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTP: 5,458

2002 ESCAPE

[REDACTED]

VIN:	1FMYU08D22KD1494	Build Date:	06/07/2002	30 DIS/60 DIS**:	40 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/12/2002	Mileage - 30 DIS/60 DIS**:	1400 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City:	WEST COLUMBIA, SC [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: jmcach

Concern Comment: The customer has a concern with a vibration in the steering wheel while driving. This concern occurs at approximately 60 miles per hour and greater. The customer first noticed this concern two days after delivery. This is an intermittent concern which has occurred at least twice. There have been no after market modifications made to this vehicle. The customer described this concern as a slight to moderate vibration. This concern occurs on paved interstate roads. The amount of passengers or cargo do not seem to influence this concern. The customer will mention this concern to Ben Satcher Motors at her earliest convenience.

SIF ***: 1 (Low) Champion: NONE

0902-027-D-2879

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 08/22/2002 - 08/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Request: 07/31/2001 - 07/17/2002
Request: 08/22/2002 - 08/22/2002
Request: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Survived
- Within date range: 37
- Cumulative MYTD: 6,499

2002 ESCAPE

YIN: 1FMYU86L52KD08890
Cust. Name: [REDACTED]
Cust. Phone: [REDACTED]
Cust. Address: [REDACTED]
Cust. City: ANTIOCH, IL [REDACTED]

Build Date: 06/27/2002
Purchase Date: 07/23/2002
Dealer Name: [REDACTED]
Dealer Phone: [REDACTED]

30 DIS/60 DIS^{***}: 30 / NA
Mileage - 30DIS/60 DIS^{***}: DK / NA
Veh. Product Quality Sat.^{**} - 30 DIS/60 DIS^{***}: 9 / NA
Increase BAT to 9 or 10: NA/NA
Gender: [REDACTED]

Cust. Contact Date: 08/22/2002
Concern Comment:

Containment Status: Not Contained

Agent ID: prohrs

The customer says that the gear shift lever is sometimes difficult to operate. She has to pull the lever towards herself and then shift in order for it to move properly. She first noticed this concern two days after vehicle delivery. There are no vibrations no noises associated with this concern. The vehicle is generally parked in a garage. It hasn't been used to move any heavy cargo or to pull a boat or trailer. The AVG is not usually on when this concern is noticed. She hasn't changed the oil in the vehicle as of yet and uses 87 octane fuel. This concern is noticed both upon initial start-up and when the engine is fully warm. There are no specific weather or road conditions associated with this concern. She hasn't checked the transmission fluid level but hasn't noticed any leaks either. This is an intermittent concern which she will address with Lyons-Ryan Ford when she goes in today.

SIF^{***}: 0 (None)

Champion: NONE

ENG3-027-0 2899

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
** 30 DIS score at 1545 days in service and 60 DIS score at 4675 days in service.
*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002
 Requested: 06/22/2002 - 08/22/2002
 Requested: 09/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Survived
 - Within date range: 27
 - Cumulative MYTD: 6,499

2002 ESCAPE

CC CODE: OVERALL VEHICLE

VIN:	1FMYU41Z2K05137	Build Date:	06/10/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:		Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	1000 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	N/A/N/A
Cust. City:	LEXINGTON, KY			Gender:	

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: pretains
 Concern Comment: The customer says that the knob on the end of the gear shift lever keeps coming loose. This was first noticed the day after vehicle delivery. This concern occurs when the weather gets warmer and he has to manually tighten it all the time. There are no specific weather conditions associated with this concern and it is constant. He will address this concern with Paul Miller Ford on his first oil change.

SIF ***: 1 (None) Champion: NONE

EQ02-827-D 2001

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1848 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,488

2002 ESCAPE

[Redacted line]

VIN: 1FMYU04182KD81909	Build Date: 06/13/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [Redacted]	Purchase Date: 07/23/2002	Mileage - 30 DIS/60 DIS**:	3200 / NA
Cust. Phone: [Redacted]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	7 / NA
Cust. Address: [Redacted]	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: FLOURTOWN, PA [Redacted]		Gender:	[Redacted]

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: prehan
 Concern Comment: The customer says that the covers on all the screws fastening the grab handles in the vehicle look misaligned. She noticed this concern about a week after vehicle delivery. She will address this concern with Nagerly Ford at her convenience.

SIF ***: 1 (Low) Champion: NONE

ERG2-0271-D 2002

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1645 days in service and 60 DIS occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 6,489

2002 ESCAPE

VIN: 1FMCU031620D02416
 Cust Name: [REDACTED]
 Cust Phone: [REDACTED]
 Cust Address: [REDACTED]
 Cust City: SAINT LOUIS, MO [REDACTED]

Build Date: 06/10/2002
 Purchase Date: 07/17/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** 36 / NA
 Mileage - 30DIS/60 DIS** 1200 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** 9 / NA
 Increase SAT to 8 or 10 NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained
 Concern Comment: The customer likes the lumber support in the seats.

Agent ID: wmlgms

SIF***: 0 (None) Champion: NONE

EM02-827-D 2883

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occur at 1845 days in service and 60 DIS occur at 45/75 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant/C: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,488

2002 ESCAPE

VIN: 1FMYU04122KD85137	Build Date: 06/10/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30DIS/60 DIS**:	1000 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sel.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: LEXINGTON, KY [REDACTED]		Gender:	[REDACTED]

Cont. Contact Date: 06/22/2002	Containment Status: Not Contained	Agent ID: prehans
Concern Comment: The customer says that the seating in the vehicle is very comfortable.		
SIF ***: 0 (None)	Champion: NONE	

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 18750 days in service and 60 DIS occurs at 37500 days in service.
 *** Satisfaction Index Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative NYTD: 5,488

2002 ESCAPE

VIN: 1F79CUD3182ND64313
 Cust. Name: [REDACTED] Build Date: 06/10/2002 30 DIS/60 DIS** 31 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/22/2002 Mileage - 30DIS/60 DIS** 1078 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/60 DIS** 6 / NA
 Cust. City: OAK LAWN, IL [REDACTED] Dealer Phone: Increase SAT to 9 or 10 Y/N/A
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/05/2002	047702	X BALANCE AND ROTATE-CLOSED BY WPI

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained
 Concern Comment: The customer said the seats are not the best quality as far as the material goes.
 SIF***: 8 (None) Champion: NONE

Agent ID: wmlgnt

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4676 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High

0602-027-0 2002



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/14/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Fort (Default Concern Codes)

Requested: 07/01/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 6,488

2002 ESCAPE

VIN: 1FMYU01162KD4128	Build Date: 06/17/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/23/2002	Mileage - 30DIS/60 DIS**:	1000 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: SAVANNAH, GA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmlgna
 Concern Comment: The customer does not like the location of the ignition switch because it is too low on the steering column and she finds it difficult to reach.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU01162KD46390	Build Date: 08/27/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/23/2002	Mileage - 30DIS/60 DIS**:	OK / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: ANTIOCH, IL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: pretra
 Concern Comment: The customer says that the ignition switch should be located higher up on the steering column so that it is easier to access.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1848 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction based on Ford (S/F) scale i.e. 0=None, 1=Low, 2=Medium, 3=High.

ERR-027-D 2887



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/04/2002 - 07/17/2002
Call Date - Actual:06/22/2002 - 06/22/2002
Purchase Date - Actual:07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Code

Requested: 07/31/2001 - 07/17/2002
Requested: 06/22/2002 - 06/22/2002
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 37
- Cumulative NYTD: 5,498

2002 ESCAPE

2002 Ford Escape 2.0L 4-Door 2WD

VIN:	1FMYU83172KD988110	Build Date:	06/20/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/23/2002	Mileage - 30DIS/60 DIS**:	3000 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	N/A
Cust. City:	SAINT LOUIS, MO [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	06/22/2002	Containment Status:	Not Contained	Agent ID:	jmoreach
Concern Comment:	The customer would have liked a keyless entry keypad.				
SIF ***:	1 (None)	Champion:	NONE		

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4570 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High

EP02-027-0 2889



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 08/22/2002 - 08/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant's: KANSAS CITY
Code From Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/22/2002 - 08/22/2002
Requested: 08/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative MYTD: 5,828

2002 ESCAPE

VIN: 1FMYJG3132KD1485	Build Date: 06/07/2002	30 DIS/60 DIS**:	38 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/15/2002	Mileage - 30DIS/60 DIS**:	850 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	N/A/NA
Cust. City: SEWELL, N. [REDACTED]		Gender:	[REDACTED]

Date	Repair Order	Repair Comments
07/30/2002	124917	1 Q05 33 (7842008) REPLACE MISSING WINDOW STOPS

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmlgna
 Concern Comment: The customer would like the vehicle to have automatic door locks.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYJUM172KD88810	Build Date: 08/20/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/23/2002	Mileage - 30DIS/60 DIS**:	3000 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	N/NA
Cust. City: SAINT LOUIS, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: jmcach
 Concern Comment: The customer would like an automatic door locking feature that activates when the vehicle starts to drive.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1546 days in service and 60 DIS occurs at 4676 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/13/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,488

2002 ESCAPE

VIN: 1FMCU04142KD84738 Cust. Name: [REDACTED] Cust. Phone: [REDACTED] Cust. Address: [REDACTED] Cust. City: WILTON, IA [REDACTED]	Build Date: 06/10/2002 Purchase Date: 07/19/2002 Dealer Name: [REDACTED] Dealer Phone: [REDACTED]	30 DIS/60 DIS**: Mileage - 30DIS/60 DIS**: Veh. Product Quality Sat.* - 30 DIS/60 DIS**: Increase SAT to 9 or 10 Gender: [REDACTED]	34 / NA 2000 / NA 9 / NA NANA
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Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer likes the moon roof on the vehicle.

SIF ***: 0 (None) Complaint: NONE

VIN: 1FMYU09132KD71104 Cust. Name: [REDACTED] Cust. Phone: [REDACTED] Cust. Address: [REDACTED] Cust. City: FORT ATKINSON, WI [REDACTED]	Build Date: 06/10/2002 Purchase Date: 07/13/2002 Dealer Name: [REDACTED] Dealer Phone: [REDACTED]	30 DIS/60 DIS**: Mileage - 30DIS/60 DIS**: Veh. Product Quality Sat.* - 30 DIS/60 DIS**: Increase SAT to 9 or 10 Gender: [REDACTED]	40 / NA 2000 / NA 10 / NA NANA
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Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: vsmulgr
 Concern Comment: The customer likes the moon roof.

SIF ***: 0 (None) Complaint: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1845 days in service and 60 DIS occurs at 4875 days in service.
 *** Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant/City: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,489

2002 ESCAPE

VIN: 1FMCU03112KD84993
 Cust. Name: [REDACTED] Build Date: 06/11/2002 30 DIS/60 DIS** 34 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/19/2002 Mileage - 30DIS/60 DIS** 800 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat. - 30 DIS/60 DIS** 6 / NA
 Cust. City: WAUKESHA, WI [REDACTED] Dealer Phone: Increase SAT to 9 or 10 Y/NA
 Gender: [REDACTED]

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: jmcocah
 Concern Comment: The customer would like an improved, or re-engineered, design that would decrease/eliminate brake dust accumulation on the front wheels.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU03172KD84583
 Cust. Name: [REDACTED] Build Date: 06/12/2002 30 DIS/60 DIS** 35 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/16/2002 Mileage - 30DIS/60 DIS** 875 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat. - 30 DIS/60 DIS** 10 / NA
 Cust. City: PLAINFIELD, IL [REDACTED] Dealer Phone: Increase SAT to 9 or 10 N/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/19/2002	213582	LUBED DOOR STRIKER- OK AT THIS TIME

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: vrmulgr
 Concern Comment: The customer does not like all the brake dust that the new disc brakes create.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 45/75 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ENG2-027-0 2A93



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 5,488

2002 ESCAPE

[Redacted line]

VIN: 1FMYU03182KD04821	Build Date: 08/10/2002	30 DIS/60 DIS**	41 / NA
Cust. Name: [Redacted]	Purchase Date: 07/12/2002	Mileage - 30DIS/60 DIS**	DK / NA
Cust. Phone: [Redacted]	Dealer Name: [Redacted]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**	10 / NA
Cust. Address: [Redacted]	Dealer Phone: [Redacted]	Increase SAT to 8 or 10	NANA
Cust. City: BIRMINGHAM, AL [Redacted]		Gender: [Redacted]	

Cust. Contact Date: 08/22/2002	Containment Status: Not Contained	Agent ID: wmlgms
Concern Comment: The customer likes the four doors and the lift gate.		

SF ***: 8 (None)	Champion: NONE
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EA02-027-D 2004

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1846 days in service and 60 DIS occurs at 4578 days in service.
 *** Satisfaction based on Ford (SF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative MYTD: 5,408

2002 ESCAPE

VIN: 1FMYU031X2KD81404

Cust. Name: [REDACTED]

Cust. Phone:

Cust. Address:

Cust. City: WEST COLUMBIA, SC [REDACTED]

Build Date: 06/07/2002

Purchase Date: 07/13/2002

Dealer Name:

Dealer Phone:

30 DIS/60 DIS**

Mileage - 30DIS/60 DIS**

Veh. Product Quality Sat.** - 30 DIS/60 DIS**

Increase SAT to 8 or 10

Gender:

40 / NA

1400 / NA

9 / NA

NANA

Cust. Contact Date: 08/22/2002

Containment Status: Not Contained

Agent ID: jmoech

Concern Comment: The customer loves the color of this vehicle, which is True Blue Pearl.

SIF ***: 1 (None)

Champion: NONE

ESK2-027-0 2/95

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Certifiably Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1345 days in service and 60 DIS occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 06/22/2002 - 08/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002
Requested: 08/22/2002 - 08/22/2002
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative BYTD: 5,489

2002 ESCAPE

VIN: 1FMYU01172KD63864

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: OSWEGO, IL [REDACTED]

Build Date: 06/17/2002

Purchase Date: 07/23/2002

Dealer Name:

Dealer Phone:

30 DIS/80 DIS**

Mileage - 30DIS/80 DIS**

Veh. Product Quality Sat. - 30 DIS/80 DIS**

Increase SAT to 9 or 10

Gender: [REDACTED]

30 / NA

1500 / NA

10 / NA

NA/NA

Cust. Contact Date: 08/22/2002

Concern Comment: The customer likes the fuel economy.

Containment Status: Not Contained

Agent ID: wmlgnr

SIF ***: 0 (None)

Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 16/46 days in service and 80 DIS occurs at 45/75 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/04/2002 - 07/17/2002
Call Date - Actual:06/22/2002 - 06/22/2002
Purchase Date - Actual:07/12/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/22/2002 - 06/22/2002
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative NYTD: 5,489

2002 ESCAPE

WIN: 1FMYU83187K064121	Build Date: 06/10/2002	30 DIS/60 DIS**:	41 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/12/2002	Mileage - 30DIS/60 DIS**:	DK / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: BESSEMER, AL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/22/2002	Containment Status: Not Contained	Agent ID: wu1grs
Concern Comment: The customer would like the vehicle to have better fuel economy.		

SIF ***: 5 (None)	Champion: NONE
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EM02-877-D 2897

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction based on Ford (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/28/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative BYTD: 5,489

2002 ESCAPE

VIN: 1FMCU03182KD64312
 Cust. Name: [REDACTED] Build Date: 06/10/2002 30 DIS/60 DIS** 31 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/22/2002 Mileage - 30DIS/60 DIS** 1078 / NA
 Cust. Address: [REDACTED] Dealer Name: [REDACTED] Veh. Product Quality Sat.* - 30 DIS/60 DIS** 5 / NA
 Cust. City: OAK LAWN, IL [REDACTED] Dealer Phone: [REDACTED] Increase SAT to 9 or 10 Y/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
08/08/2002	047792	X BALANCE AND ROTATE-CLOSED BY WPI

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmulgn
 Concern Comment: The customer likes the V6 engine because of the power that it has.

SIF **: 0 (None) Champion: NONE

VIN: 1FMYU03182KD1485
 Cust. Name: [REDACTED] Build Date: 06/07/2002 30 DIS/60 DIS** 38 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/15/2002 Mileage - 30DIS/60 DIS** 960 / NA
 Cust. Address: [REDACTED] Dealer Name: [REDACTED] Veh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: SEWELL, N. [REDACTED] Dealer Phone: [REDACTED] Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/30/2002	124817	1 005 33 (7942008) REPLACE MISSING WINDOW STOPS

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmulgn
 Concern Comment: The customer likes the power that the vehicle has.

SIF **: 0 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4675 days in service.
 *** Satisfaction Incent Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EMZ-827-D 2888



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Text: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 17

- Cumulative MYTD: 5,468

2002 ESCAPE



VIN: 1FMYU63172KD64983
 Cust. Name: [REDACTED] Build Date: 06/12/2002 30 DIS/60 DIS** 35 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/18/2002 Mileage - 30DIS/60 DIS** 576 / NA
 Cust. Address: [REDACTED] Dealer Name: Voh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: PLAINFIELD, IL [REDACTED] Dealer Phone: Increase SAT to 8 or 10 NA/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/19/2002	213682	LUBED DOOR STRIKER- OK AT THIS TIME

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: wml/gra
 Concern Comment: The customer likes the front wheel drive.
 SF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1840 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/04/2002 - 07/17/2002
Call Date - Actual:08/22/2002 - 08/22/2002
Purchase Date - Actual:07/12/2002 - 07/25/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/22/2002 - 08/22/2002
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served*

- Within date range: 27

- Cumulative MYTD: 5,498

2002 ESCAPE

[REDACTED]

VIN:	1FMYU031X2KD81404	Build Date:	06/07/2002	30 DIS/60 DIS**:	40 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/12/2002	Mileage - 30DIS/60 DIS**:	1400 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NANA
Cust. City:	WEST COLUMBIA, SC [REDACTED]			Gender:	[REDACTED]

Cont. Contact Date:	08/22/2002	Containment Status:	Not Contained	Agent ID:	jmosch
Concern Comment:	The customer would have liked the option of getting rear-wheel drive with this vehicle.				

SIF ***:	0 (None)	Champion:	NONE
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* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 06/22/2002 - 06/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/22/2002 - 06/22/2002
Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative MYTD: 5,486

2002 ESCAPE

VIN: 1FMYUB4192KD81880	Build Date: 06/15/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/23/2002	Miles - 30D/60 DIS**:	3200 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	7 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	Y/NA
Cust. City: FLOURTOWN, PA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/22/2002	Containment Status: Not Contained	Agent ID: prehana
Concern Comment: The customer likes the storage space located under the front passenger side seat in the vehicle.		

SIF ***: 0 (None)	Champion: NONE
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* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1548 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ES02-027-D 2002



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 6,498

2002 ESCAPE

VIN: 1FMCU0D182KDE4313
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: OAK LAWN, IL [REDACTED]

Build Date: 06/10/2002
 Purchase Date: 07/22/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DISRD DIS** : 31 / NA
 Miles - 3008580 DIS** : 1078 / NA
 Veh. Product Quality Sat** - 30 DISRD DIS** : 8 / NA
 Increase SAT to 9 or 10 : Y/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
08/09/2002	047702	X BALANCE AND ROTATE-CLOSED BY WPI

Cust. Contact Date: 08/22/2002
 Concern Comment: The customer would like the armrest to be movable rather than having the center console/armrest that is stationary.
 Containment Status: Not Contained
 Agent ID: wmtulgr

BIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1848 days in service and 60 DIS occurs at 4876 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

0802-027-0 2003



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 6,498

2002 ESCAPE

VIN: 1FNUJ03112K0284893
 Cust. Name: [REDACTED] Build Date: 06/11/2002 30 DIS/60 DIS** 34 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/19/2002 Mileage - 30DIS/60 DIS** 800 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/60 DIS** 8 / NA
 Cust. City: WAUKESHA, WI [REDACTED] Dealer Phone: Increase SAT to 9 or 10 Y/NA
 Gender: [REDACTED]

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer likes the roominess in the front cab area.

SIF ***: 0 (None) Champion: NONE

VIN: 1PNEYU01172KDS3954
 Cust. Name: [REDACTED] Build Date: 06/17/2002 30 DIS/60 DIS** 30 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/23/2002 Mileage - 30DIS/60 DIS** 1500 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: OSWEGO, IL [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: wmlgnt
 Concern Comment: The customer likes the roominess of the vehicle.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1845 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EA02-027-0 2894



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/23/2002

OC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative MYTD: 5,469

2002 ESCAPE

[REDACTED]

VIN: 1FMYU03162KD71416
 Cust. Name: [REDACTED] Build Date: 08/10/2002 30 DIS/60 DIS** 36 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/17/2002 Mileage - 30DIS/60 DIS** 1200 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/60 DIS** 9 / NA
 Cust. City: SAINT LOUIS, MO [REDACTED] Dealer Phone: Increase SAT to 8 or 10 N/A/N/A
 Gender: [REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmgm
 Concern Comment: The customer likes the roominess of the vehicle.

SIF***: 4 (None) Champion: NONE

VIN: 1FMYU031X2KD81404
 Cust. Name: [REDACTED] Build Date: 08/07/2002 30 DIS/60 DIS** 40 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/12/2002 Mileage - 30DIS/60 DIS** 1400 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/60 DIS** 8 / NA
 Cust. City: WEST COLUMBIA, SC [REDACTED] Dealer Phone: Increase SAT to 8 or 10 N/A/N/A
 Gender: [REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: jmcach
 Concern Comment: The customer likes the roominess of the vehicle's interior.

SIF***: 4 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1846 days in service and 60 DIS occurs at 4573 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.

ES02-027-D 2002



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/14/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant's: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Survived

- Within date range: 27

2002 ESCAPE

- Cumulative MYTD: 5,409

VIN: 1FMY103122KD71104

Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: FORT ATKINSON, WI [REDACTED]

Build Date: 06/10/2002
 Purchase Date: 07/18/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 40 / NA
 Mileage - 30DIS/60 DIS** : 2000 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 10 / NA
 Increase SAT to 9 or 10 : NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 06/22/2002

Containment Status: Not Contained

Agent ID: wnu/gra

Concern Comment: The customer likes the leather interior.

SIF ***: 8 (None)

Champion: NONE

VIN: 1FMY103122KD84583

Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: PLAINFIELD, IL [REDACTED]

Build Date: 06/12/2002
 Purchase Date: 07/18/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 35 / NA
 Mileage - 30DIS/60 DIS** : 575 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 10 / NA
 Increase SAT to 9 or 10 : NA/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/18/2002	213552	LUBED DOOR STRIKER- OK AT THIS TIME

Cust. Contact Date: 06/22/2002

Containment Status: Not Contained

Agent ID: wnu/gra

Concern Comment: The customer likes the vehicle because of the way it looks on the interior.

SIF ***: 8 (None)

Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would

** 30 DIS occurs at 1045 days in service and 60 DIS occurs at 4675 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.

ENG2-077-D 2000



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/29/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 2,408

2002 ESCAPE

VIN: 1FMYU03182K04121	Build Date: 06/10/2002	30 DIS/90 DIS**:	41 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/12/2002	Mileage - 30DIS/90 DIS**:	DK / NA
Cust. Phone: [REDACTED]	Dealer Name:	Yeh. Product Quality Sat.* - 30 DIS/90 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 8 or 10	NA/NA
Cust. City: BESSEMER, AL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmlgza
 Concern Comment: This customer likes the leather interior.

SIF***: 0 (None) Complaint: NONE

EM02-027-D 2987

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS miles at 1848 days in service and 90 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 09/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative MYTD: 5,499

2002 ESCAPE

CC CODE: 001 (SRL) 2 (S) 1 (S) 1 (S) 1 (S) 1 (S)

WPI: 1FMCU03182KD84313

Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: OAK LAWN, IL [REDACTED]

Build Date: 06/10/2002
 Purchase Date: 07/22/2002
 Dealer Name:
 Dealer Phone:

30 DIS/60 DIS** : 31 / NA
 Miles - 30 DIS/60 DIS** : 1078 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 8 / NA
 Increase SAT to 9 or 10 : Y/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
08/06/2002	D47702	X BALANCE AND ROTATE-CLOSED BY WPI

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmlgms
 Concern Comment: The customer would like better quality materials on the interior of the vehicle. He would like less plastic on the interior of the vehicle and more chrome.

SIF ***: 4 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1848 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EA02-027-D 2808



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 06/22/2002 - 06/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/22/2002 - 06/22/2002
Requested: 06/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative MYTD: 5,498

2002 ESCAPE

VIN: 1FMCU08112K084083

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: WAUKESHA, WI [REDACTED]

Build Date: 06/11/2002

Purchase Date: 07/18/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS** 34 / NA

Mileage - 30 DIS/60 DIS** 800 / NA

Veh. Product Quality Rat. - 30 DIS/60 DIS** 8 / NA

Increase SAT to 8 or 10 YNA

Gender: [REDACTED]

Cust. Contact Date: 06/22/2002

Containment Status: Not Contained

Agent ID: jmcwch

Concern Comment: The customer would have liked a better quality material used for the carpeting in the cargo area.

SIF ***: 0 (None)

Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 15/95 days in service and 60 DIS occurs at 45/75 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ES02-827-0 2002



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 27

- Cumulative MYTD: 6,408

2002 ESCAPE

VIN: 1FMDU11E2K0A1800

Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: FORT WORTH, TX [REDACTED]

Build Date: 06/07/2002
 Purchase Date: 07/22/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 31 / NA
 Mileage - 30DIS/60 DIS** : 700 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : DK / NA
 Increase SAT to 9 or 10 : Y/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/29/2002	231060	MO S18. VERIFIED CONCERN AND FOUND BATTERY DEAD. PERF BATTERY TEST AND RECHARGED BATTERY, NOW OK. STILL NO START PERF BEC TEST CODE B1260, U2047 PERF PINPOINT TEST, IGNITION TEST, PASS. PERF FUEL PRESSURE TEST AT 65 PSL PERF NGS DCL

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer likes the rear end road stability.

SIF **: 0 (None) Champion: NONE

VIN: 1FMDU11E2K0A126

Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: SAVANNAH, GA [REDACTED]

Build Date: 06/17/2002
 Purchase Date: 07/23/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 30 / NA
 Mileage - 30DIS/60 DIS** : 1000 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 5 / NA
 Increase SAT to 9 or 10 : Y/NA
 Gender: [REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmulgra
 Concern Comment: The customer likes the Escape because it is easy to get in and out of.

SIF **: 0 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Incentive Program (SIF) scale is: 0=poor, 1=ok, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANGAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 5,499

2002 ESCAPE



VIN:	1FMDUUN62K0R3209	Build Date:	06/10/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	DK / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City:	PARK CITY, UT			Gender:	[REDACTED]

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: prepre

Concern Comment: The customer fears the length of the vehicle as she has colaracte in her eyes and in this vehicle enables her to clearly see out of the rear windshield.

SIF ***: 0 (None) Description: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:08/04/2002 - 07/17/2002
Call Date - Actual:08/22/2002 - 08/22/2002
Purchase Date - Actual:07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant/ty: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/22/2002 - 08/22/2002
Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative NYTD: 6,488

2002 ESCAPE

[Redacted VIN and Customer Information]

VIN: 1FMYJ0M172ND094581
Cust. Name: [Redacted] Build Date: 08/12/2002 30 DIS/60 DIS** 35 / NA
Cust. Phone: [Redacted] Purchase Date: 07/18/2002 Mileage - 30DIS/60 DIS** 875 / NA
Cust. Address: [Redacted] Dealer Name: Voh. Product Quality Set. - 30 DIS/60 DIS** 10 / NA
Cust. City: PLAINFIELD, IL [Redacted] Dealer Phone: Increase SAT to 8 or 10 NA/NA
Gender: [Redacted]

Date	Repair Order	Repair Comments
08/18/2002	215682	LUBED DOOR STRIKER- OK AT THIS TIME

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmlgra
Concern Comment: The customer likes the overall vehicle because of the way it looks on the exterior.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
** 30 DIS occur at 1545 days in service and 60 DIS occur at 4876 days in service.
*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ENG-021-0 2912



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 06/22/2002 - 06/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/22/2002 - 06/22/2002
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Correlation MYTD: 3,488

2002 ESCAPE

VIN: 1FMYU04182KD81238	Build Date: 06/04/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30DIS/60 DIS**:	1550 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	N/A
Cust. City: DAVENPORT, IA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/22/2002	Containment Status: Not Contained	Agent ID: phrens
Concern Comment: The customer likes the how the dome light stays on in the vehicle for a few seconds when the door is opened from the outside.		

SIF ***: 0 (None)	Champion: NONE
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* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1546 days in service and 60 DIS occurs at 4375 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High

EM02-027-0 2014



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/25/2002
 Containment Status: Both Contained and Not Contained
 Plantlet: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 5,490

2002 ESCAPE

VIN: 1FMCU031B2KD64313
 Cust. Name: [REDACTED] Build Date: 06/10/2002 30 DIS/60 DIS** 21 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/22/2002 Mileage - 30DIS/60 DIS** 1078 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/60 DIS** 6 / NA
 Cust. City: OAK LAWN, IL [REDACTED] Dealer Phone: Increase SAT to 9 or 10 Y/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
08/08/2002	047762	: X BALANCE AND ROTATE-CLOSED BY WPI

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: vmlgns
 Concern Comment: The customer would like the vehicle to have automatic headlights.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU03137D01485
 Cust. Name: [REDACTED] Build Date: 06/07/2002 30 DIS/60 DIS** 38 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/15/2002 Mileage - 30DIS/60 DIS** 980 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: SEWELL, NJ [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NA/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/30/2002	124817	: 1 G05 33 (7842006) REPLACE MISSING WINDOW STOPS

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: vmlgns
 Concern Comment: The customer would like the vehicle to have automatic headlights.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4873 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/04/2002 - 07/17/2002
 Call Date - Actual:08/22/2002 - 08/22/2002
 Purchase Date - Actual:07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,488

2002 ESCAPE

VIN:	1FMYU04192KD63289	Build Date:	08/14/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	DK / NA
Cust. Phone:	[REDACTED]	Dealer Name:		Veh. Product Quality Sel.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:		Increase SAT to 8 or 10	NANA
Cust. City:	PARK CITY, UT [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: pshana
 Concern Comment: The customer says that automatic head lamps should be a standard feature on the vehicle.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 30/45 days in service and 60 DIS occurs at 45/75 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 06/22/2002 - 06/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant/City: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/22/2002 - 06/22/2002
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative MYTD: 5,499

2002 ESCAPE

80 DIS/60 DIS**

VIN: 1FMYU04192KD81989	Build Date: 06/13/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/23/2002	Mileage - 30DIS/60 DIS**:	3200 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	7 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 8 or 10	Y/NA
Cust. City: FLOURTOWN, PA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: pphema

Concern Comment: The customer says that day time running lights should be a standard feature in the vehicle.

SIF ***: 0 (None) Champion: NONE

ERR2-827-D 2017

* Maximum/Minimum Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
** 30 DIS covers up to 16,000 days in service and 60 DIS occurs at 45,750 days in service.
*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 08/22/2002 - 08/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/22/2002 - 08/22/2002
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative MYTD: 5,489

2002 ESCAPE

[REDACTED]

VIN:	1FMYU0A122KED9437	Build Date:	07/17/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/23/2002	Mileage - 30DIS/60 DIS**:	600 / NA
Cust. Phone:	[REDACTED]	Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	ERLANGER, KY [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmlgms
 Concern Comment: The customer does not like that the condensation from the air conditioning drips on the exhaust. He thinks this will potentially cause the exhaust pipe to rust prematurely.

SIF ***: 0 (None) Champion: NONE

VIN:	1FMYU03162K081742	Build Date:	06/07/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/23/2002	Mileage - 30DIS/60 DIS**:	1200 / NA
Cust. Phone:	[REDACTED]	Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	FREDERICK, MD [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: jmcach
 Concern Comment: The customer would have liked a separate button for the A/C, for better control over the vent settings.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction based on Ford's SIF scale is: 0-none, 1-low, 2-medium, 3-high.

EM2-027-D 291A



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 27

- Cumulative MYTD: 5,480

2002 ESCAPE

2002 ESCAPE

VIN:	1F8YU04122K085137	Build Date:	06/10/2002	30 DIS/60 DIS**:	SS / NA
Cust. Name:		Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	1000 / NA
Cust. Phone:		Dealer Name:		Vel. Product Quality Sat. - 30 DIS/60 DIS**:	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NANA
Cust. City:	LEXINGTON, KY			Gender:	

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: prehans
 Concern Comment: The customer says that there should be a button for the climate controls that enables him to turn off the re-circulated air on other settings other than Max A/C.

SIF **: 0 (None) Champion: NONE

BR02-027-D 2818

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed

- Within date range: 27

- Cumulative BYTD: 5,489

2002 ESCAPE

VIN: 1FMYU91133K094521

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: ELK RUN HEIGHTS, IA [REDACTED]

Build Date: 08/10/2002

Purchase Date: 07/15/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/50 DIS** : 38 / NA

Mileage - 30DIS/50 DIS** : 1800 / NA

Veh. Product Quality Sat. - 30 DIS/50 DIS** : 10 / NA

Increase SAT to 9 or 10 : NANA

Gender: [REDACTED]

Cust. Contact Date: 08/22/2002

Containment Status: Not Contained

Agent ID: jmcach

Concern Comment: The customer files having a stereo with both a CD player and cassette deck.

SIF ***: 0 (None)

Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1048 days in service and 50 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ES02-027-0 2002



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant/Shop: KANSAS CITY
 Code Type: Ford Default Concern Codes

Request: 07/31/2001 - 07/17/2002
 Request: 06/22/2002 - 06/22/2002
 Request: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative NYTD: 5,489

2002 ESCAPE

VIN: 1FMYU01147K027825
 Cust. Name: [REDACTED] Build Date: 06/07/2002 30 DIS/60 DIS** 37 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/16/2002 Mileage - 30DIS/60 DIS** OK / NA
 Cust. Address: [REDACTED] Dealer Name: Vch. Product Quality Sel.* - 30 DIS/60 DIS** 9 / NA
 Cust. City: BAYVILLE, N.C. [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: jmcabch
 Concern Comment: The customer likes having a CD player.

SIF***: 0 (None) Champion: NONE

VIN: 1FMYU03133K081485
 Cust. Name: [REDACTED] Build Date: 06/07/2002 30 DIS/60 DIS** 38 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/15/2002 Mileage - 30DIS/60 DIS** 080 / NA
 Cust. Address: [REDACTED] Dealer Name: Vch. Product Quality Sel.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: SEWELL, N.J. [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/30/2002	124817	: 1 G05 33 (7842006) REPLACE MISSING WINDOW STOPS

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: wmdgra
 Concern Comment: The customer likes the in-dash CD changer.

SIF***: 0 (None) Champion: NONE

ER02-07-D 2001

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1846 days in service and 60 DIS occurs at 4675 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/04/2002 - 07/17/2002
Call Date - Actual:08/22/2002 - 08/22/2002
Purchase Date - Actual:07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant/lot: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/22/2002 - 08/22/2002
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative NBYTD: 8,499

2002 ESCAPE

2002 OVERALL 2001 OVERALL 2002

VIN:	1FMYU03162KD70416	Build Date:	08/10/2002	30 DIS/60 DIS**:	86 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/17/2002	Mileage - 30DIS/60 DIS**:	1200 / NA
Cust. Phone:	[REDACTED]	Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	SANT LOUIS, MO [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/22/2002	Containment Status:	Not Contained	Agent ID:	wmlgra
Concern Comment:	The customer likes the 6 CD changer.				

SIF ***:	0 (None)	Champion:	NONE
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* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4975 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative NYTD: 8,480

2002 ESCAPE

VIN: 1FMC5U414ZD24738

Cust. Name:	Build Date:	06/10/2002	30 DIS/60 DIS**:	34 / NA
Cust. Phone:	Purchase Date:	07/19/2002	Mileage - 30DIS/60 DIS**:	2000 / NA
Cust. Address:	Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. City: WILTON, IA	Dealer Phone:		Increase SAT to 9 or 10	NA/NA
			Gender:	

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: prhwnn
 Concern Comment: The customer loves the smoothness of the ride of the vehicle.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU01172K082854

Cust. Name:	Build Date:	08/17/2002	30 DIS/60 DIS**:	30 / NA
Cust. Phone:	Purchase Date:	07/23/2002	Mileage - 30DIS/60 DIS**:	1600 / NA
Cust. Address:	Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. City: OSWEGO, IL	Dealer Phone:		Increase SAT to 9 or 10	NA/NA
			Gender:	

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmludgn
 Concern Comment: The customer likes the smooth ride.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative NYTD: 5,489

2002 ESCAPE

VIN: 1F1T0U0172K014503
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: PLAINFIELD, IL [REDACTED]

Build Date: 06/12/2002
 Purchase Date: 07/16/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 35 / NA
 Mileage - 30DIS/60 DIS** : 875 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 10 / NA
 Increase SAT to 9 or 10 : NA/NA
 Gender: [REDACTED]

Date	Event Order	Event Comments
06/19/2002	213882	LUBED DOOR STRIKER- OK AT THIS TIME

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: wmslgn
 Concern Comment: The customer likes the ride and handling because the vehicle rides like a car and maneuvers very well.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU84122KD85137
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: LEXINGTON, KY [REDACTED]

Build Date: 06/10/2002
 Purchase Date: 07/20/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 33 / NA
 Mileage - 30DIS/60 DIS** : 1000 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 10 / NA
 Increase SAT to 9 or 10 : NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: peehns
 Concern Comment: The customer likes the smooth ride of the vehicle.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ERR2-027-0 2024



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,489

2002 ESCAPE

VIN: 1FMYU01172K003954	Build Date: 08/17/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/23/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Ret.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase BAT to 9 or 10	NA/NA
Cust. City: OSWEGO, IL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/22/2002	Containment Status: Not Contained	Agent ID: wmt/gra
Concern Comment: The customer said this vehicle is very quiet.		

SIF **:	0 (None)	Champion:	NONE
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* Measurement: Satisfaction on 1-10 scale with 1-Completely Dissatisfied and 10-Completely Satisfied; Recommendation on a 1-10 scale with 1-Definitely Would Not and 10-Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 --- Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

15002-027-D 2002



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/28/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,498

2602 ESCAPE

VIN: 1FMYU01172KD03854
 Cust. Name: [REDACTED] Build Date: 08/17/2002 30 DIS/50 DIS** 30 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/28/2002 Mileage - 30DIS/50 DIS** 1800 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/50 DIS** 10 / NA
 Cust. City: OSWEGO, IL [REDACTED] Dealer Phone: Increase SAT to 9 or 10 N/A
 Gender: [REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmwjgr
 Concern Comment: The customer said this vehicle rides like a car.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU01152KD01896
 Cust. Name: [REDACTED] Build Date: 08/07/2002 30 DIS/50 DIS** 31 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/22/2002 Mileage - 30DIS/50 DIS** 700 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/50 DIS** DK / NA
 Cust. City: FORT WORTH, TX [REDACTED] Dealer Phone: Increase SAT to 9 or 10 Y/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/28/2002	231060	MO 318, VERIFIED CONCERN AND FOUND BATTERY DEAD. PERF BATTERY TEST AND RECHARGED BATTERY, NOW OK. STILL NO START PERF EEG TEST CODE B1260, U2047 PERF PINPOINT TEST, IGNITION TEST, PASS. PERF FUEL PRESSURE TEST AT 85 PSL PERF NGS DCL

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: jmcocch
 Concern Comment: The customer likes the maneuverability of this vehicle.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 50 DIS occurs at 4573 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

2002-027-0 2928



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/8/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/29/2002

DC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 3,498

2002 ESCAPE

Customer Name: [REDACTED] VIN: [REDACTED]

VIN:	1FMYU01182K084126	Build Date:	08/17/2002	50 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/23/2002	Mileage - 30DIS/60 DIS**:	1000 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	Y/NA
Cust. City:	SAVANNAH, GA			Gender:	[REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: wmaljns
 Concern Comment: The customer likes the Escape because it is easy to get around town in. She also likes the vehicle because it is extremely easy to park.

SIF ***: 8 (None) Champion: NONE

VIN:	1FMYU01182K088034	Build Date:	08/11/2002	30 DIS/60 DIS**:	38 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/17/2002	Mileage - 30DIS/60 DIS**:	3000 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City:	HOUSTON, TX			Gender:	[REDACTED]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: jmosach
 Concern Comment: The customer likes the handling of this vehicle. The customer likes the comfortable ride of this vehicle.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high

EM02-021-0 2827



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 06/22/2002 - 06/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/22/2002 - 06/22/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative WYTD: 5,489

2002 ESCAPE

WIN: 1FMYU81823D76418
 Cust. Name: [REDACTED] Build Date: 06/10/2002 30 DIS/60 DIS** 35 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/17/2002 Mileage - 30DIS/60 DIS** 1200 / NA
 Cust. Address: [REDACTED] Dealer Name: Vch. Product Quality Sat.* - 30 DIS/60 DIS** 9 / NA
 Cust. City: SAINT LOUIS, MO [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: wnu/gra
 Concern Comment: The customer likes the handling of the vehicle. He also likes how easy it is to drive the vehicle.

SIF ***: 0 (None) Champion: NONE

WIN: 1FMYU81823D76418
 Cust. Name: [REDACTED] Build Date: 05/12/2002 30 DIS/60 DIS** 35 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/16/2002 Mileage - 30DIS/60 DIS** 576 / NA
 Cust. Address: [REDACTED] Dealer Name: Vch. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: PLAINFIELD, IL [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NA/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/18/2002	213682	LUBED DOOR STRIKER- OK AT THIS TIME

Cust. Contact Date: 06/22/2002 Containment Status: Not Contained Agent ID: wnu/gra
 Concern Comment: The customer likes the suspension.

SIF ***: 0 (None) Champion: NONE

* Manufacturer Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1800 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM02-027-D 2828



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 6,408

2002 ESCAPE

[Redacted line]

VIN: 1FMYU03182KD81742	Build Date: 06/07/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [Redacted]	Purchase Date: 07/23/2002	Mileage - 30DIS/60 DIS**:	1200 / NA
Cust. Phone: [Redacted]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [Redacted]	Dealer Phone:	Increase SAT to 8 or 10	NA/NA
Cust. City: FREDERICK, MD [Redacted]		Gender:	[Redacted]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer likes the fantastic handling of this vehicle. The customer said that this vehicle feels like a truck but drives like a car. The customer feels safe when driving this vehicle because it does not feel too heavy around turns like the Explorer.

SIF **: 0 (None) Champion: NONE

VIN: 1FMYU03182KD81742	Build Date: 06/07/2002	30 DIS/60 DIS**:	40 / NA
Cust. Name: [Redacted]	Purchase Date: 07/13/2002	Mileage - 30DIS/60 DIS**:	1400 / NA
Cust. Phone: [Redacted]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address: [Redacted]	Dealer Phone:	Increase SAT to 8 or 10	NA/NA
Cust. City: WEST COLUMBIA, SC [Redacted]		Gender:	[Redacted]

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer likes that this vehicle is comfortable to handle and drive.

SIF **: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definite Would.
 ** 30 DIS occur at 1545 days in service and 60 DIS occur at 4878 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

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CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

2002 ESCAPE

- Cumulative MYTD: 5,408

VIN: 1FMYU03142ND1742

Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: FREDERICK MD [REDACTED]

Build Date: 08/07/2002
 Purchase Date: 07/23/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 30 / NA
 Mileage - 30DIS/60 DIS** : 1200 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 10 / NA
 Increase SAT to 9 or 10 : NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 08/22/2002

Containment Status: Not Contained

Agent ID: jmosch

Concern Comment: The customer was unable to get a moon roof with this vehicle because she also wanted a cloth interior. The only vehicle with both of these features, available on the dealership lot, had an Oxford White paint color which the customer did not want.

SIF ***: 0 (None)

Champion: NONE

VIN: 1FMYU04162KD01236

Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: DAVENPORT, IA [REDACTED]

Build Date: 08/04/2002
 Purchase Date: 07/20/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 33 / NA
 Mileage - 30DIS/60 DIS** : 1550 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 5 / NA
 Increase SAT to 9 or 10 : NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 08/22/2002

Containment Status: Not Contained

Agent ID: prehna

Concern Comment: The customer wanted the vehicle in True Blue Pearl but none were available on the dealership lot in that color.

SIF ***: 0 (None)

Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1548 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EMR-07-0 2834



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 08/22/2002 - 08/22/2002
Purchase Date - Actual: 07/12/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/22/2002 - 08/22/2002
Requested: 08/21/2001 - 07/20/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative MYTD: 5,488

2002 ESCAPE

VIN: 1FMYU03DP28D81484			
Cust. Name:	[REDACTED]	Build Date:	06/07/2002
Cust. Phone:	[REDACTED]	Purchase Date:	07/13/2002
Cust. Address:	[REDACTED]	Dealer Name:	
Cust. City:	WEST COLUMBIA, SC [REDACTED]	Dealer Phone:	
		30 DIS/60 DIS**:	40 / NA
		Mileage - 30DIS/60 DIS**:	1400 / NA
		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
		Increase SAT to 8 or 10	NA/NA
		Gender:	[REDACTED]

Cust. Contact Date:	08/22/2002	Containment Status:	Not Contained	Agent ID:	jmoeseh
Concern Comment:	The customer appreciates the effort, after-the-sale, from Ford Motor Company to thank her for the purchase and gather her feedback.				

SIF ***:	0 (None)	Champion:	NONE
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* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
Call Date - Actual: 06/22/2002 - 06/22/2002
Purchase Date - Actual: 07/12/2002 - 07/29/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/22/2002 - 06/22/2002
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative MYTD: 5,489

2002 ESCAPE

VIN:	1FMYU1162KD6747	Build Date:	06/11/2002	30 DIS/60 DIS**:	35 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/16/2002	Mileage - 30DIS/60 DIS**:	2000 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	CARENCRO, LA			Gender:	[REDACTED]

Cust. Contact Date:	06/22/2002	Containment Status:	Not Contained	Agent ID:	wmlgrn
Concern Comment:	The customer likes the overall vehicle.				

SIF ***:	0 (None)	Champion:	NONE
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VIN:	1FMYU1162KD64126	Build Date:	06/17/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/23/2002	Mileage - 30DIS/60 DIS**:	1000 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	SAVANNAH, GA			Gender:	[REDACTED]

Cust. Contact Date:	06/22/2002	Containment Status:	Not Contained	Agent ID:	wmlgrn
Concern Comment:	The customer likes the Escape because it is very economical.				

SIF ***:	0 (None)	Champion:	NONE
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* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1645 days in service and 60 DIS occurs at 4678 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: Great, 1-low, 2-medium, 3-high.

EM02-027-D 2883



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Dealer Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Recreated: 08/22/2002 - 08/22/2002
 Reopened: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 8,480

2002 ESCAPE

VIN: 1FMYU03228E01437

Cust. Name: [REDACTED] Cust. Phone: [REDACTED] Cust. Address: [REDACTED] Cust. City: ERLANGER, KY [REDACTED]	Build Date: 07/17/2002 Purchase Date: 07/23/2002 Dealer Name: Dealer Phone:	30 DIS/60 DIS**: Mileage - 30DIS/60 DIS**: Veh. Product Quality Sat.* - 30 DIS/60 DIS**: Increase SAT to 9 or 10 Gender: [REDACTED]	90 / NA 800 / NA 10 / NA NA/NA
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Cust. Contact Date: 08/22/2002	Containment Status: Not Contained	Agent ID: wmlgrs
Concern Comment: The customer likes the overall vehicle.		

SIF ***: 0 (None)	Champion: NONE
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* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/04/2002 - 07/17/2002
 Call Date - Actual: 08/22/2002 - 08/22/2002
 Purchase Date - Actual: 07/12/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Two: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/22/2002 - 08/22/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 6,400

2002 ESCAPE

VIN: 1FMYU01182KD1508
 Cust. Name: [REDACTED] Build Date: 06/07/2002 30 DIS/60 DIS**: 31 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/22/2002 Mileage - 30DIS/60 DIS**: 700 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/60 DIS**: DK / NA
 Cust. City: FORT WORTH, TX [REDACTED] Dealer Phone: Increase SAT to 9 or 10 Y/NA
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/26/2002	231060	NO 319. VERIFIED CONCERN AND FOUND BATTERY DEAD. PERF BATTERY TEST AND RECHARGED BATTERY, NOW OK. STILL NO START PERF EEC TEST CODE B1280, U2047 PERF PINPOINT TEST, IGNITION TEST, PASS. PERF FUEL PRESSURE TEST AT 65 PSI. PERF NGS DCL

Cust. Contact Date: 08/22/2002 Containment Status: Not Contained Agent ID: Jmosech
 Concern Comment: The customer would have liked easier to understand sections in the Owners Manual on the wiper and exterior lights functions.

SIF ***: 8 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4578 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

VIN: 1FMYU0492KD67041	Build Date: 06/13/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30 DIS/60 DIS**:	3000 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sel.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase BAT to 9 or 10	NANA
Cust. City: HIAWATHA, KS [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer says that there are small white spots on the drivers side body side cladding towards the front of the vehicle. The spots are a little bigger than pin heads and were noticed about two weeks after vehicle delivery. She will be addressing this concern with Aberle Ford at her convenience.

SIF ***: 1 (Low) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

DN02-027-0 2800



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
Call Date - Actual: 06/21/2002 - 06/21/2002
Purchase Date - Actual: 07/17/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/21/2002 - 06/21/2002
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Survived
- Within date range: 27
- Cumulative MYTD: 5,472

2002 ESCAPE

CC: 00000000000000000000000000000000

VIN: 1FMYJ01142K096287	Build Date: 06/20/2002	30 DIS/60 DIB**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/22/2002	Mileage - 30 DIS/60 DIB**:	1000 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIB**:	6 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	Y/NA
Cust. City: FORT WORTH, TX [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jrmzsch
 Concern Comment: The customer has a concern with the A/C not being cold enough. The customer first noticed this concern on the day of delivery, but after purchase. There are no specific temperature, weather, or road conditions associated with this concern. This is a constant concern. The A/C is not able to reach the customer's desired temperature level of comfort, even when on A/C Max. The customer will mention this concern to Five Star Ford, which is closer to her than her selling dealership, at her earliest convenience.

SIF ***: 2 (Medium) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIB occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 1=none, 2=medium, 3=high.

ERR2-027-0 2001



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plants: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative NYTD: 5,472

2002 ESCAPE

VIN: 1FMYUR1H2KD84482

Cust. Name:	Build Date:	06/13/2002	30 DIS/60 DIS**:	33 / NA
Cust. Phone:	Purchase Date:	07/19/2002	Mileage - 30 DIS/60 DIS**:	2500 / NA
Cust. Address:	Dealer Name:		Val. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. City:	Dealer Phone:		Increase SAT to 9 or 10	NANA
			Gender:	

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: wmsulgr

Concern Comment: Shortly after purchase the customer noticed that the vehicle heeitates when traveling at speeds lower than 20 mph. There is not front or rear vibration associated with this concern, and it only occurs when accelerating. The air conditioning is on when this concern occurs, and the customer uses regular unleaded fuel. This concern is noticed both at the initial start up and after the vehicle has sat for a while. The customer has not noticed any leaks coming from the vehicle, and she has not checked her transmission fluid level. This is a constant concern that she will mention to her dealership at her earliest convenience.

SIF***: 0 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1645 days in service and 60 DIS occurs at 4875 days in service.
 *** Satisfaction based on Ford's (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EM2-027-0 2893



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

VIN: 1FMYU04182ND08141

Cust. Name:	Build Date:	06/27/2002	30 DIS60 DIS**:	30 / NA
Cust. Phone:	Purchase Date:	07/22/2002	Mileage - 30DIS60 DIS**:	2000 / NA
Cust. Address:	Dealer Name:		Veh. Product Quality Ser. - 30 DIS60 DIS**:	10 / NA
Cust. City:	Dealer Phone:		Increase SAT to 9 or 10	NANA
			Gender:	

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: pphans
 Concern Comment: The customer says that there is a slight hesitation felt in the engine when driving at a steady speed. He first noticed this concern on the day after vehicle delivery. The A/C or defroster are not on when this concern occurs and it is noticed when driving about 40 mph. The RPM reading at this time is about 2000. He hasn't checked his fluid levels as of yet and this is an intermittent concern. He will address this concern with McCafferty Ford at his convenience.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occur at 9048 days in service and 60 DIS occur at 45775 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM02-07-0 2894



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/11/2002 - 08/27/2002
Cell Date - Actual: 08/21/2002 - 08/21/2002
Purchase Date - Actual: 07/17/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/21/2002 - 08/21/2002
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

2002 ESCAPE

- Cumulative MYTD: 5,472

VIN: 1FMYU1031K2KD83651
Cust. Name: [REDACTED]
Cust. Phone: [REDACTED]
Cust. Address: [REDACTED]
Cust. City: ANNAPOLIS, MD [REDACTED]

Build Date: 08/14/2002
Purchase Date: 07/20/2002
Dealer Name: [REDACTED]
Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 32 / NA
Mileage - 30DIS/60 DIS** : 3000 / NA
Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 10 / NA
Increase SAT to 9 or 10 : NA/NA
Gender: [REDACTED]

Cust. Contact Date: 08/21/2002
Concern Comment:

Containment Status: Not Contained

Agent ID: jmoach

The customer has a concern with two black spots in the exterior paint. These spots are located on the back of the roof, near the top of the drivers side rear door. The customer first noticed this concern two weeks ago. These spots are approximately a quarter to an eighth of an inch in diameter. The vehicles paint color is Vermilion Gold, or Bright Red. There is no rust corrosion associated with this concern. Generally, the customer travels on paved roads. The customer washes the vehicle himself using a liquid soap and a cotton towel to dry. The appearance of this concern does not change in different lighting. The customer's selling and servicing dealership, Bob Bell Ford, is already aware of this concern and the customer will bring the vehicle in for servicing at his earliest convenience.

SIF ***: B (None)

Champion: NONE

VIN: 1FMYU1031K2KD83688
Cust. Name: [REDACTED]
Cust. Phone: [REDACTED]
Cust. Address: [REDACTED]
Cust. City: PEORIA, IL [REDACTED]

Build Date: 06/20/2002
Purchase Date: 07/19/2002
Dealer Name: [REDACTED]
Dealer Phone: [REDACTED]

30 DIS/60 DIS** : 33 / NA
Mileage - 30DIS/60 DIS** : 800 / NA
Veh. Product Quality Sat.* - 30 DIS/60 DIS** : 10 / NA
Increase SAT to 9 or 10 : NA/NA
Gender: [REDACTED]

Cust. Contact Date: 08/21/2002
Concern Comment:

Containment Status: Not Contained

Agent ID: jmoach

The customer has a concern with a brownish-colored spot in the clearcoat of the exterior paint. This spot is located at the top of the hood, near the front windshield, and towards the drivers side. This spot is about the size of a nickel. The customer first noticed this concern last week-end. The vehicles paint color is True Blue Pearl. There is no rust corrosion associated with this concern. Generally, the customer travels on paved roads. The customer both takes the vehicle to a car wash and washes it herself. When she washes it herself she uses a liquid soap and a shammy to dry. This concern is more apparent under the sun light. The customer has already mentioned this concern to University Ford and will schedule a service appointment at her earliest convenience.

SIF ***: 3 (High)

Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
** 30 DIS occurs at 1845 days in service and 60 DIS occurs at 4873 days in service.
*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/11/2002 - 06/27/2002
Call Date - Actual: 06/21/2002 - 06/21/2002
Purchase Date - Actual: 07/17/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/21/2002 - 06/21/2002
Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

2002 ESCAPE

- Within data range: 27

- Cumulative MYTD: 5,472



VIN: 1FMYU81182KD04482	Build Date: 06/13/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name:	Purchase Date: 07/18/2002	Mileage - 30DIS/60 DIS**:	2500 / NA
Cust. Phone:	Dealer Name:	Vel. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: MUNTH, MI		Gender:	

Cust. Contact Date: 06/21/2002	Containment Status: Not Contained	Agent ID: umalgr
Concern Comment: Three or four days ago the customer noticed that there was a scratch on the drivers side rear passenger door. The scratch is located in the middle of the door and there are no dents or discolorations near the area of the concern. This customer has not washed the vehicle since purchase. However, she will mention this concern to her dealership at her earliest convenience.		

SIF***: 0 (None)	Champion: NONE
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2002-827-0 2895

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1648 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/11/2002 - 08/27/2002
Call Date - Actual: 08/21/2002 - 08/21/2002
Purchase Date - Actual: 07/17/2002 - 07/23/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Dealer Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/21/2002 - 08/21/2002
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative MYTD: 5,472

2002 ESCAPE

VIN: 1FMCU0415700011552

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: NEW ROCHELLE, NY [REDACTED]

Build Date: 08/14/2002

Purchase Date: 07/18/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS**

Mileage - 30DIS/60 DIS**

Veh. Product Quality Sat.* - 30 DIS/60 DIS**

Increase SAT to 9 or 10

Gender: [REDACTED]

33 / NA

1500 / NA

7 / NA

Y/NA

Cust. Contact Date: 08/21/2002

Containment Status: Not Contained

Agent ID: preharz

Concern Comment:

The customer says that the brake pedal in the vehicle requires extra effort before the brakes engage. He noticed this about three weeks after delivery of the vehicle. No warning lights are illuminated and no after-market modifications have been made to the vehicle. He hasn't checked his brake fluid level yet but hasn't noticed any leaks either. This concern doesn't necessarily occur when driving the vehicle after it has sat overnight. The vehicle is parked in a garage and no noises are associated with this concern. This is a constant concern which he will address with Quality Ford at his convenience.

SIF ***: 2 (Medium)

Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DIS occurs at 1645 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 08/27/2002
 Call Date - Actual: 08/21/2002 - 08/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Wide date range: 27

2002 ESCAPE

- Cumulative MYTD: 5,472

VIN: 1FMCU0D1X2R3077490				
Cust. Name:	Build Date:	06/12/2002	30 DIS/50 DIS**:	35 / NA
Cust. Phone:	Purchase Date:	07/17/2002	Mileage - 30DIS/50 DIS**:	1200 / NA
Cust. Address:	Dealer Name:		Veh. Product Quality Sel.* - 30 DIS/50 DIS**:	8 / NA
Cust. City: EVANSVILLE, IN	Dealer Phone:		Increase SAT to 5 or 10	N/NA
			Gender:	

Cust. Contact Date:	08/21/2002	Containment Status:	Not Contained	Agent ID:	mental
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Concern Comment: The customer is having a problem with moisture inside the tail light exterior lens on the drivers side. The concern was first noticed a few days after the vehicle was purchased. There are no after market modifications done to the vehicle. There are no cracks in the lights. The passenger side light lens seems to be okay. The dealership will replace the tail light lens.

SF **:	1 (Low)	Champion:	NONE
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* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 15/45 days in service and 50 DIS occurs at 45/75 days in service.

*** Satisfaction based on Ford SF1 scale is: 1=poor, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Starred
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE



VIN:	1FMDU33122SD69002	Build Date:	06/14/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Miles - 30D/15/60 DIS**:	600 / NA
Cust. Phone:	[REDACTED]	Dealer Name:		Yeh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	[REDACTED]	Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	CLIFTON PARK, NY [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: star1

Concern Comment: The customer is having a problem with the brakes making a grinding sound. The noise is not that loud but noticeable. The concern was first noticed about two weeks ago. There are no warning lights illuminated on the dash. There are no after market modifications done to the vehicle. The brake fluid levels have not been checked. The concern is intermittent and has happened about five times. The vehicle is not parked in the garage. The dealer advised the customer that the noise may be normal, however if it continues to happen bring it in.

SIF ***: 1 (Low) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Index Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ERR2-027-D 2808



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 6,472

2002 ESCAPE

VIN: 1FMYU04182KD01392	Build Date: 06/14/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name:	Purchase Date: 07/19/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	7 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: NEW ROCHELLE, NY		Gender:	

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer says that there is a squeak coming from somewhere in the dashboard while the vehicle is idling. He first noticed this concern two weeks after delivery of the vehicle. He has not tried pressing on the dashboard when the squeak is occurring. There are no specific weather conditions associated with this concern and it is intermittent. He will address this concern with Quality Ford at his convenience.

SIF ***: 1 (Low) Champco: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4675 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ES02-027-D 2002



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/23/2002
 Call Date - Actual: 08/21/2002 - 08/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/25/2002

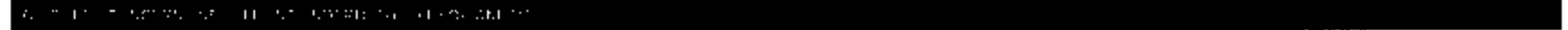
CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 27

- Cumulative MYTD: 5,472

2002 ESCAPE



VIN:	1FMYJ04112KEK200	Build Date:	06/18/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/18/2002	Mileage - 30 DIS/60 DIS**:	1000 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City:	TAZEWELL, VA [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: pphana
 Concern Comment: The customer says that there is a flapping noise exhibited from the front end of the vehicle while driving. He noticed this concern the day after vehicle delivery. This flapping can be heard over the radio, and A/C and occurs when driving about 35 mph. There are no specific weather conditions associated with this concern and it is constant. He will address this concern with Ramey Ford at his convenience.

SIF ***: 3 (High) Champion: NONE

VIN:	1FMYJ04192K017001	Build Date:	08/13/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/18/2002	Mileage - 30 DIS/60 DIS**:	3000 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City:	HIAWATHA, KS [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: pphana
 Concern Comment: The customer says that she can hear a rattle from the front end of the vehicle while driving. She first noticed this concern two days after vehicle delivery. This rattle occurs when travelling at any speed and can be heard over the radio and A/C. There are no specific weather conditions associated with this concern and it is intermittent. She will address this concern with Abarto Ford at her convenience.

SIF ***: 1 (Low) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1645 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/11/2002 - 06/21/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2902 ESCAPE

- Within date range: 27

- Cumulative MYTD: 4,472

VIN: 1FMYU3122KD00623	Build Date: 06/17/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/21/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: TAMPA, FL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jnceach

Concern Comment: The customer has a concern with the storage compartment, located under the front passenger seat, loosely sliding out whenever the vehicle brakes. The customer first noticed this concern on the day of delivery, but after purchase. Speed is not a factor with this concern. The customer has already mentioned this concern to a Ford-certified Quality Care Shop located on Citrus Park Boulevard in Tampa and will bring the vehicle in for servicing this Saturday.

SIF ***: 9 (None) Checkmark: NONE

ES02-07-0 2002

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1045 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Interval Factor (SIF) scale is: None, Low, Medium, High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 08/21/2002 - 08/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

VIN: 1F8C1UR31X20070400	Build Date: 06/12/2002	30 DIS/60 DIS**	35 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/17/2002	Mileage - 30 DIS/60 DIS**	1200 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**	6 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 8 or 10	N/A
Cust. City: EVANSVILLE, IN [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: stantel

Concern Comment: This customer is having a problem with the grey rubber molding around the sun roof coming loose. The exact location is at the back of the sun roof towards the back of the vehicle. The affected size of the rubber molding is about four inches long that has come loose. The concern was first noticed a few days after the vehicle was purchased. There is no damage to the exterior or interior moldings around the glass. The sunroof does open and close okay. The customer has an appointment for this concern tomorrow.

SIF ***: 1 (Low) Champba: NONE

8902-027-0 2005

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would
 ** 30 DIS occurs at 1648 days in service and 60 DIS occurs at 4578 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/11/2002 - 08/27/2002
 Call Date - Actual: 08/21/2002 - 08/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

VEHICLE IDENTIFICATION NUMBER (VIN): 1FMYU06163K088888

VIN:	1FMYU06163K088888	Build Date:	08/27/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 30DIS/60 DIS**:	215 / NA
Cust. Phone:	[REDACTED]	Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	[REDACTED]	Dealer Phone:		Increase SAT to 9 or 10	N/A
Cust. City:	STATE COLLEGE, PA [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/21/2002	Containment Status:	Not Contained	Agent ID:	prohans
Concern Comment:	The customer likes the power front drivers side seat in the vehicle.				

SIF ***:	0 (None)	Champion:	NONE
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* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1848 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE



VIN:	1FMYU03122K089032	Build Date:	06/14/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 30DIS/60 DIS**:	500 / NA
Cust. Phone:	[REDACTED]	Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:		Increase BAT to 9 or 10	NA/NA
Cust. City:	CLIFTON PARK, NY [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: stantel
 Concern Comment: The passenger side front seat should also be power.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 10/46 days in service and 60 DIS occurs at 48/76 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM02-027-D 2970



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
Call Date - Actual: 06/21/2002 - 06/21/2002
Purchase Date - Actual: 07/17/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant's: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/21/2002 - 06/21/2002
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative MYTD: 5,472

2002 ESCAPE



VIN: 1FMYU031R2K065182	Build Date: 06/18/2002	30 DIS#0 DIS**:	33 / NA
Cust. Name:	Purchase Date: 07/18/2002	Mileage - 30DIS#0 DIS**:	1900 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS#0 DIS**:	7 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: ROSEVILLE, MN		Gender:	

Cust. Contact Date: 06/21/2002	Containment Status: Not Contained	Agent ID: jrcsch
Concern Comment: This customer would have liked the seats to be a little more comfortable, compared to his previous 1997 Crown Victoria.		

DIF ***: D (None)	Champion: NONE
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* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1645 Mile in service and 38 DIS occurs at 4678 Mile in service.
 *** Satisfaction Index Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.

EM82-827-D 2871



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed
 - Within date range: 27
 - Cumulative MYTD: 6,472

2002 ESCAPE

[REDACTED]

VIN: 1FMYU021220000023	Build Date: 06/17/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/21/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City: TAMPA, FL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002	Containment Status: Not Contained	Agent ID: Jmcoach
Concern Comment: The customer would have like illuminated power lock buttons as a feature standard.		
SIF ***: 6 (None)	Champion: NONE	

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1546 days in service and 60 DIS occurs at 4675 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

EM2-027-0 2072



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
Call Date - Actual: 08/21/2002 - 08/21/2002
Purchase Date - Actual: 07/17/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Trace: Ford Default Concern Codes

Requested: 07/8/2001 - 07/17/2002
Requested: 08/21/2002 - 08/21/2002
Requested: 08/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
- Within date range: 27
- Cumulative MYTD: 6,472

2002 ESCAPE

WVE	1FMYU44152R029709	Build Date:	08/24/2002	30 DIS/60 DIS**:	88 / NA
Cust. Name:		Purchase Date:	07/19/2002	Mileage - 30 DIS/60 DIS**:	150 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	MARNETTE, WI			Gender:	

Cust. Contact Date:	08/21/2002	Containment Status:	Not Contained	Agent ID:	pebane
Concern Comment:	The customer loves the moon roof on the vehicle.				
SIF ***:	8 (None)	Champion:	NONE		

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 15445 days in service and 60 DIS occurs at 4975 days in service.
 *** Defect/Incident Impact Factor (SIF) scale: 1-low, 2-medium, 3-high.

ERN2-027-D 2873



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plan(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

[Redacted]

VIN:	1FM1YUD4102K062668	Build Date:	06/11/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[Redacted]	Purchase Date:	07/22/2002	Mileage - 30 DIS/60 DIS**:	1000 / NA
Cust. Phone:	[Redacted]	Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[Redacted]	Dealer Phone:		Increase SAT to 9 or 10	NANA
Cust. City:	JAVA, VA [Redacted]			Gender:	[Redacted]

Cust. Contact Date:	06/21/2002	Containment Status:	Not Contained	Agent ID:	prehas
Concern Comment:	The customer likes how the lift glass opens without having to open the whole lift gate.				

SF ***:	4 (None)	Champion:	NONE
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* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DIS occurs at 18/45 days in service and 60 DIS occurs at 45/75 days in service.

*** Satisfaction Index Factor (SF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM62-027-D 2874



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/11/2002 - 09/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative #YTD: 5,472

2002 ESCAPE

[Redacted]

WIR: 1FMYU83122KD89623	Build Date: 05/17/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name: [Redacted]	Purchase Date: 07/21/2002	Mileage - 30D/60D DIS**:	1500 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: TAMPA, FL [Redacted]		Gender:	[Redacted]

Cust. Contact Date: 06/21/2002	Containment Status: Not Contained	Agent ID: jmosach
Concern Comment: The customer would have liked less brake dust accumulation on the front wheels.		
SIF***: 0 (None)	Champion: NONE	

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ENG2-027-D 2076



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant/ls: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

Vehicle Identification Number: 1FMYU01162KD97375

VIN:	1FMYU01162KD97375	Build Date:	06/17/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/19/2002	Mileage - 30DIS/60 DIS**:	1200 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	EVANS, GA [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jmoreah
 Concern Comment: The customer is satisfied with the current gas mileage he is getting from this vehicle, which is 23.7 miles per gallon while city and highway driving.
 SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ESK2-027-D 2877



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 08/21/2002 - 08/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 27

- Cumulative MYTD: 5,473

2002 ESCAPE

VIN: 1FMYU64162K090388
 Cust. Name: [REDACTED] Build Date: 05/18/2002 30 DIS/60 DIS** 30 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/22/2002 Mileage - 30DIS/60 DIS** 300 / NA
 Cust. Address: [REDACTED] Dealer Name: Voh. Product Quality Sat.* - 30 DIS/60 DIS** 8 / NA
 Cust. City: CHICAGO, IL [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer is not sure of the approximate miles per gallon he is getting with this vehicle but knows that he would have preferred better gas mileage.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU64162K090769
 Cust. Name: [REDACTED] Build Date: 05/24/2002 30 DIS/60 DIS** 33 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/19/2002 Mileage - 30DIS/60 DIS** 150 / NA
 Cust. Address: [REDACTED] Dealer Name: Voh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: MARINETTE, WI [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NA/NA
 Gender: [REDACTED]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer says that the vehicle should be redesigned to exhibit better fuel economy.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 15465 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative MYTD: 5,472

2002 ESCAPE

VIN: 1FMYU1H132KED6359	Build Date: 06/19/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/22/2002	Mileage - 30 DIS/60 DIS**:	960 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NANA
Cust. City: SAN ANTONIO, TX [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: elertel
 Concern Comment: The power from the engine is good.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU1H132KED6951	Build Date: 06/14/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30 DIS/60 DIS**:	3000 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NANA
Cust. City: ANNAPOLIS, MD [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jmwach
 Concern Comment: The customer likes the pick-up from the V8 engine.

SIF ***: 1 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1646 days in service and 60 DIS occurs at 4976 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ER02-027-D 2879



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 6,472

2002 ESCAPE

CC CODE: OVERALL VEHICLE

VIN:	1PMYU01162KD097375	Build Date:	06/17/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/16/2002	Miles - 30DIS/60 DIS**:	1200 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City:	EVANS, GA			Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jmcach
 Concern Comment: The customer likes having front wheel drive because he is able pull this vehicle behind his motor home, using a dolly that allows only the rear wheels to touch the ground.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1596 days in service and 60 DIS occurs at 4678 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/11/2002 - 08/27/2002
 Call Date - Actual: 08/21/2002 - 08/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Survived
 - Within data range: 27
 - Cumulative MYTD: 6,472

2002 ESCAPE

[REDACTED]

VIN: 1FMCU03102D000770	Build Date: 08/17/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30D/60D DIS**:	800 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City: SHEBOYGAN, WI [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/21/2002	Containment Status: Not Contained	Agent ID: jmczech
Concern Comment: The customer likes the quiet engine.		

SIF ***: II (Noise)	Champion: NONE
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* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1295 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
Call Date - Actual: 08/21/2002 - 08/21/2002
Purchase Date - Actual: 07/17/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/21/2002 - 08/21/2002
Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative MYTD: 6,472

2002 ESCAPE

CC CODE: CC99EL1

VIN: 1FMYU01522K086103

Cust. Name:	[REDACTED]	Build Date:	06/13/2002	30 DIS/60 DIS**:	88 / NA
Cust. Phone:	[REDACTED]	Purchase Date:	07/16/2002	Mileage - 30D/60D DIS**:	1900 / NA
Cust. Address:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	7 / NA
Cust. City:	ROSEVILLE, MN [REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	Y/NA
				Gender:	[REDACTED]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: jmosch

Concern Comment: The customer would have preferred not to have the storage compartments located under the stereo.

SIF***: 0 (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DIS occurs at 1543 days in service and 60 DIS occurs at 4975 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/11/2002 - 08/27/2002
 Call Date - Actual: 08/21/2002 - 08/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

VIC	1ENVL1A1E2KDR0182	Build Date:	08/13/2002	30 DIS/60 DIS**	33 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/18/2002	Mileage - 30DIS/60 DIS**	1800 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Est.* - 30 DIS/60 DIS**	7 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	Y/NA
Cust. City:	ROSEVILLE, MN [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer would have liked the front seat cup holders to be located higher up and to be attached to the dashboard, so that he would not have to completely take his eyes off of the road in order to use them.

SIF ***: 9 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative MYTD: 5,472

2002 ESCAPE

VIN: [REDACTED]
 Cust. Name: [REDACTED] Build Date: 06/17/2002 30 DIS/60 DIS** 32 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/20/2002 Mileage - 30DIS/60 DIS** 400 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Cust. City: COVINGTON, LA [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jmosch
 Concern Comment: The customer is surprised at the amount of interior roominess with this vehicle.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU01162KD78455
 Cust. Name: [REDACTED] Build Date: 06/13/2002 30 DIS/60 DIS** 33 / NA
 Cust. Phone: [REDACTED] Purchase Date: 07/19/2002 Mileage - 30DIS/60 DIS** 995 / NA
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.* - 30 DIS/60 DIS** 9 / NA
 Cust. City: LOCKPORT, NY [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: stantel
 Concern Comment: The room in the interior is good.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definite Would.

** 30 DIS occurs at 10000 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/11/2002 - 06/27/2002
 Call Date - Actual:08/21/2002 - 08/21/2002
 Purchase Date - Actual:07/17/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Served
 - Within date range: 27
 - Cumulative MYTD: 5472

2002 ESCAPE

VIN: 1FMDU102182KD02041

Cust. Name:	[REDACTED]	Build Date:	06/14/2002	30 DIS/60 DIS**:	52 / NA
Cust. Phone:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	285 / NA
Cust. Address:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. City:	LEECHBURG, PA [REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NA/NA
				Gender:	[REDACTED]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: jprhara
 Concern Comment: The customer likes the cargo cover in the vehicle.

SIF ***: B (None) Champion: NONE

VIN: 1FMYU03122KD00623

Cust. Name:	[REDACTED]	Build Date:	06/17/2002	30 DIS/60 DIS**:	31 / NA
Cust. Phone:	[REDACTED]	Purchase Date:	07/21/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Cust. Address:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. City:	TAMPA, FL [REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NA/NA
				Gender:	[REDACTED]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: jmosach
 Concern Comment: The customer likes the roominess of the cargo area.

SIF ***: D (None) Champion: NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1648 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 08/27/2002
 Call Date - Actual: 08/21/2002 - 08/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/23/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

[Redacted]

VIN: 1F80U1A31A2K085122	Build Date: 08/19/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name: [Redacted]	Purchase Date: 07/19/2002	Mileage - 30DIS/60 DIS**:	1000 / NA
Cust. Phone: [Redacted]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	7 / NA
Cust. Address: [Redacted]	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: ROSEVILLE, MN [Redacted]		Gender:	[Redacted]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: jmcocch
 Concern Comment: The customer likes having the cargo cover.

SIF ***: 0 (None) Champion: NONE

VIN: 1F8YU4182KD62801	Build Date: 08/13/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name: [Redacted]	Purchase Date: 07/18/2002	Mileage - 30DIS/60 DIS**:	3000 / NA
Cust. Phone: [Redacted]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [Redacted]	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: HIWATHA, KS [Redacted]		Gender:	[Redacted]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: pretana
 Concern Comment: The customer likes the cargo net in the rear of the vehicle.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4878 days in service.
 *** Satisfaction Index Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ES02-027-D 2995



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/11/2002 - 08/27/2002
Call Date - Actual:08/21/2002 - 08/21/2002
Purchase Date - Actual:07/17/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant's: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/21/2002 - 08/21/2002
Requested: 08/21/2001 - 07/25/2002

DC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 27
- Cumulative MYTD: 5,472

VIN: 1FMYU03162KD84102	Build Date: 08/13/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name:	Purchase Date: 07/19/2002	Mileage - 30DIS/60 DIS**:	1900 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	7 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	Y/N/A
Cust. City: ROSEVILLE, MN		Gender:	

Cust. Contact Date: 08/21/2002	Containment Status: Not Contained	Agent ID: jmoosh
Concern Comment: The customer would have liked an airtray built into the dashboard.		

SF ***: 3 (None)	Champion: NONE
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DN02-827-0 2987

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
** 30 DIS occurs at 1875 days in service and 60 DIS occurs at 4875 days in service.
*** Satisfaction Impact Factor (SF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/11/2002 - 06/27/2002
Call Date - Actual:06/21/2002 - 06/21/2002
Purchase Date - Actual:07/17/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant#: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/21/2002 - 06/21/2002
Requested: 06/21/2001 - 07/23/2002

CG CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative MYTD: 6,472

2002 ESCAPE

[REDACTED]

VIN: 1FMYU01142KD86287	Build Date: 06/20/2002	30 DIS/80 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/22/2002	Mileage - 30DIS/80 DIS**:	1000 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/80 DIS**:	8 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10:	Y/N/A
Cust. City: FORT WORTH, TX [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002	Containment Status: Not Contained	Agent ID: jmczech
Concern Comment: The customer likes the body styling of this vehicle.		

SIF ***: 0 (None)	Champion: NONE
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VIN: 1FMYU03122KD98623	Build Date: 06/17/2002	30 DIS/80 DIS**:	31 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/21/2002	Mileage - 30DIS/80 DIS**:	1500 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/80 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10:	N/A/N/A
Cust. City: TAMPA, FL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002	Containment Status: Not Contained	Agent ID: jmczech
Concern Comment: The customer likes the size of this vehicle.		

SIF ***: 0 (None)	Champion: NONE
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* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would
 ** 30 DIS occurs at 1645 days in service and 80 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high

ERR2-827-D 2808



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/11/2002 - 06/21/2002
 Call Date - Actual:06/21/2002 - 06/21/2002
 Purchase Date - Actual:07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

VIN: 4FMCU30A42ND83805

Dist. Name:	[REDACTED]	Build Date:	06/11/2002	30 DIS/60 DIS**:	30 / NA
Dist. Phone:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 30DIS/60 DIS**:	2000 / NA
Dist. Address:	[REDACTED]	Dealer Name:	[REDACTED]	Vol. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Dist. City:	MARLBORO, NJ [REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
				Gender:	[REDACTED]

Dist. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: profman
 Concern Comment: The customer says that there should be a retractable power antenna on the vehicle as a standard feature.

SF ***: 9 (None) Champion: NONE

2002-07-0 2003

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/21/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant/c: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

2002 ESCAPE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

[REDACTED]

VIN: 1FDXU1A121C011502
 Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: NEW ROCHELLE, NY [REDACTED]
 Build Date: 06/14/2002
 Purchase Date: 07/19/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]
 30 DIS/60 DIS**: 33 / NA
 Mileage - 30D/60D DIS**: 1600 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS**: 7 / NA
 Increase SAT to 8 or 10: Y/NA
 Gender: [REDACTED]

Cust. Contact Date: 06/21/2002
 Containment Status: Not Contained
 Concern Comment: The customer says that he would have rated the vehicle higher if there were no running boards on the vehicle. He feels that they get in the way when getting in and out of the vehicle.
 Agent ID: prehana

SIF **: 6 (None)
 Champion: NONE

ER82-827-D 2000

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

User ID: CCRSEL1



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/11/2002 - 06/27/2002
Call Date - Actual:06/21/2002 - 06/21/2002
Purchase Date - Actual:07/17/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant's: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 06/21/2002 - 06/21/2002
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within data range: 27
- Cumulative MYTD: 5,472

2002 ESCAPE

1FMDU1442KCD06397

VIN: 1FMDU1442KCD06397

Cust. Name: [REDACTED]
Cust. Phone: [REDACTED]
Cust. Address: [REDACTED]
Cust. City: FORT WORTH, TX [REDACTED]

Build Date: 06/20/2002
Purchase Date: 07/22/2002
Dealer Name:
Dealer Phone:

30 DIS/60 DIS**:
Mileage - 30DIS/60 DIS**:
Veh. Product Quality Bet.* - 30 DIS/60 DIS**:
Increase SAT to 9 or 10
Gender:
30 / NA
1000 / NA
8 / NA
Y/NA

Cust. Contact Date: 06/21/2002
Containment Status: Not Contained
Containment Comment: The customer would have liked the vehicle to be a little bigger in size.

Agent ID: jmszech

SIF***: 0 (None)
Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
** 30 DIS occurs at 1548 days in service and 60 DIS occurs at 4876 days in service.
*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/11/2002 - 08/27/2002
 Call Date - Actual: 08/21/2002 - 08/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant/Kit: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Survived
 - Within date range: 27
 - Cumulative MYTD: 3,472

2002 ESCAPE

[Redacted line]

VIN:	4F70L1H21C0001716	Build Date:	08/17/2002	50 DIS/60 DIS**:	34 / NA
Cust. Name:	[Redacted]	Purchase Date:	07/18/2002	Mileage - 50DIS/60 DIS**:	800 / NA
Cust. Phone:	[Redacted]	Dealer Name:	[Redacted]	Veh. Product Quality Sat.* - 3Q DIS/60 DIS**:	19 / NA
Cust. Address:	[Redacted]	Dealer Phone:	[Redacted]	Increase SAT to 8 or 10	NA/NA
Cust. City:	SHEBOYGAN, WI [Redacted]			Gender:	[Redacted]

Cust. Contact Date:	08/21/2002	Containment Status:	Not Contained	Agent ID:	Jmoach
Concern Comment:	The customer would have preferred a better quality material used for the front and rear bumpers and the body side moldings.				

BF ***:	0 (None)	Champion:	NONE
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* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 50 DIS occurs at 1645 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ENG2-827-D 2002



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:08/11/2002 - 08/27/2002
Call Date - Actual:08/21/2002 - 08/21/2002
Purchase Date - Actual:07/17/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plaintiff: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
Requested: 08/21/2002 - 08/21/2002
Requested: 08/21/2001 - 07/25/2002

DC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative MYTD: 6,472

2002 ESCAPE



VIN:	1FMYU1142KD16287	Build Date:	08/20/2002	30 DIS/50 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 30DIS/50 DIS**:	1000 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/50 DIS**:	8 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	Y/NA
Cust. City:	FORT WORTH, TX [REDACTED]			Sender:	[REDACTED]

Cust. Contact Date:	08/21/2002	Containment Status:	Not Contained	Agent ID:	jmcach
Concern Comment:	The customer would have liked ofinate control vents located in the rear cab area.				

SIF***:	0 (None)	Champion:	NONE
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* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 50 DIS occurs at 4573 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

EM02-027-0 2002



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/11/2002 - 05/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plants: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

[Redacted information]

VIN:	1FMYZUD42KD02001	Build Date:	05/13/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name:	[Redacted]	Purchase Date:	07/18/2002	Mileage - 30DIS/60 DIS**:	3000 / NA
Cust. Phone:	[Redacted]	Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[Redacted]	Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	HIAWATHA, KS [Redacted]			Gender:	[Redacted]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer likes the 5-disc CD changer in the vehicle.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied. Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS means at 1545 days in service and 60 DIS means at 4875 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-High.

EP02-07-D 2895



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Region: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 5,472

2002 ESCAPE

VIN: [REDACTED]	Build Date: 06/17/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30 DIS/60 DIS**:	400 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: COVINGTON, LA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002	Containment Status: Not Contained	Agent ID: jmcouch
Concern Comment: The customer likes that the dashboard instrumentation are very easily accessible.		
SIF***: 0 (None)	Champion: NONE	

2002-07-02 09:05

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 15AS days in service and 60 DIS occurs at 45/75 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 27

- Cumulative NYTD: 8,472

2002 ESCAPE

WIN: 7FMY1K912Z3D98923

Cust. Name: [REDACTED]
 Cust. Phone: [REDACTED]
 Cust. Address: [REDACTED]
 Cust. City: TAMPA, FL [REDACTED]

Build Date: 06/17/2002
 Purchase Date: 07/21/2002
 Dealer Name: [REDACTED]
 Dealer Phone: [REDACTED]

30 DIS/60 DIS** 31 / NA
 Mileage - 30DIS/60 DIS** 1300 / NA
 Veh. Product Quality Sat.* - 30 DIS/60 DIS** 10 / NA
 Increase SAT to 9 or 10 NANA
 Gender: [REDACTED]

Cust. Contact Date: 06/21/2002

Containment Status: Not Contained

Agent ID: jmcact

Concern Comment: The customer would have liked the option of getting a navigational gauge.

SIF ***: 8 (None)

Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS miles at 1545 days in service and 60 DIS occurs at 4675 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/11/2002 - 08/27/2002
 Call Date - Actual: 08/21/2002 - 08/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 08/21/2002 - 08/21/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative NYTD: 5,472

2002 ESCAPE

2002 ESCAPE 4DR 2.3L I4 115KW 115KW 115KW

VIN:	1FMYU0162KD64482	Build Date:	08/13/2002	30 DIS/60 DIS**:	33 / NA
Dist. Name:	[REDACTED]	Purchase Date:	07/19/2002	Mileage - 30DIS/60 DIS**:	2600 / NA
Dist. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Dist. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Dist. City:	MUNITH, MI [REDACTED]			Gender:	[REDACTED]

Dist. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: wmlgms
 Concern Comment: The customer thinks the wipers and the turn signals should not be on the same knob.

SIF ***: # (None) Champion: NONE

VIN:	1FMYU03122KD96423	Build Date:	08/17/2002	30 DIS/60 DIS**:	31 / NA
Dist. Name:	[REDACTED]	Purchase Date:	07/21/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Dist. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Dist. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
Dist. City:	TAMPA, FL [REDACTED]			Gender:	[REDACTED]

Dist. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer would have liked the option of getting an outside temperature gauge.

SIF ***: # (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

FN02-027-D 2888



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002
 Requested: 08/21/2002 - 06/21/2002
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative NYTD: 3,472

2802 ESCAPE

CC CODE: CONCERN: 3 314 - Information on the concern

VIN:	1FMYU63182KD99423	Build Date:	06/17/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/21/2002	Mileage - 30 DIS/60 DIS**:	1600 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	N/A/NA
Cust. City:	TAMPA, FL [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jmcach
 Concern Comment: The customer would have liked the option of getting stereo functions located on the steering wheel.

SIF ***: 0 (None) Champion: NONE

VIN:	1FMYU03182KD88102	Build Date:	06/13/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/19/2002	Mileage - 30 DIS/60 DIS**:	1600 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	7 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	Y/NA
Cust. City:	ROSEVILLE, MN [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jmcach
 Concern Comment: The customer would have liked a shorter gear shifter. The customer would have liked a better location for the trip odometer button for easier accessibility.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative MYTD: 6,472

2002 ESCAPE

VIN: 1FMYU04192KD87001

VIN:	1FMYU04192KD87001	Build Date:	06/27/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/22/2002	Mileage - 30DIS/60 DIS**:	2000 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NA/NA
Cust. City:	SHERMANS DALE, PA [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer says that there should be a temperature gauge in the vehicle as a standard feature that reads the outside temperature while driving.

SIF ***: 0 (None) Champion: NONE

VIN:	1FMYU04192KD87001	Build Date:	06/13/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/18/2002	Mileage - 30DIS/60 DIS**:	3000 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NA/NA
Cust. City:	HAWATHA, KS [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer says that the wiper shield wiper lever should be positioned further away from the gear shift lever on the steering column so that they are easier to differentiate.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** 30 DIS score at 1545 days in service and 60 DIS score at 4578 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

0902-027-D 3000



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
Call Date - Actual: 06/21/2002 - 06/21/2002
Purchase Date - Actual: 07/11/2002 - 07/22/2002
Containment Status: Both Contained and Not Contained
Plant#: KANSAS CITY
Code Type: Ford Default Concern Codes

Requested: 07/01/2001 - 07/17/2002
Reopened: 05/21/2002 - 06/21/2002
Reopened: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
- Within date range: 27
- Cumulative MYTD: 5,472

2002 ESCAPE



VIN: 1FMCU081X2CEM026	Build Date: 06/17/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30DIS/60 DIS**:	400 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: COVINGTON, LA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002	Containment Status: Not Contained	Agent ID: jmesach
Concern Comment: The customer likes the vehicles light turning radius.		

SIF ***: # (None)	Champion: NONE
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1002-027-0 3001

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** 30 DIS occurs at 1546 days in service and 60 DIS occurs at 4575 days in service.
 *** Satisfaction based on Ford SIF scale (1-5) with 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/11/2002 - 06/27/2002
 Call Date - Actual: 06/21/2002 - 06/21/2002
 Purchase Date - Actual: 07/17/2002 - 07/22/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002
 Requested: 06/21/2002 - 06/21/2002
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed
 - Within date range: 27
 - Cumulative NYTD: 8,472

2002 ESCAPE

2002 ESCAPE 3.0L I-5 4-DR SUV

VIN:	1FTMG1241E2K021568	Build Date:	06/24/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	600 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NA/NA
Cust. City:	DOWNERS GROVE, IL [REDACTED]	Gender:	[REDACTED]		

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: psham
 Concern Comment: The customer likes the smooth ride of the vehicle.

SFI**:

0 (None)	Champion:	NONE
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VIN:	1FMYD031E2K08053	Build Date:	06/14/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	3000 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NA/NA
Cust. City:	ANNAPOLIS, MD [REDACTED]	Gender:	[REDACTED]		

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jmczech
 Concern Comment: The customer likes the smooth ride of this vehicle.

SFI**:

0 (None)	Champion:	NONE
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* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would
 ** 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4675 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.

ES02-027-0 3882