

**EA02-027**  
**FORD 8/5/03**  
**LETTER TO ODI**

**APPENDIX A**

**5 BOXES**  
**BOX 4 OF 5**

**PART 2 OF 4**



### 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 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 27

- Cumulative MYTD: 6,472

VIN: 1FMCU831X2KD78480  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: EVANSVILLE, IN [REDACTED]

Build Date: 06/12/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* 36 / NA  
 Mileage - 300/560 DIS\*\* 1200 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 8 / NA  
 Increase SAT to 9 or 10 N/A  
 Gender: [REDACTED]

Cust. Contact Date: 06/21/2002  
 Concern Comment: The ride is very good.

Containment Status: Not Contained

Agent ID: stinba

SIF \*\*\*: 0 (None)

Champion: NONE

VIN: 1FRYU81142K006267  
 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: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* 30 / NA  
 Mileage - 300/560 DIS\*\* 1000 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 8 / NA  
 Increase SAT to 9 or 10 Y/N/A  
 Gender: [REDACTED]

Cust. Contact Date: 06/21/2002  
 Concern Comment: The customer likes the way this vehicle rides.

Containment Status: Not Contained

Agent ID: jnoach

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 score at 1848 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: 06/11/2002 - 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: 07/21/2001 - 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: 1FMYUJ1162KD97375  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: EVANS, GA [REDACTED]

Build Date: 06/17/2002  
 Purchase Date: 07/19/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS90 DIS\*\* 33 / NA  
 Mileage - 30DIS90 DIS\*\* 1200 / NA  
 Veh. Product Quality Sat\*\* - 30 DIS90 DIS\*\* 9 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained  
 Concern Comment: The customer is surprised how well this front wheel drive vehicle handles.

Agent ID: jmczech

SIF \*\*: 0 (None) Champion: NONE

VIN: 1FMYUJ1162KD95776  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: SHEBOYGAN, WI [REDACTED]

Build Date: 06/17/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS90 DIS\*\* 34 / NA  
 Mileage - 30DIS90 DIS\*\* 600 / NA  
 Veh. Product Quality Sat\*\* - 30 DIS90 DIS\*\* 10 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained  
 Concern Comment: The customer likes the ride and handling of this vehicle.

Agent ID: jmczech

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 DIS90 occurs at 1840 days in service and 60 DIS90 occurs at 4578 days in service.  
 \*\*\* Satisfaction Incent 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: 06/11/2002 - 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 Trax: Ford Default Concern Codes

Requested: 07/16/2001 - 07/17/2002  
 Received: 06/21/2002 - 06/21/2002  
 Resolved: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Concerns Reported

- Within date range: 27

- Cumulative MYTD: 5,472

2002 ESCAPE

VIN: 1FMYU11322D83699	Build Date: 06/20/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/10/2002	Mileage - 30DIS/60 DIS**:	900 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	66 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: PEORIA, IL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002      Containment Status: Not Contained      Agent ID: jrcocadi  
 Concern Comment: The customer likes the nice ride of this vehicle.

SIF\*\*\*: 0 (None)      Champion: NONE

VIN: 1FMYU11322D81532	Build Date: 06/14/2002	30 DIS/60 DIS**:	20 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30DIS/60 DIS**:	1600 / 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 [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002      Containment Status: Not Contained      Agent ID: pphans  
 Concern Comment: The customer likes the ease of handling 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 9=Definitely Would Not and 10=Definitely Would.

\*\* 30 DIS occurs at 3048 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.

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### 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

Request: 07/31/2001 - 07/17/2002  
 Request: 08/21/2002 - 08/21/2002  
 Request: 08/21/2001 - 07/25/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Survived

#### 2002 ESCAPE

- Within date range: 27

- Cumulative NYTU: 3,472

VIN: 1FMYU0182NDG775

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: EVANS, GA [REDACTED]

Build Date: 08/17/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 33 / NA  
 Mileage - 30DIS/60 DIS\*\* : 1200 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 8 / NA  
 Increase SAT to 8 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: jproach  
 Concern Comment: The customer would have liked a better design for this vehicle that would decrease the amount of road noise.

SF \*\*\*: 0 (None) Champion: NONE

VIN: 1FMYU0182NDG182

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: ROSEVILLE, MN [REDACTED]

Build Date: 08/13/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 33 / NA  
 Mileage - 30DIS/60 DIS\*\* : 1800 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 7 / NA  
 Increase SAT to 8 or 10 : Y/NA  
 Gender: [REDACTED]

Cust. Contact Date: 08/21/2002 Containment Status: Not Contained Agent ID: jproach  
 Concern Comment: The customer would have liked less road noise from this vehicle.

SF \*\*\*: 0 (None) Champion: NONE

\* Satisfaction: 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= Definitly Would.  
 \*\* 30 DIS occurs at 1845 days in service and 60 DIS occurs at 4575 days in service.  
 \*\*\* Satisfaction based Ford (SF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

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### 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

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 27  
 - Cumulative MYTD: 8,472

2002 ESCAPE

VIN: 1FMYU041E2KD01882	Build Date: 06/14/2002	50 DIS/60 DIS**:	33 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/19/2002	Miles - 30DIS/60 DIS**:	1500 / NA
Cust. Phone:	Dealer Name:	Yeh. 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 [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002      Containment Status: Not Contained      Agent ID: preherr  
 Concern Comment: The customer says that the color he wanted the vehicle in was Satin Silver but none were available on the dealership lot in that color.

SF \*\*\*: 0 (None)      Champian: 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.  
 \*\* 50 DIS occurs at 30/40 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: 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 Entered  
- Within date range: 27  
- Campaigns MYTD: 5,472

2002 ESCAPE

VIN: 1FMYU63192KD4985	Build Date: 06/14/2002	30 DIS/90 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 300DIS/90 DIS**:	3000 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Ind.* - 30 DIS/90 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City: ANNAPOLIS, MD [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002	Containment Status: Not Contained	Agent ID: jrsosok
Concern Comment: The customer is very satisfied with the service experience he has received from Bob Bell Ford. This dealership has been very helpful and is very customer oriented.		

SE**:	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 1646 days in service and 90 DIS occurs at 4575 days in service.  
 \*\*\* Satisfaction Index Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

ESN2-027-0 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  
 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 BYTD: 5,472

2002 ESCAPE

VIN: 1FMYU04172K009190

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: BETHLEHEM, PA [REDACTED]

Build Date: 08/27/2002  
 Purchase Date: 07/22/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DISB6 DIS\*\* 30 / NA  
 Mileage - 30DISB6 DIS\*\* 800 / NA  
 Veh. Product Quality Sat.\* - 30 DISB6 DIS\*\* 10 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/21/2002

Containment Status: Not Contained

Agent ID: pshane

Concern Comment: The customer likes the whole vehicle in general.

BF \*\*: 0 (None)

Champion: NONE

VIN: 1PMYU04192K007351

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: BROOMFIELD, CO [REDACTED]

Build Date: 08/24/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DISB6 DIS\*\* 34 / NA  
 Mileage - 30DISB6 DIS\*\* 1800 / NA  
 Veh. Product Quality Sat.\* - 30 DISB6 DIS\*\* 10 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Date	Rec'd Order	Rec'd Comments
07/08/2002	08/279	LOW ON FLUIDS ON DELIVERY

Cust. Contact Date: 08/21/2002

Containment Status: Not Contained

Agent ID: pshane

Concern Comment: The customer likes the whole vehicle in general.

BF \*\*: 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 BFP 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: 07/21/2001 - 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 BYTD: 5,472

2802 ESCAPE

VIN: 1FMYU1H420DA0217	Build Date: 06/20/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/22/2002	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	Y/NA
Cust. City: FORT WORTH, TX		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jnoech  
 Concern Comment: The customer likes the price of this vehicle.

SIF\*\*\*: 0 (None) Champion: NONE

VIN: 1FMYU1H410DA00006	Build Date: 06/16/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/22/2002	Mileage - 30DIS/60 DIS**:	300 / 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: CHICAGO, IL		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002 Containment Status: Not Contained Agent ID: jnoech  
 Concern Comment: The customer likes the price of this vehicle.

SIF\*\*\*: 0 (None) Champion: NONE

\* Mileage/miles: 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 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 Trk: Ford Default Concern Code

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: 5,672

2002 ESCAPE

VIN: 1FMYU122020000000	Build Date: 06/14/2002	30 DIS/60 DIS**:	82 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Miles at 30 DIS/60 DIS**:	3000 / 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: ANNAPOLIS, MD [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002      Containment Status: Not Contained      Agent ID: jrcsach  
 Concern Comment: The customer likes the price of this vehicle.

SFI\*\*\*: 0 (None)      Complaint: NONE

\* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Certainly Would Not and 10= Definitely Would.  
 \*\* 30 DIS occurs at 15000 days in service and 60 DIS occurs at 4575 days in service.  
 \*\*\* Satisfaction Impact Factor (SFI) scale is: 0-none, 1-low, 2-medium, 3-high.

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### 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 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 27  
 - Cumulative NYTD: 6,472

2002 ESCAPE

VIN: 1FMYU0112K000217	Build Date: 06/20/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/22/2002	Mileage - 30 DIS/60 DIS**:	1000 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	5 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 8 or 10	YNA
Cont. City: FORT WORTH, TX [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/21/2002	Containment Status: Not Contained	Agent ID: jmczech
Concern Comment: The customer would have preferred to have gotten a light Champagne color for the vehicles exterior paint but this was not available upon purchase.		
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 4970 days in service.  
 \*\*\* Satisfaction based on Ford (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ES02-027-D-3012



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/10/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/16/2002 - 07/20/2002  
 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: 06/20/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/26/2002

00 CODE: OVERALL VEHICLE

Total Concerns Reported  
 - Within date range: 28  
 - Cumulative MYTD: 6,445

2002 ESCAPE

VIN: 1FMCUP41220009023  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: WINNEBAGO, WI [REDACTED]

Build Date: 06/25/2002  
 Purchase Date: 07/10/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 32 / NA  
 Mileage - 30DIS/60 DIS\*\* : 618 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 9 or 10 : NA/NA  
 Gender: [REDACTED]

Cont. Contact Date: 06/20/2002  
 Concern Comment: [REDACTED]

Containment Status: Not Contained

Agent ID: profwms

The customer says that there is a cut in the material of the center area of the glove box. She noticed this concern about three weeks after vehicle delivery. The interior is Gray in color. She will be addressing this concern with Racelle Ford at her convenience.

SF\*\* : 2 (Medium)

Champion: NONE

EMD-027-0 2027

\* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations are a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.  
 \*\* 30 DIS occurs at 1049 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: 06/19/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Complaint Status: Both Contained and Not Contained  
 Playlist: KANSAS CITY  
 Code Type: Ford Defect Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 06/20/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Complaints Returned  
 - Within date range: 29  
 - Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FMYU00112K00847	Build Date: 06/19/2002	30 DISB0 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/19/2002	Mileage - 30DISB0 DIS**:	1000 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Ret* - 30 DISB0 DIS**:	9 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Retrace SA7 to 9 or 10	NADA
Cust. City: KINGSFORD, TN [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/20/2002	Complaint Status: Not Contained	Agent ID: jmcocch
Concern Comment: The customer has a concern with a strong rattle odor coming from the vents when the outside air climate control functions are used. The customer first noticed this concern two weeks ago. There are no specific temperature, weather, or road conditions associated with this concern. This is a constant concern. The customer has already notified this concern to Fairway Ford and will schedule a service appointment at her earliest convenience.		
SF (**): 2 (Medium)	Classification: 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 (SFI) scale is: 0=none, 1=low, 2=medium, 3=high.

FORM 0-120-0804



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/18/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Travel Ford (Default) Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 06/20/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/20/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 29  
 - Cumulative MYTD: 5,445

2803 ESCAPE

VIN: 1FMYU03142KE0363

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: BROUSSARD, LA [REDACTED]

Build Date: 06/18/2002  
 Purchase Date: 07/20/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DWS/60 DWS\*\* 31 / NA  
 Mileage - 30 DWS/60 DWS\*\* 1600 / NA  
 Veh. Product Quality Sat.\* - 30 DWS/60 DWS\*\* 5 / NA  
 Income SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 06/20/2002  
 Concern Comment:

Containment Status: Not Contained

Agent ID: jmcach

The customer has a concern with the engine not starting. When this concern occurs the other electrical features (lights, radio, etc.) are functional. The customer first noticed this concern 10 days after delivery. This concern has occurred on both a warm and cold engine. The customer has not checked the battery himself. This is an intermittent concern which has occurred three times. The first time, the customer was able to start the engine within 10 minutes. The second time, it took one and a half hours to start the engine. And the third time, the customer was not able to start the engine and had the vehicle towed. However, all three times the customer was able to turn the key in the ignition. The vehicle has the factory oil and the customer uses 88 octane for fuel. There are no noises associated with this concern. There are no warning lights illuminated when this concern occurs. This vehicle is driven on a daily basis. The vehicle is not parked in a garage. The customer has already addressed this concern with Hollingsworth Richards Ford who have inspected the vehicle but unfortunately were unable to duplicate the concern. However, this dealership has advised the customer that if the concern occurs again they will replace this vehicle with an equivalent one.

SEF \*\*\*: 3 (0/0)

Champion: NONE

2002-07-0 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 DWS occurs at 1640 days in service and 60 DWS occurs at 4070 days in service.

\*\*\* Satisfaction Based Factor (SEF) scale is: 0=none, 1=low, 2=medium, 3=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/18/2002 - 08/27/2002  
 Call Date - Actual: 08/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/15/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Satisfied  
 - Within date range: 30  
 - Cumulative MYTD: 5,448

ZONE ESCAPE

VIN: 1FMYU04182KDZAR0  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: TAWAS CITY, MI [REDACTED]

Build Date: 08/27/2002  
 Purchase Date: 07/20/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DWS/60 DIB\*\*  
 Mileage - 30DWS/60 DIB\*\*  
 Veh. Product Quality Sat.\* - 30 DWS/60 DIB\*\*  
 Increase SAT to 9 or 10  
 Gender: [REDACTED]

31 / NA  
 1100 / NA  
 10 / NA  
 NANA

Date	Repair Order	Repair Comments
08/08/2002	152114	RUBBED OUT ENTIRE VEHICLE P3

Cust. Contact Date: 08/29/2002 Containment Status: Not Contained

Agent ID: pinhana

Concern Comment: The customer says that there were two scratches on the passenger side of the hood and a scratch on the rear passenger side door of the vehicle above the door handle. She noticed these scratches on the day of vehicle delivery. The scratches on the hood were about 5 inches in length and the scratch on the door was about 6 inches in length. No rust corrosion has been noticed on the vehicle. She primarily travels on city paved roads and highways. The vehicle is Ebony Gold in color and it is washed at home with liquid soap and then towel dried. No after-market modifications have been made to the vehicle and no dents or discolorations were noticed around these scratches. She already had this concern addressed with Down About Ford of Tawas and it was fixed to her satisfaction.

SIF \*\*\*: 0 (None) Chempion: 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.  
 \*\* 20 DWS occur at 1845 days in service and 60 DIB occurs at 4675 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

1102-827-D 3839



### CONCERNS BY CATEGORIES

Build Date - Actual: 06/19/2002 - 06/27/2002  
 Call Date - Actual: 08/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/25/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative MYTD: 5,448

#### 2002 ESCAPE

VIN: 1FMYU8122NE00516  
 Cust. Name: [REDACTED] Build Date: 06/27/2002 30 DIS/60 DIS\*\* 32 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/19/2002 Mileage - 30DIS/60 DIS\*\* 1800 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 8 / NA  
 Cust. City: LAKE VIEW, NY [REDACTED] Dealer Phone: Increase SAT to 9 or 10 YNA  
 Gender: [REDACTED]

Cust. Contact Date: 08/20/2002 Containment Status: Not Contained Agent ID: prehrs  
 Concern Comment: The customer says that there is a distorted wavy line in the glass in the middle of the driver side of the wind shield on the vehicle. The wavy line is about an inch in length and was noticed about ten days after vehicle delivery. There are no specific temperature changes that coincide with this concern and the moldings around the glass seem fine. She has an appointment with Ford of Anshert on August 29th, 2002.

SIF \*\*\*: 2 (Medium) Champion: NONE

VIN: 1FMYU81X2KD08787  
 Cust. Name: [REDACTED] Build Date: 06/27/2002 30 DIS/60 DIS\*\* 32 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/19/2002 Mileage - 30DIS/60 DIS\*\* 2000 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 10 / NA  
 Cust. City: MOOREFIELD, WV [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/09/2002	121183	VIBRATION WHILE DRIVING ON PREDELIVERY. TIRE BALANCE, BALANCED TIRES.

Cust. Contact Date: 08/20/2002 Containment Status: Not Contained Agent ID: prehrs  
 Concern Comment: The customer says that there are three scratches on the middle of the driver side of the rear wind shield. She noticed these scratches about four days after vehicle delivery. The scratches are about 4-5 inches in length and no specific temperature changes coincide with them. The moldings around the glass look fine. She will address this concern with Ford on her first oil change.

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 18000 days in service and 60 DIS occurs at 45750 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: 06/19/2002 - 06/27/2002  
 Call Date - Actual: 08/20/2002 - 08/24/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KAMMAG CTV  
 Code Type: Ford Dealer & Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed

2002 ESCAPE

- Within date range: 28

- Cumulative MYTD: 8,448

VIN: 1FMYU82H23D000297

Cust. Name: [REDACTED]

Build Date: 06/19/2002

30 DIS#0 DIS\*\*

31 / NA

Cust. Phone: [REDACTED]

Purchase Date: 07/20/2002

Mileage - 30015/50 DIS\*\*

900 / NA

Cust. Address: [REDACTED]

Dealer Name: [REDACTED]

Veh. Product Quality Ind.\* - 30 DIS#0 DIS\*\*

10 / NA

Cust. City: WICHITA, KS [REDACTED]

Dealer Phone: [REDACTED]

Increase SAT to 9 or 10

NA/NA

Gender: [REDACTED]

Cust. Contact Date: 08/20/2002

Containment Status: Not Contained

Agent ID: jmcacfc

Concern Comment:

The customer had a concern with the moon roof not opening. The customer first noticed this concern a few days after delivery. When this concern would occur the customer was able to eventually open the moon roof by pressing the open button a few times. This was an intermittent concern and the customer is not sure of the amount of times it has occurred. There were no specific temperature changes associated with this concern. There were no unusual noises associated with this concern. The customer has already addressed this concern with Rusty Eck Ford who have repaired it to his satisfaction.

SEF \*\*\*: 8 (None)

Champion: NONE

EA02-827-0 3892

\* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Retention/Relief on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

\*\* 30 DIS occur at 15000 days in service and 80 DIS occurs at 48750 days in service.

\*\*\* Satisfaction (score) Factor (SEF) scale by: 1=none, 1=low, 2=medium, 3=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/18/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/16/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 06/20/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - YTD date range: 20  
 - Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FHYU041X2KD98787  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: MOOREFIELD, WV [REDACTED]

Build Date: 06/27/2002  
 Purchase Date: 07/19/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

50 DIS/60 DIS\*\* 32 / NA  
 Mileage - 2009/60 DIS\*\* 2000 / NA  
 Veh. Product Quality Bat\* - 50 DIS/60 DIS\*\* 15 / NA  
 Increase SAT to 9 or 10 NA/NA  
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/08/2002	121183	VIBRATION WHILE DRIVING ON PREDELIVERY. TIRE BALANCE, BALANCED TIRES.

Cust. Contact Date: 06/20/2002 Containment Status: Not Contained Agent ID: [REDACTED]  
 Concern Comment: The customer says that there is a rattle exhibited from the rear end of the vehicle when idling. She first noticed this rattle about a day after vehicle delivery. The rattle could be heard over the radio or A/C. The moldings in the vehicle look fine and this is an intermittent concern. She will address this with Robt Ford on her first oil change.

BF \*\*: 8 (None) Chapter: NONE

EP02-077-D 2003

\* Measurements: Subjective on 1-10 scale with 1-Completely Dissatisfied and 10-Completely Satisfied; Recommendation on a 1-10 scale with 1-Certainly Would Not and 10- Definitely Would.  
 \*\* 50 DIS covers 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

Build Date - Actual:06/18/2002 - 06/27/2002  
 Call Date - Actual:06/20/2002 - 06/20/2002  
 Purchase Date - Actual:07/18/2002 - 07/20/2002  
 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: 06/20/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/28/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 28  
 - Cumulative BYTD: 5,445

2802 ESCAPE

VIN: 1FMYU04162K067180

Customer Name:	[REDACTED]	Build Date:	06/27/2002	90 DIS60 DIS**:	31 / NA
Customer Phone:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 80DIS60 DIS**:	1100 / NA
Customer Address:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.** - 30 DIS60 DIS**:	10 / NA
Customer City:	TAWAS CITY, IN [REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
				Gender:	[REDACTED]

Date	Repair Order	Repair Comments
06/20/2002	152114	RUBBED OUT ENTIRE VEHICLE P3

Customer Contact Date: 06/20/2002      Containment Status: Not Contained      Agent ID: pebane  
 Concern Comment: The customer blew the power drivers side front seat in the vehicle.

SIF \*\*: 4 (None)      Complaint: 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 4875 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

2002-07-20



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/18/2002 - 06/27/2002  
 Call Date - Actual: 07/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/24/2001 - 07/17/2002  
 Requested: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative MYTD: 5,445

2001 ESCAPE

VIN:	1FMYU03122K00016	Build Date:	06/18/2002	30 DWS/60 DLS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/18/2002	Mileage - 30DWS/60 DLS**:	1700 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DWS/60 DLS**:	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	SENSEVILLE, IL [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/08/2002      Containment Status: Not Contained      Agent ID: jmcach  
 Concern Comment: The customer likes having comfortable European Style Cloth seating.

SIF \*\*\*: 8 (None)      Champion: NONE

VIN:	1FMYU03122K00051	Build Date:	06/27/2002	30 DWS/60 DLS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/18/2002	Mileage - 30DWS/60 DLS**:	1700 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DWS/60 DLS**:	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	ROCHESTER, NH [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/20/2002      Containment Status: Not Contained      Agent ID: phansa  
 Concern Comment: The customer likes the comfort of the seating in the vehicle.

SIF \*\*\*: 8 (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 DWS occurs at 1845 days in service and 60 DWS occurs at 4575 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

8882-827-0 3038



### CONCERNS BY CATEGORIES

Build Date - Actual: 06/18/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 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: 06/20/2002 - 09/20/2002  
 Requested: 06/21/2001 - 07/25/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 28  
 - Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FMYU04182K006951  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: ROCHESTER, NH [REDACTED]

Build Date: 06/27/2002  
 Purchase Date: 07/19/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 32 / NA  
 Mileage - 30DIS/60 DIS\*\* : 1700 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 9 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/20/2002 Containment Status: Not Contained  
 Concern Comment: The customer says that the power drivers side front seat should also come with a memory feature.

Agent ID: prohans

SUF \*\*\*: # (None) Chapter: NONE

EM02-027-D 1038

\* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Product/Service 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 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: 06/19/2002 - 06/27/2002  
Call Date - Actual: 06/20/2002 - 06/20/2002  
Purchase Date - Actual: 07/14/2002 - 07/20/2002  
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: 06/20/2002 - 06/20/2002  
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 26  
- Cumulative BYTD: 5,445

2002 ESCAPE

VIN:	1FMYU03142KEN0343	Build Date:	06/19/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DS/60 DIS**:	1600 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	0 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 8 or 10	NANA
Cust. City:	BROUSSARD, LA [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	06/20/2002	Containment Status:	Not Contained	Agent ID:	jrcsac5
Concern Comment:	The customer would have liked the option of getting a powered control for folding/unfolding the rear seats.				

SF ***:	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 1540 days in service and 60 DIS occurs at 4673 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

2002-027-0 3037



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/18/2002 - 06/27/2002  
 Cust Date - Actual: 06/29/2002 - 06/29/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/01/2001 - 07/17/2002  
 Requested: 06/20/2002 - 09/20/2002  
 Requested: 06/21/2001 - 07/29/2002

DC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative NYTD: 8,448

2002 ESCAPE

VIN: 1FMYU0152KD0070	Build Date: 06/20/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/19/2002	Mileage - 30DIS/60 DIS**:	1000 / 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: ROLLA, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 09/20/2002      Containment Status: Not Contained      Agent ID: jmcach

Concern Comment: The customer would have liked an automatic door locking feature that would activate when the vehicle starts to drive as a standard feature.

SIF \*\*: 1 (None)      Champion: NONE

EM02-027-0 2003

\* Measureable: 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 4975 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: 08/18/2002 - 08/27/2002  
 Call Date - Actual: 08/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/18/2002 - 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: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 28  
 - Cumulative BYTD: 5,445

2002 ESCAPE

VIC: 1FMYU03122K00916	Build Date: 08/18/2002	30 DIS/60 DIS**	33 / NA
Cust. Name: JAMES M [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30DIS/60 DIS**	1800 / 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	NANA
Cust. City: BENSenville, IL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/20/2002 Containment Status: Not Contained Agent ID: jmcach  
 Concern Comment: The customer likes having a moon roof.

SIF \*\*\*: 8 (None) Chapter: NONE

VIC: 1FMYU03122K00916	Build Date: 08/18/2002	30 DIS/60 DIS**	31 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30DIS/60 DIS**	1800 / 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	NANA
Cust. City: BROUSSARD, LA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/20/2002 Containment Status: Not Contained Agent ID: jmcach  
 Concern Comment: The customer likes having a moon roof.

SIF \*\*\*: 8 (None) Chapter: 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 counts at 1000 days in service and 60 DIS counts at 4075 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

5882-827-0 2839



**CONCERNS BY CATEGORIES***Ford Motor Company*

Build Date - Actual: 06/19/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/16/2002 - 07/20/2002  
 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: 06/20/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- WBS in date range: 28

- Complete BYTD: 3,445

2002 ESCAPE

YR:	1E97J16A1R2KD77000	Build Date:	06/27/2002	30 DIS40 DIS**:	31 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30 DIS/60 DIS**:	1100 / 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:	TAWAS CITY, MI [REDACTED]			Gender:	[REDACTED]

Date	Repair Order	Repair Comments
06/09/2002	192114	RUBBED OUT ENTIRE VEHICLE P3

Cust. Contact Date: 06/20/2002      Containment Status: Not Contained      Agent ID: pphans

Concern Comment: The customer likes the factory tint on the windows of the vehicle.

SIF \*\*: 0 (None)      Champion: NONE

\* Manufacturer's Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recosatisfaction on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.  
 \*\* 30 DIS score at 30MS days in service and 60 DIS score at 60MS days in service.  
 SIF - Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



### CONCERNS BY CATEGORIES

Build Date - Actual: 06/19/2002 - 08/27/2002  
 Call Date - Actual: 08/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Default Custom Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/07/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/25/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 28  
 - Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FMYU3112K000647	Build Date: 06/19/2002	30 DIS80 DIS**	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/19/2002	Mileage - 30036/80 DIS**	1900 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS80 DIS**	9 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: KINGSPORT, TN [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/20/2002 Containment Status: Not Contained Agent ID: jrcw00b  
 Concern Comment: The customer likes all of the vehicles power features.

SF \*\*\*: II (None) Complaint: 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.  
 \*\* 20 DIS occurs at 1345 days in service and 80 DIS occurs at 4873 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 1-none, 2-low, 3-medium, 3-high.

0802-027-0 3041



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/18/2002 - 08/27/2002  
 Call Date - Actual: 08/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Defect Concern Codes

Requested: 07/17/2001 - 07/17/2002  
 Requested: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 20

- Cumulative MYTD: 6,448

2002 ESCAPE

VIN: 1F8YUAP132K088970  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: ROLLA, MO [REDACTED]

Build Date: 08/20/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/90 DIS\*\* : 32 / NA  
 Miles on - 30DIS/90 DIS\*\* : 1000 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/90 DIS\*\* : 9 / NA  
 Increase SAT to 9 or 10 : NANA  
 Gender: [REDACTED]

Dist. Contact Date: 08/20/2002 Containment Status: Not Contained  
 Concern Comment: The customer would have liked an automatic opening hinge as a standard feature.

Agent ID: jroscob

SIF \*\*\*: # (None) Champion: NONE

DN02-027-0 3842

\* 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 scores at 9000 days in service and 90 DIS scores 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: 06/18/2002 - 06/27/2002  
 Call Date - Actual: 06/26/2002 - 06/26/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Fleet#: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002  
 Requested: 06/26/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/20/2002

DC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 20  
 - Cumulative MYTE: 2,448

2002 ESCAPE

VIN: 1FMYUJ132KD04479	Build Date: 06/26/2002	30 DIS/90 DIS**	22 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/19/2002	Mileage - 30 DIS/90 DIS**	1000 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.*** - 30 DIS/90 DIS**	9 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: ROLA, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/20/2002      Containment Status: Not Contained      Agent ID: jirovach  
 Concern Comment: The customer lost the pick-up of the engine.

SEF \*\*\*: # (None)      Champion: NONE

VIN: 1FMYUD31B2KD04297	Build Date: 06/19/2002	30 DIS/90 DIS**	31 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30 DIS/90 DIS**	900 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.*** - 30 DIS/90 DIS**	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: WICHITA, KS [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/20/2002      Containment Status: Not Contained      Agent ID: jirovach  
 Concern Comment: The customer lost the power from the V6 engine.

SEF \*\*\*: # (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 1840 days in service and 90 DIS score at 4573 days in service.  
 \*\*\* Satisfaction Index Factor (SEI) scale is: 0=None, 1=Low, 2=Medium, 3=High

EM2-027-0 3043



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/16/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Delayed Concern Codes

Requested: 07/01/2001 - 07/17/2002  
 Requested: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 28  
 - Cumulative MYTD: 6,448

2002 ESCAPE

VIN: 1FMYU03122K00647	Build Date: 06/19/2002	30 DIS/80 DIS**:	82 / NA
Cont. Name: [REDACTED]	Purchase Date: 07/19/2002	Mileage - 30DIS/80 DIS**:	1000 / NA
Cont. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/80 DIS**:	0 / NA
Cont. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cont. City: KINGSPORT, TN [REDACTED]		Gender:	[REDACTED]

Cont. Contact Date: 08/26/2002 Containment Status: Not Contained Agent ID: jrcatch  
 Concern Comment: The customer likes the pick-up of the engine. The customer also likes that this vehicle came standard with a V6 engine.

SF \*\*\*: 4 (None) Champion: NONE

ENR2-027-0 3044

\* 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 1845 days in service and 80 DIS occurs at 4075 days in service.  
 \*\*\* Satisfaction based on Ford QSE scale in. Score: 1=poor, 2=medium, 3=high.



### CONCERNS BY CATEGORIES

Build Date - Actual: 05/18/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/23/2002  
 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: 06/26/2002 - 06/20/2002  
 Requested: 08/21/2001 - 07/26/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 20  
 - Cumulative WYTD: 5,448

2002 ESCAPE

VIN: 1FMYU04172GD97811

Cust. Name: [REDACTED]

Cust. Phone:

Cust. Address:

Cust. City: HANNIBAL, MO [REDACTED]

Build Date: 05/29/2002

Purchase Date: 07/18/2002

Dealer Name:

Dealer Phone:

30 DRS/60 DRS\*\*

Mileage - 30D/60 DRS\*\*

Veh. Product Quality Est.\* - 30 DRS/60 DRS\*\*

Increase SAT to 9 or 10

Gender:

33 / NA

963 / NA

10 / NA

NA/NA

Cust. Contact Date: 06/20/2002

Concern Comment:

The customer likes how quiet the engine is while driving.

Containment Status:

Not Contained

Agent ID: prehans

SIF \*\*\*:

0 (None)

Champion:

NONE

ESR2-87-0 3045

\* 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 DRS occurs at 1545 days in service and 60 DRS 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: 06/18/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002  
 Requested: 06/20/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 20  
 - Cumulative MYTD: 6,445

#### 2002 ESCAPE

VIN: 1FMYU01142KD97D49	Build Date: 06/21/2002	30 DIS/60 DIS**:	39 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30 DIS/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	NANA
Cust. City: HAMPTON, VA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/20/2002 Containment Status: Not Contained Agent ID: jrobach  
 Concern Comment: The customer's daughter likes the head room in this vehicle.

SIF \*\*: 0 (None) Champion: NONE

VIN: 1FMYU012172KD92277	Build Date: 06/27/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/19/2002	Mileage - 30 DIS/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: NEWARK, NJ [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/20/2002 Containment Status: Not Contained Agent ID: preha  
 Concern Comment: The customer likes the roominess in 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 1845 days in service and 60 DIS occurs at 4575 days in service.  
 \*\*\* Satisfaction Based Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EM2-027-0 2049



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/19/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/16/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Two: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 06/30/2002 - 06/20/2002  
 Requested: 06/24/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 29  
 - Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1F7YU63162K000790 Cust. Name: [REDACTED] Cust. Phone: [REDACTED] Cust. Address: [REDACTED] Cust. City: PIGEON FORGE, TN 37863	Build Date: 06/19/2002 Purchase Date: 07/20/2002 Dealer Name: [REDACTED] Dealer Phone: [REDACTED]	30 DIS80 DIS** Mileage - 300980 DIS** Veh. Product Quality Sat.* - 30 DIS80 DIS** Incentive SAE to 9 or 10 Gender: [REDACTED]	31 / NA 800 / NA 10 / NA NA/NA
--	--	---	---

Cust. Contact Date: 06/20/2002 Containment Status: Not Contained Agent ID: jraesch

Concern Comment: The customer likes the leg room between the dashboard and the front seats. The customer likes the overall interior roominess of this vehicle.

SFI \*\*: 0 (None) Complaint: 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 9048 days in service and 80 DIS occurs at 4876 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

2002-027-0 2047





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/18/2002 - 08/27/2002  
Call Date - Actual:08/20/2002 - 08/20/2002  
Purchase Date - Actual:07/16/2002 - 07/20/2002  
Complaint Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
Requested: 08/20/2002 - 08/20/2002  
Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 30  
- Cumulative BYTD: 5,445

2002 ESCAPE

VIN:	1FMYU03147C000303	Build Date:	06/18/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DIS/60 DIS**:	1800 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	0 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	BROUSSARD, LA			Gender:	[REDACTED]

Cust. Contact Date:	08/20/2002	Complaint Status:	Not Contained	Agent ID: Incorrect:
Concern Comment:	The customer likes having a leather interior.			
SIF ***:	0 (None)	Chemptrc:	NONE	

\* Satisfaction: 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 10000 days in service and 60 DIS occurs at 40000 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM62-027-D 0048



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/19/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002  
 Requested: 06/20/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 20

- Cumulative MYTD: 8,448

2002 ESCAPE

VIN: 1FMCU03192000509	Build Date: 06/20/2002	30 DIS/60 DIS**:	83 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	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	NANA
Cust. City: SAINT PETERS, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/25/2002      Containment Status: Not Contained      Agent ID: jrcosach  
 Concern Comment: The customer files leaving the cargo cover for added security purpose.

SIF \*\*: 0 (None)      Complaint: NONE

EM2-027-0 3M19

\* 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: 06/18/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/30/2002  
 Purchase Date - Actual: 07/19/2002 - 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: 06/20/2002 - 06/29/2002  
 Requested: 06/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 30

- Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FMDU1M142K089770

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: ROLLA, MO [REDACTED]

Build Date: 06/20/2002

Purchase Date: 07/19/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 D8560 D85\*\* 32 / NA

Mileage - 30D8560 D85\*\* 1900 / NA

Veh. Product Quality Sat.\* - 30 D8560 D85\*\* 9 / NA

Increase SAT to 9 or 10 N/A/NA

Gender: [REDACTED]

Cust. Contact Date: 06/20/2002

Containment Status: Not Contained

Agent ID: jmczech

Concern Comment: The customer likes the height of this vehicle for better road visibility and because it makes it easier to get in and out of.

SIF \*\*: 8 (None)

Champion: NONE

VIN: 1FMYU0142K097849

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: HAMPTON, VA [REDACTED]

Build Date: 06/21/2002

Purchase Date: 07/19/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 D8560 D85\*\* 33 / NA

Mileage - 30D8560 D85\*\* 680 / NA

Veh. Product Quality Sat.\* - 30 D8560 D85\*\* 10 / NA

Increase SAT to 9 or 10 N/A/NA

Gender: [REDACTED]

Cust. Contact Date: 06/20/2002

Containment Status: Not Contained

Agent ID: jmczech

Concern Comment: The customer likes the height of this vehicle which makes it easy to get in and out of.

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 D85 score at 1548 days in service and 60 D85 score at 4676 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

2002-027-0 3839



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/16/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Priority: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/01/2001 - 07/17/2002  
 Requested: 06/20/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FMYU02162KEM616  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address:  
 Cust. City: LAKE VIEW, NY 14065

Build Date: 06/27/2002  
 Purchase Date: 07/19/2002  
 Dealer Name:  
 Dealer Phone:

30 DIS/60 DIS\*\* 32 / NA  
 Mileage - 30 DIS/60 DIS\*\* 1500 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 8 / NA  
 Increase SAT to 9 or 10 YNA  
 Gender: [REDACTED]

Cust. Contact Date: 06/20/2002 Containment Status: Not Contained Age of ID: preborn  
 Concern Comment: The customer likes the height of the vehicle as it enables her as a shorter person to get in and out with ease.

SE \*\* 8 (New) Chapter: 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 1845 days in service and 60 DIS occurs at 4875 days in service.  
 \*\*\* Satisfaction based Factor (S/F) scale is: Online, 3-hrs, 2-miles, 2-100.

6362-027-0 3082



**CONCERNS BY CATEGORIES**

Build Date - Actual: 06/18/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/28/2002  
 Purchase Date - Actual: 07/16/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Three: Ford Dealer Concern Codes

Requested: 07/01/2001 - 07/17/2002  
 Requested: 06/20/2002 - 06/20/2002  
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Concerns Returned  
 - Within date range: 28  
 - Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FMYU01162KD09722	Build Date: 06/18/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	Purchase Date: 07/19/2002	Mileage - 30DS/60 DS**:	1200 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DS/60 DS**:	8 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 8 or 10	Y/NA
Cust. City: GARLAND, TX		Gender:	

Cont. Contact Date: 06/28/2002      Containment Status: Not Contained      Agent ID: Jincech.  
 Concern Comment: The customer likes the size of this vehicle.

SF \*\*: 0 (none)      Champion: NONE

ESCAPE-027-0-3002

\* 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 DS course at 1545 days in service and 60 DS course at 4875 days in service.  
 \*\*\* Satisfaction based on Ford QP1 scale: 0=none, 1=low, 2=medium, 3=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/19/2002 - 08/27/2002  
 Call Date - Actual: 08/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Write date range: 28  
 - Cumulative NYTD: 5,445

2002 ESCAPE

VIN: 1FMYU1138KD06870	Build Date: 08/20/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/19/2002	Mileage - 30 DIS/60 DIS**:	1000 / 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/N/A
Cust. City: ROLLA, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/20/2002      Containment Status: Not Contained      Agent ID: jncandh  
 Concern Comment: The customer would have liked automatic head lamps as a standard feature.

SF \*\*\*: 1 (None)      Champion: NONE

ES02-027-D 2003

\* 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 4870 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: 06/19/2002 - 08/22/2002  
Call Date - Actual: 08/20/2002 - 08/20/2002  
Purchase Date - Actual: 07/18/2002 - 07/20/2002  
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: 08/20/2002 - 08/20/2002  
Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
- Within date range: 20  
- Cumulative MYTD: 5,445

**2002 ESCAPE**

VIN: 1FMYU03182KD06287  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: WICHITA, KS [REDACTED]

Build Date: 06/19/2002  
Purchase Date: 07/20/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/90 DIS\*\* 31 / NA  
Mileage - 30028/90 DIS\*\* 900 / NA  
Veh. Product Quality Sat.\* - 30 DIS/90 DIS\*\* 10 / NA  
Increase SAT to 8 or 10 NA/NA  
Gender: [REDACTED]

Cust. Contact Date: 08/20/2002 Containment Status: Not Contained  
Concern Comment: The customer was having a six CD disc changer.

Agent ID: jrozech

SIF \*\*\*: 8 (None) Champaign: NONE

VIN: 1FMYU03142KD00288  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: BROUSSARD, LA [REDACTED]

Build Date: 08/19/2002  
Purchase Date: 07/20/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/90 DIS\*\* 31 / NA  
Mileage - 30028/90 DIS\*\* 1800 / NA  
Veh. Product Quality Sat.\* - 30 DIS/90 DIS\*\* 9 / NA  
Increase SAT to 8 or 10 NA/NA  
Gender: [REDACTED]

Cust. Contact Date: 08/20/2002 Containment Status: Not Contained  
Concern Comment: The customer is very excited the Premium package for the stereo system.

Agent ID: jrozech

SIF \*\*\*: 8 (None) Champaign: NONE

FORM 0-97-0 3894

\* 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 Buy and 10= Definitely Would.  
\*\* 30 DIS occurs at 1898 days in service and 90 DIS occurs at 4876 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: 06/18/2002 - 08/27/2002  
Call Date - Actual: 08/20/2002 - 08/20/2002  
Purchase Date - Actual: 07/18/2002 - 07/20/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
Requested: 08/20/2002 - 08/20/2002  
Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
- Within date range: 28  
- Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FMYU01162KDM722  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: GARLAND, TX [REDACTED]

Build Date: 06/18/2002  
Purchase Date: 07/18/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/80 DIS\*\* 32 / NA  
Mileage - 30075/80 DIS\*\* 1200 / NA  
Veh. Product Quality Sat.\* - 30 DIS/80 DIS\*\* 8 / NA  
Increase SAT to 9 or 10 YNA  
Gender: [REDACTED]

Cust. Contact Date: 08/20/2002  
Concern Comment:

Containment Status: Not Contained

Agent ID: jproach

The customer would have liked the option of getting TV screens located on the back of the front seat head rests. The customer would have also liked the option of getting a DVD player for this vehicle.

BF \*\*: 4 (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 1645 days in service and 80 DIS occurs at 4575 days in service.  
\*\*\* Satisfaction based on Ford (SIS) scale i.e. 1=none, 1=low, 2=medium, 3=high.





**CONCERNS BY CATEGORIES**

*Ford Motor Company*

Build Date - Actual: 06/16/2002 - 06/27/2002  
Call Date - Actual: 06/20/2002 - 06/20/2002  
Purchase Date - Actual: 07/18/2002 - 07/23/2002  
Containment Status: Both Contained and Not Contained  
Plant/lot: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002  
Requested: 06/20/2002 - 06/26/2002  
Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 35  
- Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FMYU162162K000036	Build Date: 06/27/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30DIS/60 DIS**:	1500 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	6 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: LAKE VIEW, NY [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/26/2002	Containment Status: Not Contained	Agent ID: prebase
Concern Comment: The customer says that the wind shield wiper should be stinkier in size and be positioned in a different area of the steering column so that it is therefore easier to differentiate it from the gear shift lever.		

SF ***: 9 (None)	Champion: NONE
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8002-027-0 3856

\* 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 10000 days in service and 60 DIS occurs at 40750 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: 08/19/2002 - 08/27/2002  
 Call Date - Actual: 08/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 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: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FDDK16122K097811	Build Date: 08/25/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30DIS/60 DIS**:	853 / 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: HANNIBAL, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/20/2002	Containment Status: Not Contained	Agent ID: preform
Concern Comment: The customer likes the smooth ride of the vehicle.		
SIF***: 8 (None)	Overplot: NONE	

ERR-027-D 2007

\* 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 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: 08/18/2002 - 08/27/2002  
 Call Date - Actual: 08/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 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: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 20  
 - Cumulative BYTD: 5,448

#### 2002 ESCAPE

VIN: 1F7YU1D142K00046	Build Date: 08/21/2002	30 DIS/60 DIS**:	20 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	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	NA/NA
Cust. City: HAMPTON, VA		Gender:	[REDACTED]

Cust. Contact Date: 08/20/2002      Containment Status: Not Contained      Agent ID: jmcach  
 Concern Comment: The customer likes the way this vehicle drives and handles.

SF \*\*\*: 0 (None)      Champion: NONE

VIN: 1F7YU1D142K00022	Build Date: 08/18/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	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	Y/NA
Cust. City: GARLAND, TX		Gender:	[REDACTED]

Cust. Contact Date: 08/20/2002      Containment Status: Not Contained      Agent ID: jmcach  
 Concern Comment: The customer likes that this vehicle handles well.

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 1545 days in service and 60 DIS occurs at 4973 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ERR2-027-D-3000



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/18/2002 - 06/27/2002  
 Cell Date - Actual: 06/29/2002 - 06/30/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Dealer Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Re-requested: 06/20/2002 - 06/20/2002  
 Re-requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative MYTD: 6,445

2002 ESCAPE

VIN: 1FMYU02462KE00610  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: LAKE VIEW, NY [REDACTED]

Build Date: 06/27/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 32 / NA  
 Mileage - 30DIS/60 DIS\*\* : 1500 / NA  
 Veh. Product Quality Sat. - 30 DIS/60 DIS\*\* : 8 / NA  
 Increase SAT to 8 or 10 : Y/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/20/2002  
 Concern Comment: The customer says that the vehicle rides nicely.  
 Containment Status: Not Contained

Agent ID: pphane

SIF \*\*: 0 (None)      Champion: NONE

VIN: 1FMYU03112KE00847  
 Cust. Name: KIMBERLY D PARSONS  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: KINGSPORT, TN [REDACTED]

Build Date: 06/18/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 32 / NA  
 Mileage - 30DIS/60 DIS\*\* : 1000 / NA  
 Veh. Product Quality Sat. - 30 DIS/60 DIS\*\* : 8 / NA  
 Increase SAT to 8 or 10 : N/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/20/2002  
 Concern Comment: The customer really likes the way this vehicle handles, and compared it to that of a car.  
 Containment Status: Not Contained

Agent ID: jpmoach

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 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.

FN02-027-0 2002



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 09/18/2002 - 09/27/2002  
 Call Date - Actual: 09/20/2002 - 09/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/25/2002  
 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: 09/20/2002 - 09/29/2002  
 Requested: 09/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 20

- Cumulative MYTD: 6,445

VIN: 1FMYU1M13KD08640 Cust. Name: [REDACTED] Cust. Phone: [REDACTED] Cust. Address: [REDACTED] Cust. City: FONDA, NY [REDACTED]	Build Date: 09/27/2002 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 3800 / NA 10 / NA NA/NA
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Cust. Contact Date: 09/28/2002	Containment Status: Not Contained	Agent ID: prehrs
Concern Comment: The customer likes the easy handling of the vehicle.		

SF ***: 8 (None)	Champion: NONE
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EA02-027-D-0000

\* 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 4675 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



### CONCERNS BY CATEGORIES

Build Date - Actual: 06/19/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 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 - 06/20/2002  
 Requested: 06/21/2001 - 07/25/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 20  
 - Cumulative BYTD: 5,448

#### 2002 ESCAPE

VIN: 1F8YU1127K000570	Build Date: 06/20/2002	30 DIS60 DIS**	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30DIS60 DIS**	1000 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS60 DIS**	8 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NANA
Cust. City: ROLLA, MO [REDACTED]		Gender: [REDACTED]	

Cust. Contact Date: 06/20/2002 Containment Status: Not Contained Agent ID: jmoesch  
 Concern Comment: The customer would have preferred to have gotten Satin Silver for the vehicles exterior paint color but it was not available on the dealership lot and the customer did not want to wait for one to become available.

SF\*\* 8 (None) Champion: NONE

VIN: 1FMYU1162K001722	Build Date: 06/19/2002	30 DIS60 DIS**	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/19/2002	Mileage - 30DIS60 DIS**	1200 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS60 DIS**	8 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NANA
Cust. City: GARLAND, TX [REDACTED]		Gender: [REDACTED]	

Cust. Contact Date: 06/20/2002 Containment Status: Not Contained Agent ID: jmoesch  
 Concern Comment: The customer would have preferred to have gotten Satin Silver for the exterior paint color but it was not available on the dealership lot with the package he chose.

SF\*\* 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.  
 \*\* DIS occurs at 9946 days in service and 60 DIS occurs at 4078 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

6942-027-D 3061



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/18/2002 - 08/27/2002  
 Call Date - Actual: 08/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 28  
 - Cumulative MYTD: 5,448

2002 ESCAPE

VIN: 1FMYU03142K000000	Build Date: 06/18/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name:	Purchase Date: 07/20/2002	Mileage - 30 DIS/60 DIS**:	1800 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.*** - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 8 or 10	NANA
Cust. City: BROUSSARD, LA		Gender:	

Cust. Contact Date: 08/20/2002      Containment Status: Not Contained      Agent ID: jrmwath  
 Concern Comment: The customer is very satisfied with the service experience he has received from his Service Manager, Ronnie Froux, at Hollingsworth Richards Ford. Ronnie has been very helpful and has gone above and beyond to satisfy the customer. On one occasion, Ronnie drove a loaner vehicle to the customer's house while his vehicle was being repaired. And on other occasion, Ronnie arranged for a tow truck to pick up the customer's vehicle at his home and bring it back to the dealership.

SF \*\*\*: 8 (None)      Complaint: NONE

ES02-027-0 3882

\* 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 15000 days in service and 60 DIS occurs at 45750 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 8=none, 9=low, 2=medium, 3=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:09/19/2002 - 09/27/2002  
Call Date - Actual:09/20/2002 - 09/20/2002  
Purchase Date - Actual:07/18/2002 - 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  
Repaired: 09/20/2002 - 09/20/2002  
Requested: 09/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
- Within date range: 29  
- Cumulative MYTD: 8,445

2002 ESCAPE

VIN: 1F1YU1H142K097248	Build Date: 09/21/2002	30 DIS/60 DIS**	33 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30019/60 DIS**	950 / 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: HAMPTON, VA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 09/20/2002	Containment Status: Not Contained	Agent ID: jromach
Concern Comment: The customer said that she feels safe driving this vehicle.		

SIF **:	0 (None)	Champion:	NONE
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VIN: 1F1YU1H142K098914	Build Date: 09/27/2002	36 DIS/60 DIS**	31 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30019/60 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	N/A/NA
Cust. City: AMHERST, NY [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 09/20/2002	Containment Status: Not Contained	Agent ID: pphana
Concern Comment: The customer likes the whole vehicle in general.		

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- Definitly Would.  
 \*\* 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4575 days in service.  
 \*\*\* Satisfaction Based Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/19/2002 - 06/27/2002  
 Call Date - Actual: 06/20/2002 - 06/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 09/20/2002 - 06/20/2002  
 Requested: 09/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 20

- Cumulative BYTD: 6,446

2002 ESCAPE

VIN: 1FMYU1B41ZK087811  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: HANNEBAL, MO [REDACTED]

Build Date: 06/25/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 38 / NA  
 Mileage - 30DIS/60 DIS\*\* : 883 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 8 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/20/2002  
 Concern Comment: The customer sees the whole vehicle in general.

Containment Status: Not Contained

Agent ID: pphane

SIF \*\*\*: 8 (None)

Champion: NONE

VIN: 1FMYU1B41ZK089717  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: MOOREFIELD, WV [REDACTED]

Build Date: 06/27/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 32 / NA  
 Mileage - 30DIS/60 DIS\*\* : 2090 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 8 or 10 : NA/NA  
 Gender: [REDACTED]

Date	Remark Order	Remark Comments
07/09/2002	121183	VIBRATION WHILE DRIVING ON PREDELIVERY. TIRE BALANCE, BALANCED TIRES.

Cust. Contact Date: 06/20/2002  
 Concern Comment: The customer says that she likes the whole vehicle in general.

Containment Status: Not Contained

Agent ID: pphane

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 4675 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

2002-07-0 2004



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/19/2002 - 06/27/2002  
Call Date - Actual: 06/20/2002 - 06/20/2002  
Purchase Date - Actual: 07/16/2002 - 07/20/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/1/2001 - 07/17/2002  
Requested: 06/20/2002 - 06/20/2002  
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Screened  
- Within date range: 28  
- Cumulative NYTD: 5,445

2002 ESCAPE

VIN: 1FMYU01142K007748

30 DIS/60 DIS**	33 / NA
Mileage - 30DIS/60 DIS**	650 / NA
Veh. Product Quality Set.* - 30 DIS/60 DIS**	10 / NA
Increase SAT to 9 or 10	NANA
Gender:	

Cust. Contact Date: 06/20/2002 Containment Status: Not Contained Agent ID: jmczech  
Concern Comment: The customer was surprised at the amount of the options she got with this vehicles package.

SIF \*\* 0 (None) Champion: NONE

VIN: 1FMYU01142K000647

30 DIS/60 DIS**	32 / NA
Mileage - 30DIS/60 DIS**	1600 / NA
Veh. Product Quality Set.* - 30 DIS/60 DIS**	9 / NA
Increase SAT to 9 or 10	NANA
Gender:	

Cust. Contact Date: 06/20/2002 Containment Status: Not Contained Agent ID: jmczech  
Concern Comment: The customer likes that so many things came standard with this vehicles package.

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 Incentive Factor (SIF) scale: 0=None, 1=Low, 2=Medium, 3=High

0002-021-0 3000



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/18/2002 - 05/27/2002  
Call Date - Actual: 08/20/2002 - 08/20/2002  
Purchase Date - Actual: 07/19/2002 - 07/20/2002  
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: 08/20/2002 - 08/20/2002  
Requested: 05/27/2001 - 07/20/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 28  
- Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FMYU04142KD98798	Build Date: 05/26/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/19/2002	Mileage - 30DIS/60 DIS**:	3000 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	6 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 8 or 10	Y/NA
Cust. City: WILDWOOD, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/20/2002	Containment Status: Not Contained	Agent ID: pntama
Concern Comment: The customer says that the vehicle should be longer in length.		

SEI***: 0 (None)	Complaint: NONE
------------------	-----------------

\* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Retention/Defect on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.  
 \*\* 30 DIS score at 15000 days in service and 60 DIS score at 45750 days in service.  
 \*\*\* Satisfaction Incentive Factor (SEI) scale is: 0=None, 1=Low, 2=Medium, 3=High.

02002-0827-0 2002



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/19/2002 - 08/27/2002  
 Call Date - Actual: 08/20/2002 - 08/20/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/20/2002 - 08/20/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 20

- Cumulative MYTD: 5,445

2002 ESCAPE

VIN: 1FMCU0M122ND98823  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: WINNEBAGO, WI [REDACTED]

Build Date: 08/20/2002  
 Purchase Date: 07/19/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 32 / NA  
 Mileage - 30DIS/60 DIS\*\* : 816 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 9 or 10 : N/A/NA  
 Gender: [REDACTED]

Cust. Contact Date: 08/20/2002 Containment Status: Not Contained Agent ID: jprohira  
 Concern Comment: The customer is very dissatisfied with the service Roadside Assistance offered during a lock-out.

SIF\*\*\*: 8 (None) Chapter: NONE

VIN: 1FMYU8312KE08547  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: KNOXSPORT, TN [REDACTED]

Build Date: 08/19/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 32 / NA  
 Mileage - 30DIS/60 DIS\*\* : 1080 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 9 / NA  
 Increase SAT to 9 or 10 : N/A/NA  
 Gender: [REDACTED]

Cust. Contact Date: 08/20/2002 Containment Status: Not Contained Agent ID: jprohira  
 Concern Comment: The customer would have liked to have financed this vehicle at Ford's 4 rate but it was not available with the 2002 Escape.

SIF\*\*\*: 8 (None) Chapter: 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 15000 days in service and 60 DIS occurs at 48750 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 9=none, 1=low, 2=medium, 3=high.

ESR2-227-D 2007



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 08/19/2002 - 08/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/19/2002 - 08/19/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Concerns Surveyed

- Within date range: 7

- Cumulative MYTD: 8,428

2002 ESCAPE

VIN: 1FMYU89143KE16348

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: KANSAS CITY, MO [REDACTED]

Build Date: 07/17/2002

Purchase Date: 07/20/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* 30 / NA

Mileage - 30000/60 DIS\*\* 200 / NA

Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 10 / NA

Increase SAT to 9 or 10 NANA

Gender: [REDACTED]

Cust. Contact Date: 08/19/2002

Containment Status: Not Contained

Agent ID: jmcach

Concern Description:

The customer had a concern with the disc tray for the CD player not ejecting when the "Load" button is pressed. The customer first noticed this concern within a week of delivery. This concern occurs while in idle. The customer has not yet tried shutting off the engine to resolve this concern. The other audio/communication features work properly. The customer is not sure whether this concern occurs when some other electrical function is used. This is an intermittent concern which has occurred approximately three or four times. The customer is not yet sure of a method of immediately resolving this concern because she usually just waits until another time to load the disc tray. There are no noises associated with this concern. The customer will mention this concern to Bob Night Ford within the next month.

SF \*\*: 2 (Medium)

Champion: NONE

ERR2-027-D 3889

\* 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 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: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant's: KANSAS CITY  
 Code Type: Ford Defect Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 06/19/2002 - 06/19/2002  
 Requested: 06/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 7

- Cumulative MYTD: 5,425

2002 ESCAPE

VIN: 1F8YU83172K020375

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: PHILADELPHIA, PA [REDACTED]

Build Date: 06/21/2002

Purchase Date: 07/20/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS80 DIS\*\*

Mileage - 30DIS80 DIS\*\*

Veh. Product Quality Sat.\* - 30 DIS80 DIS\*\*

Increases SAT to 9 or 10

Gender: [REDACTED]

30 / NA

1200 / NA

8 / NA

Y/N/A

Cust. Contact Date: 06/19/2002

Containment Status: Not Contained

Agent ID: Jroesch

Concern Comment:

The customer had a concern with the passengers side view mirror vibrating while driving. The customer first noticed this concern on the day after delivery. This concern occurred while travelling at approximately 65 miles per hour. The function of the mirror is not affected. This is an intermittent concern which has only occurred once. The vehicle has power exterior mirror functions. There is no damage to the mirror housing. It is the actual glass that vibrated. There were no weather or road conditions associated with this concern. The customer will mention this concern to Dick Milman Ford at the first oil change.

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 1545 days in service and 80 DIS occurs at 4676 days in service.

— Satisfaction Index Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EM82-827-0 3078



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/21/2002 - 07/17/2002  
 Call Date - Actual: 08/19/2002 - 08/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/8/2001 - 07/17/2002  
 Requested: 08/19/2002 - 08/19/2002  
 Requested: 05/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 7

- Cumulative MYTD: 5,425

2002 ESCAPE

VIN: JTFRYU05152ND09197

Cust. Name: [REDACTED]

Build Date: 05/21/2002

30 DIS/80 DIS\*\*

31 / NA

Cust. Phone: [REDACTED]

Purchase Date: 07/19/2002

Mileage - 300880 DIS\*\*

1200 / NA

Cust. Address: [REDACTED]

Dealer Name: [REDACTED]

Veh. Product Quality Sat\* - 30 DIS/80 DIS\*\*

8 / NA

Cust. City: JASPER, IN [REDACTED]

Dealer Phone: [REDACTED]

Increase SAT to 9 or 10

Y/N/A

Gender: [REDACTED]

Date	Repair Order	Repair Comments
05/28/2002	021332	11 FAULTY BENDER CK OIL LIGHT CONCERN VERIFY ENGINE HOT OIL LIGHT ON MANUAL GLUGE TEST OIL PRESSURE 40 PSI HOT IDLE REPLACE BENDER RETEST OPERATION OK NO LAMP ON

Cust. Contact Date: 08/19/2002

Containment Status: Not Contained

Agent ID: jroesech

Concern Comment:

The customer had a concern with a rattling noise coming from the drivers side rear door. This concern would occur consistently when opening or closing the door and occasionally when driving around turns. The customer first noticed this concern within two weeks of delivery. The customer described the noise as sounding like something was rattling around in the door panel. Weather and temperature conditions were not factors with this concern. This noise could be heard over the A/C. The customer did not try pushing on the door to see if the concern would go away. Road surfaces were also not a factor with this concern. The customer has already addressed this concern with Ruston Ford who have repaired it to his satisfaction.

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 1500 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.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 08/19/2002 - 08/19/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/19/2002 - 08/19/2002  
 Requested: 08/21/2001 - 07/25/2002

CS CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 7

- Cumulative BYTD: 5,426

2002 ESCAPE

VIN: 1FMTU022230A02107  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: JASPER, IN [REDACTED]

Build Date: 06/21/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DAYS DSR\*\* : 31 / NA  
 Mileage - 300390 DSR\*\* : 1200 / NA  
 Veh. Product Quality Stk.\* - 30 DAYS DSR\*\* : 3 / NA  
 Increase SAT to 9 or 10 : Y/N/A  
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
08/20/2002	821332	11 FAULTY SENDER OIL LIGHT CONCERN VERIFY ENGINE HOT OIL LIGHT ON MANUAL GAUGE TEST OIL PRESSURE 40 PSI HOT IDLE REPLACE SENDER RETEST OPERATION OK NO LAMP ON

Cust. Contact Date: 08/19/2002  
 Concern Comment:

Containment Status: Not Contained

Agent ID: jmcouch

The customer had a concern with a clicking noise coming from the drivers seat area occupied. This concern would occur when the driver adjusted his weight in the seat and when stopping the vehicle or making turns (which speed was not a factor). The customer first noticed this concern within a week of delivery. The noise seemed to be coming from underneath the seat, in the area of the adjustment track. This was an intermittent concern which occurred on many occasions but the customer is not sure of the exact amount of times. Road noise was not a factor with this concern. The customer has already addressed this concern with Ruxar Ford who have repaired it to his satisfaction.

SLF \*\*: 1 (Low)

Champion: NONE

ESR2-87-0 2072

\* 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 DSR occurs at 18/45 days in service and 60 DSR occurs at 45/75 days in service.  
 --- Satisfaction Based Ford (SBF) scale is: 0-none, 1-low, 2-satisfies, 3-high.



**CONCERNS BY CATEGORIES***Ford Motor Company*

Build Date - Actual: 08/21/2002 - 07/17/2002  
 Cust Date - Actual: 08/19/2002 - 08/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/19/2002 - 08/19/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 7

- Cumulative MYTD: 5,428

2002 ESCAPE

VIN: 1F001US1620221197

Cust. Name: [REDACTED]

Build Date: 08/21/2002

30 DIS/60 DIS\*\*

31 / NA

Cust. Phone:

Purchase Date: 07/19/2002

Mileage - 30015/60 DIS\*\*

1250 / NA

Cust. Address:

Dealer Name:

Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*

8 / NA

Cust. City: MASPER, IN [REDACTED]

Dealer Phone:

Increase SAT to 9 or 10

Y/NA

Gender: [REDACTED]

Date	Repair Order	Repair Comments
08/28/2002	821392	11 FAULTY SENDER CK OIL LIGHT CONCERN VERIFY ENGINE HOT OIL LIGHT ON MANUAL GAUGE TEST OIL PRESSURE 40 PSI HOT IDLE REPLACE SENDER REYE87 OPERATION OK NO LAMP ON

Cust. Contact Date:

08/18/2002

Containment Status:

Not Contained

Agent ID: jmcach

Concern Comment:

The customer had a concern with the front windshield washer sprayer, on the driver side, being mis-aligned. As a result, the sprayer would spray the washer fluid over the windshield and onto the roof. The customer first noticed this concern on the day of delivery, but after purchase. Weather conditions did not play a factor in this concern. The traveling speed and wiper settings also were not factors with this concern. The vehicle is not parked under trees. The customer did not check the fluid level. The wiper motor did not make any noises. This was a constant concern. The customer has already addressed this concern with Russ Ford who have repaired it to his satisfaction.

SIF \*\*\*:

0 (None)

Champion:

NONE

\* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recurrence on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.  
 \*\* 30 DIS score at 30/60 days in service and 60 DIS score at 48/75 days in service.  
 \*\*\* Satisfaction based Ford RPI scale is: 0=None, 1=Low, 2=Medium, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/21/2002 - 07/17/2002  
 Call Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant/C: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002  
 Requested: 06/19/2002 - 06/19/2002  
 Requested: 05/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 7

- Cumulative BYTD: 8,626

2002 ESCAPE

VIN: 1FMYU03172HEB0378	Build Date: 05/21/2002	35 DIS/60 DIS**:	30 / NA
Customer Name: [REDACTED]	Purchase Date: 07/20/2002	1/3500 - 300/60 DIS**:	1200 / NA
Customer Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat* - 30 DIS/60 DIS**:	8 / NA
Customer Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	Y/NA
Customer City: PHILADELPHIA, PA [REDACTED]		Gender:	[REDACTED]

Customer Contact Date: 06/19/2002	Containment Status: Not Contained	Agent ID: jrcmash
Concern Comment: The customer likes having a powered drivers seat.		
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 15000 days in service and 60 DIS occurs at 45750 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ES02-027-D 2874



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 08/19/2002 - 08/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/19/2002 - 08/19/2002  
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 7  
 - Cumulative MYTD: 8,425

2002 ESCAPE

VIN: 1F1Y382162K09167

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: JASPER, IN [REDACTED]

Build Date: 06/21/2002  
 Purchase Date: 07/19/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DS/60 DS\*\* : 31 / NA  
 Mileage - 34035/60 DS\*\* : 1200 / NA  
 Veh. Product Quality Sel.\* - 30 DS/60 DS\*\* : 5 / NA  
 Increase SAT to 8 or 10 : Y/NA  
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/29/2002	821352	11 FAULTY SENDER CK OIL LIGHT CONCERN VERIFY ENGINE HOT OIL LIGHT ON MANUAL GAUGE TEST OIL PRESSURE 40 PSI HOT IDLE REPLACE SENDER RETEST OPERATION OK NO LAMP ON

Cust. Contact Date: 09/19/2002 Containment Status: Not Contained  
 Concern Comment: The customer likes having a 60/40 split bench for the rear seats.

Agent ID: jnceach

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= Definitly Would.

\*\* 30 DS occurs at 1575 days in service and 60 DS occurs at 4875 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: 07/17/2002 - 07/17/2002  
 Call Date - Actual: 09/19/2002 - 09/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/23/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Two: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 09/19/2002 - 09/19/2002  
 Requested: 08/21/2001 - 07/23/2002

OO CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 7

- Cumulative MYTD: 5,478

2002 ESCAPE

VIN: 1FMYU03142K192349  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: KANSAS CITY, MO [REDACTED]

Build Date: 07/17/2002  
 Purchase Date: 07/20/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS60 DIS\*\* 30 / NA  
 Mileage - 3004390 DIS\*\* 200 / NA  
 Veh. Product Quality Sat.\* - 30 DIS60 DIS\*\* 10 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 09/19/2002 Containment Status: Not Contained  
 Concern Comment: The customer has having a powered driver seat.

Agent ID: jmcocch

SIF \*\*: 6 (None) Champloc: NONE

VIN: 1FMYU03182K098187  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: JASPER, IN [REDACTED]

Build Date: 09/21/2002  
 Purchase Date: 07/19/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS60 DIS\*\* 31 / NA  
 Mileage - 3009660 DIS\*\* 1200 / NA  
 Veh. Product Quality Sat.\* - 30 DIS60 DIS\*\* 8 / NA  
 Increase SAT to 9 or 10 YNA  
 Gender: [REDACTED]

Date	Work Order	Work Comments
09/20/2002	021332	11 FAULTY BENDER OK OIL LIGHT CONCERN VERIFY ENGINE HOT OIL LIGHT ON MANUAL GAUGE TEST OIL PRESSURE 40 PSI HOT IDLE REPLACE BENDER RETEST OPERATION OK NO LAMP ON

Cust. Contact Date: 09/19/2002 Containment Status: Not Contained  
 Concern Comment: The customer files that the rear axle felt completely flat.

Agent ID: jmcocch

SIF \*\*: 6 (None) Champloc: 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 1548 days in service and 80 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: 08/21/2002 - 07/17/2002  
 Call Date - Actual: 08/19/2002 - 08/18/2002  
 Purchase Date - Actual: 07/08/2002 - 07/20/2002  
 Constraint Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/19/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 7

- Cumulative MYTD: 5,425

2002 ESCAPE

VIN: 1FMYU03122NE10278  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: SHAWNEE, KS [REDACTED]

Build Date: 07/16/2002  
 Purchase Date: 07/20/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 30 / NA  
 Mileage - 30DIS/60 DIS\*\* : 831 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 9 / NA  
 Increase SAT to 9 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 08/18/2002  
 Concern Comment: The customer would have liked a different location for the ignition switch for easier accessibility.

Constraint Status: Not Contained

Agent ID: jmosach

SEI\*\*\*: 6 (None)      Character: 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 scales at 1845 days in service and 60 DIS scales at 4875 days in service.  
 \*\*\* Satisfaction Impact Factor (SEI) scale is: 0-none, 1-low, 2-medium, 3-High.

2002-08-20 08:43:48



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Cell Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 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: 06/19/2002 - 06/19/2002  
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 7

- Cumulative MYTD: 5,425

2002 ESCAPE

VIN: 1FMYU021220210273	Build Date: 07/18/2002	30 DIS/60 DIS**:	30 / NA
Dist. Name:	Purchase Date: 07/20/2002	Mileage - 30D/60D DIS**:	691 / NA
Dist. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Dist. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Dist. City: SHAWNEE, KS		Gender:	

Cust. Contact Date: 06/19/2002 Containment Status: Not Contained Agent ID: jmczech  
 Concern Comment: The customer likes having a snow roof which aids in the cooling of the vehicle.

SF \*\*\*: 0 (None) Complaint: NONE

VIN: 1FMYU021220210248	Build Date: 07/17/2002	30 DIS/60 DIS**:	30 / NA
Dist. Name:	Purchase Date: 07/20/2002	Mileage - 30D/60D DIS**:	200 / NA
Dist. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Dist. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Dist. City: KANSAS CITY, MO		Gender:	

Cust. Contact Date: 06/19/2002 Containment Status: Not Contained Agent ID: jmczech  
 Concern Comment: The customer likes having a snow roof.

SF \*\*\*: 0 (None) Complaint: NONE

EMR2-927-D 2876

\* 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 15000 days in service and 60 DIS occurs at 4875 days in service.  
 \*\*\* Satisfaction (Product Factor (SF)) scale is: 0=None, 1=Low, 2=Medium, 3=High



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/21/2002 - 07/17/2002  
Call Date - Actual: 08/19/2002 - 08/19/2002  
Purchase Date - Actual: 07/19/2002 - 07/20/2002  
Containment Status: Both Contained and Not Contained  
Plant/ln: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
Requested: 08/19/2002 - 08/19/2002  
Requested: 08/21/2001 - 07/24/2002

DC CODE: OVERALL VEHICLE

Total Concerns Surveyed

- Within date range: 7

- Cumulative MYTD: 5,425

2002 ESCAPE

VIN: 1FMYU82162KD69407  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: JASPER, IN [REDACTED]

Build Date: 08/21/2002  
Purchase Date: 07/19/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 31 / NA  
Mileage - 30DIS/60 DIS\*\* : 1200 / NA  
Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : B / NA  
Increase SAT to 9 or 10 : Y/NA  
Gender : [REDACTED]

Date	Repair Order	Repair Comments
08/26/2002	621982	11 FAULTY SENDER CK OIL LIGHT CONCERN VERIFY ENGINE HOT OIL LIGHT ON MANUAL GAUGE TEST OIL PRESSURE 40 PSI HOT IDLE REPLACE SENDER RETEST OPERATION OK NO LAMP ON

Cust. Contact Date: 08/19/2002 Containment Status: Not Contained  
Concern Comment: The customer was having an opening rear windshield.  
SE \*\*\*: 8 (None) Chapter: NONE

Agent ID: jnooach

\* 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 based on Ford (SEF) scale i.e. 0-none, 1-low, 2-medium, 3-high.

8JDC 0-128-2562



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/21/2002 - 07/17/2002  
 Call Date - Actual: 08/16/2002 - 08/16/2002  
 Purchase Date - Actual: 07/16/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Reported: 08/16/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/20/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed  
 - Within date range: 7  
 - Cumulative NYTD: 5,426

2002 ESCAPE

VIN: 1E1CV1C342210210271  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: SHAWNEE, KS [REDACTED]

Build Date: 07/16/2002  
 Purchase Date: 07/20/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DISB0 DIS\*\* : 30 / NA  
 Mileage - 30 DISB0 DIS\*\* : 051 / NA  
 Veh. Product Quality Sct. - 30 DISB0 DIS\*\* : 8 / NA  
 Increase BAT to 9 or 10 : NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/16/2002 Containment Status: Not Contained  
 Concern Comment: The customer would have liked less wind noise from this vehicle at highway speeds.

Agent ID: jnoech

SIF \*\*\*: 8 (None) Chassis: NONE

2002-027-0 3000

\* Measurement: Bellville 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 30 DIS occurs at 4875 days in service.  
 \*\*\* Satisfaction (Import Factor) (SIF) scale is: 8=none, 1=low, 2=medium, 3=high.





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/21/2002 - 07/17/2002  
Cust Date - Actual: 08/19/2002 - 08/19/2002  
Purchase Date - Actual: 07/19/2002 - 07/20/2002  
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: 08/19/2002 - 08/19/2002  
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 7  
- Cumulative MYTD: 5,425

2402 ESCAPE

VIN: 1FMYU83122KE10278

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: SHAWNEE, KS [REDACTED]

Build Date: 07/16/2002

Purchase Date: 07/20/2002

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]

30 / NA

981 / NA

9 / NA

NANA

Cust. Contact Date: 08/19/2002

Containment Status: Not Contained

Agent ID: jrcwack

Concern Comment: The customer would have liked less brake dust on all four wheels.

SIF \*\*: 0 (None)

Champion: NONE

VIN: 1FMYU83122KE102117

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: JASPER, IN [REDACTED]

Build Date: 08/21/2002

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]

31 / NA

1200 / NA

8 / NA

Y/NA

Date	Repair Order	Repair Comments
08/28/2002	021332	11 FAULTY SENDER OK OIL LIGHT CONCERN VERIFY ENGINE HOT OIL LIGHT ON MANUAL GAUGE TEST OIL PRESSURE 40 PSI HOT IDLE REPLACE SENDER RETEST OPERATION OK NO LAMP ON

Cust. Contact Date: 08/19/2002

Containment Status: Not Contained

Agent ID: jrcwack

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 1546 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.

2002-027-0 3001



**CONCERNS BY CATEGORIES**

*Ford Motor Company*

Build Date - Actual:08/21/2002 - 07/17/2002  
Call Date - Actual:08/19/2002 - 08/19/2002  
Purchase Date - Actual:07/29/2002 - 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: 08/19/2002 - 08/19/2002  
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 7  
- Cumulative MYTD: 8,428

2002 ESCAPE

VIN: 1FMYU03182KE03628  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: TRENTON, NJ [REDACTED]

Build Date: 08/29/2002  
Purchase Date: 07/20/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* 30 / NA  
Mileage - 30015/60 DIS\*\* 1048 / NA  
Veh. Product Quality Sel.\* - 38 DIS/60 DIS\*\* 8 / NA  
Increase SAT to 9 or 10 Y/N/A  
Gender: [REDACTED]

Cust. Contact Date: 08/19/2002 Containment Status: Not Contained  
Concern Comment: The customer would have fixed less brake dust because currently he has to wash the front wheels at least three times a week.

Agent ID: jmcsoach

SIF \*\*\*: 0 (None) Chempion: NONE

EM62-027-D 3082

\* 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 15000 days in service and 60 DIS occurs at 45000 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:08/21/2002 - 07/17/2002  
 Call Date - Actual:08/19/2002 - 08/19/2002  
 Purchase Date - Actual:07/19/2002 - 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: 08/19/2002 - 08/19/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 7

- Cumulative MYTD: 5,425

2002 ESCAPE

VIN: 1FMYU89162K093928	Build Date: 08/28/2002	30 DIS/60 DIS**:	36 / NA
Dist. Name:	Purchase Date: 07/20/2002	Mileage - 30DIS/60 DIS**:	1048 / NA
Dist. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Dist. Address:	Dealer Phone:	Increase SAT to 9 or 10	Y/N/A
Dist. City: TRENTON, NJ 08610		Gender:	

Dist. Contact Date: 08/19/2002	Containment Status: Not Contained	Agent ID: jrmorch
Concern Comment: The customer likes the pep and the get-up-and-go of the engine.		

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

ENR02-027-D 2883



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Dealer Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Recreated: 08/19/2002 - 08/19/2002  
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range ?

- Cumulative BYTD: 5,425

VIN: 1FMYU01122KD88888

Cust. Name: [REDACTED]

Build Date: 06/21/2002

30 DIS80 DIS\*\*

31 / NA

Cust. Phone: [REDACTED]

Purchase Date: 07/18/2002

Mileage - 30DIS80 DIS\*\*

400 / NA

Cust. Address: [REDACTED]

Dealer Name: [REDACTED]

Veh. Product Quality Sat.\* - 30 DIS80 DIS\*\*

10 / NA

Cust. City: POTTSTOWN, PA [REDACTED]

Dealer Phone: [REDACTED]

Increase SAT to 8 or 10

NANA

Gender: [REDACTED]

Cust. Contact Date: 06/18/2002

Containment Status: Not Contained

Agent ID: jrozech

Concern Comment: The customer likes the vehicles quiet engine.

SIF \*\*\*: 6 (None)

Comments: 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 15MS days in service and 60 DIS occurs at 4875 days in service.

\*\*\* Satisfaction Impact Factor (SIF) scale: 1=none, 2=low, 3=medium, 4=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:08/21/2002 - 07/17/2002  
 Call Date - Actual:08/19/2002 - 08/19/2002  
 Purchase Date - Actual:07/19/2002 - 07/20/2002  
 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: 08/19/2002 - 08/19/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 7

- Cumulative MYTD: 6,425

VIN:	1FMDU103422K058276	Build Date:	07/18/2002	30 DIS90 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 50DIS90 DIS**:	831 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS90 DIS**:	9 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 8 or 10	NA/NA
Cust. City:	SHAWNEE, KS [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	08/19/2002	Containment Status:	Not Contained	Agent ID:	jmoesch
Concern Comment:	The customer could have had a storage compartment, big enough to fit a purse, in the front cab.				

BF **:	1 (Store)	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 18/16 days in service and 83 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: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 06/10/2002 - 06/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 06/19/2002 - 06/19/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Screened  
 - Within date range: 7  
 - Cumulative MYTD: 5,426

2002 ESCAPE

VIN: 1FMYU82172K000376	Build Date: 06/21/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30DIS/60 DIS**:	1290 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Bat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: PHILADELPHIA, PA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/10/2002      Containment Status: Not Contained      Agent ID: jrcsesh  
 Concern Comment: The customer would have liked a better quality finish for the grab handle base attachments.

SIF \*\*\*: 8 (None)      Champloc: NONE

\* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Retention/Relief 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 4576 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EMR2-027-D 2002



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/19/2001 - 07/17/2002  
 Requested: 06/19/2002 - 06/19/2002  
 Requested: 05/21/2001 - 07/25/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 7  
 - Cumulative MYTD: 5,428

#### 2002 ESCAPE

VIN:	1FMYU83142KEV0248	Build Date:	07/17/2002	30 DIS80 DIS**:	30 / NA
Cust. Name:		Purchase Date:	07/20/2002	Mileage - 30DIS80 DIS**:	200 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS80 DIS**:	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	KANSAS CITY, MO			Gender:	

Cust. Contact Date: 06/19/2002 Containment Status: Not Contained Agent ID: jacobch  
 Concern Comment: This customer would have liked a cargo tray that would act as a protective covering for the cargo carpet. The customer would have liked the height between the cargo floor and the cargo roof to be approximately one inch higher to better accommodate universal-size wheel chairs.

SF \*\*\*: 8 (None) Complaint: NONE

\* Satisfaction: 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 use and 10=Definitely Would.  
 \*\* 30 DIS occurs at 15MS days in service and 60 DIS occurs at 45/75 days in service.  
 \*\*\* Satisfaction Incent Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM03-027-D-308T



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Fleet#: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002  
 Requested: 06/19/2002 - 06/19/2002  
 Requested: 06/21/2001 - 07/20/2002

OC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 7  
 - Cumulative BYTD: 5,425

2002 ESCAPE

VIN:	1PMYU62122GE10278	Build Date:	07/18/2002	30 DGS/60 DGS**:	30 / NA
Customer Name:	[REDACTED]	Purchase Date:	07/20/2002	Mileage - 30DGS/60 DGS**:	331 / NA
Customer Phone:	[REDACTED]	Dealer Name:		Veh. Product Quality Sat.* - 30 DGS/60 DGS**:	0 / NA
Customer Address:	[REDACTED]	Dealer Phone:		Increase SAT to 8 or 10:	NA/NA
Customer City:	SHAWNEE, KS [REDACTED]			Gender:	[REDACTED]

Customer Contact Date:	06/19/2002	Containment Status:	Not Contained	Agent ID:	jwach
Concern Comment:	The customer would have liked courtesy lamps for the rear seat.				
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 DGS occurs at 1545 days in service and 60 DGS occurs at 4575 days in service.  
 \*\*\* Satisfaction Index Factor (SF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

0002-07-0 0000





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 08/15/2002 - 08/18/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/16/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 7

- Cumulative MYTD: 6,425

VIN: 1FMYU03182KE03020

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: TRENTON, NJ [REDACTED]

Build Date: 06/26/2002

Purchase Date: 07/20/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* 30 / NA

Mileage - 30DIS/60 DIS\*\* 1049 / NA

Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 8 / NA

Increase SAT to 9 or 10 Y/NA

Gender: [REDACTED]

Cust. Contact Date: 08/19/2002

Containment Status: Not Contained

Agent ID: jmczech

Concern Comment: The customer does not like the rattling noise effect caused by the A/C condensation because he believes that it could cause a crack in the exhaust manifold.

SF \*\*\*: 4 (None)

Chemploc: NONE

ERR2-027-0 3888

\* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Researcher/Analyst 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: 08/21/2002 - 07/17/2002  
 Call Date - Actual: 08/19/2002 - 08/19/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2001  
 Requested: 08/19/2002 - 08/19/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 7

- Cumulative MYTD: 8,428

2002 ESCAPE

VIN: 1FMYU83122K010278

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: SHAWNEE, KS [REDACTED]

Build Date: 07/16/2002

Purchase Date: 07/20/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

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

831 / NA

9 / NA

NA/NA

Cust. Contact Date: 08/19/2002

Containment Status: Not Contained

Agent ID: jmczech

Concern Comment: The customer likes the sound quality of the stereo system.

SIF \*\* : 0 (None)

Champion: NONE

VIN: 1FMYU83122K010278

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: PHILADELPHIA, PA [REDACTED]

Build Date: 08/21/2002

Purchase Date: 07/20/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

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

1200 / NA

8 / NA

Y/NA

Cust. Contact Date: 08/19/2002

Containment Status: Not Contained

Agent ID: jmczech

Concern Comment: The customer likes having a stereo with a CD player, cassette deck, and AM/FM radio.

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 1546 days in service and 80 DIS occurs at 4973 days in service.

\*\*\* Satisfaction based Ford's (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EMK-027-D-2000



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 07/17/2002  
 Requested: 06/19/2002 - 06/19/2002  
 Requested: 06/21/2001 - 07/20/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 7

- Cumulative BYTD: 8,426

2002 ESCAPE

VIN: 1E1VU21A22K000000  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: TRENTON, NJ [REDACTED]

Build Date: 06/25/2002  
 Purchase Date: 07/25/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DISB0 DIS\*\* 30 / NA  
 Mileage - 30DISB0 DIS\*\* 1040 / NA  
 Veh. Product Quality Sat\*\* - 30 DISB0 DIS\*\* 8 / NA  
 Income SAT to 9 or 10 YNA  
 Gender: [REDACTED]

Cust. Contact Date: 06/19/2002  
 Concern Comment:

Containment Status: Not Contained

Agent ID: jmcach

The customer would have preferred to have gotten the MACH six CD disc changer with the upgraded speaker system, but it did not come with the vehicle package and it would cost \$700.00 to have it installed.

SIF \*\*\*: 9 (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.  
 \*\* 50 DIS occurs at 1646 days in service and 50 DIS occurs at 4575 days in service.  
 \*\*\* Reliability Impact Factor (RIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 06/19/2002 - 06/18/2002  
 Purchase Date - Actual: 07/19/2002 - 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: 06/18/2002 - 06/19/2002  
 Requested: 06/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

2002 ESCAPE

- Within date range: 7

- Cumulative MYTD: 6,438

VIN: 1FMYU03142KE10248  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: SHAWNEE, KS [REDACTED]

Build Date: 07/16/2002  
 Purchase Date: 07/20/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS60 DIS\*\* : 30 / NA  
 Mileage - 30DIS60 DIS\*\* : 031 / NA  
 Veh. Product Quality Sat.\* - 30 DIS60 DIS\*\* : 9 / NA  
 Increase SAT to 9 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/19/2002  
 Concern Comment:

Containment Status: Not Contained

Agent ID: jmczech

The customer would have liked an RPM gauge smaller in size. The customer would have liked a digital speedometer, or would have preferred different highlighted main numbers used (i.e. 25, 35, 45 etc. rather than 20, 40, 60, etc).

SIF \*\*: 0 (None)

Champion: NONE

VIN: 1FMYU03142KE10248  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: KANSAS CITY, MO [REDACTED]

Build Date: 07/17/2002  
 Purchase Date: 07/20/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS60 DIS\*\* : 30 / NA  
 Mileage - 30DIS60 DIS\*\* : 200 / NA  
 Veh. Product Quality Sat.\* - 30 DIS60 DIS\*\* : 10 / NA  
 Increase SAT to 9 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/19/2002  
 Concern Comment:

Containment Status: Not Contained

Agent ID: jmczech

The customer would have liked an outside temperature gauge as a standard feature.

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 1644 days in service and 90 DIS occurs at 4676 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: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 08/16/2002 - 08/16/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/16/2002 - 08/16/2002  
 Requested: 05/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 7  
 - Cumulative MYTD: 5,426

2002 ESCAPE

VIN: 1FMYU03142KE10278	Build Date: 07/16/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30DIS/60 DIS**:	931 / 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: SHAWNEE, KS [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/16/2002 Containment Status: Not Contained Agent ID: jrczech  
 Concern Comment: The customer would have liked a navigational gauge located on the interior rear view mirror.

SIF\*\*\*: # (None) Champion: NONE

VIN: 1FMYU03142KE10248	Build Date: 07/17/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30DIS/60 DIS**:	200 / 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: KANSAS CITY, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/16/2002 Containment Status: Not Contained Agent ID: jrczech  
 Concern Comment: The customer would have liked an electronic compass as a standard feature.

SIF\*\*\*: # (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 1045 days in service and 60 DIS occurs at 4075 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: # none, 1-low, 2-medium, 3-high.

2002-07-0 2002



**CONCERNS BY CATEGORIES**

*Ford Motor Company*

Build Date - Actual: 05/21/2002 - 07/17/2002  
Call Date - Actual: 05/19/2002 - 05/19/2002  
Purchase Date - Actual: 07/19/2002 - 07/20/2002  
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: 05/19/2002 - 05/19/2002  
Requested: 05/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Concerns Surveyed

- Within date range: 7

- Cumulative BYTD: 5,425

2002 ESCAPE

VIN: 1FMYU63122K010278

Cust. Name: [REDACTED]

Build Date: 07/16/2002

30 DIS/60 DIS\*\*

80 / NA

Cust. Phone: [REDACTED]

Purchase Date: 07/20/2002

Mileage - 30DIS/60 DIS\*\*

051 / NA

Cust. Address: [REDACTED]

Dealer Name: [REDACTED]

Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*

9 / NA

Cust. City: CHAWNEE, KS [REDACTED]

Dealer Phone: [REDACTED]

Increase SAT to 9 or 10

NA/NA

Gender: [REDACTED]

Cust. Contact Date: 06/10/2002

Containment Status: Not Contained

Agent ID: jroesch

Concern Comment: The customer would have liked the adjustment lever for the tilt steering wheel to be located on the side of steering column, rather than underneath.

BIF\*\*\*: 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 score at 1545 days in service and 60 DIS score at 4575 days in service.

\*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM02-027-D 3804



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Dashkit Concern Codes

Requested: 07/1/2001 - 07/17/2002  
 Requested: 06/16/2002 - 06/19/2002  
 Requested: 06/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 7  
 - Cumulative BYTD: 5,425

2002 ESCAPE

VIN: 1FMYU03122000107

Build Date:	06/21/2002	30 DIS/50 DIS**:	31 / NA
Purchase Date:	07/19/2002	Mileage - 30DIS/50 DIS**:	1200 / NA
Dealer Name:		Veh. Product Quality Bat. - 30 DIS/50 DIS**:	8 / NA
Dealer Phone:		Increase SAT to 9 or 10	Y/N/A
		Gender:	

Date	Repair Order	Repair Comments
08/28/2002	821352	11 FAULTY SENDER CK OK, LIGHT CONCERN VERIFY ENGINE HOT OIL LIGHT ON MANUAL GAUGE TEST OIL PRESSURE 40 PSI HOT IDLE REPLACE SENDER RETEST OPERATION OK NO LAMP ON

Cont. Correct Date: 06/19/2002      Containment Status: Not Contained      Agent ID: jrmcmh  
 Concern Comment: The customer would have preferred the tilt steering wheel to automatically go up, instead of drop down, when the adjustment lever is pulled.

SIP \*\*\*: 0 (None)      Complaint: NONE

0902-027-0 2002

\* 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 1848 days in service and 50 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: 08/21/2002 - 07/17/2002  
 Call Date - Actual: 08/19/2002 - 08/19/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 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: 08/19/2002 - 08/19/2002  
 Requested: 08/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 7

- Cumulative MYTD: 5,425

2002 ESCAPE

VIN: 1FMYU8122KD000048

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: POTTSTOWN, PA [REDACTED]

Build Date: 08/21/2002

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]

31 / NA

400 / NA

10 / NA

NA/NA

Cust. Contact Date: 08/19/2002

Concern Comment: The customer likes the smooth ride of his vehicle.

Containment Status: Not Contained

Agent ID: jmczech

SF \*\*\*: 8 (None)

Cherplot: NONE

VIN: 1FMYU8122KE000028

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: TRENTON, NJ [REDACTED]

Build Date: 08/28/2002

Purchase Date: 07/20/2002

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]

30 / NA

1048 / NA

5 / NA

Y/NA

Cust. Contact Date: 08/19/2002

Concern Comment: The customer likes the smooth ride of his vehicle, compared to other trucks.

Containment Status: Not Contained

Agent ID: jmczech

SF \*\*\*: 8 (None)

Cherplot: 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= Definitly Would.

\*\* 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4075 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:06/21/2002 - 07/17/2002  
Call Date - Actual:06/19/2002 - 06/19/2002  
Purchase Date - Actual:07/18/2002 - 07/20/2002  
Containment Status: Both Contained and Not Contained  
Plantlet: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
Requested: 06/16/2002 - 06/19/2002  
Requested: 06/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 7  
- Cumulative MYTD: 5,428

2002 ESCAPE

VIN: 1FMYL03142K023026	Build Date: 06/26/2002	30 DIS60 DIS**	30 / NA
Customer Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 80DIS60 DIS**	1940 / NA
Customer Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS60 DIS**	8 / NA
Customer Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	Y/NA
Customer City: TRENTON, NJ [REDACTED]		Gender: [REDACTED]	

Cont. Contact Date: 06/19/2002	Containment Status: Not Contained	Agent ID: jroweth
Concern Comment: The customer likes the size of the tree.		

SFI ***: 1 (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 1840 days in service and 60 DIS occurs at 4575 days in service.  
 \*\*\* Satisfaction Impact Factor (SFI) scale is: 1-low, 2-medium, 3-high.

EMZ-021-D-3897



### CONCERNS BY CATEGORIES

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 08/18/2002 - 08/18/2002  
 Purchase Date - Actual: 07/18/2002 - 07/25/2002  
 Containment Status: Rolls Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Dealer Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/18/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/25/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 7

- Cumulative MYTD: 8,435

2002 ESCAPE

VIN: 1FMYU33163K00028  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: TRENTON, NJ [REDACTED]

Build Date: 06/28/2002  
 Purchase Date: 07/20/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/80 DIS\*\* 30 / NA  
 Mileage - 30DIS/80 DIS\*\* 1048 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/80 DIS\*\* 8 / NA  
 Increase SAT to 9 or 10 Y/NA  
 Gender: [REDACTED]

Cust. Contact Date: 08/18/2002 Containment Status: Not Contained  
 Concern Comment: The customer would have had less road noise from this vehicle.

Agent ID: jmosch

SIF \*\*\*: 8 (None) Complaint: NONE

ES02-0271-0 3895

\* 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 score at 1648 days in service and 80 DIS score at 4876 days in service.  
 \*\*\* Satisfaction Index Factor (SIF) scale is: 0=none, 1=low, 2=sufficient, 3=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 0821/2002 - 07/17/2002  
 Call Date - Actual: 0810/2002 - 0819/2002  
 Purchase Date - Actual: 07/19/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/17/2002  
 Requested: 08/19/2002 - 08/19/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 7  
 - Cumulative MYTD: 5,438

2002 ESCAPE

VIN: 1P3TV93122M11278	Build Date: 07/18/2002	30 DISM DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/20/2002	Mileage - 30DIS/60 DIS**:	131 / 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: SHAWNEE, KS [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/10/2002 Containment Status: Not Contained Agent ID: jmoesth  
 Concern Comment: The customer would have liked more selection over the interior trim colors but they were not available upon purchase.

SIF \*\*\*: 8 (None) Chapter: 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 15MS age in service and 60 DIS occurs at 45/75 age in service.  
 \*\*\* Satisfaction based on the NPS scale: 0=None, 1=Low, 2=Good, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/21/2002 - 07/17/2002  
 Call Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/18/2002 - 07/20/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/11/2001 - 07/17/2002  
 Requested: 06/19/2002 - 06/19/2002  
 Requested: 06/21/2001 - 07/26/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 7  
 - Cumulative MYTD: 8,425

#### 2002 ESCAPE

VIN: 1FMYU03162KD00116  
 Cust. Name: [REDACTED] Build Date: 06/24/2002 30 DIS/60 DIS\*\* 30 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/20/2002 Mileage - 30DIS/60 DIS\*\* 460 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 10 / NA  
 Cust. City: Aiken, SC [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 06/19/2002 Containment Status: Not Contained Agent ID: jmosch  
 Concern Comment: The customer fix everything about this vehicle.

SIF \*\*\*: 0 (None) Champion: NONE

VIN: 1FMYU03162KD001167  
 Cust. Name: [REDACTED] Build Date: 06/21/2002 30 DIS/60 DIS\*\* 31 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/19/2002 Mileage - 30DIS/60 DIS\*\* 1300 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 8 / NA  
 Cust. City: Jasper, IN [REDACTED] Dealer Phone: Increase SAT to 9 or 10 YNA  
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/26/2002	821382	11 FAULTY BENDER OK OIL LIGHT CONCERN VERIFY ENGINE HOT OIL LIGHT ON MANUAL GAUGE TEST OIL PRESSURE 40 PSI HOT IDLE REPLACE BENDER RETEST OPERATION OK NO LAMP ON

Cust. Contact Date: 06/19/2002 Containment Status: Not Contained Agent ID: jmosch  
 Concern Comment: This customer said that the 2002 Escape is currently the best looking compact SUV among its competitors.

SIF \*\*\*: 0 (None) Champion: NONE

\* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.  
 \*\* 30 DIS means of 1645 days in service and 60 DIS means of 4875 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ERR2-027-D 3106



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/21/2002 - 07/17/2002  
Call Date - Actual: 08/19/2002 - 08/19/2002  
Purchase Date - Actual: 07/19/2002 - 07/20/2002  
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: 08/19/2002 - 08/19/2002  
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 7  
- Cumulative BYTD: 6,426

2002 ESCAPE

VIN: 1FMYU03122KE10276  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: SHAWNEE, KS [REDACTED]

Build Date: 07/16/2002  
Purchase Date: 07/20/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* 30 / NA  
Mileage - 30DIS/60 DIS\*\* 981 / NA  
Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 9 / NA  
Increase SAT to 9 or 10 NANA  
Gender: [REDACTED]

Cust. Contact Date: 08/19/2002 Containment Status: Not Contained Agent ID: jmwach  
Concern Comment: The customer would have liked better diagrams and explanations used for the Owners manual. The customer would have chosen cloth seats over leather seats if there were more cloth design selection.

SIF\*\*\*: 0 (None) Comment: NONE

VIN: 1FMYU03143KE10248  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: KANSAS CITY, MO [REDACTED]

Build Date: 07/17/2002  
Purchase Date: 07/20/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* 30 / NA  
Mileage - 30DIS/60 DIS\*\* 2007 / NA  
Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 10 / NA  
Increase SAT to 9 or 10 NANA  
Gender: [REDACTED]

Cust. Contact Date: 08/19/2002 Containment Status: Not Contained Agent ID: jmwach  
Concern Comment: The customer would have also liked a few more options for accommodating wheel chairs with this vehicle.

SIF\*\*\*: 0 (None) Comment: NONE

\* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-70 scale with 1=Definitely Would Not and 10= Definitely Would.  
\*\* 30 DIS covers up to 1645 days in service and 60 DIS covers up to 1675 days in service.  
\*\*\* Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High

EM02-027-D 3181



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/13/2002 - 06/27/2002  
 Call Date - Actual: 06/16/2002 - 06/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Code

Requested: 07/31/2001 - 06/26/2002  
 Requested: 06/14/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Summed

- Within date range: 20

- Cumulative MYTD: 5,418

2002 ESCAPE

VIN: 1F1YU2L167021054  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: BAKERSFIELD, VT [REDACTED]

Build Date: 05/16/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIMED DIS\*\* 30 / NA  
 Mileage - 300690 DIS\*\* 1100 / NA  
 Veh. Product Quality Sat.\* - 30 DIMED DIS\*\* 4 / NA  
 Increase SAT to 9 or 10 N/A  
 Gender: [REDACTED]

Cust. Contact Date: 06/16/2002  
 Concern Comment:

Containment Status: Not Contained

Agent ID: phruss

The customer says that there is a dent under the paint on the passenger side front door of the vehicle. She noticed this concern upon purchasing the vehicle at the dealership. No after-market modifications have been made to the vehicle and it hasn't been involved in an accident. It is Two Blue Pearl in color and the dent is about a 1/4 of an inch in length. She already mentioned this concern to Heritage Ford who said that there was nothing they could do to fix this. They did however give her a discounted rate for the vehicle due to this concern.

SF \*\* 0 (None)

Champion: NONE

2002-027-0 3129

\* 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 DIM scores at 10000 days in service and 68 DIS scores 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: 05/13/2002 - 06/27/2002  
 Call Date - Actual: 08/18/2002 - 08/18/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Dealer Concern Codes

Requested: 07/21/2001 - 06/28/2002  
 Requested: 08/18/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative NYTD: 5,418

2002 ESCAPE

VIN: 1FMYU04102K052802	Build Date: 05/13/2002	30 DIS/60 DIS**:	44 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/03/2002	Mileage - 30DIS/60 DIS**:	1300 / 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: OVERLAND PARK, KS [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/18/2002 Containment Status: Not Contained Agent ID: prebans  
 Concern Comment: The customer says that a piece of plastic under the right side of the steering column and the cover for the air bag on the front passenger side of the vehicle do not fit properly. He noticed this on the day after vehicle delivery. He will address this with Orlan Ford at his convenience.

SIF\*\*\*: 1 (Low) Champion: NONE

8902-827-0 3138

\* 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 4973 days in service.  
 \*\*\* Satisfaction based on Ford (SIF) scale: 0-none, 1-low, 2-medium, 3-high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/12/2002 - 06/27/2002  
 Call Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/08/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 06/28/2002  
 Requested: 06/16/2002 - 06/18/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 30  
 - Cumulative MYTD: 5,418

2002 ESCAPE

VIN: 1FMYU03112KD06002

Build Date:	06/12/2002	30 DIS/60 DIS**:	36 / NA
Purchase Date:	07/11/2002	Mileage - 30015/60 DIS**:	3000 / NA
Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Dealer Phone:		Increase SAT to 9 or 10	NANA
		Gender:	

Cust. Contact Date: 06/18/2002 Containment Status: Not Contained Agent ID: jmcocch

Concern Comment: The customer had a concern with the engine stalling while driving. This concern occurred a week after delivery and has only occurred once. The customer was travelling at approximately 35 miles per hour when this concern occurred. The engine stalled just as the customer turned the A/C onto its first setting. The customer had the oil changed by Fountain City Ford today but is not sure of the kind of oil used. The customer uses 87 octane for fuel. The customer was not travelling uphill or downhill when this concern occurred. There were no noises associated with this concern. The key turned in the ignition and the customer was able to immediately restart the vehicle. This vehicle is driven on a daily basis. The customer did not noticed any warning lights illuminated when this concern occurred. The customer is not sure of what the temperature gauge read, but this concern occurred within five minutes of starting the vehicle. The customer has not checked the battery. The customer has already mentioned this concern to Fountain City Ford and they advised her to bring the vehicle in if it occurs again.

SF \*\*\*: 8 (High) Complaint: NONE

VIN: 1FMYU03112KD06004

Build Date:	06/18/2002	30 DIS/60 DIS**:	30 / NA
Purchase Date:	07/17/2002	Mileage - 30015/60 DIS**:	1100 / NA
Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	4 / NA
Dealer Phone:		Increase SAT to 9 or 10	NANA
		Gender:	

Cust. Contact Date: 06/18/2002 Containment Status: Not Contained Agent ID: prehara

Concern Comment: The customer says that the engine stalled one day while driving down a hill. This was about a month after vehicle delivery. She hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. There were no noises associated with this concern. She was not able to restart the vehicle right away, instead she let it sit for about 1/2 an hour and then it started. She was driving the vehicle after it had sat overnight and no interior or exterior lights were on at this time. Also when this concern occurred the engine was already warmed up. She didn't check the battery but she took the vehicle immediately into Heritage Ford. They have ordered her a new part to fix this concern and it should arrive on Monday. She will be making an appointment with Heritage Ford based on the arrival of the needed part.

SF \*\*\*: 1 (Low) Complaint: 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 1640 days in service and 60 DIS occurs at 4670 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM02-027-D 3131





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/13/2002 - 05/27/2002  
 Call Date - Actual: 08/15/2002 - 09/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Received: 07/21/2001 - 05/29/2002  
 Received: 08/16/2002 - 08/16/2002  
 Received: 08/12/2001 - 07/26/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 29  
 - Cumulative MYTD: 5,415

2002 ESCAPE

VIN: 1F8CUM162K056378  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: APPOMATTOX, VA [REDACTED]

Build Date: 05/20/2002  
 Purchase Date: 07/12/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DISB6 DIS\*\* 25 / NA  
 Mileage - 30DISB6 DIS\*\* DK / NA  
 Veh. Product Quality Sat.\* - 30 DISB6 DIS\*\* 10 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/16/2002

Containment Status: Not Contained

Agent ID: prehans

Concern Comment:

The customer says that there is a chip in the paint on the middle area of the hood, close to the windshield. He noticed this concern on the day of vehicle delivery. The chip is about the size of a pin head and the vehicle is Dark Shadow Gray in color. He hasn't noticed any rust corrosion on the vehicle. He primarily travels on city paved roads and highways. He hasn't washed yet the vehicle as of yet and no after-market modifications have been made to the vehicle. There are no dents or decorations near the chip. He will mention this concern to Haley Ford of Farmville at his convenience.

SIF \*\*:

0 (None)

Champion:

NONE

BP02-827-D 3132

\* 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 1845 days in service and 8005 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: 08/13/2002 - 08/27/2002  
 Call Date - Actual: 08/18/2002 - 08/18/2002  
 Purchase Date - Actual: 07/09/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/16/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Returned

2002 ESCAPE

- Within date range: 20

- Cumulative NYTD: 5,418

VIN: 1FMYU021720089118

Cust. Name: [REDACTED]

Build Date: 08/17/2002

30 DIS/60 DIS\*\*

43 / NA

Cust. Phone: [REDACTED]

Purchase Date: 07/04/2002

60 DIS/90 DIS\*\*

2000 / NA

Cust. Address: [REDACTED]

Dealer Name: [REDACTED]

Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*

10 / NA

Cust. City: JOPLIN, MO [REDACTED]

Dealer Phone: [REDACTED]

Increase SAT to 8 or 10

NA/NA

Gender: [REDACTED]

Date	Repair Order	Repair Comments
08/25/2002	042778	REPLACE FRONT BUMPER

Cust. Contact Date: 08/16/2002

Containment Status: Not Contained

Agent ID: jmczech

Concern Comment: The customer had a concern with the power steering wheel becoming very stiff while driving. The gas pedal also did not work when this concern occurred. Only the brake pedal was functional. This concern occurred within two weeks after delivery, and has only occurred once. The customer resolved this concern by immediately returning the vehicle. The customer has not checked the power steering fluid levels or the tire pressure. There have been no after market modifications made to this vehicle. There is no leakage associated with this concern. The customer will mention this concern in Carriage Ford at the first oil change.

SE\*\* 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 15,000 days in service and 60 DIS occurs at 45,000 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 1=Low, 2=Medium, 3=High.

800-927-0333



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/16/2002 - 06/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/26/2002  
 Requested: 06/16/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2602 ESCAPE

- Within date range: 20

- Cumulative MYTD: 5,418

VIN: 1FMCV196322K000000

Customer Name: [REDACTED]

Build Date: 06/18/2002

30 DIS/60 DIS\*\*

30 / NA

Customer Phone: [REDACTED]

Purchase Date: 07/17/2002

Mileage - 30DIS/60 DIS\*\*

300 / NA

Customer Address: [REDACTED]

Dealer Name: [REDACTED]

Veh. Product Quality Sel.\* - 30 DIS/60 DIS\*\*

7 / NA

Customer City: EDMOND, OK [REDACTED]

Dealer Phone: [REDACTED]

Increase SAT to 9 or 10

Y/N/A

Gender: [REDACTED]

Customer Contact Date: 06/16/2002

Containment Status: Not Contained

Agent ID: Jmroach

Concern Comment:

The customer had a concern with a squeaking noise coming from the rear underbody. This concern occurred four days ago and has only occurred once. This noise could be heard over the A/C, on its first setting. The customer was reversing out of her driveway at approximately five miles per hour, when this concern occurred. The customer has a gravel driveway. The customer has not checked the vehicle moldings to see if they appear intact. There are no specific weather conditions associated with this concern. This concern did not occur while traveling over bumps or around a turn. This concern did not occur after slowing down or coming to a stop. If this concern continues the customer will mention it to a local dealership (has not chosen one yet) because her selling dealership, Reynolds Ford, is too much of a distance away.

SF \*\*\*: 8 (None)

Comments: NONE

EM02-071-D 3134

\* 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 4573 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:05/13/2002 - 06/27/2002  
Call Date - Actual:08/19/2002 - 08/19/2002  
Purchase Date - Actual:07/03/2002 - 07/17/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 08/29/2002  
Requested: 08/19/2002 - 08/19/2002  
Requested: 08/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Concerns Surveyed

2002 ESCAPE

- Within date range: 28

- Cumulative MYTD: 5,418

VIC: 1F8YU62172K000116

Cust. Name: [REDACTED]

Cust. Phone:

Cust. Address:

Cust. City: JOPLIN, MO [REDACTED]

Build Date: 06/17/2002

Purchase Date: 07/04/2002

Dealer Name:

Dealer Phone:

30 DMS60 DIS\*\*

Mileage - 3003980 DIS\*\*

Veh. Product Quality Rat.\* - 38 DMS60 DIS\*\*

Increase SAT to 9 or 10

Gender:

43 / NA

2900 / NA

10 / NA

NANA

Date	Repair Order	Repair Comments
08/26/2002	042778	REPLACE FRONT BUMPER

Cont. Contact Date:

08/16/2002

Containment Status:

Not Contained

Agent ID: jmosch

Concern Comment:

The customer had a concern with the transmission shifting rough between gears. This concern occurred the first week-end after delivery, and has only occurred once. There were no front or rear vibrations associated with this concern. The vehicle is not parked in a garage. This vehicle is not used to move heavy cargo or pull a boat or a trailer. The A/C was on when this concern occurred. The customer was accelerating from approximately 20 miles per hour. The vehicle still has the factory oil and the customer uses 57 octane for fuel. This concern occurred on a warm engine. The customer is not sure of what the RPM or temperature gauge readings were at the time of this concern. This concern did not occur while driving uphill or downhill. There were no unusual noises associated with this concern. There were no specific weather or road conditions associated with this concern. There was no leakage associated with this concern. The customer has not checked the transmission fluid level. The customer will mention this concern to Carriage Ford at the first oil change.

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 1545 days in service and 68 DIS occurs at 4873 days in service.  
\*\*\* Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

User ID: CC183EL1



### CONCERNS BY CATEGORIES

Build Date - Actual: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/28/2002  
 Requested: 06/18/2002 - 06/18/2002  
 Requested: 06/21/2001 - 07/25/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 29

- Cumulative MYTD: 5,418

2002 ESCAPE

Web: 1FNYU84T72C000484  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: ALLOUZE, MI [REDACTED]

Build Date: 06/04/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

SE DIS90 DIS\*\* 30 / NA  
 Mileage - 2002/50 DIS\*\* 1805 / NA  
 Veh. Product Quality Sel\*\* - 30 DIS90 DIS\*\* 10 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 06/18/2002

Containment Status: Not Contained

Agent ID: phone

Concern Comment: The customer says that the transmission is hard to shift out of park. He first noticed this concern about a week after vehicle delivery. There are no vibrations or noises associated with this concern. The vehicle is generally parked in a garage and hasn't been used to move any heavy cargo or to pull a boat or trailer. The A/C is usually on when this concern occurs. The customer hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. This concern is noticed upon initial start-up and also when the engine is fully warm. He is not necessarily stopped on an issue when this concern is noticed. There are no specific weather or road conditions associated with this concern. He hasn't checked his transmission fluid level yet, but hasn't noticed any leaks either. This concern occurs intermittently and he does plan on addressing it with Big Valley Ford at his convenience.

SEF \*\*\*: 8 (None)

Champion: NONE

\* Networkwide: 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 50 DIS occurs at 4976 days in service.  
 \*\*\* Satisfaction Index Factor (SIF) scale is: 3=score, 1=low, 2=mid, 0=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 06/19/2002 - 06/19/2002  
 Requested: 08/21/2001 - 07/25/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative BYTD: 5,458

#### 2002 ESCAPE

VIN: 1FENC1D4162D41376	Build Date: 06/20/2002	30 DIS/90 DIS**	36 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/12/2002	Miles - 30DIS/90 DIS**	DK / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS/90 DIS**	10 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City: APPOMATTOX, VA [REDACTED]		Gender: [REDACTED]	

Cust. Contact Date: 06/16/2002      Containment Status: Not Contained      Agent ID: prohrs

Concern Comment: The customer says that one day he started the vehicle, then put it in gear, the engine was running but the vehicle wouldn't move. This occurred about a month after vehicle delivery. No vibrations or noises were associated with this concern. The vehicle is generally parked under a car port. He hasn't used the vehicle to move any heavy cargo or to pull a boat or a trailer. The A/C was off when this occurred. He hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. This concern occurred at initial start-up and no specific weather or road conditions were associated. He did check the transmission fluid level and it is fine. No leaks have been noticed either. This concern only occurred one time. The customer simply turned off the vehicle, let it sit a few minutes, then restarted and the gears engaged this time. He will address this with Harley Ford of Farmville at his 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 Buy and 10=Definitely Would Buy.  
 \*\* 30 DIS occurs at 1545 days in service and 90 DIS occurs at 4873 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM02-027-D 3137



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/13/2002 - 09/27/2002  
 Call Date - Actual: 08/16/2002 - 08/16/2002  
 Purchase Date - Actual: 07/09/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant/Kit: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 09/29/2002  
 Requested: 08/16/2002 - 08/16/2002  
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 29  
 - Cumulative MYTD: 5,418

2002 ESCAPE

VIN: 1FMCU3M182H004978

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: APPOMATTOX, VA [REDACTED]

Build Date: 05/26/2002  
 Purchase Date: 07/12/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 35 / NA  
 Mileage - 30DIS/60 DIS\*\* : OK / NA  
 Veh. Product Quality Sat.\*\*\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 8 or 10 : NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/16/2002  
 Concern Comment:

Containment Status: Not Contained

Agent ID: prehana

The customer says that there is a stain on the seat cushion of the front drivers side seat in the vehicle. He noticed this concern about two days after vehicle delivery. The vehicle is equipped with gray leather bucket seats in the front seating area. The stain is about two inches in length. He will address this concern with Halsey Ford of Farmville at his convenience.

SIF \*\*\*: 8 (None)

Champion: NONE

EMM-027-D 3139

\* 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 4875 days in service.  
 \*\*\* Satisfaction Based Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/18/2002 - 08/27/2002  
 Call Date - Actual: 08/14/2002 - 08/18/2002  
 Purchase Date - Actual: 07/18/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/29/2002  
 Requested: 08/16/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 28  
 - Cumulative MYTD: 5,418

2002 ESCAPE

VIN:	1FMYU9172KD4140	Build Date:	06/18/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/17/2002	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 8 or 10	NANA
Cust. City:	BCHERERVILLE, IN [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/18/2002      Containment Status: Not Contained      Agent ID: jmoesch  
 Concern Comment: The customer likes the added cargo room provided by folding the rear seats down. The customer also likes the ease and convenience of folding the rear seats up and down.

SF \*\*\*: 8 (None)      Complaint: NONE

ES02-027-D 3130

\* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations 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 Incent Factor (SIF) scale is: 0=none, 1=low, 2=mid-high, 3=high.





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/18/2002 - 05/27/2002  
 Del Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant's: KANSAS CITY  
 Code Type: Ford Dealer Concern Code

Requested: 07/21/2001 - 05/28/2002  
 Requested: 06/18/2002 - 06/18/2002  
 Requested: 06/21/2001 - 07/20/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 20  
 - Cumulative MYTD: 5,618

2002 ESCAPE

VIN 1F8TUS4182K052002

Build Date:	05/18/2002	30 DIS/60 DIS**:	44 / NA
Purchase Date:	07/03/2002	Mileage - 30DIS/60 DIS**:	1300 / NA
Dealer Name:		Veh. Product Quality Sat.*** - 30 DIS/60 DIS**:	0 / NA
Dealer Phone:		Increase SAT to 9 or 10	NA/NA
		Gender:	

Cont. Contact Date: 06/18/2002      Containment Status: Not Contained      Agent ID: prehanp  
 Concern Comment: The customer says that the seating in the vehicle should be more padded for comfort.

SF \*\*: 1 (None)      Complaint: NONE

ENG-027-0 3149

\* 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.  
 \*\* 50 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:08/13/2002 - 08/27/2002  
Call Date - Actual:08/16/2002 - 08/16/2002  
Purchase Date - Actual:07/03/2002 - 07/17/2002  
Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
Requested: 08/16/2002 - 09/18/2002  
Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 29  
- Cumulative MYTD: 8,418

2002 ESCAPE

VIN: 1FMYU83172KD89118  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: JOPLIN, MO [REDACTED]

Build Date: 08/17/2002  
Purchase Date: 07/04/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 43 / NA  
Mileage - 30DIS/60 DIS\*\* : 2000 / NA  
Veh. Product Quality Sat.\* - 36 DIS/60 DIS\*\* : 10 / NA  
Increases SAT to 9 or 10 : NA/NA  
Gender: [REDACTED]

Date	Repair Order	Repair Comments
08/25/2002	042778	REPLACE FRONT BUMPER

Cust. Contact Date: 08/16/2002 Containment Status: Not Contained  
Concern Comment: The customer likes having remote keyless entry.  
SF \*\*\*: 8 (None) Champion: NONE

Agent ID: jmosch

\* 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 Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-High.

EMZ-027-D 3161



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/13/2002 - 08/27/2002  
 Call Date - Actual: 08/16/2002 - 08/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 06/29/2002  
 Requested: 08/16/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/25/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Reviewed  
 - Within date range: 20  
 - Cumulative MYTD: 8,418

#### 2002 ESCAPE

VIN: 1FMYU03182KD64888	Build Date: 08/13/2002	30 DIS/60 DIS**:	36 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/11/2002	Mileage - 30DIS/60 DIS**:	2500 / 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: WESTLAND, MI [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/16/2002 Containment Status: Not Contained Agent ID: jmosch  
 Concern Comment: The customer likes having a moon roof

SIF \*\*: 0 (None) Champion: NONE

VIN: 1FMYU03172KD6448	Build Date: 08/17/2002	30 DIS/60 DIS**:	43 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/04/2002	Mileage - 30DIS/60 DIS**:	2000 / 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: JOPLIN, MO [REDACTED]		Gender:	[REDACTED]

Date	Repair Order	Repair Comments
08/02/2002	042778	REPLACE FRONT BUMPER

Cust. Contact Date: 08/16/2002 Containment Status: Not Contained Agent ID: jmosch  
 Concern Comment: The customer likes having a moon roof

SIF \*\*: 0 (None) Champion: NONE

2002-077-D 3142

\* 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 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: 05/18/2002 - 05/27/2002  
 Call Date - Actual: 08/18/2002 - 08/18/2002  
 Purchase Date - Actual: 07/09/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Crown Code

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/18/2002 - 08/18/2002  
 Requested: 08/24/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 20

- Cumulative NYTD: 5,418

2002 ESCAPE

VIN: 1FN7U84193D061855

Customer Name: [REDACTED]  
 Customer Phone: [REDACTED]  
 Customer Address: [REDACTED]  
 Customer City: MERCER, PA [REDACTED]

Build Date: 05/17/2002  
 Purchase Date: 07/12/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS<sup>\*\*</sup>: 35 / NA  
 Mileage - 30DIS/60 DIS<sup>\*\*</sup>: 2000 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS<sup>\*\*</sup>: 10 / NA  
 Increase SAT to 9 or 10: N/A  
 Gender: [REDACTED]

Customer Contact Date: 08/18/2002

Containment Status: Not Contained

Agent ID: profm

Concern Comment: The customer likes the sun roof in the vehicle.

SIF<sup>\*\*\*</sup>: 0 (None)

Champion: NONE

VIN: 1FN7U84193D061854

Customer Name: [REDACTED]  
 Customer Phone: [REDACTED]  
 Customer Address: [REDACTED]  
 Customer City: BAKERSFIELD, VT [REDACTED]

Build Date: 05/18/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS<sup>\*\*</sup>: 30 / NA  
 Mileage - 30DIS/60 DIS<sup>\*\*</sup>: 1100 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS<sup>\*\*</sup>: 4 / NA  
 Increase SAT to 9 or 10: N/A  
 Gender: [REDACTED]

Customer Contact Date: 08/18/2002

Containment Status: Not Contained

Agent ID: profm

Concern Comment: The customer likes the power controlled moon roof on the vehicle.

SIF<sup>\*\*\*</sup>: 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 score 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.

ER02-027-D 3143



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/08/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Default Custom Codes

Requested: 07/12/2001 - 06/28/2002  
 Requested: 06/16/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 20  
 - Cumulative MYTD: 6,418

#### 2002 ESCAPE

VIN: 1FMYU011520D00378	Build Date: 06/19/2002	30 DIS/60 DIS**	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/17/2002	Mileage - 30DIS/60 DIS**	380 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Yeh. Product Quality Sat.* - 30 DIS/60 DIS**	10 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: LEESBURG, FL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/18/2002 Containment Status: Not Contained Agent ID: Jmosech  
 Concern Comment: The customer likes the degree of tint for the tinted windows because its not too dark.

SF \*\*\*: 8 (None) Champaign: NONE

VIN: 1FMYU03182KD00025	Build Date: 06/14/2002	30 DIS/60 DIS**	36 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/11/2002	Mileage - 30DIS/60 DIS**	1300 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Yeh. Product Quality Sat.* - 30 DIS/60 DIS**	9 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 8 or 10	NANA
Cust. City: WEST BABYLON, NY 11704		Gender:	[REDACTED]

Date	Repair Order	Repair Comments
06/27/2002	173865	TR SENSOR DRD PSTEERING COLUMN TRACE WIRING HARNESS FOUND BAD CONTACT RETEST OK

Cust. Contact Date: 06/18/2002 Containment Status: Not Contained Agent ID: Jmosech  
 Concern Comment: The customer also likes the road visibility into the cargo and rear windows which makes it easier to reverse safely.

SF \*\*\*: 8 (None) Champaign: 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 count of 1548 days in service and 60 DIS count of 4576 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



### CONCERNS BY CATEGORIES

Build Date - Actual: 05/13/2002 - 05/27/2002  
 Call Date - Actual: 05/16/2002 - 05/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 05/25/2002  
 Requested: 05/14/2002 - 05/15/2002  
 Requested: 05/21/2001 - 07/25/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 29  
 - Cumulative MYTD: 5,418

2002 ESCAPE

VIN: 1FMYU83122GD97796

Cust. Name:	[REDACTED]	Build Date:	05/16/2002	30 DIS/60 DIS**:	30 / NA
Cust. Phone:	[REDACTED]	Purchase Date:	07/17/2002	Mileage - 30DIS/60 DIS**:	1180 / NA
Cust. Address:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. City:	ST LOUIS, MO [REDACTED]	Dealer Phone:	[REDACTED]	Increase SAT to 9 or 10	NA/NA
				Gender:	[REDACTED]

Cust. Contact Date:	05/16/2002	Containment Status:	Not Contained	Agent ID:	jacobch
Concern Comment:	The customer would have liked a lighter tinting for the rear windshield for better vision at night.				
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 15000 miles in service and 60 DIS occurs at 4575 days in service.  
 \*\*\* Satisfaction Internal Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ES02-027-0 3145



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/15/2002 - 08/27/2002  
 Call Date - Actual: 08/18/2002 - 08/18/2002  
 Purchase Date - Actual: 07/17/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/18/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 28  
 - Cumulative MYTD: 5,418

2002 ESCAPE

VIN: 1FMYD031400A22100	Build Date: 08/27/2002	30 DISB0 DIS**	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/17/2002	Mileage - 30DISB0 DIS**	1000 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.** - 30 DISB0 DIS**	0 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: ALBUQUERQUE, NM [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/18/2002	Containment Status: Not Contained	Agent ID: jnszech
Concern Comment: The customer will like the look of wind noise from this vehicle.		

SIF**:	0 (None)	Champion:	NONE
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ENG2-027-D 31/05

\* 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 DISB occurs at 15000 days in service and 60 DISB occurs at 45075 days in service.  
 \*\*\* Satisfaction based Ford's (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/28/2002  
 Requested: 06/18/2002 - 06/18/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 29  
 - Cumulative BYTD: 5,416

2002 ESCAPE

VIN: 1FMYU01182K088376	Build Date: 06/19/2002	30 DISMO DIS**:	30 / NA
Cust. Name:	Purchase Date: 07/17/2002	Mileage - 30DISMO DIS**:	300 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DISMO DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: LEESSBURG, FL		Gender:	

Cust. Contact Date: 06/16/2002	Containment Status: Not Contained	Agent ID: jrmwch
Concern Comment: The customer likes that the wipers sprayers are stationary on the hood of the vehicle.		
SIF **: 0 (None)	Champion: NONE	

EP82-027-0 3147

\* 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 15MS days in service and 60 DIS occurs at 45/75 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale: 0=none, 1=low, 2=medium, 3=high





### CONCERNS BY CATEGORIES

Build Date - Actual: 05/13/2002 - 06/27/2002  
 Call Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Dealer Concern Codes

Requested: 07/21/2001 - 06/26/2002  
 Requested: 06/18/2002 - 06/18/2002  
 Requested: 05/21/2001 - 07/25/2002

Ford Motor Company

#### CC CODE: OVERALL VEHICLE

#### 2002 ESCAPE

Total Concerns Surveyed  
 - Within date range: 20  
 - Cumulative BYTD: 5,418

VIN: 1FNDU85122KD00146  
 Cust. Name: [REDACTED] Build Date: 06/17/2002 30 DIS/60 DIS\*\* 43 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/04/2002 Mileage - 30DIS/60 DIS\*\* 2000 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 10 / NA  
 Cust. City: JOPLIN, MO [REDACTED] Dealer Phone: Increase SAT to 9 or 10 N/A  
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/25/2002	042778	REPLACE FRONT BUMPER

Cust. Contact Date: 06/18/2002 Containment Status: Not Contained Agent ID: jroesch  
 Concern Comment: The customer files all of the vehicles power functions.

SF \*\*\*: 0 (None) Champion: NONE

VIN: 1FNDU85122KD00147  
 Cust. Name: [REDACTED] Build Date: 06/12/2002 30 DIS/60 DIS\*\* 31 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/18/2002 Mileage - 30DIS/60 DIS\*\* 1700 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 10 / NA  
 Cust. City: BIG STONE GAP, VA [REDACTED] Dealer Phone: Increase SAT to 9 or 10 N/A  
 Gender: [REDACTED]

Cust. Contact Date: 06/18/2002 Containment Status: Not Contained Agent ID: jroesch  
 Concern Comment: The customer files the convenience of all of the vehicles "Power" functions.

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 1045 days in service and 60 DIS occurs at 4579 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: 06/18/2002 - 06/27/2002  
 Call Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/16/2001 - 06/26/2002  
 Requested: 06/16/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/26/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Starved

- Within date range: 28

- Cumulative MYTD: 5,418

#### 2002 ESCAPE

VIN: 1FMYU01162KD08978  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: LEEBURG, FL [REDACTED]

Build Date: 06/18/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 30 / NA  
 Mileage - 30DIS/60 DIS\*\* : 360 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 8 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/16/2002  
 Concern Comment: The customer says the gas mileage she is getting from this vehicle and said that her first time having to fill the tank was at 287 miles.

Containment Status: Not Contained

Agent ID: jrcmch

SIF \*\*: 8 (None)

Champion: NONE

VIN: 1FMYU03102KD04585  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: WESTLAND, MI [REDACTED]

Build Date: 06/13/2002  
 Purchase Date: 07/11/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 36 / NA  
 Mileage - 30DIS/60 DIS\*\* : 290 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 18 / NA  
 Increase SAT to 8 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/16/2002  
 Concern Comment: The customer is satisfied with the current gas mileage of 28 miles per gallon which she is getting while highway driving.

Containment Status: Not Contained

Agent ID: jrcmch

SIF \*\*: 9 (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.

ES02-071-D-3148



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/09/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 06/18/2002 - 06/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 29  
 - Cumulative MYTD: 5,416

2002 ESCAPE

VIN: 1FMYU034120008002

Customer Name: [REDACTED]  
 Customer Phone: [REDACTED]  
 Customer Address: [REDACTED]  
 Customer City: MONMOUTH JUNCTION, NJ [REDACTED]

Build Date: 06/13/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 30 / NA  
 Mileage - 30DIS/60 DIS\*\* : 500 / 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
07/18/2002	08288	R+ RADIO FOR REPAIR BERNES ALTO 84802 INSTALL EXCHANGE UNIT

Customer Contact Date: 06/18/2002

Containment Status: Not Contained

Agent ID: jmcarrk

Concern Comment: The customer likes having front-wheel drive.

SF \*\*: 1 (None)

Champion: NONE

ENC-027-0 3180

\* 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 4075 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: 05/13/2002 - 06/27/2002  
 Call Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/02/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/28/2002  
 Requested: 06/18/2002 - 06/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative MYTD: 5,418

2002 ESCAPE

VIN:	1FMYU41Z2K00039	Build Date:	06/28/2002	30 DSI/60 DS <sup>**</sup> :	30 / NA
Cust. Name:		Purchase Date:	07/17/2002	Mileage - 30DSI/60 DS <sup>**</sup> :	760 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DSI/60 DS <sup>**</sup> :	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	AUBURN, NY			Gender:	

Cust. Contact Date:	08/16/2002	Containment Status:	Not Contained	Agent ID:	probans
Concern Comment:	The customer likes the storage space located under the passenger front seat in the vehicle.				
SEI <sup>***</sup> :	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 DSI occurs at 1546 days in service and 60 DS occurs at 4576 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: 05/13/2002 - 06/27/2002  
 Cust Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/29/2002  
 Requested: 06/18/2002 - 06/18/2002  
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 20

- Cumulative MYTD: 5,418

VIN:	1FMCU64102KD08127	Build Date:	06/26/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/17/2002	Mileage - 30DIS/60 DIS**:	900 / 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:	DALY CITY, CA [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/16/2002 Containment Status: Not Contained Agent ID: prebena  
 Concern Comment: The customer like the roominess in the vehicle.

SFI \*\*\*: 4 (None) Classification: NONE

VIN:	1FMYU091000002300	Build Date:	06/27/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/17/2002	Mileage - 30DIS/60 DIS**:	1600 / 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:	ALBUQUERQUE, NM [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/16/2002 Containment Status: Not Contained Agent ID: jmoesch  
 Concern Comment: The customer and his wife like the roominess of this vehicle.

SFI \*\*\*: 4 (None) Classification: 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 Buy and 10=Definitely Would Buy.  
 \*\* 30 DIS occurs at 3045 days in service and 60 DIS occurs at 4375 days in service.  
 \*\*\* Satisfaction Index Factor (SFI) scale is: 0=None, 1=Low, 2=Medium, 3=High.

**CONCERNS BY CATEGORIES***Ford Motor Company*

Build Date - Actual: 05/15/2002 - 05/27/2002  
 Call Date - Actual: 05/16/2002 - 05/16/2002  
 Purchase Date - Actual: 07/09/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant's: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 05/18/2002 - 05/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 28  
 - Cumulative BYTD: 5,416

2002 ESCAPE

VIN: 1FMYU03172KD64190	Build Date: 05/19/2002	30 DIS60 DIS**:	30 / NA
Cust. Name:	Purchase Date: 07/17/2002	Mileage - 30DIS60 DIS**:	1500 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat. - 30 DIS60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: SCHENEVILLE, IN		Gender:	

Cust. Contact Date: 05/16/2002	Containment Status: Not Contained	Agent ID: jroesch
Concern Comment: The customer likes the appearance of his vehicle.		
SF**:	0 (None)	Cherptic: NONE

EM02-827-D 3103

\* 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 means at 15000 days in service and 60 DIS occurs at 45000 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: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/16/2002 - 06/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant's: KANSAS CITY  
 Code From Ford Detail Concern Codes

Requested: 07/31/2001 - 09/28/2002  
 Requested: 06/16/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 20

- Cumulative MYTD: 5,416

2002 ESCAPE

VIN: 1FMYUW1162KD90370  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: LEEFSBUR, FL [REDACTED]

Build Date: 06/19/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 50 / NA  
 Mileage - \$000/50 DIS\*\* : 300 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 9 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/16/2002 Containment Status: Not Contained  
 Concern Comment: The customer likes that the interior trim color matches the exterior paint.

Agent ID: jrczech

SIF \*\*\*: 0 (None) Complaint: 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 4676 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

EMC-927-D 3184



**CONCERNS BY CATEGORIES**

*Ford Motor Company*

Build Date - Actual: 06/13/2002 - 06/27/2002  
Call Date - Actual: 06/18/2002 - 06/18/2002  
Purchase Date - Actual: 07/08/2002 - 07/17/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
Requested: 09/16/2002 - 09/18/2002  
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 28  
- Cumulative MYTD: 5,418

2502 ESCAPE

VIN: 1FMYJ83113G067796	Build Date: 06/18/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/17/2002	Miles - 30DS/60 DS**:	1160 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DS/60 DS**:	9 / NA
Cust. Address:	Dealer Phone:	Invoice SAT to 9 or 10	NA/NA
Cust. City: ST LOUIS, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/18/2002	Containment Status: Not Contained	Agent ID: jmcach
Concern Comment: The customer would have liked a grab handle on the interior of the flaps to aid in opening and closing.		

BFI***: 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 DS occurs at 1545 days in service and 60 DS occurs at 4679 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: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/16/2002 - 06/18/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default System Codes

Requested: 07/31/2001 - 08/29/2002  
 Requested: 08/16/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Concerns Reported

- Within date range: 26

- Cumulative BYTD: 5,418

2602 ESCAPE

VIN: 1FMYJUM4122K08809  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: ALBURN, NY [REDACTED]

Build Date: 06/28/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS60 DIS\*\* 30 / NA  
 Mileage - 30DIS60 DIS\*\* 760 / NA  
 Veh. Product Quality Ser.\* - 30 DIS60 DIS\*\* 10 / NA  
 Increase SAT to 9 or 10 N/A/N/A  
 Gender: [REDACTED]

Cust. Contact Date: 06/19/2002

Containment Status: Not Contained

Agent ID: prohm

Concern Comment: The customer says that the airbag should be located higher up in the dashboard so that it is easier to reach while driving.

SIF \*\* 0 (None)

Champion: NONE

10002-027-0 0198

\* 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 DIS60 score at 1044 days in service and 80 DIS60 score at 4575 days in service.  
 \*\*\* Satisfaction based on Factor #1 (Scale 1-3 score: 1=low, 2=medium, 3=high)

**CONCERNS BY CATEGORIES***Ford Motor Company*

Build Date - Actual: 08/18/2002 - 08/27/2002  
 Call Date - Actual: 08/18/2002 - 08/18/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Recreated: 08/14/2002 - 08/18/2002  
 Reopened: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed

- Within date range: 28

- Cumulative MYTD: 5418

2002 ESCAPE

VIN: 1FMYU02142KD02204

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: ST LOUIS, MO [REDACTED]

Build Date: 08/18/2002

Purchase Date: 07/17/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\*

Miles - 30DIS/60 DIS\*\*

Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*

Increase SAT to 9 or 10

Gender: [REDACTED]

30 / NA

1100 / NA

9 / NA

NA/NA

Cust. Contact Date: 08/18/2002

Containment Status: Not Contained

Concern Comment: The customer likes the height of this vehicle which provides better road visibility.

Agent ID: jmosach

SIF \*\*: 0 (None)

Champion: NONE

VIN: 1FMYU02182KD00025

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: WEST BABYLON, NY [REDACTED]

Build Date: 08/14/2002

Purchase Date: 07/11/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\*

Miles - 30DIS/60 DIS\*\*

Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*

Increase SAT to 9 or 10

Gender: [REDACTED]

35 / NA

1300 / NA

9 / NA

NA/NA

Date	Rec'd Order	Rec'd Comments
08/27/2002	17395	TR SENSOR DRD PSTERING COLUMN TRACE WIRING HARNESS FOUND BAD CONTACT RETEST OK

Cust. Contact Date: 08/14/2002

Containment Status: Not Contained

Concern Comment: The customer likes the height of this vehicle which provides better road visibility.

Agent ID: jmosach

SIF \*\*: 0 (None)

Champion: NONE

LIST 0-120-2000

\* Satisfaction: Satisfaction as 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation as 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 SIF scale is: 0=None, 1=Low, 2=Medium, 3=High.

User ID: CORGEL1



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/18/2002 - 06/27/2002  
 Cust Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/08/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code 1 Use: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/18/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative MYTD: 6,418

2002 ESCAPE

VIN: 1FMCU0H102K000427	Build Date: 06/26/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/17/2002	Mileage - 30DIS/60 DIS**:	600 / 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: DALY CITY, CA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/18/2002 Containment Status: Not Contained Agent ID: pmlans  
 Concern Comment: The customer likes the design of the body of the vehicle as there are no blind spots when driving.

SF \*\* : 8 (None) Champion: NONE

VIN: 1FMYU0H102K000270	Build Date: 06/18/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/17/2002	Mileage - 30DIS/60 DIS**:	300 / 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
Cust. City: LEEBURG, FL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/18/2002 Containment Status: Not Contained Agent ID: jmcosh  
 Concern Comment: The customer likes that this vehicle has a good feeling of weight, like that of a truck.

SF \*\* : 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 4575 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

User ID: C0883811

ES02-027-0 3198



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/12/2002 - 06/27/2002  
 Call Date - Actual: 06/16/2002 - 06/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 06/26/2002  
 Requested: 06/16/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 29  
 - Cumulative NYTD: 8,418

2002 ESCAPE

VIN: 1FMYU02102K002200

Cust. Name: [REDACTED] Cust. Phone: [REDACTED] Cust. Address: [REDACTED] Cust. City: ALBUQUERQUE, NM [REDACTED]	Build Date: 06/27/2002 Purchase Date: 07/17/2002 Dealer Name: [REDACTED] Dealer Phone: [REDACTED]	30 DIS/60 DIS** Mileage - 36018/60 DIS** Veh. Product Quality Sat. - 90 DIS/60 DIS** Increase SAT to 9 or 10 Gender: [REDACTED]	30 / NA 1600 / NA 9 / NA NANA
--	--	---	--

Cust. Contact Date: 06/16/2002 Concern Comment: The customer's wife likes the size of this vehicle.	Containment Status: Not Contained	Agent ID: jmczech
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BIF ***: 9 (None)	Champio: NONE
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FORM 27-0 3/99

\* 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  
 \*\* 90 DIS occurs at 1043 days in service and 60 DIS occurs at 4675 days in service.  
 \*\*\* Satisfaction Index Factor (SIF) scale is: 0=None, 1=Low, 2=Low-Mid, 3=High.

User ID: OC186EL1



### CONCERNS BY CATEGORIES

Build Date - Actual: 08/18/2002 - 08/27/2002  
 Call Date - Actual: 08/18/2002 - 08/18/2002  
 Purchase Date - Actual: 07/08/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 08/28/2002  
 Requested: 08/18/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/25/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 25

- Cumulative MYTD: 5,418

2002 ESCAPE

VIN: 1FMYU81102K049378  
 Cust. Name: [REDACTED] Build Date: 08/19/2002 30 DIS/60 DIS\*\* 30 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/17/2002 Mileage - 30015/60 DIS\*\* 1600 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 9 / NA  
 Cust. City: LEESBURG, FL [REDACTED] Dealer Phone: Increase BAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/18/2002 Containment Status: Not Contained Agent ID: jmczech  
 Concern Comment: The customer does not quiet the A/C is.

SEF\*\*\*: 0 (None) Complaint: NONE

VIN: 1FMYU81102K042308  
 Cust. Name: [REDACTED] Build Date: 08/27/2002 30 DIS/60 DIS\*\* 30 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/17/2002 Mileage - 30015/60 DIS\*\* 1600 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 9 / NA  
 Cust. City: ALBUQUERQUE, NM [REDACTED] Dealer Phone: Increase BAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/18/2002 Containment Status: Not Contained Agent ID: jmczech  
 Concern Comment: The customer will love the performance of the A/C.

SEF\*\*\*: 0 (None) Complaint: NONE

\* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.  
 \*\* 30 DIS occurs at 3948 days in service and 60 DIS occurs at 4876 days in service.  
 \*\*\* Satisfaction based Factor (SEF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

8875 0-827-0 3188



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/13/2002 - 05/27/2002  
 Call Date - Actual: 08/18/2002 - 08/18/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Dealer Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/18/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 25  
 - Cumulative MYTD: 5,418

2002 ESCAPE

VIN: 1FMYU031720001190

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: SCHERERVILLE, IN [REDACTED]

Build Date: 05/19/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 30 / NA  
 Mileage - 30DIS/60 DIS\*\* : 1580 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 8 or 10 : NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/18/2002

Containment Status: Not Contained

Agent ID: jromach

Concern Comment: The customer likes the performance of the A/C.

SIP \*\*\*: 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 4875 days in service.  
 \*\*\* Satisfaction Impact Factor (SIP) scale is: 0=None, 1=Low, 2=Medium, 3=High.

1810 0-07-0 3181



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/19/2002 - 06/27/2002  
Call Date - Actual: 06/16/2002 - 06/16/2002  
Purchase Date - Actual: 07/03/2002 - 07/17/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
Requested: 06/16/2002 - 06/16/2002  
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 28

- Crossed the MYTD: 5,418

2002 ESCAPE

WVC: 1E1TJMK312K007790  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: ST LOUIS, MO [REDACTED]

Build Date: 06/16/2002  
Purchase Date: 07/17/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 30 / NA  
Miles - 5000/60 DIS\*\* : 1190 / NA  
Veh. Product Quality Sat\* - 30 DIS/60 DIS\*\* : 9 / NA  
Increase SAJ to 9 or 10 : N/A  
Gender: [REDACTED]

Cust. Contact Date: 06/16/2002 Containment Status: Not Contained  
Concern Comment: The customer would have liked the air conditioning to be quieter when set on A/C Max.

Agent ID: jmcwch

SF \*\*: 9 (Noise) Complaint: NONE

EM02-027-0 3182

\* 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 4975 days in service.  
\*\*\* Satisfaction Impact Factor (SIF) scale is: 0-worst, 1-best, 2-medium, 3-better.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/13/2002 - 09/27/2002  
 Cui Date - Actual: 06/16/2002 - 06/16/2002  
 Purchase Date - Actual: 07/08/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Recusent: 06/16/2002 - 06/16/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 28  
 - Cumulative MYTD: 5,418

2002 ESCAPE

VIN: 1FMCUB4162KD97625  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: WALKER, IA [REDACTED]

Build Date: 06/26/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\*  
 Mileage - 3000/60 DIS\*\*  
 Veh. Product Quality Sat. - 30 DIS/60 DIS\*\*  
 Increase SAT to 9 or 10  
 Gender: [REDACTED]

30 / NA  
 1000 / NA  
 10 / NA  
 NANA

Cust. Contact Date: 06/16/2002  
 Concern Comment: The customer likes the 6-disc CD changer in the vehicle.  
 Containment Status: Not Contained  
 Agent ID: prehana

SF \*\*: 6 (None)  
 Clamper: NONE

VIN: 1FMYU03162KD64586  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: WESTLAND, MI [REDACTED]

Build Date: 06/13/2002  
 Purchase Date: 07/11/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\*  
 Mileage - 3000/60 DIS\*\*  
 Veh. Product Quality Sat. - 30 DIS/60 DIS\*\*  
 Increase SAT to 9 or 10  
 Gender: [REDACTED]

36 / NA  
 2500 / NA  
 10 / NA  
 NANA

Cust. Contact Date: 06/16/2002  
 Concern Comment: The customer likes having a six CD disc changer.  
 Containment Status: Not Contained  
 Agent ID: jroesch

SF \*\*: 6 (None)  
 Clamper: 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 4876 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 1=low, 2=medium, 3=high.

6802-027-0 3183





### CONCERNS BY CATEGORIES

Build Date - Actual: 05/18/2002 - 05/27/2002  
 Call Date - Actual: 05/18/2002 - 05/18/2002  
 Purchase Date - Actual: 05/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Default Contact Codes

Requested: 07/11/2001 - 06/28/2002  
 Requested: 05/18/2002 - 05/18/2002  
 Requested: 05/21/2001 - 07/25/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 20

- Cumulative MYTD: 5,418

2002 ESCAPE

VIN: 1F101M418000572802	Build Date: 05/18/2002	30 DIS/60 DIS**:	44 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/03/2002	Mileage - 30DIS/60 DIS**:	1300 / 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: OVERLAND PARK, KS [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 05/05/2002 Containment Status: Not Contained Agent ID: private  
 Concern Comment: The customer likes the sound system in the vehicle.

SIF \*\*: 4 (Items) Champion: NONE

VIN: 1F101M41220E02000	Build Date: 05/28/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/17/2002	Mileage - 30DIS/60 DIS**:	780 / 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: AUBURN, NY [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 05/15/2002 Containment Status: Not Contained Agent ID: private  
 Concern Comment: The customer likes the 8-disc CD changer in the vehicle.

SIF \*\*: 4 (Items) Champion: NONE

\* Satisfaction: 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/60 DIS\*\* means at 1045 days in service and 60 DIS/60 DIS\*\* means at 4975 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 0-Low, 1-Mid, 2-Medium, 3-High.

2002-07-0 3184



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/19/2002 - 08/27/2002  
 Call Date - Actual: 08/16/2002 - 08/16/2002  
 Purchase Date - Actual: 07/09/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant's: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 08/28/2002  
 Requested: 08/16/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 28

- Cumulative MYTD: 8,418

2002 ESCAPE

VIN: 1FMYL03112KD68022

Cust. Name: [REDACTED]

Build Date: 08/19/2002

30 DIS/60 DIS\*\*

30 / NA

Cust. Phone: [REDACTED]

Purchase Date: 07/17/2002

Miles - 30DIS/60 DIS\*\*

505 / NA

Cust. Address: [REDACTED]

Dealer Name: [REDACTED]

Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*

8 / NA

Cust. City: MONMOUTH JUNCTION, NJ [REDACTED]

Dealer Phone: [REDACTED]

Income SAT is 0 or 10

YNA

Gender: [REDACTED]

Date	Rec'd Order	Rec'd Comments
07/19/2002	032898	R= RADIO FOR REPAIR BERNES AJTO 8402 (INSTALL EXCHANGE UNIT

Cust. Contact Date: 08/16/2002

Containment Status: Not Contained

Agent ID: jmoscch

Concern Comment: The customer likes having the interactive CD-ROM.

SIF\*\*\*: 3 (None)

Champion: NONE

ES02-027-0 3185

\* 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 4875 days in service.  
 \*\*\* Satisfaction Index Factor (SIF) scale: 0=None, 1=Low, 2=Mid, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/16/2002 - 06/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/9/2001 - 06/26/2002  
 Requested: 06/16/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

CG CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 29

- Cumulative MYTD: 5,418

2002 ESCAPE

VIN: 1FMCU8G162K097629

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: WALKER, IA [REDACTED]

Build Date: 06/25/2002

Purchase Date: 07/17/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\*

80 / NA

Mileage - 30DIS/60 DIS\*\*

1000 / NA

Veh. Product Quality Ind. - 30 DIS/60 DIS\*\*

10 / NA

Increase SAT to 9 or 10

NA/NA

Gender: [REDACTED]

Cust. Contact Date: 06/16/2002

Containment Status: Not Contained

Agent ID: pretrans

Concern Comment: The customer says that there should be a compass in the vehicle as a standard feature.

SF \*\*: 0 (None)

Champion: NONE

5842-027-0 3188

\* Maximum scale: 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 1040 days in service and 60 DIS occurs at 4075 days in service.  
 \*\*\* Satisfaction Index Factor (SF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/16/2002 - 06/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/28/2002  
 Requested: 06/16/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 29  
 - Cumulative MYTD: 5,419

#### 2002 ESCAPE

VIN: 1FMYU16142KD60370  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: LEEBURG, FL [REDACTED]

Build Date: 06/19/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\*  
 Miles - 300/600 DIS\*\*  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*  
 Increase SAT to 9 or 10  
 Gender: [REDACTED]

30 / NA  
 300 / NA  
 10 / NA  
 NANA

Cust. Contact Date: 06/16/2002  
 Concern Comment: The customer likes the smooth ride of this vehicle.  
 Containment Status: Not Contained  
 Agent ID: jmosch

SIF\*\*\*: 0 (None)  
 Champion: NONE

VIN: 1FMYU16172KD4181  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: SCHERERVILLE, IN [REDACTED]

Build Date: 06/16/2002  
 Purchase Date: 07/17/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\*  
 Miles - 300/600 DIS\*\*  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*  
 Increase SAT to 9 or 10  
 Gender: [REDACTED]

30 / NA  
 1500 / NA  
 10 / NA  
 NANA

Cust. Contact Date: 06/16/2002  
 Concern Comment: The customer likes the smooth ride of this vehicle and said that it rides as smooth as his Mercury Sable.  
 Containment Status: Not Contained  
 Agent ID: jmosch

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 1500 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.

ES02-027-0 3187



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/13/2002 - 06/27/2002  
 Call Date - Actual: 08/16/2002 - 08/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/16/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/25/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Reviewed  
 - Within date range: 28  
 - Cumulative MYTD: 8,418

#### 2002 ESCAPE

VIN: 1FMYU8412KD000002  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: ALMA, WV [REDACTED]

Build Date: 08/12/2002  
 Purchase Date: 07/11/2002  
 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]

36 / NA  
 3000 / NA  
 10 / NA  
 NANA

Cust. Contact Date: 08/16/2002  
 Concern Comment: The customer likes that this vehicle rides nicely.  
 Containment Status: Not Contained  
 Agent ID: jmcasch

S/F \*\*\*: 0 (None)  
 Champion: NONE

VIN: 1FMYU84102KD000002  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: OVERLAND PARK, KS [REDACTED]

Build Date: 05/13/2002  
 Purchase Date: 07/03/2002  
 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]

44 / NA  
 1300 / NA  
 9 / NA  
 NANA

Cust. Contact Date: 08/16/2002  
 Concern Comment: The customer says that the vehicle handles very well.  
 Containment Status: Not Contained  
 Agent ID: prehans

S/F \*\*\*: 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 18450 days in service and 60 DIS occurs at 45750 days in service.  
 \*\*\* Satisfaction Impact Factor (S/F) scale is: 0=None, 1=Low, 2=Medium, 3=High.

0802-027-0 2108



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/13/2002 - 06/27/2002  
Call Date - Actual: 06/18/2002 - 06/18/2002  
Purchase Date - Actual: 07/03/2002 - 07/17/2002  
Concernment Status: Both Contained and Not Contained  
Plant#: KANSAS CITY  
Call Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
Requested: 06/18/2002 - 06/18/2002  
Requested: 06/21/2001 - 07/29/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 20

- Cumulative MYTD: 8,418

VIN: 1FMYU031026092200	Build Date: 06/27/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	Purchase Date: 07/17/2002	Mileage - 30DIS/60 DIS**:	1800 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat** - 30 DIS/60 DIS**:	9 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 8 or 10	NANA
Cust. City: ALBUQUERQUE, NM		Gender:	

Cust. Contact Date: 06/16/2002	Concernment Status: Not Contained	Agent ID: jmczech
Concern Comment: The customer is very satisfied with the sales experience he received from Bob Turners Ford County. This dealership was very helpful by answering and explaining any questions that he had.		

GIF **:	0 (None)	Champion:	NONE
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\* Miscellaneous: 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 4675 days in service.  
 \*\*\* Satisfaction Index Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EMC2-67-0 3188



**CONCERNS BY CATEGORIES**

*Ford Motor Company*

Build Date - Actual: 05/13/2002 - 05/27/2002  
Call Date - Actual: 05/16/2002 - 05/16/2002  
Purchase Date - Actual: 07/03/2002 - 07/17/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 05/28/2002  
Requested: 05/16/2002 - 05/16/2002  
Requested: 05/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customer Satisfaction  
- Within date range: 20  
- Cumulative BYTD: 5,418

2002 ESCAPE

VIN: 1FMYU3162KD000000  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: EDMOND, OK [REDACTED]

Build Date: 05/16/2002  
Purchase Date: 07/17/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 30 / NA  
Miles - 300/60 DIS\*\* : 300 / NA  
Veh. Product Quality Sat. - 30 DIS/60 DIS\*\* : 7 / NA  
Increase SAT to 9 or 10 : Y/NA  
Gender: [REDACTED]

Cust. Contact Date: 05/16/2002 Containment Status: Not Contained  
Concern Comment: The customer likes that this vehicle has been very reliable so far.

Agent ID: Jnoesch

SEF \*\*\*: 0 (None) Chapter: NONE

5982-027-0 3178

\* 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 means at 15/45 days in service and 60 DIS means at 45/75 days in service.  
\*\*\* Recommendation Index Factor (SEF) scale is: 0-none, 1-low, 2-medium, 3-high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/15/2002 - 06/27/2002  
 Call Date - Actual: 08/16/2002 - 08/16/2002  
 Purchase Date - Actual: 07/03/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/16/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 28

- Cumulative MYTD: 8,418

2002 ESCAPE

VIN: 1FMYU03182KE02298

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: ALBUQUERQUE, NM [REDACTED]

Build Date: 06/27/2002

Purchase Date: 07/17/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS60 DIS\*\* 30 / NA

Mileage - 200850 DIS\*\* 1600 / NA

Veh. Product Quality Sat.\* - 30 DIS60 DIS\*\* 9 / NA

Increase SAT to 9 or 10 N/A

Gender: [REDACTED]

Cust. Contact Date: 08/16/2002

Containment Status: Not Contained

Agent ID: jmcach

Concern Comment: The customer said that Ford has done a good job with the design of this vehicle.

SF\*\* 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 counts at 1645 days in service and 80 DIS counts at 4375 days in service.

\*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ES02-027-D 3174



**CONCERNS BY CATEGORIES***Ford Motor Company*

Build Date - Actual: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/16/2002 - 06/16/2002  
 Purchase Date - Actual: 07/05/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANBAS CITY  
 Code Two: Ford Default Concern Codes

Requested: 07/31/2001 - 06/26/2002  
 Requested: 06/16/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

**CC CODE: OVERALL VEHICLE**

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative BYTD: 6,418

**2002 ESCAPE**

VIN: 1FMDU33422DA03000	Build Date: 06/27/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/17/2002	Mileage - 30DIS/60 DIS**:	1800 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City: ALBUQUERQUE, NM [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/16/2002 Containment Status: Not Contained Agent ID: jmcach  
 Concern Comment: The customer would have liked all of the vehicle's dealers or warning recommendations from Ford to be located on one page. Unless, they are of great importance in which they could be located in the same vehicle section and should be highlighted rather than in bold. The customer would have also liked the verbal and instructional structuring of the Owners Manual to be more like that of the Owners Manual for Kitchen Aid products (refrigerators, dishwashers, etc.) for better comprehension and understanding.

SF \*\*\*: 9 (None) Complaint: NONE

VIN: 1FMYU03112KD88882	Build Date: 06/13/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/17/2002	Mileage - 30DIS/60 DIS**:	500 / NA
Cust. Phone: [REDACTED]	Dealer Name:	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: MONMOUTH JUNCTION, NJ [REDACTED]		Gender:	[REDACTED]

Date	Repair Order	Repair Comments
07/19/2002	026266	FM RADIO FOR REPAIR BERNES AUTO #9602 INSTALL EXCHANGE UNIT

Cust. Contact Date: 06/16/2002 Containment Status: Not Contained Agent ID: jmcach  
 Concern Comment: The customer would have liked a better explanation from the Owners manual and from the dealership with regards to loading a CD disc into the CD player.

SF \*\*\*: 4 (None) Complaint: 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 9045 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: 06/13/2002 - 06/27/2002  
 Call Date - Actual: 06/18/2002 - 06/18/2002  
 Purchase Date - Actual: 07/08/2002 - 07/17/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/28/2002  
 Requested: 06/16/2002 - 06/16/2002  
 Requested: 05/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 20  
 - Cumulative MYTD: 6,418

2002 ESCAPE

VIN: 1F1TUA3192KD09800	Build Date: 06/18/2002	30 DIS/60 DIS**	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/17/2002	Mileage - 30DS/60 DS**	300 / NA
Cust. Phone:	Dealer Name:	Vel. Product Quality Svc. - 30 DIS/60 DIS**	7 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: EDMOND, OK [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/19/2002 Containment Status: Not Contained Agent ID: jrcatch

Concern Comment: The customer would have liked a section in the Owners Manual that would explain that the Anti-Theft light will illuminate when the vehicle is shut off and that it will not drain the battery.

SF: # (More) Concern: NONE

2002-07-0 2178

\* 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 DS occurs at 3000 days in service and 60 DS occurs at 6075 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 16, 2002 4:08 PM  
**To:** Aittonen, 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; Dunoan, Kerry; Edens III, James (J.D.); Elgeti, 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.); Kanai, Shiji (S.); King, Robert (R.F.); Lang, Jim (J.L.); Linda, Peter (P.A.); McDaniel, Keith (R.K.); Meredith, 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; Silgenbauer, Jeff; Suarez, Rhea (R.); Summers, Robin; Syed, Shaheen; Tavenner, Cloyd; Taylor, Perry; Walker, Carrie; Walters, Alex; Wilson, Doug (D.A.); Wilson, Steve  
**Subject:** Escape ICCD from 8-13 through 8-15

  
Escape Summary 8-13  
to 8-15.pd...

  
Escape Concerns 8-13  
to 8-16.p...

*Have a great weekend!*

*"It is possible to fail in many ways...while to succeed is possible only in one way."*

**Aristotle (384 BC - 322 BC), Nichomachean Ethics**

**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: 06/29/2002 - 06/29/2002  
Call Date - Actual: 08/13/2002 - 08/15/2002  
Purchase Date - Actual: 07/11/2002 - 07/18/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/29/2002  
Requested: 08/15/2002 - 08/15/2002  
Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 81  
- Cumulative BYTD: 5,368

EDGE ESCAPE

VIN: 1FMCU1P14023000178

Cust. Name: [REDACTED]

Cust. Phone:

Cust. Address:

Cust. City: COLO SPRGS, CO [REDACTED]

Build Date: 06/29/2002

Purchase Date: 07/12/2002

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:

32 / NA

3800 / NA

10 / NA

NA/NA

Date	Break Order	Break Comments
08/20/2002	308684	No Comment

Cust. Contact Date: 08/13/2002

Containment Status: Not Contained

Agent ID: pchene

Concern Comment: The customer says that the CD player will not skip forward or backward to songs. The shuffle feature works but it will not allow her to skip through the songs on any CD. She noticed this concern about two weeks after vehicle delivery. Rough road surfaces are not a factor of this concern and the other audio/communication features in the vehicle work fine. When this concern is noticed there are not necessarily any other electrical functions in use. No noises are associated with this concern and it is constant. She will address this concern with Phil Long Ford or Chapel Hill at her convenience.

SIF \*\*\*: 2 (Medium)

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 80 DIS occurs at 4878 days in service.  
\*\*\* Satisfaction based on Factor SIF scale: 0-none, 1-low, 2-medium, 3-high.

EM02-927-0 3175



### CONCERNS BY CATEGORIES

Build Date - Actual: 05/23/2002 - 05/23/2002  
 Call Date - Actual: 06/13/2002 - 06/14/2002  
 Purchase Date - Actual: 07/11/2002 - 07/11/2002  
 Confirmation Status: Both Confirmed and Not Confirmed  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 06/29/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/29/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative, BYTD: 6,386

2002 ESCAPE

VIN: 1F1YU441X2D01147	Build Date: 05/23/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/13/2002	Mileage - 30DIS/60 DIS**:	1300 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	30 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NANA
Cust. City: NABELLE, WA [REDACTED]		Grade:	[REDACTED]

Cust. Contact Date: 06/13/2002      Confirmation Status: Not Confirmed      Agent ID: jshams  
 Concern Comment: The customer says that the A/C in the vehicle is not cold enough. She noticed this concern about a week after vehicle delivery. It has been very hot lately but no specific road conditions are associated with this concern. This is a constant concern which she will address with Acura Ford at her convenience.

SF \*\*: 0 (None)      Character: NONE

2002-07-0 3178

\* 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 1045 days in service and 60 DIS occur at 4875 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

User ID: C086E1



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/23/2002 - 05/29/2002  
 Call Date - Actual: 08/13/2002 - 08/13/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/13/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/20/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 61  
 - Cumulative BYTD: 5,388

2002 ESCAPE

VIN: 1FMYU03122009871	Build Date: 06/18/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/11/2002	Mileage - 30 DIS/60 DIS**:	400 / 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: SPRINGFIELD, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/13/2002 Containment Status: Not Contained Agent ID: jrock

Concern Comment: The customer had a concern with the engine stalling while driving. This concern occurred just as the customer pressed on the gas pedal while starting up a hill. The vehicle was travelling at approximately 40 miles per hour. This concern occurred a week ago. The vehicle still has the factory oil and the customer uses 87 octane for fuel. There were no noises associated with this concern. The customer was able to turn the key in the ignition and immediately restart the vehicle. The customer drives this vehicle at least every other day of the week. There were no warning lights illuminated when this concern occurred. The engine was warm. The customer has not checked the battery. This is an intermittent concern that has only occurred once. The customer will mention this concern to Republic Ford sometime this week.

SF \*\*\*: 0 (None) Complaint: NONE

5802-027-0 3177

\* 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 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: 06/23/2002 - 06/26/2002  
 Call Date - Actual: 06/18/2002 - 06/19/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code 1 var: Ford Default Concern Codes

Requested: 07/31/2001 - 06/26/2002  
 Requested: 06/13/2002 - 06/16/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 41  
 - Cumulative MYTD: 5,306

2602 ESCAPE

VIN: 1FMYL1H192K065068	Build Date: 06/27/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name: LOIS G ROGER	Purchase Date: 07/15/2002	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: JOPPINGVILLE, MO		Gender:	

Cust. Contact Date: 06/16/2002 Containment Status: Not Contained Agent ID: jrcsach

Concern Comment: The customer has a concern with a black spot in the exterior paint. This spot is located just under the door handle for the passenger side rear door. The customer described this spot as having the same size as the tip of a tooth pick. The customer first noticed this concern last Saturday. There is no rust corrosion associated with this concern. Generally, the customer travels on paved roads. The customer takes this vehicle to a car wash. The appearance of this concern does not change in different lighting. The customer will mention this concern to Lovegreen Ford sometime next week.

SIF \*\*: 3 (Medium) Concern: NONE

0602-027-0 3178

\*\* 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 15000 days in service and 60 DIS occurs at 48750 days in service.  
 \*\*\*\* Satisfaction Index Factor (SIF) scale is: 5-none, 1-low, 2-medium, 3-high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/29/2002 - 08/29/2002  
 Call Date - Actual: 08/13/2002 - 08/18/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/13/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 81

- Cumulative NYTD: 6,388

2002 ESCAPE

VIN: 1FMYU02102K082178  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: GREENWICH, CT [REDACTED]

Build Date: 08/29/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 30 / NA  
 Mileage - 30DIS/60 DIS\*\* : 720 / NA  
 Veh. Product Quality Sel.\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 9 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 08/16/2002  
 Concern Comment: [REDACTED]

Containment Status: Not Contained

Agent ID: phana

The customer says that there are chips in paint on the front drivers side fender of the vehicle. She noticed these chips upon delivery of the vehicle and they are about the size of pin heads. No rust corrosion has been noticed anywhere on the vehicle. The customer primarily travels on city paved roads and highways. She washes the vehicle at home with powdered soap, and then dries it with a cotton towel. No after-market modifications have been made to the vehicle and no dents or discolorations have been noticed near the chips. She will be contacting Stamford Motors in regards to obtaining some touch-up paint and will do so at her convenience.

SIF \*\*\*: 8 (None)

Champion: NONE

VIN: 1FMYU041122D01743  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: BALTIMORE, MD [REDACTED]

Build Date: 08/13/2002  
 Purchase Date: 07/13/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 31 / NA  
 Mileage - 30DIS/60 DIS\*\* : 2380 / NA  
 Veh. Product Quality Sel.\* - 30 DIS/60 DIS\*\* : 8 / NA  
 Increase SAT to 9 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 08/13/2002  
 Concern Comment: [REDACTED]

Containment Status: Not Contained

Agent ID: phana

The customer says that there is a scratch on the C-pillar up by the rear window on the passenger side of the vehicle. He noticed this concern about three or four days after vehicle delivery and it is about three inches in length. The vehicle is Dark Highland Green in color and no rust corrosion has been noticed. The customer primarily travels on city and rural paved roads as well as highways. He washes the vehicle at home with a little bit of liquid soap and a soft mitt, then he dries it with a leather duster. No after-market modifications have been made to the vehicle and no dents or discolorations have been noticed by the scratch. He will mention this concern to Len Stolar Ford on his first oil change.

SIF \*\*\*: 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 1545 days in service and 60 DIS occurs at 4575 days in service.

\*\*\* Satisfaction Impact Factor (SIF) scale is: 1=none, 2=low, 3=high

2002-027-D 3178





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/23/2002 - 05/25/2002  
 Call Date - Actual: 06/13/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant/lot: KANSAS CITY  
 Code Type: Ford Default Concern Code

Requested: 07/21/2001 - 08/28/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 61  
 - Cumulative MYTD: 5,386

2002 ESCAPE

VIN: 1FMYU201137K000018  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: NAPERVILLE, IL [REDACTED]

Build Date: 05/23/2002  
 Purchase Date: 07/18/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DR\*\* : 30 / NA  
 Mileage - 300540 DIS\*\* : 1506 / NA  
 Veh. Product Quality Ret.\* - 30 DIS/60 DR\*\* : 19 / NA  
 Increase SAT to 9 or 10 : NA/NA  
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/26/2002	378318	REPLACED LIFTGATE STOPPER

Cust. Contact Date: 05/14/2002 Containment Status: Not Contained Agent ID: jrcmch  
 Concern Category: The customer has a concern with a clicking noise when closing either of the front windows. The customer described this noise as sounding like glass hitting metal. This noise occurs just as the windows reach the top of their travel. The customer first noticed this concern a week after delivery. There are no specific temperature changes associated with this concern. This is an intermittent concern that occurs three out of every five times the vehicle is driven. There are no concerns with the function of the windows. The customer has already mentioned this concern to Fair Oaks Ford and will bring the vehicle in for servicing if it continues.

SF \*\*: 1 (Low) Concern: NONE

ES02-027-0 3100

\* 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 score at 1545 days in service and 60 DR score at 4575 days in service.  
 \*\*\* Satisfaction based on Ford ESF2 scale for Concerns: 1=Low, 2=Medium, 3=High



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/28/2002 - 08/28/2002  
 Cell Date - Actual: 08/13/2002 - 08/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 08/28/2002  
 Requested: 08/13/2002 - 08/18/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 81  
 - Cumulative MYTD: 8,298

2002 ESCAPE

VIN: 1FMCUB1520D80380	Build Date: 05/28/2002	30 DIS/60 DIS**:	35 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/11/2002	Mileage - 30DIS/60 DIS**:	800 / 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: SAN FRANCISCO, CA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/16/2002      Containment Status: Not Contained      Agent ID: prehana  
 Concern Comment: The customer says that the vehicle tends to pull to the left when braking. He first noticed this concern about three weeks after vehicle delivery. No warning lights are illuminated and no after-market modifications have been made to the vehicle. He hasn't checked his brake fluid level as of yet but hasn't noticed any leaks either. He describes the pull as light and it occurs intermittently. He plans on addressing this concern with Peninsula Ford of San Bruno on his first oil change.

SIF \*\*\*: 1 (Low)      Chapter: NONE

DP02-027-D 3181

\* 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 1345 days in service and 60 DIS occurs at 4975 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 1=Low, 2=Medium, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/23/2002 - 06/24/2002  
 Call Date - Actual: 06/13/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 09/29/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative MYTD: 5,396

2002 ESCAPE

VIN: 1FMYU031R2G067065  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: MILLVILLE, NJ [REDACTED]

Build Date: 06/13/2002  
 Purchase Date: 07/16/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 50 / NA  
 Mileage - 30000/60 DIS\*\* : 648 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 8 / NA  
 Increase SAT to 9 or 10 : Y/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/15/2002

Containment Status: Not Contained

Agent ID: jroesch

Concern Comment: The customer had a concern with all of the brake lights not working properly. The brake lights, including the high mount on the right, would stay on after the brake pedal was applied and would not come off until the brake pedal was used again. The customer also noticed that only half of the high mount brake light would illuminate. The customer first noticed this concern on the day of delivery, but after purchase. There were no specific weather or temperature conditions associated with this concern. There have been no after market modifications made to this vehicle. This was a constant concern. The customer's husband inspected the high mount and a bulb was missing. There was condensation in the drivers side tail lamp, but no cracks in the lights. The customer has already addressed this concern with Chapman Ford who have repaired it to her satisfaction.

SIF \*\*: 2 (Medium)

Champion: NONE

\* Mean/Scale: 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 15495 days in service and 60 DIS occurs at 4875 days in service.  
 \*\*\* Satisfaction based Ford (SFI) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ERR-027-D 3162



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/28/2002  
 Call Date - Actual: 08/13/2002 - 08/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Priority: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/13/2002 - 08/15/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed  
 - Within date range: 81  
 - Cumulative MYTD: 5,388

2002 ESCAPE

VIN:	1F8CUN4112KD08432	Build Date:	06/28/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/16/2002	Mileage - 30DIS/60 DIS**:	2000 / NA
Cust. Phone:	[REDACTED]	Dealer Name:	[REDACTED]	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	[REDACTED]	Dealer Phone:	[REDACTED]	Increase BAT to 9 or 10	Y/N/A
Cust. City:	AVON, CT [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/16/2002      Containment Status: Not Contained      Agent ID: pretrine

Concern Comment: The customer says that the vehicle pulls to the left and to the right while driving. She first noticed this concern about two weeks after vehicle delivery. There have been no after-market modifications made to the vehicle and it drifts with both hands off the wheel. She describes the pull as moderate. The number of passengers or cargo do not seem to be an influence on this concern and the steering wheel doesn't seem aligned off center. This is a constant concern when driving on the highway. She plans on addressing this concern with Lincoln Ford on her first of change.

BIF \*\*\*: 1 (Low)      Champion: NONE

8882-627-0 3169

\* Measurement: Satisfies on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation as a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.  
 \*\* 30 DIS occurs at 10946 days in service and 60 DIS occurs at 45731 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: 06/23/2002 - 06/23/2002  
 Call Date - Actual: 08/13/2002 - 08/13/2002  
 Purchase Date - Actual: 07/11/2002 - 07/11/2002  
 Containment Status: Both Contained and Not Contained  
 Plant/Kit: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 06/23/2002  
 Requested: 08/13/2002 - 08/13/2002  
 Requested: 06/21/2001 - 07/23/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 81  
 - Cumulative BYTD: 6,388

2002 ESCAPE

VIN: 1FMYU82H2RDC63498	Build Date: 06/23/2002	30 DIS/60 DIS**:	30 / NA
Cost. Name:	Purchase Date: 07/11/2002	Mileage - 30DIS/60 DIS**:	3080 / NA
Cost. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	9 / NA
Cost. Address:	Dealer Phone:	Increment SAT in 8 or 10	NANA
Cost. City: JENSBERRY, PA		Gender:	

Cust. Contact Date: 06/16/2002      Containment Status: Not Contained      Agent ID: prohm  
 Concern Comment: This customer says that the vehicle tends to pull to the right when driving. She first noticed this concern about a week and a half after vehicle delivery. No after-market modifications have been made to the vehicle. She describes the pull as light. The vehicle does drift with both hands off the wheel and the steering wheel does not slightly off center towards the right. The amount of passengers or cargo does not have an influence on this concern. This is a constant concern which she will address with L B Smith Ford on her first oil change.

SF \*\*: 8 (None)      Complaint: NONE

ENG-927-D 3184

\* 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 4975 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 1=none, 2=low, 3=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/29/2002 - 06/28/2002  
 Call Date - Actual: 06/13/2002 - 06/13/2002  
 Purchase Date - Actual: 07/11/2002 - 07/19/2002  
 Containment Status: Both Contained and Not Contained  
 Plant's: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/28/2002  
 Requested: 06/13/2002 - 06/13/2002  
 Requested: 06/21/2001 - 07/26/2002

CG CODE: OVERALL VEHICLE

Total Customers Survived

- Within date range: 81

- Cumulative MYTD: 5,396

2002 ESCAPE

VIN: 1FMYLJ6412BQ385480

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: SANTA ROSA, CA [REDACTED]

Build Date: 05/29/2002

Purchase Date: 07/13/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 31 / NA

Mileage - 30DIS/60 DIS\*\* : 3000 / NA

Veh. Product Quality Set\* - 30 DIS/60 DIS\*\* : 10 / NA

Increase SAT to 9 or 10 : NANA

Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/06/2002	062482	BLUBLET SUBLET TO REFINISH RIGHT FRONT DOOR

Cust. Contact Date: 06/13/2002

Containment Status: Not Contained

Agent ID: pshans

Concern Comment: The customer says that the ride of the vehicle felt harsh one day. This occurred when in four wheel drive and going in circles at about 5 mph on a sandy gravel road. She says that the rear passenger side tire felt "wobbly" and this only occurred when in four wheel drive. This occurrence was about two weeks after vehicle delivery and no after-market modifications have been made to it. She felt the harshness primarily in that rear passenger side wheel and this concern only occurred once. She hasn't used the four wheel drive feature since and plans on addressing this concern with her dealership. She plans on addressing this concern with Hanes Ford next Tuesday.

SIF \*\*\*: 2 (Medium)

Champs: 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 1840 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: 06/21/2002 - 06/29/2002  
 Call Date - Actual: 08/15/2002 - 08/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant's: KANSAS CITY  
 Code Trust Ford Default Concern Codes

Requested: 07/21/2001 - 08/29/2002  
 Requested: 08/13/2002 - 08/15/2002  
 Requested: 06/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 81  
 - Cumulative NYTD: 5,308

2002 ESCAPE

VIN: 1FMDU33H43KA02046	Build Date: 06/13/2002	30 DIS/80 DIS**	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/19/2002	Mileage - 30DIS/80 DIS**	848 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Vel. Product Quality Sat.* - 30 DIS/80 DIS**	8 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: MILLVILLE, NJ [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/15/2002      Containment Status: Not Contained      Agent ID: Jozsech

Concern Comment: The customer had a concern with moisture in the driver side tail lamp. The customer first noticed this concern on the day of delivery, but after purchase. There were no specific weather or temperature conditions associated with this concern. There have been no after market modifications made to this vehicle. This was a constant concern. There were no cracks in the lights. The customer has already addressed this concern with Chrysler Ford who have repaired it to her satisfaction, by replacing the tail lamp.

SIF \*\*: 3 (High)      Champion: NONE

0802-027-D 3188

\* 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 3048 days in service and 80 DIS occurs at 4578 days in service.  
 \*\*\* Satisfaction Incent Factor (SIF) scale is: 5=Low, 1=Low, 2=Medium, 3=High.

**CONCERNS BY CATEGORIES***Ford Motor Company*

Build Date - Actual: 06/28/2002 - 06/28/2002  
 Call Date - Actual: 06/13/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/01/2001 - 06/28/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/25/2002

**OC CODE: OVERALL VEHICLE**

Total Customers Served  
 - Within date range: 01  
 - Cumulative MYTD: 6,398

**2002 ESCAPE**

VIN: 1FMCU04163KD00000	Build Date: 06/28/2002	30 (MS/60) DSE**:	80 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/16/2002	Mileage - 30D/60 DSE**:	1000 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sel.** - 30 (MS/60) DSE**:	8 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	N/A
Cust. City: DENVER, CO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/14/2002      Containment Status: Not Contained      Agent ID: prohrs  
 Concern Comment: The customer says that the flap for the vanity mirror on the passenger side of the vehicle will not stay open. He noticed this concern on the day after vehicle delivery. The mirror itself works fine and no noises are associated with this concern. This is a constant concern which he will address with Lakewood Ford at his convenience.

SFI\*\* : 3 (High)      Complaint: NONE

\* Numerical 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 DSE occurs at 15000 days in service and 60 DSE occurs at 45000 days in service.  
 \*\*\* Satisfaction Index Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

E902-927-0 3187





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/28/2002 - 06/28/2002  
Call Date - Actual: 08/15/2002 - 08/16/2002  
Purchase Date - Actual: 07/11/2002 - 07/16/2002  
Containment Status: Both Contained and Not Contained  
Plant/Shop: KANSAS CITY  
Code From Ford Default Concern Codes

Requested: 07/21/2001 - 06/28/2002  
Requested: 08/15/2002 - 08/16/2002  
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 81

- Cumulative MYTD: 5,386

VIN:	1FMCU04192KD09380	Build Date:	06/28/2002	30 DIS/60 DIS**	85 / NA
Cost. Name:		Purchase Date:	07/11/2002	Mileage - 30DIS/60 DIS**	800 / NA
Cost. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/60 DIS**	0 / NA
Cost. Address:		Dealer Phone:		Increase SAT to 8 or 10	NA/NA
Cost. City:	SAN FRANCISCO, CA			Gender:	

Cost. Contact Date: 08/15/2002      Containment Status: Not Contained      Agent ID: profhwa

Concern Comment: The customer says that the overhead console exhibits a squeak when driving. He noticed this concern about three weeks after vehicle delivery. There is no specific weather condition associated with this concern and it occurs when traveling at least 15 mph. The squeaking can be heard over the A/C but not the radio. He has tried pressing the overhead console area but it continues to squeak. This is a constant concern when driving over bumps or rough road surfaces. He will address this concern with Peninsula Ford of San Ramo on his first oil change.

SF \*\*\*: 4 (None)      Completion: 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 15000 days in service and 60 DIS occurs at 48750 days in service.  
\*\*\* Satisfaction Intent Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High

ESCAPE-027-D-3188



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/23/2002 - 06/28/2002  
 Call Date - Actual: 06/13/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/29/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/20/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 61

- Cumulative MYTD: 5,398

VIN: 1FMYU66112K081743

Cust. Name: [REDACTED]

Build Date: 06/15/2002

30 DIS/60 DIS\*\* 31 / NA

Cust. Phone: [REDACTED]

Purchase Date: 07/13/2002

Mileage - 30DIS/60 DIS\*\* 2300 / NA

Cust. Address: [REDACTED]

Dealer Name: [REDACTED]

Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 9 / NA

Cust. City: BALTIMORE, MD [REDACTED]

Dealer Phone: [REDACTED]

Increase SAT to 9 or 10 NANA

Gender: [REDACTED]

Cust. Contact Date: 06/13/2002

Containment Status: Not Contained

Agent ID: prehara

Concern Comment: The customer says that the drivers side front door rattles when driving and the stereo is on. He noticed this concern on the day of vehicle delivery. No after-market modifications have been made to the vehicle and it is Dark Highland Green in color. No damaged, loose or misaligned panels have been noticed to be associated with this concern and the rattle is not heard when opening or closing the door. This is an intermittent concern which he will mention to Len Boler Ford on his first oil change.

SF \*\*\*: 2 (Medium)

Champion: NONE

ERR2-027-0 3189

\* 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 1346 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: 06/22/2002 - 06/25/2002  
 Call Date - Actual: 06/13/2002 - 06/18/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code 1: Ford Default Concern Codes

Reported: 07/31/2001 - 06/29/2002  
 Reported: 06/13/2002 - 06/18/2002  
 Reported: 06/21/2001 - 07/25/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 01  
 - Cumulative BYTD: 8,206

#### 2002 ESCAPE

VIN: 1FMYU01102K760000  
 Cust. Name: [REDACTED] Build Date: 06/18/2002 30 DISBU DIS\*\* 32 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/12/2002 Mileage - 30DISBU DIS\*\* 1000 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DISBU DIS\*\* 30 / NA  
 Cust. City: PARK FOREST, IL [REDACTED] Dealer Phone: Increase SAT to 9 or 10 N/A  
 Gender: [REDACTED]

Cust. Contact Date: 06/13/2002 Containment Status: Not Contained Agent ID: jmcach  
 Concern Comment: The customer had a concern with a loud rattling noise coming from under the drivers side of the hood. This concern occurred when the customer turned the A/C onto its first setting, while the vehicle was idling in park. This concern occurred two days after delivery. This noise was loud enough to be heard over the A/C, Radio, or Heater. All of the vehicles moldings appear intact. There are no weather conditions associated with this concern. This is an intermittent concern which has only occurred once. The customer will mention this concern to Service Ford, if it occurs again.

SF \*\*: 4 (None) Chapter: NONE

VIN: 1FMYU01102K760000  
 Cust. Name: [REDACTED] Build Date: 06/20/2002 30 DISBU DIS\*\* 30 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/16/2002 Mileage - 30DISBU DIS\*\* 1600 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DISBU DIS\*\* 10 / NA  
 Cust. City: NAPERVILLE, IL [REDACTED] Dealer Phone: Increase SAT to 9 or 10 N/A  
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/25/2002	379318	REPLACED LIFTGATE STOPPER

Cust. Contact Date: 06/14/2002 Containment Status: Not Contained Agent ID: jmcach  
 Concern Comment: The customer has a concern with a grinding noise coming from the front end/body while driving. The customer is not sure of the exact location of this concern. The customer first noticed this concern within a week of purchase. This concern occurs at approximate speeds of 55 to 60 miles per hour. This concern can be heard over both of the A/C settings. All of the vehicles moldings appear intact. There are no weather conditions associated with this concern. This concern does not occur while driving over bumps or around turns. This is a consistent concern. This concern will continue to occur as the vehicle slows down and will cease at about 10 miles per hour. The customer has already mentioned this concern to Fair Oaks Ford and they were unable to duplicate it but advised the customer that if it continues they will do a field test.

SF \*\*: 2 (Medium) Chapter: 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: 0-none, 1-low, 2-medium, 3-high.

ENR2-0271-0 3198



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/23/2002 - 08/28/2002  
 Call Date - Actual: 08/13/2002 - 08/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Dealer Concern Codes

Request: 07/12/2001 - 08/28/2002  
 Request: 08/18/2002 - 08/15/2002  
 Request: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative MYTD: 6,308

2002 ESCAPE

VIN: 1FRTU011E2KD07111  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: POMPANO BEACH, FL [REDACTED]

Build Date: 08/20/2002  
 Purchase Date: 07/16/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 30 / NA  
 Mileage - 30019/00 DIS\*\* : 1418 / NA  
 Veh. Product Quality Sct.\* - 30 DIS/60 DIS\*\* : 16 / NA  
 Increase SAT to 5 or 10 : NANA  
 Gender: [REDACTED]

Carl. Contact Date: 08/14/2002  
 Concern Comment:

Containment Status: Not Contained

Agent ID: jroesch

The customer has a concern with a loud popping noise coming from the front of the vehicle while driving. The customer is not sure of the exact location of this concern. This concern occurs when travelling at approximate speeds of 40 to 50 miles per hour. The customer first noticed this concern a week ago. This noise can be heard over the A/C, Radio, and Heater. The customer has not yet inspected the vehicle moldings to see if they are intact. There are no weather conditions associated with this concern. This concern occurs both at initial start up and on a warm engine. This concern has also occurred around turns. This is an intermittent concern which has occurred approximately six to seven times. This concern does not occur after slowing down or coming to a stop. The customer has already mentioned this concern to Maroon Ford and will bring the vehicle in tomorrow morning.

SIF \*\*\*: 2 (Medium)

Champion: NONE

EMZ-027-D 3181

\* Mileage/week: 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 scores at 1845 days in service and 60 DIS scores 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:06/23/2002 - 06/28/2002  
Cell Date - Actual:06/13/2002 - 06/15/2002  
Purchase Date - Actual:07/11/2002 - 07/16/2002  
Containment Status: Both Contained and Not Contained  
Plant#: KANSAS CITY  
Code Type: Ford Defect Concern Codes

Requested: 07/31/2001 - 08/28/2002  
Requested: 06/13/2002 - 06/15/2002  
Requested: 06/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 61

- Cumulative MYTD: 8,366

2002 ESCAPE

VIN: 1FMYU011X2K009417  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: LAKEWOOD, NJ [REDACTED]

Build Date: 06/21/2002  
Purchase Date: 07/19/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 30 / NA  
Mileage - 30DIS/60 DIS\*\* : 1600 / NA  
Veh. Product Quality Sct.\* - 30 DIS/60 DIS\*\* : 9 / NA  
Increase SAT to 9 or 10 : NANA  
Gender: [REDACTED]

Cust. Contact Date: 06/15/2002

Containment Status: Not Contained

Agent ID: jmczech

Concern Comment: The customer has a concern with a rattling noise coming from the vehicle while driving. This noise seems to be coming from the underbody of the vehicle but the customer is not sure whether it is from the front or the rear. The customer first noticed this concern within 10 days after purchase. This noise can be heard over the A/C, Radio, and Heater. Generally, this concern occurs at approximate speeds of 35 to 40 miles per hour. All of the vehicle moldings appear intact but the customer has noticed a lot of play, or give, with the exhaust pipe. There are no weather conditions associated with this concern. This concern occurs while driving over flat surfaces. This is a constant concern that occurs every time the vehicle is driven. The customer has already notified this concern to Larson Ford and will schedule a service appointment at his earliest convenience.

SIF \*\*\*: 1 (Low)

Champion: NONE

VIN: 1FMYU011X2K009274  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: TAYLORSVILLE, VT [REDACTED]

Build Date: 06/24/2002  
Purchase Date: 07/15/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 30 / NA  
Mileage - 30DIS/60 DIS\*\* : 637 / NA  
Veh. Product Quality Sct.\* - 30 DIS/60 DIS\*\* : 10 / NA  
Increase SAT to 9 or 10 : NANA  
Gender: [REDACTED]

Cust. Contact Date: 06/14/2002

Containment Status: Not Contained

Agent ID: ppham

Concern Comment: The customer says that she heard a clunking noise from an unknown source in the vehicle while driving over a bumpy road. This concern occurred about a month after vehicle delivery. She was traveling about 35 mph at this time and the clunking could be heard over the radio and A/C. There were no specific weather conditions that were associated with this concern and it only occurred this one time. We will address this concern with Henry Day Ford if it occurs again.

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 1045 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:05/23/2002 - 05/29/2002  
Call Date - Actual:05/19/2002 - 06/15/2002  
Purchase Date - Actual:07/11/2002 - 07/16/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/26/2002  
Requested: 08/13/2002 - 08/15/2002  
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
- Within date range: 61  
- Cumulative MYTD: 5,328

2002 ESCAPE

VIN: 1FMYU61443K000140  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: JUSTICE, IL [REDACTED]

Build Date: 06/17/2002  
Purchase Date: 07/11/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 D68/60 D68\*\*  
Mileage - 30063/40 D68\*\*  
Veh. Product Quality Sat.\* - 38 D16/60 D16\*\*  
Increase SAT to 8 or 10  
Gender: [REDACTED]

SS / NA  
DK / NA  
9 / NA  
NA/NA

Cust. Contact Date: 08/16/2002  
Concern Comment:

Containment Status: Not Contained

Agent ID: jmsach

The customer has a concern with the transmission shifting rough while driving. This concern seems to occur while shifting between first and second gear. The customer first noticed this concern on the day of delivery, but after purchase. There are no front or rear vibrations associated with this concern. The vehicle is not parked in a garage. The vehicle is not used to move heavy cargo or pull a boat or a trailer. This concern occurs whether or not the A/C or Heater are on. The vehicle still has the factory oil and the customer uses 87 octane for fuel. The customer is not sure of what the RPM reading is when this concern occurs. There are no noises associated with this concern. This concern is noticed while accelerating at approximate speeds of 10 to 20 miles per hour. There are no specific weather or road conditions associated with this concern. The temperature gauge reads right in the middle, or normal, when this concern occurs. There is no leakage associated with this concern. The customer has not checked the transmission fluid level. This is a constant concern. The customer will mention this concern to Friendly Ford sometime next week.

SIF \*\*\*: 1 (None)

Champion: NONE

EM2-027-0 3189

\* 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 D68 occurs at 16/40 days in service and 60 D68 occurs at 46/76 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: 06/28/2002 - 06/28/2002  
 Cell Date - Actual: 06/13/2002 - 06/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/15/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 05/28/2002  
 Requested: 06/13/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Returned  
 - Within date range: #1  
 - Cumulative NYTD: 5,388

2002 ESCAPE

VIN: 1FMYD02182K022072

Dist. Name:	Build Date:	06/28/2002	30 DWS/60 DTS**:	30 / NA
Dist. Phone:	Purchase Date:	07/14/2002	Mileage - 30DWS/60 DTS**:	800 / NA
Dist. Address:	Dealer Name:		Veh. Product Quality Sat.* - 30 DWS/60 DTS**:	8 / NA
Dist. City:	Dealer Phone:		Increase SAT to 9 or 10	Y/NA
			Gender:	

Dist. Contact Date: 06/13/2002

Containment Status: Not Contained

Agent ID: jrmcch

Concern Comment: The customer has a concern with the gears taking too long to shift, or complete. The customer first noticed this concern five weeks ago. There are no front or rear vibrations associated with this concern. This concern occurs while accelerating at approximate speeds of 60 to 65 miles per hour. The vehicle is not parked in a garage. The vehicle is not used to move heavy cargo or pull a boat or a trailer. Generally, the A/C is on when this concern occurs. The vehicle still has the factory oil and the customer uses 87 octane for fuel. This concern occurs on a warm engine. The customer is not sure of the RPM or temperature gauge readings. This concern does not occur when parked, stopped, or driving uphill/downhill. There are no noises associated with this concern. There are no specific weather or road conditions associated with this concern. There is no leakage associated with this concern. The customer has not checked the transmission fluid level. This is a constant concern. The customer will mention this concern to McDaniel Ford Inc. at the first oil change.

SF \*\*\*: 2 (Medium)      Character: NONE

EMR-07-D 3104

\* 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 DWS occurs at 30/60 days in service and 60 DWS occurs at 60/75 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: 06/28/2002 - 06/28/2002  
 Call Date - Actual: 06/13/2002 - 06/18/2002  
 Purchase Date - Actual: 07/11/2002 - 07/15/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/29/2002  
 Requested: 08/13/2002 - 08/15/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 81

- Cumulative MYTD: 5,398

VIN: 1F8CU04122KD6847  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: CANTON, GA [REDACTED]

Build Date: 06/04/2002  
 Purchase Date: 07/11/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : SS / NA  
 Mileage - 30015/60 DIS\*\* : 1500 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 10 / NA  
 Increase SAT to 9 or 10 : NA/NA  
 Gender: [REDACTED]

Date	Rec'd Order	Rec'd Comments
07/09/2002	027907	VIBRATING TIRES AND WHEELS - CHECK RUN-OUT 10-32 ALL TIRES

Cust. Contact Date: 06/15/2002

Containment Status: Not Contained

Agent ID: profman

Concern Comment: The customer says that there is a wind noise exhibited from both the front doors/windows when driving. She noticed this concern about a week after vehicle delivery. The wind noise can be heard over the radio, or A/C and is not necessarily more pronounced on windier days. Also there is no difference in the wind noise between warmer and cooler days and no water leaks have been noticed from these two doors/windows. No after-market modifications have been made to the vehicle and no damaged, loose or misaligned moldings have been noticed. The vehicle is equipped with a sun roof. This concern is heard when travelling at least 65 mph and sounds like a whistling. This is a constant concern which she will mention to Bill Howell Ford at her convenience.

SIF\*\*\*: 8 (None)

Champion: NONE

VIN: 1FMYU02189KD63323  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: LEWISBERG, PA [REDACTED]

Build Date: 06/25/2002  
 Purchase Date: 07/19/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 90 / NA  
 Mileage - 30015/60 DIS\*\* : 2000 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 9 / NA  
 Increase SAT to 8 or 10 : NA/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/16/2002

Containment Status: Not Contained

Agent ID: profman

Concern Comment: The customer says that there is a wind noise exhibited from the front drivers side door/window while driving. She first noticed this concern about a week and a half after vehicle delivery. The wind noise can be heard over the radio and the A/C. It is not more pronounced on windier days and there is no difference between warmer and cooler days. No after-market modifications have been made to the vehicle and no damaged, loose or misaligned moldings have been noticed around this door/window. The vehicle doesn't have a sun roof and this wind noise can be heard when travelling at least 45 mph. This is a constant concern and sounds like a rushing. She will address this concern with L B Smith Ford on her first oil change.

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 3045 days in service and 60 DIS occurs at 4375 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 1=none, 2=medium, 3=high.





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/26/2002  
 Call Date - Actual: 08/13/2002 - 08/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant#: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 09/26/2002  
 Requested: 08/13/2002 - 08/15/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative MYTD: 6,266

2002 ESCAPE

VIN: 1FMYU6417ZKD00898	Build Date: 06/26/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/16/2002	Mileage - 30DIS/60 DIS**:	2000 / 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: BAYFIELD, WI [REDACTED]		Gender:	[REDACTED]

Date	Recall Order	Recall Comments
07/08/2002	439268	ADDED THREE GALLONS OF FUEL

Cust. Contact Date: 08/16/2002 Containment Status: Not Contained Agent ID: prehana

Concern Comment: The customer says that there is a wind noise exhibited from the front drivers side door/window while driving. She first noticed this concern about two weeks after vehicle delivery. The wind noise can't be heard over the radio or A/C. It is more pronounced on windier days but there is not difference between warmer and cooler days. No after-market modifications have been made to the vehicle and she hasn't noticed any damaged, loose or misaligned moldings in the vehicle. It does have a sun roof. This wind noise is heard when traveling at least 65 mph. This is an intermittent concern which sounds like a rushing noise. She will be monitoring this concern to Zaharie Ashford Ford on her first oil change.

QIF \*\*: 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 1845 days in service and 60 DIS occurs at 4676 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: None, Low, 2, medium, High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/22/2002 - 05/28/2002  
Call Date - Actual: 06/13/2002 - 06/16/2002  
Purchase Date - Actual: 07/11/2002 - 07/18/2002  
Containment Status: Both Contained and Not Contained  
Market: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 06/28/2002  
Requested: 06/13/2002 - 06/16/2002  
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed

- Within date range: 61

- Cumulative BYTD: 5,368

2002 ESCAPE

VIN: 1FMCU0H12KD00432

Build Date:	06/28/2002	30 DISB0 DIS**:	30 / NA
Purchase Date:	07/16/2002	Mileage - 30DISB0 DIS**:	2900 / NA
Dealer Name:		Veh. Product Quality Bat.* - 30 DISB0 DIS**:	8 / NA
Dealer Phone:		Increase SAT to 9 or 10	Y80A
		Gender:	

Avon, CT

06/16/2002

Containment Status: Not Contained

Agent ID: pphana

The customer says that there is a wind noise exhibited from an unknown source in the vehicle while driving. She noticed this concern upon vehicle delivery. She can hear the wind noise over the radio and the A/C. She is not sure whether the wind noise is more pronounced on windier days and there is no difference between warmer or cooler days. She hasn't noticed any water leaks and no after-market modifications have been made to the vehicle. She hasn't noticed any damaged, loose or misaligned moldings anywhere in the vehicle and it is equipped with a sun roof. This wind noise is exhibited when traveling at least 40 mph and sounds like a rushing. This is a constant concern which she will also address with Litchfield Ford on her first oil change.

SIF \*\*: 1 (Low)

Champion: NONE

VIN: 1FMCU0H12KD00380

Build Date:	05/28/2002	30 DISB0 DIS**:	30 / NA
Purchase Date:	07/11/2002	Mileage - 30DISB0 DIS**:	500 / NA
Dealer Name:		Veh. Product Quality Bat.* - 30 DISB0 DIS**:	9 / NA
Dealer Phone:		Increase SAT to 9 or 10	NA/NA
		Gender:	

San Francisco, CA

06/16/2002

Containment Status: Not Contained

Agent ID: pphana

The customer says that there is a wind noise exhibited in the vehicle from an unknown source when driving. This wind noise concern was noticed upon vehicle delivery. It can be heard over the radio and the A/C. It is definitely more pronounced on windier days but he is not sure whether there is a difference between warmer and cooler days. No after-market modifications have been made to the vehicle and he hasn't noticed any damaged, loose or misaligned moldings anywhere in the vehicle. The vehicle is equipped with a sun roof and this wind noise is heard when traveling at least 35 mph. It sounds like a rushing and is a constant concern. He will address this concern with Peninsula Ford of San Bruno on his first oil change.

SIF \*\*: 8 (Noise)

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 30 DIS occurs at 4675 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: 05/23/2002 - 05/28/2002  
 Call Date - Actual: 08/13/2002 - 08/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant/Kit: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/13/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 01  
 - Cumulative MYTD: 6,398

2002 ESCAPE

VIN: 1FMDU3N118K705409

Build Date:	05/23/2002	34 DIS/80 DIS**:	517 NA
Purchase Date:	07/13/2002	Mileage - 30025/80 DIS**:	2000 / NA
Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/80 DIS**:	10 / NA
Dealer Phone:		Increase SAT to 9 or 10	NA/NA
		Gender:	

Date	Break Code	Repair Comments
08/05/2002	082482	SUBLET SUBLET TO REFINISH RIGHT FRONT DOOR

Cust. Contact Date: 08/13/2002      Containment Status: Not Contained      Agent ID: pphans  
 Concern Comment: The customer likes the power drivers side foot rest in the vehicle.

SF \*\*\*: 8 (None)      Champion: NONE

EMR-027-D 3198

\* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations 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 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: 05/25/2002 - 06/28/2002  
Call Date - Actual: 06/13/2002 - 06/15/2002  
Purchase Date - Actual: 07/11/2002 - 07/16/2002  
Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/28/2002  
Requested: 06/13/2002 - 06/15/2002  
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 61

- Cumulative NYTD: 8,388

2002 ESCAPE

VIN: 1FMYU0H183K000000

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: PARK FOREST, IL [REDACTED]

Build Date: 06/18/2002

Purchase Date: 07/12/2002

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]

32 / NA

1000 / NA

10 / NA

NA/NA

Cust. Contact Date: 06/13/2002

Containment Status: Not Contained

Agent ID: Jozzech

Concern Comment: The customer likes the roominess of the rear seats.

SIF \*\*\*: 8 (None)

Complaint: NONE

VIN: 1FMYU0H183K000000

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: EDEN, NY [REDACTED]

Build Date: 06/28/2002

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]

30 / NA

2000 / NA

10 / NA

NA/NA

Cust. Contact Date: 06/15/2002

Containment Status: Not Contained

Agent ID: Jozzech

Concern Comment: The customer's children like the comfortable rear seats.

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 means 30 days in service and 60 DIS means 60 days in service.

\*\*\* Satisfaction Impact Factor (SIF) scale: 0=None, 1=Low, 2=Medium, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/23/2002 - 06/26/2002  
 Call Date - Actual: 06/13/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 09/26/2002  
 Requested: 06/19/2002 - 09/18/2002  
 Requested: 08/21/2001 - 07/26/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 81  
 - Cumulative MYTD: 6,298

#### 2002 ESCAPE

VIN: 1FMCU00143K092220  
 Cust. Name: [REDACTED]      Build Date: 06/18/2002      38 DIS/60 DIS\*\*      30 / NA  
 Cust. Phone: [REDACTED]      Purchase Date: 07/14/2002      Mileage - 30DIS/60 DIS\*\*      2000 / NA  
 Cust. Address: [REDACTED]      Dealer Name: [REDACTED]      Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*      10 / NA  
 Cust. City: VENTURA, CA [REDACTED]      Dealer Phone: [REDACTED]      Increase SAT to 9 or 10      N/A/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/13/2002      Containment Status: Not Contained      Agent ID: jmoscib  
 Concern Comment: The customer likes the added cargo room provided by folding the rear seats forward. The customer also likes how easy it is to fold the rear seats up or down.

SIF \*\*\*: 8 (None)      Champion: NONE

VIN: 1FMYU0A122K092223  
 Cust. Name: [REDACTED]      Build Date: 06/14/2002      30 DIS/60 DIS\*\*      32 / NA  
 Cust. Phone: [REDACTED]      Purchase Date: 07/12/2002      Mileage - 30DIS/60 DIS\*\*      800 / NA  
 Cust. Address: [REDACTED]      Dealer Name: [REDACTED]      Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*      9 / NA  
 Cust. City: DICKSON CITY, PA [REDACTED]      Dealer Phone: [REDACTED]      Increase SAT to 9 or 10      N/A/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/13/2002      Containment Status: Not Contained      Agent ID: pbruna  
 Concern Comment: The customer likes the lumbar support feature on the front drivers side seat.

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 3048 days in service and 60 DIS occurs at 4978 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 1=low, 2=medium, 3=high.

2002-027-D 3208



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/26/2002  
 Call Date - Actual: 06/13/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 06/26/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/25/2002

OC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 91

- Cumulative MYTD: 6,308

2002 ESCAPE

VIN:	1FMCU03142K060228	Build Date:	06/16/2002	30 DIS/80 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/14/2002	Mileage - 30DIS/80 DIS**:	2000 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/80 DIS**:	10 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NANA
Cust. City:	VENTURA, CA [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/13/2002      Containment Status: Not Contained      Agent ID: jmczech  
 Concern Comment: The customer likes the comfort of the vehicle seating.

SIF \*\*\*: 0 (None)      Champion: NONE

VIN:	1FMYU06112K084738	Build Date:	06/13/2002	30 DIS/80 DIS**:	33 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/13/2002	Mileage - 30DIS/80 DIS**:	500 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS/80 DIS**:	9 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NANA
Cust. City:	COLUMBUS, OH [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/16/2002      Containment Status: Not Contained      Agent ID: jmczech  
 Concern Comment: The customer likes having a two-toned upholstery for the vehicle seating.

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 score at 1545 days in service and 80 Dis score at 4675 days in service.  
 \*\*\* Satisfaction Incent Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

0982-027-0 3281



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/23/2002 - 08/28/2002  
 Call Date - Actual: 08/13/2002 - 08/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Code

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/13/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed  
 - Within date range: 81  
 - Cumulative MYTD: 8,288

2002 ESCAPE

VIN: 1FMYU1132KD08913	Build Date: 08/20/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/16/2002	Mileage - 30DIS/60 DIS**:	1680 / 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: HAPERVILLE, IL [REDACTED]		Gender:	[REDACTED]

Date	Repair Order	Repair Comments
07/28/2002	370318	REPLACED LIFTGATE STOPPER

Cust. Contact Date: 08/14/2002      Containment Status: Not Contained      Agent ID: jmczech  
 Concern Comment: The customer will like having Cloth/Vinyl seats, rather than leather.

SIF\*\*\*: 8 (None)      Champion: NONE

VIN: 1FMYU1132KD084028	Build Date: 08/16/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/18/2002	Mileage - 30DIS/60 DIS**:	531 / 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: MISSOURI VALLEY, IA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/14/2002      Containment Status: Not Contained      Agent ID: jmczech  
 Concern Comment: The customer loves having Cloth/Vinyl seats.

SIF\*\*\*: 8 (None)      Champion: NONE

\* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations 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 Impact Factor (SIF) scale is: 1=None, 2=Minor, 3=Major, 4=Severe.

2002-027-0 3282



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/28/2002  
 Call Date - Actual: 06/13/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Concerns Reported  
 - Within date range: 61  
 - Cumulative MYTD: 6,366

2002 ESCAPE



VIN:	1FMYU03102K072628	Build Date:	06/18/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/12/2002	Mileage - 30 DIS/60 DIS**:	1000 / NA
Cust. Phone:	[REDACTED]	Dealer Name:		Veh. Product Quality Est.*** - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	[REDACTED]	Dealer Phone:		Increase SAT to 9 or 10	NANA
Cust. City:	EDDYVILLE, KY [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	06/13/2002	Containment Status:	Not Contained	Agent ID:	jnoesch
Concern Comment:	The passenger side having leather seats,				

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 Incentive Factor (SIF) scale: 0=None, 1=Low, 2=Medium, 3=High.

DN02-027-0 3203





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/29/2002 - 05/29/2002  
 Call Date - Actual: 06/13/2002 - 06/13/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/28/2002  
 Requested: 06/13/2002 - 06/16/2002  
 Requested: 05/21/2001 - 07/26/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: #1  
 - Cumulative MYTD: 5,398

#### 2002 ESCAPE

VIN: 1FMCU04112000482	Build Date: 05/29/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	Purchase Date: 07/16/2002	Mileage - 30DIS/60 DIS**:	2500 / 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	Y/N/A
Cust. City: AVON, CT		Gender:	

Cust. Contact Date: 06/15/2002 Containment Status: Not Contained Agent ID: phrhan  
 Concern Comment: The customer says that power front driver seat should have a memory feature for the primary driver's settings.

SF \*\*\*: 0 (None) Example: NONE

VIN: 1FMCU04112000478	Build Date: 05/29/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	Purchase Date: 07/12/2002	Mileage - 30DIS/60 DIS**:	3800 / 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: COLO SPRGS, CO		Gender:	

Date	Remark Order	Remark Comments
06/20/2002	308594	No Comment

Cust. Contact Date: 06/15/2002 Containment Status: Not Contained Agent ID: phrhan  
 Concern Comment: The customer says that heated seating should be a standard feature in the vehicle.

SF \*\*\*: 0 (None) Example: 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 1595 days in service and 60 DIS occurs at 4675 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ES02-027-D 3284



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 08/23/2002 - 08/28/2002  
Call Date - Actual: 08/13/2002 - 08/15/2002  
Purchase Date - Actual: 07/11/2002 - 07/18/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code: Truck Ford Default Concern Codes

Requested: 07/31/2001 - 09/28/2002  
Requested: 08/13/2002 - 08/16/2002  
Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 01  
- Cumulative MYTD: 5,305

2002 ESCAPE

VIN: 1FMYU02182K000003  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: NAPERVILLE, IL [REDACTED]

Build Date: 08/20/2002  
Purchase Date: 07/19/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 38 / NA  
Mileage - 30000/60 DIS\*\* : 1500 / NA  
Veh. Product Quality Sat.\* - 38 DIS/60 DIS\*\* : 10 / NA  
Increase SAT to 9 or 10 : N/A/NA  
Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/25/2002	378319	REPLACED LIFTGATE STOPPER

Cust. Contact Date: 08/14/2002 Containment Status: Not Contained Agent ID: jmsach  
Concern Comment: The customer would have liked powered front seats.

SIF \*\*: 8 (None) Champion: NONE

VIN: 1FMYU02182K000071  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: SPRINGFIELD, MO [REDACTED]

Build Date: 08/18/2002  
Purchase Date: 07/14/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 33 / NA  
Mileage - 30000/60 DIS\*\* : 408 / NA  
Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 10 / NA  
Increase SAT to 9 or 10 : N/A/NA  
Gender: [REDACTED]

Cust. Contact Date: 08/13/2002 Containment Status: Not Contained Agent ID: jmsach  
Concern Comment: The customer would have liked longer seat cushions for the front seats, for better comfort.

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 1845 days in service and 60 DIS occurs at 4570 days in service.  
\*\*\* Satisfaction based on Ford SIF scale is: 8=None, 1=Low, 2=Medium, 3=High.

0802-0271-0 2209



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/22/2002 - 05/28/2002  
 Del Date - Actual: 06/13/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/13/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 61

- Cumulative MYTD: 5,366

2002 ESCAPE

WIC: 1FNTG0L192KD08482	Build Date: 06/06/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/16/2002	Mileage - 30DIS/60 DIS**:	1380 / 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	NANA
Cust. City: BENTON, PA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/14/2002      Containment Status: Not Contained      Agent ID: profans

Concern Comment: This customer says that the pletha base on the drivers side seat should be redesigned as currently his foot gets caught in it while driving.

SIF \*\*      8 (None)      Champion:      NONE

EMR2-027-D 3308

\* 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 4575 days in service.  
 \*\*\* Satisfaction (Speed Factor (SIF)) scale is: 0=None, 1=Low, 2=Medium, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/29/2002  
 Call Date - Actual: 06/13/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/29/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 61

- Cumulative MYTD: 5,398

2002 ESCAPE

VIN: 1FMYD0118230084736

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: COLUMBUS, OH [REDACTED]

Build Date: 06/15/2002

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]

33 / NA

600 / NA

9 / NA

NANA

Cust. Contact Date: 06/15/2002

Containment Status: Not Contained

Agent ID: jmasch

Customer Comment: The customer would have liked a 60/40 split bench for the rear seating as a standard feature.

SFI\*\*\*: 0 (None)

Champion: NONE

ESCAPE-027-D-0207

\* 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 15460 days in service and 60 DIS occurs at 45776 days in service.  
 \*\*\* Satisfaction Impact Factor (SFI) scale is: 0=None, 1=Low, 2=Medium, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/23/2002 - 05/29/2002  
 Call Date - Actual: 09/15/2002 - 09/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/29/2002  
 Requested: 09/13/2002 - 09/15/2002  
 Requested: 09/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 61  
 - Cumulative MYTD: 5,398

2002 ESCAPE

VIN: 1F8CUBG6102M066309	Build Date: 05/29/2002	30 DAYS DIS**:	36 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/11/2002	Mileage - 30 DAYS DIS**:	880 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DAYS DIS**:	9 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: SAN FRANCISCO, CA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 09/15/2002	Containment Status: Not Contained	Agent ID: pphare
Concern Comment: The customer says that there should be a lumbar support feature on the front passenger side seat as well as the front drivers side seat.		
SEF**:	8 (New)	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 DAY access at 1800 days in service and 90 DAYS occurs at 45/75 days in service.  
 \*\*\* Satisfaction Impact Factor (SEF) scale is: 0-none, 1-low, 2-medium, 3-high.

EM82-87-0 3286



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/23/2002 - 06/26/2002  
Call Date - Actual: 08/13/2002 - 08/15/2002  
Purchase Date - Actual: 07/11/2002 - 07/16/2002  
Containment Status: Both Contained and Not Contained  
Plant/s: KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/26/2002  
Requested: 08/13/2002 - 08/16/2002  
Requested: 06/21/2001 - 07/26/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Served  
- Within date range: 61  
- Cumulative MYTD: 5,388

#### 2002 ESCAPE

<b>VIN:</b> 1F7BCU041R2KD68398 <b>Cust. Name:</b> [REDACTED] <b>Cust. Phone:</b> [REDACTED] <b>Cust. Address:</b> [REDACTED] <b>Cust. City:</b> SAN FRANCISCO, CA [REDACTED]	<b>Build Date:</b> 05/23/2002 <b>Purchase Date:</b> 07/11/2002 <b>Dealer Name:</b> [REDACTED] <b>Dealer Phone:</b> [REDACTED]	<b>30 DIS/60 DIS**:</b> 35 / NA <b>Mileage - 30DIS/60 DIS**:</b> 800 / NA <b>Veh. Product Quality Sat.* - 30 DIS/60 DIS**:</b> 9 / NA <b>Increase SAT to 9 or 10:</b> NA/NA <b>Gender:</b> [REDACTED]
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<b>Cust. Contact Date:</b> 08/16/2002	<b>Containment Status:</b> Not Contained	<b>Agent ID:</b> prehan
<b>Concern Comment:</b> The customer says that better quality leather should be used in the vehicle for the seating.		

<b>SF**:</b> 6 (None)	<b>Champion:</b> NONE
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<b>VIN:</b> 1F7YLM3132G070423 <b>Cust. Name:</b> [REDACTED] <b>Cust. Phone:</b> [REDACTED] <b>Cust. Address:</b> [REDACTED] <b>Cust. City:</b> FRANKFORT, KY [REDACTED]	<b>Build Date:</b> 08/12/2002 <b>Purchase Date:</b> 07/13/2002 <b>Dealer Name:</b> [REDACTED] <b>Dealer Phone:</b> [REDACTED]	<b>30 DIS/60 DIS**:</b> 33 / NA <b>Mileage - 30DIS/60 DIS**:</b> 1600 / NA <b>Veh. Product Quality Sat.* - 30 DIS/60 DIS**:</b> 8 / NA <b>Increase SAT to 9 or 10:</b> Y/NA <b>Gender:</b> [REDACTED]
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<b>Cust. Contact Date:</b> 08/16/2002	<b>Containment Status:</b> Not Contained	<b>Agent ID:</b> jrmorch
<b>Concern Comment:</b> The customer finds that the vehicles seat upholstery tends to stain too easily.		

<b>SF**:</b> 6 (None)	<b>Champion:</b> 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 15MS days in service and 60 DIS occurs at 45/75 days in service.  
 \*\*\* Satisfaction Index Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

8102-027-0 3200



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:06/28/2002 - 08/28/2002  
Call Date - Actual:08/13/2002 - 08/16/2002  
Purchase Date - Actual:07/11/2002 - 07/16/2002  
Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/29/2002  
Requested: 08/13/2002 - 08/16/2002  
Requested: 08/21/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: #1  
- Cumulative MYTD: 5,388

VIN: 1FMYU83162KD00971	Build Date: 08/18/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name:	Purchase Date: 07/11/2002	Mileage - 30DIS/60 DIS**:	400 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 8 or 10	NA/NA
Cust. City: SPRINGFIELD, MO		Gender:	

Cust. Contact Date: 08/13/2002	Containment Status: Not Contained	Agent ID: jmcwch
Concern Comment: The customer would have liked softer seats.		

SIF ***: 0 (None)	Champion: NONE
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VIN: 1FMYU83162KD02223	Build Date: 08/14/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	Purchase Date: 07/12/2002	Mileage - 30DIS/60 DIS**:	800 / 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: DICKSON CITY, PA		Gender:	

Cust. Contact Date: 08/13/2002	Containment Status: Not Contained	Agent ID: prehsa
Concern Comment: The customer says that there should be a lumbar feature on both front seats in the vehicle. The customer says that heated seats should be a standard feature in the vehicle.		

SIF ***: 8 (None)	Champion: NONE
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ES02-07-0 3218

\* 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 4675 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-average, 3-high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/29/2002  
 Call Date - Actual: 06/13/2002 - 06/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/29/2002  
 Requested: 06/13/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative MYTD: 5,398

#### 2002 ESCAPE

VIN: 1F7YU04122K00988	Build Date: 06/24/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/14/2002	Mileage - 30DIS/60 DIS**:	600 / 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: ISSAQUAH, WA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/19/2002 Containment Status: Not Contained Agent ID: jproach  
 Concern Comment: The customer likes having the Passive Anti-Theft System.

SF \*\*\*: 0 (None) Complaint: NONE

VIN: 1F7YU04122K00988	Build Date: 06/24/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: ROBERT A SHADE	Purchase Date: 07/15/2002	Mileage - 30DIS/60 DIS**:	1600 / 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: BUCKNER, MO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/14/2002 Containment Status: Not Contained Agent ID: pshaw  
 Concern Comment: The customer likes the anti-theft system in the vehicle.

SF \*\*\*: 0 (None) Complaint: 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 9045 days in service and 60 DIS occurs at 4575 days in service.  
 \*\*\* Satisfaction Index Factor (SIF) scale is: 1=none, 1=low, 2=medium, 3=high.

0802-027-D 0211





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/22/2002 - 05/22/2002  
 Call Date - Actual: 05/13/2002 - 05/18/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant's: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/29/2002  
 Requested: 08/13/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative BYTD: 5,308

2002 ESCAPE

VIN: 1FMCU33122K012394	Build Date: 05/24/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/14/2002	Mileage - 30D/3/60 DIS**:	600 / 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: ISSAQUAH, WA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 05/19/2002	Containment Status: Not Contained	Agent ID: jroesch
Concern Comment: The customer was having the remote keyless entry feature.		
SIF **: 9 (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 3045 days in service and 60 DIS occurs at 4978 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 9=None, 1-Low, 2=Good, 3-High.

EM2-07-0 2212



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 08/29/2002  
 Call Date - Actual: 06/13/2002 - 08/15/2002  
 Problem Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/29/2002  
 Requested: 08/13/2002 - 08/15/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 81  
 - Cumulative MYTD: 5,288

2002 ESCAPE

VIN: 1F8CUM4157KD06388  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: SAN FRANCISCO, CA [REDACTED]

Build Date: 06/23/2002  
 Purchase Date: 07/11/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS80 DIS\*\* : 35 / NA  
 Mileage - 30DIS80 DIS\*\* : 800 / NA  
 Veh. Product Quality Stat.\* - 30 DIS80 DIS\*\* : 9 / NA  
 Increase SAT to 8 or 10 : NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/15/2002  
 Concern Comment: The customer says that the lift gate should have a power function on the key FOB and is the vehicle that not only unlocks it but pops it open as well.

Containment Status: Not Contained

Agent ID: pnhorn

SIF \*\*: 0 (None)

Champion: NONE

EP02-027-D 3213

\* 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 80 DIS occurs at 4678 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Mid, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/28/2002  
 Call Date - Actual: 08/13/2002 - 08/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/28/2002  
 Requested: 08/13/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 61  
 - Cumulative MYTD: 8,288

2002 ESCAPE

VIN: 1FENJ1D41G2K084227	Build Date: 06/11/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/13/2002	Mileage - 30D/3/60 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	NANA
Cust. City: COLORADO SPRING, CO [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 08/13/2002	Containment Status: Not Contained	Agent ID: premsa
Concern Comment: The customer says that the ignition switch should be repositioned higher on the steering column so that it is easier to see and access.		
SF ***: 0 (None)	Champion: NONE	

EP02-027-D 3214

\* 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.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/29/2002  
 Call Date - Actual: 06/13/2002 - 06/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Code

Requested: 07/31/2001 - 08/29/2002  
 Requested: 06/13/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative MYTD: 6,308

2002 ESCAPE

VIN: 1F8YU89123D065400  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: SANTA ROSA, CA [REDACTED]

Build Date: 05/29/2002  
 Purchase Date: 07/13/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DAYS DIS\*\* 31 / NA  
 Mileage - 300580 DIS\*\* 3000 / NA  
 Veh. Product Quality Sat. - 30 DAYS DIS\*\* 16 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Date	Repair Order	Reply Comments
09/05/2002	062482	SUBLET SUBLET TO REFINISH RIGHT FRONT DOOR

Cust. Contact Date: 06/19/2002 Containment Status: Not Contained Agent ID: ppham  
 Concern Comment: The customer likes the power controlled windows on the vehicle.  
 SF \*\*: 6 (None) Chapter: 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 1845 days in service and 30 DIS occurs at 4675 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 4=none, 1=low, 2=medium, 3=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/23/2002 - 06/26/2002  
 Call Date - Actual: 06/13/2002 - 06/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/26/2002  
 Requested: 06/13/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative MYTD: 5,368

2002 ESCAPE

VIN: 1FMCU04162K098178  
 Cust. Name: [REDACTED] Build Date: 05/29/2002 30 DIS/60 DIS\*\* 32 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/12/2002 Mileage - 30DIS/60 DIS\*\* 3600 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 10 / NA  
 Cust. City: COLO SPRG, CO [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/29/2002	305564	No Comment

Cust. Contact Date: 06/13/2002 Containment Status: Not Contained Agent ID: prebns  
 Concern Comment: The customer blew the sun roof on the vehicle.

SF \*\*: 9 (None) Champion: NONE

VIN: 1FMYLH31220020098  
 Cust. Name: [REDACTED] Build Date: 06/17/2002 30 DIS/60 DIS\*\* 30 / NA  
 Cust. Phone: [REDACTED] Purchase Date: 07/16/2002 Mileage - 30DIS/60 DIS\*\* 2000 / NA  
 Cust. Address: [REDACTED] Dealer Name: Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 10 / NA  
 Cust. City: JOPLIN, MO [REDACTED] Dealer Phone: Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 06/16/2002 Containment Status: Not Contained Agent ID: jmoocok  
 Concern Comment: Two customer blew having a moon roof.

SF \*\*: 9 (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 15000 days in service and 60 DIS occurs at 40700 days in service.  
 \*\*\* Satisfaction based on Ford (SF) scale for Score: 1-Hor. 2-Vertical. 3-Both.

EM02-027-D 3215



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/22/2002 - 05/28/2002  
 Call Date - Actual: 06/19/2002 - 06/19/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/29/2002  
 Requested: 06/19/2002 - 06/19/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 61

- Cumulative MYTD: 5,108

2002 ESCAPE

VIN: 4FENJ1041120091743  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: BALTIMORE, MD [REDACTED]

Build Date: 06/19/2002  
 Purchase Date: 07/13/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* 31 / NA  
 Mileage - 30DIS/60 DIS\*\* 2300 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 8 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/13/2002 Containment Status: Not Contained  
 Concern Comment: The customer likes the power controlled sun roof on the vehicle.

Agent ID: prehana

SIF \*\*: 0 (None) Complaint: NONE

VIN: [REDACTED]  
 Cust. Name: DALE E WOOD  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: TELFORD, PA [REDACTED]

Build Date: 05/24/2002  
 Purchase Date: 07/16/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* 31 / NA  
 Mileage - 30DIS/60 DIS\*\* 1000 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 10 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/15/2002 Containment Status: Not Contained  
 Concern Comment: The customer likes the sun roof on the vehicle.

Agent ID: prehana

SIF \*\*: 0 (None) Complaint: 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.

EMSC-027-D 3217



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/28/2002  
 Call Date - Actual: 06/15/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/19/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - WTS in date range: 61  
 - Cumulative NYTD: 8,288

2002 ESCAPE

VIN: 1FMYU041E2KD08785	Build Date: 06/07/2002	30 DIS/60 DIS**	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/15/2002	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	NA/NA
Cust. City: HUTLEY, IA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/14/2002      Containment Status: Not Contained      Agent ID: [REDACTED]  
 Concern Comment: The customer blew the moon roof on the vehicle.

SF \*\*\*: # (None)      Complaint: NONE

EMK-07-D 3218

\* Mileage-based 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 based Ford's SF scale is: 0=none, 1=low, 2=medium, 3=high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/28/2002  
 Cell Date - Actual: 06/13/2002 - 06/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/19/2002  
 Containment Status: Both Contained and Not Contained  
 Plant/Co: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 08/28/2002  
 Requested: 08/13/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/25/2002

#### OC CODE: OVERALL VEHICLE

Total Customers Surveyed

#### 2002 ESCAPE

- Within date range: 61  
 - Cumulative BY7D: 6,298

VIN: 1FMYU82172KD86206  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: CHICAGO, IL [REDACTED]

Build Date: 06/24/2002  
 Purchase Date: 07/16/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 31 / NA  
 Mileage - 30DIS/60 DIS\*\* : 1900 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 8 / NA  
 Increase SAT to 9 or 10 : NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/15/2002  
 Concern Comment: The customer files that the flip glass on the vehicle opens without having to open the entire lift gate.  
 Containment Status: Not Contained

Agent ID: prehans

SIF \*\*\*: 0 (None)      Chapter: NONE

VIN: 1FMYU84152KD86785  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: MIDDLEBURY, NJ [REDACTED]

Build Date: 06/07/2002  
 Purchase Date: 07/15/2002  
 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\*\* : 10 / NA  
 Increase SAT to 9 or 10 : NANA  
 Gender: [REDACTED]

Cust. Contact Date: 08/14/2002  
 Concern Comment: The customer files that the flip glass on the vehicle opens without having to open the whole lift gate.  
 Containment Status: Not Contained

Agent ID: prehans

SIF \*\*\*: 0 (None)      Chapter: 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 4975 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EMR2-027-D 3218





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/23/2002 - 05/23/2002  
 Call Date - Actual: 08/13/2002 - 08/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/13/2002 - 08/15/2002  
 Requested: 08/21/2001 - 07/26/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 81  
 - Cumulative BYTD: 5,388

2002 ESCAPE

VIN: JEMV1M4122KD00969	Build Date: 05/24/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	Purchase Date: 07/16/2002	Mileage - 30 DIS/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: BUCKNER, MO		Gender:	

Cust. Contact Date: 08/14/2002	Containment Status: Not Contained	Agent ID: prehans
Concern Comment: The customer says that when the child lock feature is activated for the windows in the vehicle, the drivers side controls should still be able to open and close them.		
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 score at 1845 days in service and 60 DIS occurs at 4975 days in service.  
 \*\*\* Satisfaction Index Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ERR2-027-D 3228



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/26/2002  
 Call Date - Actual: 06/13/2002 - 06/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/15/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/26/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/29/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative MYTD: 5,366

2002 ESCAPE

VIN: 1FMYU01H22KD00013

Customer Name:	Build Date:	06/20/2002	30 DIS/60 DIS**:	30 / NA
Customer Phone:	Purchase Date:	07/15/2002	Mileage - 30D/60 DIS**:	1500 / NA
Customer Address:	Dealer Name:		Veh. Product Quality Sat. - 30 DIS/60 DIS**:	70 / NA
Customer City:	Dealer Phone:		Increase SAT to 9 or 10	NANA
			Gender:	

Date	Repair Order	Repair Comments
07/25/2002	37831B	REPLACED LIFTGATE STOPPER

Customer Contact Date: 06/14/2002      Containment Status: Not Contained      Agent ID: jroesch  
 Customer Comment: The customer would have liked a moon roof as a standard feature.

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 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: 06/29/2002 - 06/29/2002  
 Call Date - Actual: 09/15/2002 - 09/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 09/29/2002  
 Requested: 09/13/2002 - 09/15/2002  
 Requested: 09/21/2001 - 07/29/2002

OC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 81  
 - Cumulative MYTD: 5,398

2002 ESCAPE

VIN: 1FMYU01153R003711	Build Date: 06/29/2002	30 DIS60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/16/2002	Mileage - 30DIS60 DIS**:	1418 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	NA/NA
Cust. City: POMPANO BEACH, FL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 09/14/2002	Containment Status: Not Contained	Agent ID: jrozech
Concern Comment: The customer would have liked Privacy glass as a standard feature.		

SE**:	B (None)	Champion:	NONE
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5982-037-D 3022

\* 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 1046 days in service and 60 DIS occurs at 4679 days in service.  
 \*\*\* Satisfaction based on Ford (SE) scale: 0=none, 1=low, 2=medium, 3=high.

**CONCERNS BY CATEGORIES***Ford Motor Company*

Build Date - Actual: 06/25/2002 - 06/28/2002  
 Call Date - Actual: 09/13/2002 - 09/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 08/28/2002  
 Requested: 09/13/2002 - 09/15/2002  
 Requested: 09/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Survived  
 - Within date range: 61  
 - Cumulative MYTD: 5,388

2002 ESCAPE

VIN: 1FMYU02172KD08280

Cust. Name:

Build Date:

06/28/2002

30 DIS80 DIS\*\*

31 / NA

Cust. Phone:

Purchase Date:

07/16/2002

Mileage - 30DIS80 DIS\*\*

1900 / NA

Cust. Address:

Dealer Name:

Veh. Product Quality Sat.\* - 30 DIS80 DIS\*\*

9 / NA

Cust. City:

CHICAGO, IL

Dealer Phone:

Increase SAT to 9 or 10

NANA

Gender:

Cust. Contact Date: 09/10/2002

Containment Status: Not Contained

Agent ID: prebna

Concern Comment: The customer says that a factory tint should come on the windows of the vehicle as a standard feature.

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 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:06/23/2002 - 06/26/2002  
Call Date - Actual:06/19/2002 - 06/19/2002  
Purchase Date - Actual:07/11/2002 - 07/16/2002  
Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/26/2002  
Requested: 06/13/2002 - 06/19/2002  
Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 81  
- Cumulative MYTD: 6,308

2002 ESCAPE

VIN:	1FMYU62162RD53550	Build Date:	05/23/2002	30 DIS80 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/19/2002	Mileage - 30DIS/80 DIS**:	2000 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DIS80 DIS**:	8 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	LEWISBERRY, PA [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date:	06/15/2002	Containment Status:	Not Contained	Agent ID:	prelona
Concern Comment:	The customer likes the positioning and easy access of the cruise control feature in the vehicle.				

SF ***:	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 DIS80 occurs at 15000 days in service and 80 DIS80 occurs at 45000 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM02-027-0 3224



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/28/2002  
 Call Date - Actual: 06/13/2002 - 06/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/19/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Recreated: 06/15/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/26/2002

OC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 01  
 - Cumulative MYTD: 6,385

VIN: 1FMYD011632700939  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: PARK FOREST, IL [REDACTED]

Build Date: 06/15/2002  
 Purchase Date: 07/12/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS80 DIS\*\* 32 / NA  
 Mileage - 30DIS80 DIS\*\* 1400 / NA  
 Veh. Product Quality Sat.\* - 30 DIS80 DIS\*\* 10 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 06/13/2002  
 Concern Comment: The customer likes having the power point feature.

Containment Status: Not Contained

Agent ID: jmcosh

SF \*\*: 4 (None)

Champion: NONE

VIN: 1EM71HM4127001743  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: BALTIMORE, MD [REDACTED]

Build Date: 06/13/2002  
 Purchase Date: 07/13/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS80 DIS\*\* 31 / NA  
 Mileage - 30DIS80 DIS\*\* 2300 / NA  
 Veh. Product Quality Sat.\* - 30 DIS80 DIS\*\* 9 / NA  
 Increase SAT to 9 or 10 NANA  
 Gender: [REDACTED]

Cust. Contact Date: 06/13/2002  
 Concern Comment: The customer likes that there are three power-point outlets in the vehicle.

Containment Status: Not Contained

Agent ID: prehaw

SF \*\*: 5 (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 miles at 15/15 days in service and 60 DIS miles at 45/75 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EMK-07-0 3225



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/23/2002  
 Call Date - Actual: 06/13/2002 - 06/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant/City: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 06/26/2002  
 Requested: 06/13/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

2002 ESCAPE

- Within date range: 61

- Cumulative MYTD: 5,298

VIN: 1FMDU1D142ND99224

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: LINCOLN, MO [REDACTED]

Build Date: 06/19/2002  
 Purchase Date: 07/13/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DR/80 DIS\*\* 21 / NA  
 Mileage - 30085/80 DIS\*\* 1806 / NA  
 Veh. Product Quality Sat\*\* - 38 DUBBO DIS\*\* 10 / NA  
 Increase SAT to 8 or 10 NANA  
 Gender: [REDACTED]

Date	Reply Order	Reply Comments
07/22/2002	168467	VERIFY EXCESSIVE DIRT IN LEFT FRONT DOOR + HOOD. ALSO REMAINING DOORS + ROOF MISMATCH PAINT REMOVE DIRT IN LEFT FRONT DOOR + HOOD. STRIP + REFINISH LEFT FRONT DOOR + HOOD. NESS TO REMOVE HANDLES + BELT MOLDINGS +

Cust. Contact Date: 06/13/2002 Containment Status: Not Contained Agent ID: jromach  
 Concern Comment: The customer would have liked an illuminated cruise control On/Off button located on the driver's side of the steering column, to prevent from accidentally changing its settings when holding the steering wheel. The customer would also like the cruise control settings to stay set, even after the vehicle is turned off, unless changed by the customer.

SF \*\*: 8 (None) Concern: NONE

ENR2-821-D 3226

\* 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 16000 miles in service and 68 DIS occurs at 46750 miles 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: 06/23/2002 - 06/26/2002  
 Call Date - Actual: 06/13/2002 - 06/15/2002  
 Forfeiture Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code 1: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 06/13/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served

- Within date range: 01

- Cumulative MYTD: 5,308

2002 ESCAPE

VIN: JEDT141122KDM4738

Cust. Name: [REDACTED]

Cust. Phone:

Cust. Address:

Cust. City: COLUMBUS, OH [REDACTED]

Build Date: 06/13/2002

Purchase Date: 07/13/2002

Dealer Name:

Dealer Phone:

30 DRS/60 DRS\*\*

Mileage - 800 DRS/80 DRS\*\*

Veh. Product Quality Sat.\* - 30 DRS/60 DRS\*\*

Increase SAT to 5 or 10

Gender:

33 / NA

800 / NA

0 / NA

NANA

Cust. Contact Date: 06/15/2002

Containment Status: Not Contained

Agent ID: jrcmch

Concern Comment: The customer would have liked a stereo button that would activate the radio functions even after the key is taken out of the ignition switch.

SIP \*\*\*: 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 DRS occurs at 1800 days in service and 60 DRS 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: 05/23/2002 - 05/29/2002  
 Call Date - Actual: 05/13/2002 - 05/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/11/2001 - 09/29/2002  
 Requested: 05/13/2002 - 05/15/2002  
 Requested: 05/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 81  
 - Cumulative MYTD: 5,388

2002 ESCAPE

VIN: 1F8CUGS12SKB03304	Build Date: 05/24/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name:	Purchase Date: 07/14/2002	Mileage - 30DIS/60 DIS**:	800 / NA
Cust. Phone:	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	10 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 8 or 10	NA/NA
Cust. City: ISSAQUAH, WA		Gender:	

Cust. Contact Date: 05/13/2002	Containment Status: Not Contained	Agent ID: jrcsch
Concern Comment: The customer likes having four wheel suspension.		
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 score at 15MS days in service and 60 DIS score at 45/75 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high

ERR2-927-D 3228



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/29/2002  
 Call Date - Actual: 06/13/2002 - 06/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/29/2002  
 Requested: 06/18/2002 - 06/16/2002  
 Requested: 06/21/2001 - 07/23/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within state range: 61  
 - Outside/See MYTC: 5,308

2002 ESCAPE

VIN	1F70UM1122KD14728	Build Date:	06/13/2002	30 DIS/60 DIS**	IS / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/13/2002	Mileage - 30D/60D DIS**	000 / 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:	COLUMBUS, OH [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 06/15/2002      Containment Status: Not Contained      Agent ID: jmosch  
 Concern Comment: The customer would have had a wheel design that would divert brake dust away from the front wheels, so that it does not accumulate.

SF\*\*:

0 (None)	Champion	NONE
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\* 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 15000 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.

EM02-027-D 3328



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/22/2002 - 05/22/2002  
 Call Date - Actual: 08/13/2002 - 08/15/2002  
 Purchase Date - Actual: 07/11/2002 - 07/15/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/29/2002  
 Requested: 08/13/2002 - 08/15/2002  
 Requested: 08/12/2001 - 07/28/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 81  
 - Cumulative MYTD: 6,308

DATE ESCAPE

VIN: 1FMYU011X2K094243

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: MOUNT PLEASANT, SC [REDACTED]

Build Date: 08/17/2002

Purchase Date: 07/11/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/50 DIS\*\*

Mileage - 300/2860 DIS\*\*

Veh. Product Quality Sat.\* - 30 DIS/50 DIS\*\*

Increase SAT to 9 or 10

Gender: [REDACTED]

35 / NA

522 / NA

10 / NA

NANA

Cust. Contact Date: 08/15/2002

Concern Comment: The customer sees the convenience and ease of opening the liftgate.

Containment Status: Not Contained

Agent ID: jacobch

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 1545 days in service and 50 DIS occurs at 4875 days in service.

\*\*\* Satisfaction Index Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

10002-027-0 3238



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/28/2002  
 Call Date - Actual: 06/13/2002 - 06/18/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/25/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative MYTD: 5,368

#### 2002 ESCAPE

VIN: 1FMCU03163KEM384	Build Date: 06/24/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/14/2002	Mileage - 30DIS/60 DIS**:	800 / 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: ISSAQUAH, WA [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/18/2002 Containment Status: Not Contained Agent ID: jmoach  
 Concern Comment: This customer would have liked the rear lights to be easier to close and latch.

SIF \*\*\*: 9 (None) Champion: NONE

VIN: 1FMDU03192KEM377	Build Date: 06/26/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/14/2002	Mileage - 30DIS/60 DIS**:	800 / 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	YNA
Cust. City: LEVITTOWN, NY [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/18/2002 Containment Status: Not Contained Agent ID: jmoach  
 Concern Comment: The customer would have liked the vehicle doors, especially the rear doors, to close easier and with less force.

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 15/65 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.

EM02-027-0 223



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/26/2002  
 Call Date - Actual: 06/13/2002 - 06/14/2002  
 Purchase Date - Actual: 07/11/2002 - 07/16/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 06/26/2002  
 Requested: 06/13/2002 - 06/15/2002  
 Requested: 06/21/2001 - 07/25/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative MYTD: 6,266

#### 2002 ESCAPE



VIN: 1FMYLN31X2022028	Build Date: 06/26/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/16/2002	Mileage - 30 DIS/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	NANA
Cust. City: EDEN, NY [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/15/2002	Containment Status: Not Contained	Agent ID: jrmack
Customer Comment: Two customer likes that she is currently getting approximately 20 to 21 miles per gallon while city and highway driving.		

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 1645 days in service and 60 DIS occurs at 4975 days in service.  
 \*\*\* Satisfaction Incentive Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

ERR-027-D 3232



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/23/2002 - 06/29/2002  
 Call Date - Actual: 06/13/2002 - 06/19/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/11/2001 - 06/29/2002  
 Requested: 06/13/2002 - 06/19/2002  
 Requested: 06/21/2001 - 07/18/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 61  
 - Cumulative MYTD: 5,385

2002 ESCAPE

VIN: 1EWDU83202K02272	Build Date: 06/29/2002	30 DISKO DIS**	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 07/14/2002	Mileage - 30DISKO DIS**	800 / NA
Cust. Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DISKO DIS**	8 / NA
Cust. Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	Y/A
Cust. City: LEWISTOWN, NY [REDACTED]		Comment:	[REDACTED]

Cust. Contact Date: 06/13/2002	Containment Status: Not Contained	Agent ID: jmosch
Concern Comment: The customer is currently getting approximately 18 1/2 miles per gallon and would have preferred better gas mileage from 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 80 DIS occurs at 4870 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=low, 2=medium, 3=high.

DN02-027-0 2233



### CONCERNS BY CATEGORIES

Build Date - Actual: 06/23/2002 - 08/28/2002  
 Call Date - Actual: 08/13/2002 - 08/16/2002  
 Purchase Date - Actual: 07/11/2002 - 07/18/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/8/2001 - 08/28/2002  
 Requested: 08/13/2002 - 08/16/2002  
 Requested: 08/21/2001 - 07/25/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Concerns Shown: 1  
 - Within date range: 01  
 - Cumulative MYTD: 5,308

2002 ESCAPE

VIN:	1F801M912K009714	Build Date:	08/19/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/12/2002	Mileage - 30DIS/60 DIS**:	1800 / 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:	NEENAH, WI [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/13/2002      Containment Status: Not Contained      Agent ID: jproach  
 Concern Comment: The customer likes the smooth shifting of the transmission.

SIF \*\*\*: 8 (None)      Champion: NONE

VIN:	1FMYL63163KD09871	Build Date:	08/18/2002	30 DIS/60 DIS**:	33 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/11/2002	Mileage - 30DIS/60 DIS**:	400 / 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:	SPRINGFIELD, MO [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 08/13/2002      Containment Status: Not Contained      Agent ID: jproach  
 Concern Comment: The customer likes the smooth shifting of the transmission.

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= Definitly Would.  
 \*\* 30 DIS occurs at 1545 days in service and 60 DIS occurs at 4375 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale by: 0-none, 1-low, 2-medium, 3-high.

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, April 08, 2002 12:56 PM  
**To:** Maurer, James (J.B.)  
**Cc:** Kwon, Soon (S.K.); Sanders, Muriel (M.S.); Altoonian, Don (D.J.)  
**Subject:** RE: Stalls due to DPFE

Jim,  
Can you share the 14D information on DPFE contribution to U204 stalls with us?

*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](mailto:rdalbo@ford.com)

—Original Message—

**From:** Kwon, Soon (S.K.)  
**Sent:** Monday, April 08, 2002 12:33 PM  
**To:** Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Altoonian, Don (D.J.)  
**Subject:** Stalls due to DPFE

Do we have any official number of "stalls" due to Kavlico DPFE malfunction ?

Thanks.

Regards,  
**Soon Kwon**  
Escape/Tribute P/T OPD Supervisor  
Compact Utility PT8E, TVC  
2FB39, MD 406, PDC Dearborn 48126  
Phone (313) 322-6844, Fax  
Pager (313) 795-1636, email: [skwon@ford.com](mailto:skwon@ford.com)



---

**From:** Verner, Carol (C.J.)  
**Sent:** Tuesday, April 02, 2002 11:52 AM  
**To:** Rothweiler, Daniel (D.); Powers, Marty (M.L.)  
**Cc:** Capuzzo, Chris (C.); Maurer, James (J.B.); Firu, John (J.J.); Sanders, Muriel (M.S.); Lintiac, Steven (S.)  
**Subject:** RE: DPFE sensor evaluation: Mazda Tribute

Dan,

I spoke with Marty Powers our Vehicle Coordinator and he informs me that Ford uses the moving company RELIABLE to transport vehicles across the country. As soon as the logistics (manager approval, chief engineer approval, ....etc) are ironed out we will contact Steve and yourself with the information.

Just to keep the record straight on the VIN the correct one for vehicle #7 per your sheet is 4F2YU09121KM24319.  
Marty is aware that when we are all done with our testing that the plate is to be removed and I will get it back to you.

Carol  
313-390-7180

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

**From:** Dan Rothweiler [mailto:DRothwei@mazdausa.com]  
**Sent:** Monday, April 01, 2002 11:13 AM  
**To:** 'Verner, Carol (C.J.)'; 'Powers, Marty (M.L.)'  
**Cc:** Chris Capuzzo; 'Maurer, James (J.B.)'; 'Firu, John (J.J.)'; 'msander6@ford.com'; Steven Lintiac  
**Subject:** RE: DPFE sensor evaluation: Mazda Tribute

Carol, I need to speak with you about this VIN listed below.  
4F2CU081X1KM42319 is NOT vehicle # 7 on my list. Mazda does not own VIN # 4F2CU081X1KM42319. Look at the attached chart at the VIN for vehicle #7. Isn't this the vehicle you wanted? #7 is the vehicle that Mark Freeland wanted originally. Please call ASAP.

Daniel H. Rothweiler  
Mazda North American Operations  
Fixed Operations Technical Specialist  
Office: 732-868-2135  
Fax: 214-442-5222  
Cellular: 732-547-8578

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

**From:** Steven Lintiac  
**Sent:** Tuesday, March 26, 2002 5:33 PM  
**To:** 'Verner, Carol (C.J.)'; Powers, Marty (M.L.)  
**Cc:** Chris Capuzzo; Dan Rothweiler; Maurer, James (J.B.); Firu, John (J.J.); 'msander6@ford.com'  
**Subject:** RE: DPFE sensor evaluation: Mazda Tribute

Marty and John,

In addition to the shipping address, please provide phone numbers where we can reach you both. Thank you for the reply Carol, and thank you all.

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

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

From: Verner, Carol (C.J.) [mailto:cverner@ford.com]  
Sent: Tuesday, March 26, 2002 2:24 PM  
To: Lintiac, Steven (S.); Powers, Marty (M.L.)  
Cc: Capuzzo, Chris (C.); Rothweiler, Daniel (D.); Maurer, James (J.B.);  
Firu, John (J.J.)  
Subject: RE: DPFE sensor evaluation: Mazda Tribute

Afternoon Steve,

- 1) VIN # 4F2CU081X1KM42319
- 2) Marty Powers (mpowers1@ford.com) or John Firu (jfiru@ford.com) will contact you and provide the address the vehicle will be shipped to.
- 3) Marty Powers or John Firu. They are vehicle coordinators here in the FMEI Department, V-Engine @ POEE.
- 4) Engineering evaluation by FMEI Engineering to analyze the tube mounted DPFE sensor for root cause failure.
- 5) Length of time: 120 days
- 6) Marty Powers or John Firu

If you have any more question let me know.

Thank you and Mazda for your support in helping us with our evaluation.  
Carol

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

From: Steven Lintiac [mailto:SLintiac@mazdausa.com]  
Sent: Tuesday, March 26, 2002 12:49 PM  
To: 'Verner, Carol (C.J.)'  
Cc: Chris Capuzzo; Dan Rothweiler  
Subject: RE: DPFE sensor evaluation

Carol,

Please provide the following directly to my attention:

- 1) VIN confirmation
- 2) address that the vehicle will be going
- 3) your contact information
- 4) a brief description stating purpose of vehicle request
- 5) estimated length of time vehicle will be borrowed
- 6) who will be arranging vehicle transportation

I will need this information to make the proper arrangements with our consumer compliance group that is in charge of the buyback vehicles. Thank you,

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

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

From: Dan Rothweiler  
Sent: Tuesday, March 26, 2002 6:44 AM  
To: 'Verner, Carol (C.J.)'  
Cc: Steven Lintiacco; Chris Capuzzo  
Subject: RE: DPFE sensor evaluation

Carol, Here is Steve's contact information.

Steve Lintiacco  
MNAO North American Product support  
1444 McGaw Ave.  
Irvine, California 92664-5570  
slintiac@mazdausa.com

Here is the address of where the vehicle resides. Please let me know when the transportation will arrive as the vehicle is currently being driven.

MNAO Northeast Regional office  
200 Cottontail Lane  
Somerset, New Jersey 08873

Daniel E. Rothweiler  
Mazda North American Operations  
Fixed Operations Technical Specialist  
Office: 732-868-2135  
Fax: 214-442-5222  
Cellular: 732-547-8578

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

From: Verner, Carol (C.J.) [mailto:cverner@ford.com]  
Sent: Friday, March 22, 2002 8:16 AM  
To: Rothweiler, Daniel (D.)  
Subject: FW: DPFE sensor evaluation

Good Morning Dan,

I work with Mark on this current Kavlico tm-dpfe issue and yesterday in our regular team meeting it was decided that we would like to get this vehicle over to our technician here in the FMEI department of V-Engine in POEB. I am sending this note because I would like to know if the Mazda Tribute is





### 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:	1FMYL204152KD88125	Build Date:	06/26/2002	90 DIS/60 DIS**:	30 / NA
Cust. Name:	[REDACTED]	Purchase Date:	07/24/2002	Mileage - 30DIS/60 DIS**:	2000 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Ser.** - 90 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: 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 Serrano's 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 2/20

The 2nd set of 2 is off of another Tribute customer Hammond that had 2 DPFE replacements. VIN # 4F2CU081X1KM42319. This Tribute we don't have any hotline information on but the RO's are included as well.

I need an address to send these parts to you so if you can get it to me soon I will ship them to you.

Thanks,

Daniel H. Rothweiler  
Mazda North American Operations  
Fixed Operations Technical Specialist  
Office: 732-868-2135  
Fax: 214-442-5222  
Cellular: 732-547-8578

---

**From:** Steven Lintiaco [SLintiaco@mazdausa.com]  
**Sent:** Thursday, March 28, 2002 8:08 PM  
**To:** 'rdalbo@ford.com'; Dan Rothweiler  
**Cc:** 'msander6@ford.com'  
**Subject:** FW: Buyback Request: DPFE sensor evaluation-Mazda Tribute

Bob & Muriel - I got the thumbs up to ship the vehicle for testing. However, please remind the test group that Mazda needs the vehicle back as soon as possible so that it could be resold with minimal loss.

Dan - Please get vehicle ready for Bob & Muriel.

Thanks!

Steve Lintiaco  
Mazda North American Operations  
Technical Product Support  
949-442-6514 (phone)  
949-442-6599 (fax)  
e-mail: slintiaco@mazdausa.com

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

**From:** Steven Lintiaco  
**Sent:** Thursday, March 28, 2002 2:34 PM  
**To:** Bob Newell  
**Cc:** Dan Rothweiler; 'msander6@ford.com'; 'rdalbo@ford.com'  
**Subject:** Buyback Request: DPFE sensor evaluation-Mazda Tribute  
**Importance:** High

Bob,

Ford engineering needs an additional Tribute buyback shipped to their facility for further testing. The test is estimated to take approximately 120 days. The vehicle identified is VIN 4P2CU081X1KM42319 and it is currently located in the NE region. Dan Rothweiler currently has possession of the vehicle. The shipping address is the same as the previous vehicles sent:

R.Dalbo / Mark Freeland / Muriel Sanders  
Truck Engineering 5165  
2000 Enterprise Dr (simmons bldg)  
allen park, mi 48101

R.Dalbo Ph #: (313) 248-4947

Mark Freeland's group volunteered to handle transportation and all associated costs. MNAO's responsibility will be to approve the release of this vehicle for testing. Please let me know if okay to ship and/or any concerns you might have. Dan Rothweiler will take care of providing a current plate and registration. Thank you for your continued support in the

stall investigation,

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

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

From: Steven Lintiacco  
Sent: Tuesday, March 26, 2002 2:33 PM  
To: 'Verner, Carol (C.J.)'; Powers, Marty (M.L.)  
Cc: Chris Capuzzo; Dan Rothweiler; Maurer, James (J.B.); Firu, John (J.J.); 'msander6@ford.com'  
Subject: RE: DPFE sensor evaluation: Mazda Tribute

Marty and John,

In addition to the shipping address, please provide phone numbers where we can reach you both. Thank you for the reply Carol, and thank you all.

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

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

From: Verner, Carol (C.J.) [mailto:cverner@ford.com]  
Sent: Tuesday, March 26, 2002 2:24 PM  
To: Lintiacco, Steven (S.); Powers, Marty (M.L.)  
Cc: Capuzzo, Chris (C.); Rothweiler, Daniel (D.); Maurer, James (J.B.); Firu, John (J.J.)  
Subject: RE: DPFE sensor evaluation: Mazda Tribute

Afternoon Steve,

- 1) VIN # 4F2CU081X1KM42319
- 2) Marty Powers (mpowers1@ford.com) or John Firu (jfiru@ford.com) will contact you and provide the address the vehicle will be shipped to.
- 3) Marty Powers or John Firu. They are vehicle coordinators here in the FMEI Department, V-Engine @ POEE.
- 4) Engineering evaluation by FMEI Engineering to analyze the tube mounted DPFE sensor for root cause failure.
- 5) Length of time: 120 days
- 6) Marty Powers or John Firu

If you have any more question let me know.

Thank you and Mazda for your support in helping us with our evaluation.



Carol

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

From: Steven Lintiac [mailto:slintiac@mazdausa.com]  
Sent: Tuesday, March 26, 2002 12:49 PM  
To: 'Verner, Carol (C.J.)'  
Cc: Chris Capuzzo; Dan Rothweiler  
Subject: RE: DPFE sensor evaluation

Carol,

Please provide the following directly to my attention:

- 1) VIN confirmation
- 2) address that the vehicle will be going
- 3) your contact information
- 4) a brief description stating purpose of vehicle request
- 5) estimated length of time vehicle will be borrowed
- 6) who will be arranging vehicle transportation

I will need this information to make the proper arrangements with our consumer compliance group that is in charge of the buyback vehicles. Thank you,

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

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

From: Dan Rothweiler  
Sent: Tuesday, March 26, 2002 6:44 AM  
To: 'Verner, Carol (C.J.)'  
Cc: Steven Lintiac; Chris Capuzzo  
Subject: RE: DPFE sensor evaluation

Carol, Here is Steve's contact information.

Steve Lintiac  
MNAO North American Product support  
1444 McGaw Ave.  
Irvine, California 92614-5570  
slintiac@mazdausa.com

Here is the address of where the vehicle resides. Please let me know when the transportation will arrive as the vehicle is currently being driven.

MNAO Northeast Regional office  
200 Cottontail Lane  
Somerset, New Jersey 08873

Daniel H. Rothweiler  
Mazda North American Operations

Fixed Operations Technical Specialist  
Office: 732-868-2135  
Fax: 214-442-5222  
Cellular: 732-547-8578

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

From: Verner, Carol (C.J.) [mailto:cverner@ford.com]  
Sent: Friday, March 22, 2002 8:16 AM  
To: Rothweiler, Daniel (D.)  
Subject: FW: DPFE sensor evaluation

Good Morning Dan,

I work with Mark on this current Kavlico tm-dpfe issue and yesterday in our regular team meeting it was decided that we would like to get this vehicle over to our technician here in the FMEI department of V-Engine in POEE. I am sending this note because I would like to know if the Mazda Tribute is still around and who should I talk to in order to begin the process of transferring over to our department.

Thank you for your assistance  
Carol Verner  
313-390-7180

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

From: Freeland, Mark (M.)  
Sent: Thursday, March 21, 2002 6:44 PM  
To: Verner, Carol (C.J.)  
Subject: FW: DPFE sensor evaluation

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

From: Dan Rothweiler [mailto:DRothwei@mazdausa.com]  
Sent: Friday, March 08, 2002 3:24 PM  
To: 'Freeland, Mark (M.)'  
Cc: Steven Lintiacco; 'Don Altoonian'  
Subject: DPFE sensor evaluation

Mark, I received today 4 DPFE's from 2 different Tributes from New Hampshire.

2 of them are off of Customer Accetta VIN # 4F2CU081X1KM06730. They are the most recent 2 replacements of 4 total. Copies of the RO's are included with the parts.

Here is the text from the hotline file.

S20CCM1  
12:10:42  
F296

HOTLINE RECORD (REVIEW1)

03/08/02

NOEP137

Hotline Ref No.: 0250034 Status: SG SUGGESTED

Customer Contacts: 2

PQI Ref No.....: Caller: MANNY Time Zone: ET  
Job Code.....: D331 TECHNICIAN Branded...: N  
Location.....: 51516 TULLEY MAZDA Phone: 603 888 - 0550 Ext:  
VIN.....: 4F2CU081X1KM06730 MDL/YR: TRX ES A /01 Prod Dt:  
09/11/00  
Repair Mileage.: 23858 Cust: ACCETTA, JUNE In Srvc:  
10/24/00  
Hotline Subject: 1/10 BK MIL ON P-0401  
Category Code...: F FUEL AND EMISSION  
Symptom Codes...: 620 DOES NOT TURN OFF/WA 640 IMPROPER OPERATION  
Condition Codes: 401 DTC 402 DTC

Symptom Freq...: C CONSTANT C CONSTANT  
Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 3  
Describe Symptoms and Conditions:

MIL ON P-0401

S20CDM1 HOTLINE RECORD (REVIEW2) 03/08/02  
12:12:57  
P296 NOEP137

Hotline Ref No.: 0250034 Status: SG SUGGESTED MDL/YR: TRX ES A /01

PQI Ref No.....: Caller: MANNY  
Location.....: 51516 TULLEY MAZDA Phone: 603 888 - 0550 Ext:  
Hotline Subject: 1/10 BK MIL ON P-0401

RI No for prior repair attempts:

Describe attempted repairs.....:

THIS THE THIRD TIME BACK WITH THIS CODE, REPAIR SEEMS TO BE EFFECTIVE FOR  
FOUR MONTHS. WATER WAS FOUND INSIDE SENSOR.

RI Ref No	Suggested Repairs	Try	Eff
0003529	P0401/P0402 - MIL ON DUE TO DPFE SENSORS		

S20CEM1 HOTLINE RECORD (REVIEW3) 03/08/02  
12:13:28  
P296 NOEP137

Hotline Ref No.: 0250034 Status: SG SUGGESTED MDL/YR: TRX ES A /01

FQI Ref No.....: Caller: MANNY

Location.....: 51516 TULLEY MAZDA Phone: 603 888 - 0550 Ext:

Hotline Subject: 1/10 BK MIL ON P-0401

Other suggested repairs:

REPLACE DPFE SENSOR.

Callback Date.....:

Entered By: KULP 01/10/02 Last Rev By: KULP 01/10/02

The 2nd set of 2 is off of another Tribute customer Hammond that had 2 DPFE replacements. VIN # 4F2CU081X1RM42319. This Tribute we don't have any hotline information on but the RO's are included as well.

I need an address to send these parts to you so if you can get it to me soon I will ship them to you.

Thanks,

Daniel H. Rothweller  
Mazda North American Operations  
Fixed Operations Technical Specialist  
Office: 732-868-2135  
Fax: 214-442-5222  
Cellular: 732-547-8578

**From:** Steven Limtiaco [SLimtiac@mazdausa.com]  
**Sent:** Thursday, March 28, 2002 5:34 PM  
**To:** Bob Newell  
**Cc:** Dan Rothweiler; 'msander6@ford.com'; 'rdalbo@ford.com'  
**Subject:** Buyback Request: DPFE sensor evaluation-Mazda Tribute

**Importance:** High

Bob,

Ford engineering needs an additional Tribute buyback shipped to their facility for further testing. The test is estimated to take approximately 120 days. The vehicle identified is VIN 4F2CU081X1KM42319 and it is currently located in the NE region. Dan Rothweiler currently has possession of the vehicle. The shipping address is the same as the previous vehicles sent:

R.Dalbo / Mark Freeland / Muriel Sanders  
Truck Engineering 5165  
2000 Enterprise Dr (simmons bldg)  
allen park, mi 48101

R.Dalbo Ph #: (313) 248-4947

Mark Freeland's group volunteered to handle transportation and all associated costs. MNAC's responsibility will be to approve the release of this vehicle for testing. Please let me know if okay to ship and/or any concerns you might have. Dan Rothweiler will take care of providing a current plate and registration. Thank you for your continued support in the stall investigation.

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

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

**From:** Steven Limtiaco  
**Sent:** Tuesday, March 26, 2002 2:33 PM  
**To:** 'Verner, Carol (C.J.)'; Powers, Marty (M.L.)  
**Cc:** Chris Capuzzo; Dan Rothweiler; Maurer, James (J.B.); Firu, John (J.J.); 'msander6@ford.com'  
**Subject:** RE: DPFE sensor evaluation: Mazda Tribute

Marty and John,

In addition to the shipping address, please provide phone numbers where we can reach you both. Thank you for the reply Carol, and thank you all.

Steve Limtiaco

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

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

From: Verner, Carol (C.J.) [mailto:cverner@ford.com]  
Sent: Tuesday, March 26, 2002 2:24 PM  
To: Limtiaco, Steven (S.); Powers, Marty (M.L.)  
Cc: Capuzzo, Chris (C.); Rothweiler, Daniel (D.); Maurer, James (J.B.);  
Firu, John (J.J.)  
Subject: RE: DPFE sensor evaluation: Mazda Tribute

Afternoon Steve,

- 1) VIN # 4F2CU081X1KM42319
- 2) Marty Powers (mpowers1@ford.com) or John Firu (jfiru@ford.com) will contact you and provide the address the vehicle will be shipped to.
- 3) Marty Powers or John Firu. They are vehicle coordinators here in the FMEI Department, V-Engine @ POEE.
- 4) Engineering evaluation by FMEI Engineering to analyze the tube mounted dPFE sensor for root cause failure.
- 5) Length of time: 120 days
- 6) Marty Powers or John Firu

If you have any more question let me know.

Thank you and Mazda for your support in helping us with our evaluation.  
Carol

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

From: Steven Limtiaco [mailto:SLimtiac@mazdausa.com]  
Sent: Tuesday, March 26, 2002 12:49 PM  
To: 'Verner, Carol (C.J.)'  
Cc: Chris Capuzzo; Dan Rothweiler  
Subject: RE: DPFE sensor evaluation

Carol,

Please provide the following directly to my attention:

- 1) VIN confirmation
- 2) address that the vehicle will be going
- 3) your contact information
- 4) a brief description stating purpose of vehicle request
- 5) estimated length of time vehicle will be borrowed
- 6) who will be arranging vehicle transportation

I will need this information to make the proper arrangements with our consumer compliance group that is in charge of the buyback vehicles. Thank you,

Steve Limtiaco

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

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

From: Dan Rothweiler  
Sent: Tuesday, March 26, 2002 5:44 AM  
To: 'Verner, Carol (C.J.)'  
Cc: Steven Limtiaco; Chris Capuzzo  
Subject: RE: DPFE sensor evaluation

Carol, Here is Steve's contact information.

Steve Limtiaco  
MNAO North American Product support  
1444 McGaw Ave.  
Irvine, California 92164-5570  
slimtiac@mazdausa.com

Here is the address of where the vehicle resides. Please let me know when the transportation will arrive as the vehicle is currently being driven.

MNAO Northeast Regional office  
200 Cottontail Lane  
Somerset, New Jersey 08873

Daniel H. Rothweiler  
Mazda North American Operations  
Fixed Operations Technical Specialist  
Office: 732-868-2135  
Fax: 214-442-5222  
Cellular: 732-547-8578

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

From: Verner, Carol (C.J.) [mailto:cverner@ford.com]  
Sent: Friday, March 22, 2002 8:16 AM  
To: Rothweiler, Daniel (D.)  
Subject: FW: DPFE sensor evaluation

Good Morning Dan,

I work with Mark on this current Kavlico tm-dpfe issue and yesterday in our regular team meeting it was decided that we would like to get this vehicle over to our technician here in the FMEI department of V-Engine in POEE. I am sending this note because I would like to know if the Mazda Tribute is still around and who should I talk to in order to begin the process of transferring over to our department.

Thank you for your assistance  
Carol Verner  
313-390-7180





MIL ON P-0401

S20CDM1  
12:12:57  
P296

HOTLINE RECORD (REVIEW2)

03/08/02

NOEP137

Hotline Ref No.: 0250034 Status: SG SUGGESTED MDL/YR: TRX ES A /01

PQI Ref No.....: Caller: MANNY

Location.....: 51516 TULLEY MAZDA Phone: 603 888 - 0550 Ext:

Hotline Subject: 1/10 BK MIL ON P-0401

RI No for prior repair attempts:

Describe attempted repairs.....:

THIS THE THIRD TIME BACK WITH THIS CODE, REPAIR SEEMS TO BE EFFECTIVE FOR  
FOUR MONTHS. WATER WAS FOUND INSIDE SENSOR.

RI Ref No	Suggested Repairs	Try Eff
0003529	P0401/P0402 - MIL ON DUE TO DPFE SENSORS	

S20CEM1  
12:13:28  
P296

HOTLINE RECORD (REVIEW3)

03/08/02

NOEP137

Hotline Ref No.: 0250034 Status: SG SUGGESTED MDL/YR: TRX ES A /01

PQI Ref No.....: Caller: MANNY

Location.....: 51516 TULLEY MAZDA Phone: 603 888 - 0550 Ext:

Hotline Subject: 1/10 BK MIL ON P-0401

Other suggested repairs:

REPLACE DPFE SENSOR.

Callback Date.....:

Entered By: KULP 01/10/02 Last Rev By: KULP 01/10/02

The 2nd set of 2 is off of another Tribute customer Hammond that had 2 DPFE  
replacements. VIN # 4P2CU081X1KM42319. This Tribute we don't have any  
hotline information on but the RO's are included as well.

I need an address to send these parts to you so if you can get it to me soon

I will ship them to you.

Thanks,

Daniel H. Rothweiler  
Mazda North American Operations  
Fixed Operations Technical Specialist  
Office: 732-868-2135  
Fax: 214-442-5222  
Cellular: 732-547-8378

---

**From:** Akins, Mary (M.)  
**Sent:** Wednesday, March 27, 2002 3:32 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** RE: Kavlico 8D

**Importance:** High

Muriel,  
I can't make the meeting. I have a mandatory meeting from 1:00-3:00pm. Are there specific questions that I can answer via email before then?

Regards,  
Mary Akins

Ford phone: (313) 248-1989  
Ford fax: (313) 845-3169  
makins@ford.com  
makinwork@aol.com  
Cell Phone/Messages: (810) 942-9606  
Kavlico phone: (248) 263-8757

—Original Message—

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, March 27, 2002 3:20 PM  
**To:** Akins, Mary (M.)  
**Subject:** RE: Kavlico 8D

Mary,

I left a voice message earlier today, but here is the meeting info in case you don't have a chance to call back today.

**Location:** Ford TEB Building, Conf. Rm. 2  
**Date:** Thursday, March 28, 2002  
**Time:** 2:00-3:00 PM

I'm not sure where you will be coming from, but here are general directions to the TEB Building from Southfield:

- Take Southfield (M-39) south to the Oakwood Blvd exit. (In Dearborn, 2 exits after MI Avenue).
- Exit Oakwood Blvd and turn South (left) onto Oakwood
- Continue straight on Oakwood for about a quarter mile. You will pass under I-94.
- Just after you go under 94 you will need to turn left onto Enterprise Dr. (The street sign is not very easy to see, but it is the first left after 94.)
- Continue straight on Enterprise Drive for about 300-yds
- Make a right into the Truck Engine Engineering Bldg. (TEE). You can park in visitor parking and enter through the front door. Call my number (27307) from the front lobby and I'll let you in.

**Note:** TEB bldg is VERY small, it is on the Southside of I94 and it is to the west of Allen Park Test Labs (APTL), APTL is MUCH bigger than TEE.

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: Akns, Mary (M.)  
Sent: Tuesday, March 26, 2002 4:12 PM  
To: Sanders, Muriel (M.S.)  
Subject: Kavlico 8D

Muriel,  
Jim Maurer forwarded your request to me. I will have an updated 8D with the start and stop dates for the white dotted sensors.

When and where is the meeting Jim is referring to? Please call me tomorrow at my Southfield office and let me know the date, time and place of the meeting. (248) 263-8757.

Regards,  
Mary Akns

Ford phone: (313) 248-1989  
Ford fax: (313) 845-3169  
makins@ford.com  
makinwork@aol.com  
Cell Phone/Messages: (810) 942-9506  
Kavlico phone: (248) 263-8757

**From:** Steven Lintiac [SLintiac@mazdausa.com]  
**Sent:** Thursday, March 21, 2002 2:57 PM  
**To:** 'Grimes, Jeff (J.R.)'  
**Cc:** Sanders, Muriel (M.S.)  
**Subject:** RE: DPFE Change Authorization

Thanks Jeff. I have 2 questions:

- 1) Is there any other documentation that explains why the changes occurred?  
(An 8D would be very ideal.)
- 2) Are the other 3 part numbers listed for other vehicle applications besides Escape/Tribute?

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

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

**From:** Grimes, Jeff (J.R.) [mailto:jgrimes1@ford.com]  
**Sent:** Thursday, March 21, 2002 11:47 AM  
**To:** Lintiac, Steven (S.)  
**Cc:** Sanders, Muriel (M.S.)  
**Subject:** DPFE Change Authorization

Steve, the following a screen cut/paste from Concern C11286321.

```
WWRSC05A R136311C          Concern Description          02/03/21
14:45:36
Concern: C11286321  Activity: NE01  Status: C  Local: N  Pgm Mgt Auth:
A
Search or Mail=>> User Id:      _____  Acty: ____  Date:
_____
Scroll (Entry, Top, Bottom) :  SCREEN          Display (Name)   : USER
ID
```

REVIEW.

```
                ZACHARIAS, BERN  313 33-79606  N ENGENGR  BZACHARI  NE01
01/11/02
REPLACE YF1E-9J460-AD WITH 2F1E-9J460-AA
REPLACE YF1E-9J433-AG WITH 2F1E-9J433-AA
REPLACE 1L3E-9J433-BC WITH 2L3E-9J433-AA
REPLACE 1L5E-9J433-AB WITH 1L5E-9J433-AC
```

BANSEK, CATHERI 313 32-38101 N ENGENR CBANSEK2 NE01

01/12/10

CONCUR WITH CONCERN INTENT.

The change was released on NE01 11286321 000

Jeff R.Grimes

Duratec Engine Programs

Ph: (313) 32-25237 Fax: (313) 59-47323

email: jgrimes1@ford.com

**From:** Grimes, Jeff (J.R.)  
**Sent:** Thursday, March 21, 2002 2:47 PM  
**To:** Limtiaco, Steven (S.)  
**Co:** Sanders, Muriel (M.S.)  
**Subject:** DPFE Change Authorization

Steve, the following a screen cut/paste from Concern C11286321.

WWR6C06A R136311C      Concern Description      02/03/21 14:46:36  
Concern: C11286321    Activity: NE01    Status: C    Local: N    Pgm Mgt Auth: A  
Search or Mail=> User Id: \_\_\_\_\_ Acty: \_\_\_\_\_ Date: \_\_\_\_\_  
Scroll (Entry, Top, Bottom): SCREEN      Display (Name) : USER ID

**REVIEW.**

ZACHARIAS, BERN 313 33-79808    N ENGENGR BZACHARI NE01 01/11/02  
REPLACE YF1E-8J480-AD WITH 2F1E-8J480-AA  
REPLACE YF1E-8J433-AG WITH 2F1E-8J433-AA  
REPLACE 1L3E-8J433-BC WITH 2L3E-8J433-AA  
REPLACE 1L5E-8J433-AB WITH 1L5E-8J433-AC  
BANSEK, CATHERI 313 32-38101    N ENGENGR CBANSEK2 NE01 01/12/10  
CONCUR WITH CONCERN INTENT.

The change was released on NE01 11286321 000

**Jeff R. Grimes**

**Duratec Engine Programs**

Ph: (313) 32-25237    Fax: (313) 59-47323

email: jgrimes1@ford.com

---

**From:** Maurer, James (J.B.)  
**Sent:** Thursday, March 21, 2002 8:45 AM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

The only electronic copy of the 8D that I have is dated from last August. I will request an updated copy from Kavlico. If you want the old copy, let me know.

Regards,  
Jim Maurer  
James B. Maurer  
V-Engine 6-Sigma Team Leader  
Fuel Metering Dept. V Engine Engineering  
Phone (313) 390-3672, Fax (313) 390-4084  
Text Page: (313) 795-5219  
Email: jmaurer@Ford.com

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, March 20, 2002 3:07 PM  
**To:** Lintiac, Steven (S.)  
**Cc:** Dalbo, Bob (R.J.); Maurer, James (J.B.)  
**Subject:** FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p /n Y F1Z-9J460-AC)

Steve,

I spoke with Jim Maurer on the phone today and he is to send a copy of the Kavlico 8D to me. I will forward it as soon as I receive it. I apologize for the delay!

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

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

**From:** Steven Lintiac [mailto:SLintiac@mazdausa.com]  
**Sent:** Tuesday, March 19, 2002 1:53 PM  
**To:** 'Sanders, Muriel (M.S.)'  
**Cc:** 'rdalbo@ford.com'; 'daltoon1@ford.com'; 'gfournel@ford.com'  
**Subject:** RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p /n Y F1Z-9J460-AC)

Muriel,

The technical information is fine but not quite what I needed. Is there an 8D report (or equivalent) available that summarizes the countermeasure



implementation dates, explains the white dot and data codes, and the future countermeasures coming? I tried to locate this information in the attached file but could not find anything.

I really need a fast reply on this request. Vehicles are starting to comeback, even after the SSM and ISM are performed. We also received 2 reports today of 2002MY (production dates 1/25/02 and 2/15/02) vehicles that stalled for first time.

Thanks!

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

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
Sent: Tuesday, March 19, 2002 9:37 AM  
To: Lintiac, Steven (S.)  
Subject: RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p /n Y F1Z-9J460-AC)

Steve, does this give you all the information you need? I haven't had the chance to fully look over the information, but please don't hesitate to let me know if you need more information.

> 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: Akins, Mary (M.)  
Sent: Tuesday, March 19, 2002 12:23 PM  
To: Freeland, Mark (M.); Verner, Carol (C.J.)  
Cc: Maurer, James (J.B.); Plante, Paul (P.G.); Sanders, Muriel (M.S.); Lintiac, Steven (S.)  
Subject: RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

The documentation used to support this change are as follows:

Alert #A11304528  
Concern #C11286321

Attached is a copy of the supporting documentation for the SREA

Regards,  
Mary Akins

Ford phone: (313) 248-1989  
Ford fax: (313) 845-3169  
makins@ford.com  
makinwork@aol.com  
Cell Phone/Messages: (810) 942-9606  
Kavlico phone: (248) 263-8757

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

From: Freeland, Mark (M.)  
Sent: Monday, March 18, 2002 10:18 AM  
To: Akins, Mary (M.); Verner, Carol (C.J.)  
Cc: Maurer, James (J.B.); Plante, Paul (P.G.); Sanders, Muriel (M.S.);  
Lintiaco, Steven (S.)  
Subject: FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford  
p/n Y F1Z-9J460-AC)

Mary/Carol,

What supporting documentation was used? Do you have any specific  
attachments to the CR etc. which may be appropriate to support this  
request.

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

From: Sanders, Muriel (M.S.)  
Sent: Friday, March 15, 2002 9:32 AM  
To: Freeland, Mark (M.)  
Subject: FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford  
p/n Y F1Z-9J460-AC)

Mark,

Can you help with the information that Steve is requesting below.

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: Steven Lintiaco [mailto:SLintiaco@mazdausa.com]  
Sent: Thursday, March 14, 2002 7:08 PM  
To: 'msander6@ford.com'  
Cc: 'lwilli173@ford.com'; 'rdalbo@ford.com'  
Subject: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y  
F1Z-9J460-AC)

Muriel,

Do you have any supporting documents (an 8D or equivalent) explaining the Jan 7th, 2002 countermeasures and the white dot indicator? I want to request a parts purge of old stock from the Mazda PDCs and will need this information for justification.

Anything you can provide will be helpful. Thanks,

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

---

**From:** Steven Limtiaco [SLimtiac@mazdausa.com]  
**Sent:** Wednesday, March 20, 2002 7:02 PM  
**To:** 'Sanders, Muriel (M.S.)'  
**Subject:** RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Thanks Muriel!!!

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

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

**From:** Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
**Sent:** Wednesday, March 20, 2002 12:07 PM  
**To:** Limtiaco, Steven (S.)  
**Cc:** Dalbo, Bob (R.J.); Maurer, James (J.B.)  
**Subject:** FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Steve,

I spoke with Jim Maurer on the phone today and he is to send a copy of the Kavlico 8D to me. I will forward it as soon as I receive it. I apologize for the delay!

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

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

**From:** Steven Limtiaco [mailto:SLimtiac@mazdausa.com]  
**Sent:** Tuesday, March 19, 2002 1:53 PM  
**To:** 'Sanders, Muriel (M.S.)'  
**Cc:** 'rdalbo@ford.com'; 'daltoni@ford.com'; 'gfournel@ford.com'  
**Subject:** RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Muriel,

The technical information is fine but not quite what I needed. Is there an 8D report (or equivalent) available that summarizes the countermeasure implementation dates, explains the white dot and data codes, and the future countermeasures coming? I tried to locate this information in the attached

file but could not find anything.

I really need a fast reply on this request. Vehicles are starting to comeback, even after the SSM and ISM are performed. We also received 2 reports today of 2002MY (production dates 1/25/02 and 2/15/02) vehicles that stalled for first time.

Thanks!

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

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
Sent: Tuesday, March 19, 2002 9:37 AM  
To: Limtiaco, Steven (S.)  
Subject: RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Steve, does this give you all the information you need? I haven't had the chance to fully look over the information, but please don't hesitate to let me know if you need more information.

> 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: Akins, Mary (M.)  
Sent: Tuesday, March 19, 2002 12:23 PM  
To: Freeland, Mark (M.); Verner, Carol (C.J.)  
Cc: Maurer, James (J.B.); Plante, Paul (P.G.); Sanders, Muriel (M.S.); Limtiaco, Steven (S.)  
Subject: RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

The documentation used to support this change are as follows:

Alert #A11304528  
Concern #C11286321

Attached is a copy of the supporting documentation for the SREA

Regards,  
Mary Akins

Ford phone: (313) 248-1989  
Ford fax: (313) 845-3169  
makins@ford.com  
makinwork@aol.com  
Cell Phone/Messages: (810) 942-9606  
Kavlico phone: (248) 263-8757

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

From: Freeland, Mark (M.)  
Sent: Monday, March 18, 2002 10:18 AM  
To: Akins, Mary (M.); Verner, Carol (C.J.)  
Cc: Maurer, James (J.B.); Plante, Paul (P.G.); Sanders, Muriel (M.S.);  
Limtiaco, Steven (S.)  
Subject: FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford  
p/n Y F1Z-9J460-AC)

Mary/Carol,

What supporting documentation was used? Do you have any specific  
attachments to the CR etc. which may be appropriate to support this  
request.

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

From: Sanders, Muriel (M.S.)  
Sent: Friday, March 15, 2002 9:32 AM  
To: Freeland, Mark (M.)  
Subject: FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford  
p/n Y F1Z-9J460-AC)

Mark,

Can you help with the information that Steve is requesting below.

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: Steven Limtiaco [mailto:SLimtiac@mazdausa.com]  
Sent: Thursday, March 14, 2002 7:08 PM  
To: 'msander6@ford.com'  
Cc: 'lwill173@ford.com'; 'rdalbo@ford.com'  
Subject: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y  
F1Z-9J460-AC)

Muriel,

Do you have any supporting documents (an SD or equivalent) explaining the

Jan 7th, 2002 countermeasures and the white dot indicator? I want to request a parts purge of old stock from the Mazda PDCs and will need this information for justification.

Anything you can provide will be helpful. Thanks,

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

---

**From:** Steven Limtiaco [SLimtiac@mazdausa.com]  
**Sent:** Tuesday, March 19, 2002 1:53 PM  
**To:** 'Sanders, Muriel (M.S.)'  
**Cc:** 'rdalbo@ford.com'; 'daltoni@ford.com'; 'gfournel@ford.com'  
**Subject:** RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Muriel,

The technical information is fine but not quite what I needed. Is there an 8D report (or equivalent) available that summarizes the countermeasure implementation dates, explains the white dot and date codes, and the future countermeasures coming? I tried to locate this information in the attached file but could not find anything.

I really need a fast reply on this request. Vehicles are starting to comeback, even after the SSM and ISM are performed. We also received 2 reports today of 2002MY (production dates 1/25/02 and 2/15/02) vehicles that stalled for first time.

Thanks!

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

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

**From:** Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
**Sent:** Tuesday, March 19, 2002 9:37 AM  
**To:** Limtiaco, Steven (S.)  
**Subject:** RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p /n Y F1Z-9J460-AC)

Steve, does this give you all the information you need? I haven't had the chance to fully look over the information, but please don't hesitate to let me know if you need more information.

> 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:** Akins, Mary (M.)  
**Sent:** Tuesday, March 19, 2002 12:23 PM



To: Freeland, Mark (M.); Verner, Carol (C.J.)  
Cc: Maurer, James (J.B.); Plante, Paul (P.G.); Sanders, Muriel (M.S.);  
Lintiaco, Steven (S.)  
Subject: RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford  
p/n Y F1Z-9J460-AC)

The documentation used to support this change are as follows:

Alert #A11304528  
Concern #C11286321

Attached is a copy of the supporting documentation for the SREA

Regards,  
Mary Akins

Ford phone: (313) 248-1989  
Ford fax: (313) 845-3169  
makins@ford.com  
makinwork@aol.com  
Cell Phone/Messages: (810) 942-9606  
Kavlico phone: (248) 263-8757

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

From: Freeland, Mark (M.)  
Sent: Monday, March 18, 2002 10:18 AM  
To: Akins, Mary (M.); Verner, Carol (C.J.)  
Cc: Maurer, James (J.B.); Plante, Paul (P.G.); Sanders, Muriel (M.S.);  
Lintiaco, Steven (S.)  
Subject: FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford  
p/n Y F1Z-9J460-AC)

Mary/Carol,

What supporting documentation was used? Do you have any specific  
attachements to the CR etc. which may be appropriate to support this  
request.

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

From: Sanders, Muriel (M.S.)  
Sent: Friday, March 15, 2002 9:32 AM  
To: Freeland, Mark (M.)  
Subject: FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford  
p/n Y F1Z-9J460-AC)

Mark,

Can you help with the information that Steve is requesting below.

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: Steven Lintiac [mailto:SLintiac@mazdausa.com]

Sent: Thursday, March 14, 2002 7:08 PM

To: 'msander6@ford.com'

Cc: 'lwilli73@ford.com'; 'rdalbo@ford.com'

Subject: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Muriel,

Do you have any supporting documents (an SD or equivalent) explaining the Jan 7th, 2002 countermeasures and the white dot indicator? I want to request a parts purge of old stock from the Mazda PDCs and will need this information for justification.

Anything you can provide will be helpful. Thanks,

Steve Lintiac

Mazda North American Operations

Tribute Product Support Engineer

949-442-6514 (phone)

949-442-6599 (fax)

e-mail: slintiac@mazdausa.com

---

**From:** Akina, Mary (M.)  
**Sent:** Tuesday, March 19, 2002 12:23 PM  
**To:** Freeland, Mark (M.); Verner, Carol (C.J.)  
**Cc:** Maurer, James (J.B.); Plante, Paul (P.G.); Sanders, Muriel (M.S.); Lintiac, Steven (S.)  
**Subject:** RE: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J480-AC)

The documentation used to support this change are as follows:

Alert #A11304528  
Concern #C11286321

Attached is a copy of the supporting documentation for the SREA

Regards,  
Mary Akina

Ford phone: (313) 248-1989  
Ford fax: (313) 845-3169  
makina@ford.com  
makinwork@aol.com  
Cell Phone/Messages: (810) 942-9506  
Kavlico phone: (248) 263-8757

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

**From:** Freeland, Mark (M.)  
**Sent:** Monday, March 18, 2002 10:18 AM  
**To:** Akina, Mary (M.); Verner, Carol (C.J.)  
**Cc:** Maurer, James (J.B.); Plante, Paul (P.G.); Sanders, Muriel (M.S.); Lintiac, Steven (S.)  
**Subject:** FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Mary/Carol,

What supporting documentation was used? Do you have any specific attachments to the CR etc. which may be appropriate to support this request.

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Friday, March 15, 2002 9:32 AM  
**To:** Freeland, Mark (M.)  
**Subject:** FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Mark,

Can you help with the information that Steve is requesting below.

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: Steven Limtiaco [mailto:SLimtiac@mazdausa.com]  
Sent: Thursday, March 14, 2002 7:08 PM  
To: 'msander6@ford.com'  
Cc: 'lwill173@ford.com'; 'rdalbo@ford.com'  
Subject: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y  
F1Z-9J460-AC)

Muriel,

Do you have any supporting documents (an 8D or equivalent) explaining the Jan 7th, 2002 countermeasures and the white dot indicator? I want to request a parts purge of old stock from the Mazda PDCs and will need this information for justification.

Anything you can provide will be helpful. Thanks,

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

---

From: Freeland, Mark (M.)  
Sent: Monday, March 18, 2002 10:18 AM  
To: Akins, Mary (M.); Verner, Carol (C.J.)  
Cc: Maurer, James (J.B.); Plants, Paul (P.G.); Sanders, Muriel (M.S.); Limtiaco, Steven (S.)  
Subject: FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Mary/Carol,

What supporting documentation was used? Do you have any specific attachments to the CR etc. which may be appropriate to support this request.

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

From: Sanders, Muriel (M.S.)  
Sent: Friday, March 15, 2002 9:32 AM  
To: Freeland, Mark (M.)  
Subject: FW: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Mark,

Can you help with the information that Steve is requesting below:

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: Steven Limtiaco [mailto:SLimtiac@mazdausa.com]  
Sent: Thursday, March 14, 2002 7:08 PM  
To: 'msander6@ford.com'  
Cc: 'lwill173@ford.com'; 'rdalbo@ford.com'  
Subject: Part Purge Request - DPFE Sensor (P/N AJ09-18-211B / Ford p/n Y F1Z-9J460-AC)

Muriel,

Do you have any supporting documents (an SD or equivalent) explaining the Jan 7th, 2002 countermeasures and the white dot indicator? I want to request a parts purge of old stock from the Mazda PDCs and will need this information for justification.

Anything you can provide will be helpful. Thanks,

Steve Limtiaco  
Mazda North American Operations  
Tribute Product Support Engineer

949-442-6514 (phone)  
949-442-6599 (fax)  
e-mail: [slimtiac@mazdausa.com](mailto:slimtiac@mazdausa.com)



---

**From:** Steven Limtiaco [SLimtiac@mazdausa.com]  
**Sent:** Thursday, March 14, 2002 7:08 PM  
**To:** 'msander6@ford.com'  
**Cc:** 'wilf73@ford.com'; 'rdalbo@ford.com'  
**Subject:** Part Purge Request - DPFE Sensor (P/N AJ06-16-211B / Ford p/n Y F1Z-8J480-AC)

Muriel,

Do you have any supporting documents (an 8D or equivalent) explaining the Jan 7th, 2002 countermeasures and the white dot indicator? I want to request a parts purge of old stock from the Mazda PDCs and will need this information for justification.

Anything you can provide will be helpful. Thanks,

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



**From:** Shinji Kanai [kanai.sh@ev.mazda.co.jp]  
**Sent:** Wednesday, April 10, 2002 6:58 PM  
**To:** 'Sanders, Muriel (M.S.);' 'Altoonian, Don (D.J.);' 'Badgley, Joel (J.K.);' 'Bauer, Scott (S.C.);' 'Bhojwani, Kamal (K.);' 'Blackburn, Thomas (T.J.);' 'Bogema, John (P.);' 'Cary Powell;' 'Chick, John (J.);' 'Chih, Ming-Niu (M.N.);' 'Chin, Daniel (D.);' 'Corbett, Sandra (S.M.);' 'Dalbo, Bob (R.J.);' 'Dan Rothweller;' 'De Pena, Juan (J.E.);' 'Diez, Timothy (T.P.);' 'Facetti, Bob (R.J.);' 'Fournelle, Gilbert (G.);' 'Freeland, Mark (M.);' 'Giles, Stuart (S.);' 'Gokhale, Renuka (R.V.);' 'Grimes, Jeff (J.R.);' 'Hansen, George (G.C.);' 'Herr, George (G.J.);' 'Hofman, Michael (M.V.);' 'Holmes, Jeffrey (J.R.);' 'Ichikawa, Jiyunichiro (J.);' 'Jensen, Ted (T.E.);' 'John McDonald;' 'Jones, Andy;' 'Jordan, Donald (D.E.);' 'Kanai, Shinji (S.);' 'King, Robert (R.F.);' 'Kostermann, Eric (E.);' 'Koeko, Jeff (J.R.);' 'Kwon, Soon (S.K.);' 'Lentico, Steven (S.);' 'Linde, Peter (P.A.);' 'Lu, Jane (J.);' 'Luehrsen, Eric (E.A.);' 'Marck, Edmond (E.C.);' 'Matea, John (J.);' 'Maurer, James (J.B.);' 'Mazzella, Gary (G.R.);' 'Mooney, Larry (L.);' 'Moorhouse, Scott (S.R.);' 'Morgan, Tom;' 'Morishima, Shigeki (S.);' 'Naveed Khan;' 'Nematollahi, Sonya (S.);' 'Nikolai, Bernie;' 'Noteboom, Jim (J.E.);' 'Ortman, James (J.W.);' 'Powers, Ken (K.W.);' 'Price, Martin (M.);' 'Raquepau, Aiden (A.P.);' 'Shah, Kran (K.C.);' 'Shiralehi, Masaru (M.);' 'Stägenbauer, Jeffrey (J.R.);' 'Suarez, Rhae (R.);' 'Sullivan, Jamie (J.P.);' 'Takasawa, Keith (K.D.);' 'Takubo, Hirochi (H.);' 'Vaocchio, Anne Marie (A.);' 'Wakenell, Ray (R.A.);' 'Wetsch, Bill (B.);' 'Williams, Les (LHW.);' 'Williamson, David (D.E.);' 'Yeung, Lem (.)'  
**Subject:** U204 Stall Meeting (Field issue update: Engine stall -> No restart (DPFE shortage))

I update Taiwan case as follows.

VIN:5F2CU08B81KM71661  
Prod. July,2001 at Hofu. Sale: Sep. 24,2001.

Stall occurred on Mar. 01, 2002, 6997km.

Before the case, the car had no problem ( back to the dealer for 1000 & 5000KM regular maintenance only.)

When the car picked back to the dealer:

1. can't start again.
2. can't communicate with WDS.
3. replacing another PCM ( from anothe same model car), can't communicate with WDS.
4. with original PCM, communicate with WDS by using " Manual Entry" function of WDS.
5. WDS showed DTC : B1681/B1401/U1262
6. diagnose the DTCs with " Probe test" function of WDS, everything seemed OK.
7. because the connector of DPFE was disconnected in "Probe test", the technician tried to start again after the test, the car started, then found the DPFE was disconnected.
8. try several times, all the same, when the connector was connected, can't start. when disconnecting, can start again.
9. change another new DPFE, the problem was disappeared.

Shinji Kanai

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

**From:**  
**Sent:** Monday, April 08, 2002 9:16 PM  
**Subject:** U204 Stall Meeting (Field issue update: Engine stall -> No restart (DPFE shortage))

I update concern which I reported Stall meeting in last week. Failed DPFE sensors

were scrapped at dealers in all cases.

CASE 1 (Japan)

VIN: EPEN-101286, Hofu build: 2000/12/13, Retail 2000/12/26

(1) First repair 2001/4/9 4,893km

DTC P0401 and P1408 illuminated. DPFE output Voltage was 0.122V (standard 0.95 - 1.05V).

Replace DPFE sensor with new one. Problem was solved.

(2) Second repair 2001/8/20 11,084km

Engine stall during normal operating temp. Starter was clanking but engine did not start.

WDS tester could not communicate with PCM. BUS(-) terminal voltage showed 1.9V (standard 4.5V) causing NO communication.

Vref was 2.0V (standard 4.0 - 6.0V). When DPFE sensor connector was disconnected, Vref increased to 5V.

Same time Click sound was observed from Fuel pump relay and fuel pressure was increased to normal range.

Also BUS(-) terminal voltage was returned 4.5V at same time, and WDS can communicate with PCM.

Replace DPFE sensor with new one. Problem was solved.

<<<DPFE sensor lot number is unknown. According to second repair date, it might be pre CM part.>>>

CASE 2 (Taiwan)

We are contacting Taiwan continuously.

CASE 3 (Australia)

Attachment is the information from Australia (VIN: JM0YU06BY1110G053, Hofu build 2001/01/09).

In addition to this report;

(1) Vref was 2.1 V (standard 4.0 - 6.0V) during NO start condition.

(2) Vref returned standard value and engine started immediately after disconnect DPFE connector.

(3) In this DPFE internal shortage case, WDS cannot communicate to PCM.

Replace DPFE sensor with new one. Problem was solved.

<<<DPFE sensor lot number is unknown. According to build date, it might be pre CM part.>>>

Shinji Kanai

Manager, Tribute Plant QA

Mazda North American Operations

Ford Kansas City Assembly Plant

Plant Vehicle Team

8121 N.E. Hwy. 69, Claycomo, MO 64119 USA

Tel: 816-459-1623/ Fax: -1726/ e-mail: kanai.sh@sv.mazda.co.jp

Local Text Pager: 9135677156@alphapage.airtouch.com

---

**From:** Kwon, Soon (S.K.)  
**Sent:** Monday, April 08, 2002 12:33 PM  
**To:** Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Altoonian, Don (D.J.)  
**Subject:** Stalls due to DPFE

Do we have any official number of "stalls" due to Kavlico DPFE malfunction ?

Thanks.

Regards,  
**Soon Kwon**  
Escape/Tribute P/T OPD Supervisor  
Compact Utility PTSE, TVC  
2FB39, MD 405, PDC Dearborn 48126  
Phone (313) 322-6844, Fax  
Pager (313) 795-1536, email: skwon@ford.com

---

**From:** Kwon, Soon (S.K.)  
**Sent:** Tuesday, April 02, 2002 8:16 AM  
**To:** Dalbo, Bob (R.J.); Huck, Dave (D.E.); Sanders, Muriel (M.S.); Alkonian, Don (D.J.)  
**Subject:** FW: DPFE sensor internal short circuit

Info.

Regards,  
**Soon Kwon**  
Escape/Tribute P/T OPD Supervisor  
Compact Utility PTSE, TVC  
2FB39, MD 405, PDC Dearborn 48126  
Phone (313) 322-6844, Fax  
Pager (313) 796-1536, email: skwon@ford.com

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

**From:** McGee, Brett (B.L.)  
**Sent:** Tuesday, April 02, 2002 2:33 AM  
**To:** Kwon, Soon (S.K.); Williamson, David (D.E.); Alkonian, Don (D.J.); Kuhnd, Noel (N.)  
**Cc:** Linde, Peter (P.A.)  
**Subject:** FW: DPFE sensor internal short circuit

FYI - two other similar cases.

**Brett McGee**  
Ford Resident Engineer - Hofu Assembly Plant  
e-mail: bmcgee@ford.com  
Telephone: 011-81-82-287-1095  
Fax: 011-81-82-287-5399

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

**From:** Hoshino, Jun (J.)  
**Sent:** Tuesday, April 02, 2002 4:01 PM  
**To:** McGee, Brett (B.L.)  
**Subject:** DPFE sensor internal short circuit

Brett, This is just information.

I have heard 2 cases of similar issue on RHD Tribute from Mazda.

One from Japan and other one from Australia.

In case of Japan, customer's vehicle had engine stall while idling then engine would not restart.

PCM could not communicate with WDS due to DPFE sensor internal short circuit.

When dealer technician disconnected the DPFE sensor connector, engine could start.

As for Australian case, customer had engine no start condition (According to Ideguchi-san, it was not while driving or engine idling) due to the same root cause with Japan case.

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

---

**From:** Moorhouse, Scott (S.R.)  
**Sent:** Wednesday, July 31, 2002 9:40 AM  
**To:** Stiggenbauer, Jeffrey (J.R.)  
**Cc:** Linde, Peter (P.A.); New, Michael (M.D.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Sanders, Muriel (M.S.)  
**Subject:** FW: TSB - Engine Quit

Jeff, please forward this to Lear. We are still finding some vehicles with loose terminals in the PDB, resulting in stalls. This needs to be addressed immediately. Note below.

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1965 (fax) 816-459-1728  
smoorhou@ford.com

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 30, 2002 4:21 PM  
**To:** Moorhouse, Scott (S.R.); Nematollahi, Sonya (S.)  
**Cc:** Rothweiler, Daniel (D.); Limtiaco, Steven (S.); 'msader6@ford.com'; Suarez, Rhae (R.); Dalbo, Bob (R.J.); Turner, Donald (D.A.)  
**Subject:** RE: TSB - Engine Quit

Scott/Sonya,  
It looks as though we still have some PDB terminal insertion issues.

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:** Steven Limtiaco [mailto:SLimtiac@mazdausa.com]  
**Sent:** Tuesday, July 30, 2002 4:16 PM  
**To:** 'msader6@ford.com'; 'rdalbo@ford.com'; 'rsuarez8@ford.com'  
**Cc:** Dan Rothweiler  
**Subject:** TSB - Engine Quit

Muriel,

Here is a field report that came in this morning. The stall in this case was caused by loose EEC relay pins (junction box side, female terminals). Note the late production date (4/25/02). We might want to consider adding a sentence in step 6 of the TSB to check for EEC relay pin tightness.

Steve Limtiaco  
Mazda North American Operations  
Tribute Product Support



**From:** Steven Limtiaco [SLimtiac@mazdausa.com]  
**Sent:** Tuesday, July 30, 2002 4:30 PM  
**To:** 'msander9@ford.com'  
**Subject:** FW: TSB - Engine Quit

Muriel,

Resending! (I typed your email address incorrectly...)

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

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

> From: Steven Limtiaco  
> Sent: Tuesday, July 30, 2002 1:16 PM  
> To: 'msader6@ford.com'; 'rdalbo@ford.com'; 'rsuarez8@ford.com'  
> Cc: Dan Rothweiler  
> Subject: TSB - Engine Quit

>  
> Muriel,

> Here is a field report that came in this morning. The stall in this case  
> was caused by loose EEC relay pins (junction box side, female terminals).  
> Note the late production date (4/25/02). We might want to consider adding  
> a sentence in step 6 of the TSB to check for EEC relay pin tightness.

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

> S20ACM1 PRODUCT QUALITY INFORMATION (PQI) REVIEW1 07/30/02  
> 09:39:43

> P212

> CRPP253

> PQI Ref No: 0066731 PQI Status: PE ENTERED Entry Date:  
> 07/29/02

> Subject Descr: VEHICLE STALLS WHEN LETTING OFF ACCELERATOR

>

>

>

> VIN.....: 4F2YU091X2KM51365 Mdl/yr: TRB LX 2A /02 Prod Date:  
> 04/25/02

> Miles.....: 1727 Problem Date:  
> 07/22/02

> Category.....: B PISTON ENGINE Repair Compl Date:  
> 07/22/02

>

>  
> Reported By...: RAY GRIFFIN                      Job Code: D302                      SERVICE MANAGER  
>  
> Reporting Loc: 41901 MACK MASSEY MAZDA  
>  
>  
>

> Hotline Ref #:  
>  
>  
>

> PQI Location.: 41901 MACK MASSEY MAZDA                      Telephone: (915)  
> 778-9381  
> City.....: EL PASO                      ST: TX  
>  
>  
>

> Describe Symptoms and Conditions:  
>

> CUSTOMER STATES VEHICLE STALLS WHEN LETTING OFF ACCELERATOR AND COMING TO  
> A

> STOP OR SLOWING FOR A CORNER:  
>

> FOUND EEC RELAY PINS EXCESSIVLY LOOSE.  
>

> NO CODES FOUND. REPLACED EEC RELAY FLASHED PCM. TEST DROVE AND IS  
> OPERATING  
> TO MANUFACTURE SPECS.  
>  
>  
>

> Corrective Action Taken:

> RETRIVED CODES, NONE FOUND. REPLACED EEC RELAY AND FLASHED PCM. TEST DROVE  
> VEHICLE AND OPERATING TO MANUFACTURE SPECS.  
>  
>



---

**From:** Steven Lintiac [SLintiac@mazdausa.com]  
**Sent:** Monday, June 17, 2002 8:07 PM  
**To:** 'msander6@ford.com'  
**Cc:** 'rdalbo@ford.com'; Bob Newell  
**Subject:** Tribute Buyback Plates

**Importance:** High

Muriel,

I have a favor to ask. Would you mind pulling all four distributor plates off the buyback Tributes, then ship them back to my attention? Thanks!

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

---

**From:** Steven Limtiaco [SLimtiac@mazdausa.com]  
**Sent:** Tuesday, June 18, 2002 12:28 PM  
**To:** 'Sanders, Muriel (M.S.)'  
**Subject:** RE: Tribute Buyback Plates

Ship to:

MNAO  
1444 McGaw Ave  
Irvine, CA 92614-5570  
attn: S.Limtiaco

Thanks Muriel!

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:** Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
**Sent:** Tuesday, June 18, 2002 9:11 AM  
**To:** Limtiaco, Steven (S.)  
**Subject:** RE: Tribute Buyback Plates

No problem. What's the shipping address?

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

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

**From:** Steven Limtiaco [mailto:SLimtiac@mazdausa.com]  
**Sent:** Monday, June 17, 2002 8:07 PM  
**To:** 'msander6@ford.com'  
**Cc:** 'rdalbo@ford.com'; Bob Newall  
**Subject:** Tribute Buyback Plates  
**Importance:** High

Muriel,

I have a favor to ask. Would you mind pulling all four distributor plates off the buyback Tributes, then ship them back to my attention? Thanks!

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

---

**From:** Steven Limtiaco [SLimtiac@mazdausa.com]  
**Sent:** Monday, June 24, 2002 1:22 PM  
**To:** 'maander6@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 Limtiaco  
Mazda North American Operations  
Tribute Product Support  
949-442-6514 (phone)  
949-442-6599 (fax)  
e-mail: slimtiac@mazdausa.com

---

**From:** Andrea Ochoa [AOchoa@mazdausa.com]  
**Sent:** Wednesday, June 28, 2002 4:30 PM  
**To:** 'msander6@ford.com'  
**Subject:** FW: Vehicle Move Request

Muriel:

It appears that we will be picking up the 4 Tributes this week.

Thank you,  
Andrea

Andrea Ochoa  
Consumer Compliance Specialist  
Mazda North American Operations  
(949) 727-6498  
aochoa@mazdausa.com

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

**From:** Linda Arif  
**Sent:** Wednesday, June 26, 2002 1:26 PM  
**To:** Andrea Ochoa  
**Subject:** RE: Vehicle Move Request

Hi Andrea,

Allied is going to try to pick these four units up on Thursday or Friday of this week.

Linda

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

**From:** Andrea Ochoa  
**Sent:** Tuesday, June 25, 2002 1:34 PM  
**To:** Linda Arif  
**Cc:** Ed Stechman; Alan Johnson; Steven Limtiaco; Marianne Gaio; 'msander6@ford.com'  
**Subject:** Vehicle Move Request

Linda,

When you get an ETA of when these Tributes will be picked up from Ford could you please let me know.

<< File: VEHICLE MOVE REQUEST-FORD CENTER TO MW.doc >>

Thank you,  
Andrea

Andrea Ochoa  
Consumer Compliance Specialist  
Mazda North American Operations  
(949) 727-6498  
aochoa@mazdausa.com <mailto:aochoa@mazdausa.com>

---

**From:** Andrea Ochoa [AOchoa@mazdausa.com]  
**Sent:** Tuesday, July 09, 2002 3:57 PM  
**To:** 'Sanders, Muriel (M.S.)'  
**Cc:** Steven Lintiaco  
**Subject:** RE: Vehicle Move Request

Hi Muriel,

Yes, this is the correct location to send it to. Thanks!!

Andrea Ochoa  
Consumer Compliance Specialist  
Mazda North American Operations  
(949) 727-6498  
aochoa@mazdausa.com

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

**From:** Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
**Sent:** Tuesday, July 09, 2002 12:52 PM  
**To:** Ochoa, Andrea (A.)  
**Cc:** Lintiaco, Steven (S.)  
**Subject:** RE: Vehicle Move Request

Hi Andrea,

It has come to my attention that the spare keys for the buybacks were not shipped with the vehicles. I want to send them airborne express ASAP. The address on the vehicle move request is

MIDWEST TRAINING FACILITY  
1435 PLUM GROVE ROAD  
SCHAUMBURG, IL 60173  
Contact: ED STECHMAN/ALAN JOHNSON  
Phone: 603/873-2416

Please verify if this is the correct address to use. Thank you and sorry for the inconvenience.

> 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:** Andrea Ochoa [mailto:AOchoa@mazdausa.com]  
**Sent:** Tuesday, June 25, 2002 4:34 PM  
**To:** Linda Arif  
**Cc:** Ed Stechman; Alan Johnson; Steven Lintiaco; Marianne Gaio; 'msander6@ford.com'  
**Subject:** Vehicle Move Request

Linda,

When you get an ETA of when these Tributes will be picked up from Ford could you please let me know.

<<VEHICLE MOVE REQUEST-FORD CENTER TO MW.doc>>

Thank you,  
Andrea

Andrea Ochoa  
Consumer Compliance Specialist  
Mazda North American Operations  
(949) 727-6498  
aochoa@mazdausa.com

---

**From:** Myers, Dan (D.P.)  
**Sent:** Monday, September 30, 2002 8:42 AM  
**To:** Marianne, Tom (T.E.)  
**Cc:** Price, Martin (M.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Lintaco, Steven (S.); Rothweller, Daniel (D.); Sanders, Muriel (M.S.); Lawler, Dave (D.A.); Hayduk, Mark (M.S.); Suarez, Rhee (R.)  
**Subject:** RE: RE: another wds issue?

FYI, I updated to B21.3 Friday afternoon and was able to update the calibration in 2002 Escape.

Thanks for your help!

*Dan Myers*

Field Quality Engineer - Iowa  
Enhanced Concern Identification

[dmyers4@ford.com](mailto:dmyers4@ford.com)

Cell 563-505-9002  
Office 563-289-9991  
Fax 563-289-1364

—Original Message—

**From:** Marianne, Tom (T.E.)  
**Sent:** Wednesday, September 25, 2002 9:56 AM  
**To:** Myers, Dan (D.P.)  
**Cc:** Price, Martin (M.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Lintaco, Steven (S.); Rothweller, Daniel (D.); Sanders, Muriel (M.S.); Lawler, David (D.A.); Hayduk, Mark (M.S.); Suarez, Rhee (R.)  
**Subject:** RE: another wds issue?

Dan,  
I understand the issues and we will fix this ASAP with a B21.3 Update, but I have another question.

Can you go back and verify the part number in the PCM. 2L8A-AA should not be recognized by WDS. It was never WERS released, and should not be in the field.

Thanks,

Tom Marianne  
ACSG/DSP/WDS PCM Reprogramming  
[tmarian1@ford.com](mailto:tmarian1@ford.com)  
Ph.:313-390-5032  
Fax: 313-248-4370

—Original Message—

**From:** Myers, Dan (D.P.)  
**Sent:** Tuesday, September 24, 2002 6:02 PM  
**To:** Suarez, Rhee (R.)  
**Cc:** Price, Martin (M.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Lintaco, Steven (S.); Rothweller, Daniel (D.); Sanders, Muriel (M.S.); Lawler, David (D.A.); Hayduk, Mark (M.S.)  
**Subject:** RE: another wds issue?

Rhee,  
FYI

I just updated my WDS with B21.1A from the LAN and it still won't allow me to update 3.0L Escapes to the latest level. It is stating that the 2L8A-AA calibration (what is currently in the vehicle) is the latest level for the



2002 Escape. Not the 2U7A-CZB that I was able to download from WDS version B20.12 last week.  
How can I get a copy of the calibrations (for 01-03) on disc so I won't have to reschedule any more vehicles?

Thanks,

*Dan Myers*

Field Quality Engineer - Iowa  
Enhanced Concern Identification

[dmvers4@ford.com](mailto:dmvers4@ford.com)

Cell 563-505-9002  
Office 563-289-9991  
Fax 563-289-1364

---

**From:** Marianos, Tom (T.E.)  
**Sent:** Wednesday, September 25, 2002 10:36 AM  
**To:** Myers, Dan (D.P.)  
**Cc:** Price, Martin (M.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Lintaco, Steven (S.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Lawler, David (D.A.); Hayduk, Mark (M.S.); Suarez, Rhae (R.)  
**Subject:** RE: another wds issue?

Dan,  
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Can you go back and verify the part number in the PCM. 2L8A-AA should not be recognized by WDS. It was never WERS released, and should not be in the field.

Thanks,

Tom Marianos  
ACSG/DSP/WDS PCM Reprogramming  
tmarlan1@ford.com  
Ph.:313-380-5032  
Fax: 313-248-4370

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

**From:** Myers, Dan (D.P.)  
**Sent:** Tuesday, September 24, 2002 6:02 PM  
**To:** Suarez, Rhae (R.)  
**Cc:** Price, Martin (M.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Lintaco, Steven (S.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Lawler, David (D.A.); Hayduk, Mark (M.S.)  
**Subject:** RE: another wds issue?

Rhae,  
FYI

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Thanks,

*Dan Myers*

Field Quality Engineer - Iowa  
Enhanced Concern Identification

[dmyers4@ford.com](mailto:dmyers4@ford.com)

Cell 563-505-9002  
Office 563-289-9991  
Fax 563-289-1364

---

**From:** Myers, Dan (D.P.)  
**Sent:** Tuesday, September 24, 2002 6:02 PM  
**To:** Suarez, Rhae (R.)  
**Co:** Price, Martin (M.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Lintico, Steven (S.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Lawler, David (D.A.); Hayduk, Mark (M.S.)  
**Subject:** RE: another wds issue?

Rhae,  
FYI

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Thanks,

*Dan Myers*

Field Quality Engineer - Iowa  
Enhanced Concern Identification

[dmvers4@ford.com](mailto:dmvers4@ford.com)

Cell 563-505-8002  
Office 563-289-9991  
Fax 563-289-1364

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

**From:** Suarez, Rhae (R.)  
**Sent:** Tuesday, September 17, 2002 12:06 PM  
**To:** Price, Martin (M.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Lintico, 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.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Lintico, Steven (S.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.)  
**Co:** 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: 313-796-6242  
Fax: 313-33-78337  
Email: rsuarez8@ford.com

—Original Message—

**From:** Price, Martin (M.)  
**Sent:** Tuesday, September 17, 2002 11:51 AM  
**To:** Alcorn, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Lirio, Steven (S.); Rothwell, 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:** Suarez, Rhae (R.)  
**Sent:** Tuesday, September 17, 2002 1:08 PM  
**To:** Price, Martin (M.); Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Lintaco, 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:** Marlanos, 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.); Lintaco, Steven (S.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.)  
**Cc:** Myers, Dan (D.P.); Marlanos, 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: 313-33-76337  
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.); Lintaco, 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 2LBA-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:** 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.); Limtaco, Steven (S.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.)  
**Co:** 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 / FGSD  
OSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101  
Phone: 313-32-23344 Pager: 313-796-8242  
Fax: 313-33-78337  
Email: rsuarez8@ford.com

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

**From:** Price, Martin (M.)  
**Sent:** Tuesday, September 17, 2002 11:51 AM  
**To:** Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Limtaco, 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 2LBA-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:** Price, Martin (M.)  
**Sent:** Tuesday, September 17, 2002 11:51 AM  
**To:** Aitonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Limfacco, Steven (S.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhase (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:** Price, Martin (M.)  
**Sent:** Thursday, September 12, 2002 3:37 PM  
**To:** Fournelle, Gilbert (G.); Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Murliel (M.S.); Suarez, Rhae (R.)  
**Subject:** new calibration issue

I seem to be running into many concerns (about 8 so far) now with wds saying the pcm is calibrated to YL8F-CE but the number on the pcm is a 1U7A-AXA, MPC-161. WDS says the pcm has the latest calibration. We are trying to reprogram these manually but I am not sure if it is working. I assume this is just a wds problem, can we get it looked into?

*Martin Price*

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



**From:** Bogema, John (P.)  
**Sent:** Thursday, August 01, 2002 11:55 AM  
**To:** Inoue, Hiroshi (H.); Yamamoto, Nobuhiro (N.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonlan, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraiishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

For this concern, yes.

—Original Message—

**From:** Inoue, Hiroshi (H.)  
**Sent:** Thursday, August 01, 2002 10:36 AM  
**To:** Yamamoto, Nobuhiro (N.); Bogema, John (P.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonlan, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraiishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Yamamoto-san,  
Please lead Mazda internal actions and also be the single contact window for this subject.

John,  
You are the single contact window in Ford side, right?

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7670

—Original Message—

**From:** Bogema, John (P.)  
**Sent:** 2002年8月1日 10:00  
**To:** Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraiishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonlan, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

At this morning's OPD PMT it was discussed that the Mazda part numbers still have not been added to WERS due to lack of access on the Mazda side.

Therefore, here are the Ford part numbers for the 2001 and 2002 service modules from the concern. Please assign Mazda part numbers. This is the only remaining obstacle to getting this out to the customers.

NEW C/W	NEW CAL #	NEW Ford P/N	OLD C/W	OLD CAL #	OLD Ford P/N
NSFO	2M11A30510	2U7A 12A650 CZA	BUS3	2M11A30510	2L8A 12A650 AD
FVNO	2M11B30510	2U7A 12A650 CPA	ZRZ3	2M11B30510	2L8A 12A650 BD
RKGO	2M11C30510	2U7A 12A650 CRA	HQP3	2M11C30510	2L8A 12A650 CD
SGGO	2M11A30E10	2U7A 12A650 CSA	JTM3	2M11A30E10	2L8A 12A650 GD
THE0	2M11A30J11	2U7A 12A650 CTA	LUX4	2M11A30J11	2L8A 12A650 HE
UJBO	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE

VFN0	2M11A30X10	2U7A	12A650	CVA	SQ03	2M11A30X10	2L8A	12A650	KD
XAN0	2M11B30X10	2U7A	12A650	CKA	CFD3	2M11B30X10	2L8A	12A650	MD
YWC0	2M11A30G10	2U7A	12A650	CYA	MQE3	2M11A30G10	2L8A	12A650	LD
ATF2	0M11A30512	1U7A	12A650	AXC	ATF1	0M11A30512	1U7A	12A650	AXB
SJA2	0M11C30512	1U7A	12A650	AYC	SJA1	0M11C30512	1U7A	12A650	AYB
ESG2	0M11B30512	1U7A	12A650	AZC	ESG1	0M11B30512	1U7A	12A650	AZB
FGB2	0M11A30E12	1U7A	12A650	BBC	FGB1	0M11A30E12	1U7A	12A650	BBB
QPR2	0M11A30J14	1U7A	12A650	BCC	QPR1	0M11A30J14	1U7A	12A650	BCB
TDA2	0M11B30J14	1U7A	12A650	BDC	TDA1	0M11B30J14	1U7A	12A650	BDB
RIL2	0M11A30X11	1U7A	12A650	BEC	RIL1	0M11A30X11	1U7A	12A650	BEB
XHR2	0M11A30G13	1U7A	12A650	APC	XHR1	0M11A30G13	1U7A	12A650	APB

## *John P. Bogema*

3.0L Escape Calibration Engineering

Phone:313.33.75133

Location:TEE 1AE22

Email:JBOGEMA@FORD.COM

### —Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 31, 2002 3:26 PM  
**To:** Waud, Sechiko (S.); Shiraihi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Fascetti; Gilbert Fournelle; John Bogema  
**Subject:** Need Mazda Part Numbers for Service Calibration Releases for Escape/Tribute Stalling  
**Importance:** High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

## *Bob Dalbo*

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-84947 Fax: (313) 32-31788

Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

**From:** Inoue, Hiroshi (H.)  
**Sent:** Thursday, August 01, 2002 10:36 AM  
**To:** Yamamoto, Nobuhiko (N.); Bogema, John (P.)  
**Co:** Takasawa, Keith (K.D.); Veestra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hiroshi (H.); Kawasaki, Shunsuke (S.); Hamano, Naomi (N.); Kodama, Masaki (M.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Yamamoto-san,  
Please lead Mazda internal actions and also be the single contact window for this subject.

John,  
You are the single contact window in Ford side, right?

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8178  
Fax: 313-248-7059  
Cellular: 248-320-7670

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

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**Sent:** 2002年8月1日 10:00  
**To:** Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hiroshi (H.); Kawasaki, Shunsuke (S.); Hamano, Naomi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veestra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

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RKGO	2M11C30510	2U7A 12A650 CRA	HQP3	2M11C30510	2L8A 12A650 CD
SGG0	2M11A30E10	2U7A 12A650 CBA	JTM3	2M11A30E10	2L8A 12A650 GD
THE0	2M11A30J11	2U7A 12A650 CTA	LJX4	2M11A30J11	2L8A 12A650 HE
UTB0	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE
VFNO	2M11A30X10	2U7A 12A650 CVA	SQO3	2M11A30X10	2L8A 12A650 KD
XANO	2M11B30X10	2U7A 12A650 CXA	CFD3	2M11B30X10	2L8A 12A650 MD
YWC0	2M11A30G10	2U7A 12A650 CYA	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	BSG1	0M11B30512	1U7A 12A650 AZB
FGB2	0M11A30E12	1U7A 12A650 BBC	FGB1	0M11A30E12	1U7A 12A650 BBB
QPR2	0M11A30J14	1U7A 12A650 BCC	QPR1	0M11A30J14	1U7A 12A650 BCB
TDA2	0M11B30J14	1U7A 12A650 BDC	TDA1	0M11B30J14	1U7A 12A650 BDB
RIL2	0M11A30X11	1U7A 12A650 BEC	RIL1	0M11A30X11	1U7A 12A650 BEB

**John P. Bogema**

3.0L Escape Calibration Engineering

Phone:313.33.75133

Location:TEE 1AE22

Email:JBOGEMA@FORD.COM

—Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 31, 2002 3:26 PM  
**To:** Waud, Sachiko (S.); Shirashi, Masaru (M.); Izhikawa, Myunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonari, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Fascetti; Gilbert Fournelle; John Bogema  
**Subject:** Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling  
**Importance:** High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

**Bob Dalbo**

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-84947 Fax: (313) 32-31788

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

**From:** Bogema, John (P.)  
**Sent:** Thursday, August 01, 2002 10:00 AM  
**To:** Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraiishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fasoetti, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

At this morning's OPD PMT it was discussed that the Mazda part numbers still have not been added to WERS due to lack of access on the Mazda side.

Therefore, here are the Ford part numbers for the 2001 and 2002 service modules from the concern. Please assign Mazda part numbers. This is the only remaining obstacle to getting this out to the customers.

NEW C/W	NEW CAL #	NEW Ford P/N	OLD C/W	OLD CAL #	OLD Ford P/N
NSFO	2M11A30510	2U7A 12A650 CZA	BUS3	2M11A30510	2L8A 12A650 AD
PVNO	2M11B30510	2U7A 12A650 CPA	ZRZ3	2M11B30510	2L8A 12A650 BD
RKGO	2M11C30510	2U7A 12A650 CRA	HQP3	2M11C30510	2L8A 12A650 CD
SGGO	2M11A30E10	2U7A 12A650 CSA	JTM3	2M11A30E10	2L8A 12A650 GD
THE0	2M11A30J11	2U7A 12A650 CTA	LUX4	2M11A30J11	2L8A 12A650 HE
UJBO	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE
VFNO	2M11A30X10	2U7A 12A650 CVA	SQO3	2M11A30X10	2L8A 12A650 KD
XAN0	2M11B30X10	2U7A 12A650 CKA	CFD3	2M11B30X10	2L8A 12A650 MD
YWC0	2M11A30G10	2U7A 12A650 CYA	NQE3	2M11A30G10	2L8A 12A650 LD
ATF2	0M11A30512	1U7A 12A650 AXC	ATF1	0M11A30512	1U7A 12A650 AXB
SJA2	0M11C30512	1U7A 12A650 AYC	SJA1	0M11C30512	1U7A 12A650 AYB
ESG2	0M11B30512	1U7A 12A650 AZC	ESG1	0M11B30512	1U7A 12A650 AZB
FGB2	0M11A30E12	1U7A 12A650 BBC	FGB1	0M11A30E12	1U7A 12A650 BBB
QPR2	0M11A30J14	1U7A 12A650 BCC	QPR1	0M11A30J14	1U7A 12A650 BCB
TDA2	0M11B30J14	1U7A 12A650 BDC	TDA1	0M11B30J14	1U7A 12A650 BDB
RIL2	0M11A30X11	1U7A 12A650 BEC	RIL1	0M11A30X11	1U7A 12A650 BEB
XHR2	0M11A30G13	1U7A 12A650 APC	XHR1	0M11A30G13	1U7A 12A650 APB

**John P. Bogema**

3.0L Escape Calibration Engineering  
 Phone:919.33.75133  
 Location:TEE 1AE22  
 Email:JBOGEMA@FORD.COM

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 31, 2002 3:26 PM  
**To:** Waud, Sachiko (S.); Shiraiishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Fasoetti; Gilbert Fournelle; John Bogema  
**Subject:** Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling  
**Importance:** High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

**Bob Dalbo**

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 795-2859 Email: rdaibo@ford.com

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 31, 2002 3:28 PM  
**To:** Waud, Sachiko (S.); Shirashi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunauke (S.); Hamano, Naoumi (N.)  
**Co:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Fascetti; Gilbert Fournelle; John Bogema  
**Subject:** Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling  
**Importance:** High

Waud-san,  
Concern C11990580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

*Bob Dalbo*

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

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 23, 2002 6:51 PM  
**To:** Woodings, Andrew (A.T.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matasa, John (J.); Mikota, Dennis (D.P.); Sanders, Murtel (M.S.); Hurley, Robert (R.E.); Mandziuk, Roger (R.S.)  
**Subject:** FW: 2003 3.0L U204 Stall Robustness white Paper (R10)

Please note for further reference that unique production and service actions (e.g. production for one year and service for another) cannot be combined in one white paper.

John B.,  
Please contact Jay to be certain which white paper number is for 2003 production/service, this one or the one currently on the paper.

*Bob Dalbo*

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

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

**From:** Zielnicki, Jay (J.A.)  
**Sent:** Tuesday, July 23, 2002 2:03 PM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** 2003 3.0L U204 Stall Robustness white Paper (R10)

Bob,

The 2003 Running Change "R10" for Stall robustness White Paper will be 03.14.01-1895 (Reference my voice mail message)

Regards,

*Jay Zielnicki*

Emissions Compliance  
Certification Test Lab, MD T300A  
Phone: 313.323.8054 Fax: 313.337.5682



---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Thursday, July 18, 2002 6:53 AM  
**To:** Bogema, John (P.); Dalbo, Bob (R.J.); Hockaday Jr., John (J.C.); Hurley, Robert (R.E.); Klotzmann, Eric (E.); Matasa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Woodings, Andrew (A.T.)  
**Subject:** FW: 2001 cal

This is a preliminary (until DOAR5 is available) 2001 service release calibration. There have been some modifications from the 2002 transmission calibration to make the strategy work with the original 2001 transmission hardware.

Regards,

*Gilbert Fournelle*

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

—Original Message—

**From:** Merideth, Jennifer (J.)  
**Sent:** Wednesday, July 17, 2002 5:38 PM  
**To:** Fournelle, Gilbert (G.)  
**Subject:** 2001 cal

Gilbert, I have a 2001 cal for you to pull over. There is a parameter transfer list in my home directory called 2001recal.prm. The calibration itself is in user\$05:[poloms.u204]DOAV4<02>.

Regards,

*Jennifer Merideth*

Phone:794.52.2687      mailto:merideth@ford.com  
Tel pg - mailto:446072awc@alphapage.athhead.com

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Thursday, July 11, 2002 5:53 PM  
**To:** Lintiac, Steven (S.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)  
**Subject:** RE: Engine Quit - Calibration Request

Steve,

I should have a draft form ready for tomorrow. It will not yet include part numbers for 2002 though.

Regards

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

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

**From:** Steven Lintiac [mailto:SLintiac@mazdausa.com]  
**Sent:** Thursday, July 11, 2002 5:45 PM  
**To:** 'msander6@ford.com'; 'gfournel@ford.com'  
**Subject:** Engine Quit - Calibration Request

Muriel and Gilbert,

Could you send white papers for all new calibrations to me as soon as available? It helps us expedite things on this end. Thanks,

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

---

**From:** Steven Lintiac [SLintiac@mazdausa.com]  
**Sent:** Thursday, July 11, 2002 5:45 PM  
**To:** 'meander6@ford.com'; 'gfoumel@ford.com'  
**Subject:** Engine Quit - Calibration Request

Muriel and Gilbert,

Could you send white papers for all new calibrations to me as soon as available? It helps us expedite things on this end. Thanks,

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

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Tuesday, May 14, 2002 12:13 PM  
**To:** Bogema, John (P.); Hurley, Robert (R.E.); Maless, John (J.); Dalbo, Bob (R.J.); Klostermann, Eric (E.); Woodings, Andrew (A.T.); Sanders, Muriel (M.S.)  
**Subject:** Electronic copy of D186 file compare



U204D186.CFC

***Gilbert Fournelle***

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

---

**From:** Moorhouse, Scott (S.R.)  
**Sent:** Wednesday, April 24, 2002 3:20 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** stalls robustness cal improvement

Muriel, relative to the above cal changes for which we started introduction on 16 January...do you have the new part numbers (and tear tags if possible) for all the updates? Thanks.

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1985 (fax) 816-459-1728  
*smoorhou@ford.com*

---

**From:** Moorhouse, Scott (S.R.)  
**Sent:** Monday, April 22, 2002 11:41 AM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** U204 PCM

I will take stock of what we currently have on file relative to PCM's, and get back to you.

**Scott Moorhouse**  
**U204 FTSE Resident Engineer**  
**Kansas City Assembly Plant**  
**(ph) 816-459-1985 (fax) 816-459-1728**  
***smoorhou@ford.com***

---

**From:** Suarez, Rhae (R.)  
**Sent:** Thursday, March 28, 2002 3:40 PM  
**To:** Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)  
**Cc:** Achmar, Fouad (M.)  
**Subject:** Calibration Implementation

Muriel/Bob,

What was the stalls calibration production date? I believe the dealers were able to access it for service on Jan 11th.

Thanks! Have a good holiday break!  
Rhae

---Original Message---

**From:** Peters, Robin (R.S.)  
**Sent:** Wednesday, January 09, 2002 8:05 AM  
**To:** Williams, Les (LHW.)  
**Subject:** RE: 2002 calibration release

Hi Les,

I just got word back from FCSD that there was a problem with the prior Fordstar release. The latest release that was available last Friday is fine. The subject calibration should all be available at dealers as of then.

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

---

**From:** Moorhouse, Scott (S.R.)  
**Sent:** Friday, July 19, 2002 11:11 PM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** motorola dpfe introduction.

Muriel, pls make note that all U204 vehicles built on 22 July and after have the Motorola DPFE.

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1965 (fax) 816-459-1728  
[smoorhou@ford.com](mailto:smoorhou@ford.com)



**From:** Terzea, Laura (L.D.)  
**Sent:** Thursday, June 13, 2002 5:32 PM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** FW: DPFE sales

Is this relevant data for our Escape investigations?

*Laura Terzea*

Manager, Outfitters Concerns  
 FCSD, Customer Service Engineering  
 PDC TVC 1JF58  
 (313) 32-38872 / fax (313) 24-88161 / lterzea.ford.com

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

**From:** Johnson, Jim (J.S.)  
**Sent:** Thursday, June 13, 2002 4:17 PM  
**To:** Terzea, Laura (L.D.)  
**Subject:** DPFE sales

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

**From:** Kaercher, Don (D.F.)  
**Sent:** Thursday, June 13, 2002 4:09 PM  
**To:** Johnson, Jim (J.S.)  
**Subject:** RE: DPFE Data

**SERVICE PART:** 2F1Z- 9J460-AA\_\_\_ **SENSOR ASY**  
**LOCATION LEVEL:** 2      **Out Of Tolerance:** Y  
**RECEIVING LOC:** \_\_\_\_\_      **Forecaster Id:** 05

Mth/Yr	Pr 3 Yr Dmd	Pr 2 Yr Dmd	Pr Yr Dmd	
06/02	0	1063	17008	June 2001 sales
07/02	0	769	16480	July 2001 sales
08/02	0	917	16827	
09/02	8	909	12910	
10/02	8	1121	16012	
11/02	19	1516	22997	
12/02	21	1878	24151	
01/03	97	3918	36205	
02/03	226	7869	46487	
03/03	431	11532	64210	
04/03	526	16330	90928	April 2002 sales
05/03	891	22784	88631	May 2002 sales
<b>TOTAL</b>	<b>2227</b>	<b>70606</b>	<b>452846</b>	

---

**From:** Noteboom, Jim (J.E.)  
**Sent:** Wednesday, May 22, 2002 10:03 AM  
**To:** Ponder, Ray (R.L.); Jordan, Donald (D.E.); 'mkaler@myexcel.com'  
**Cc:** Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.); 'ray.l.ponder@jci.com'  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

I have it! Thanks.

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

**From:** Ponder, Ray (R.L.)  
**Sent:** Tuesday, May 21, 2002 11:31 AM  
**To:** Noteboom, Jim (J.E.); Jordan, Donald (D.E.); 'mkaler@myexcel.com'  
**Cc:** Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.);  
'ray.l.ponder@jci.com'  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

Jim

Mike Kaler forwarded a note with info. Have you received it?

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

**From:** Noteboom, Jim (J.E.)  
**Sent:** Monday, May 20, 2002 7:38 PM  
**To:** Ponder, Ray (R.L.); Jordan, Donald (D.E.); 'mkaler@myexcel.com'  
**Cc:** Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

Thanks, the Escape is scheduled in for Weds.

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

**From:** Ponder, Ray (R.L.)  
**Sent:** Friday, May 17, 2002 11:48 AM  
**To:** Noteboom, Jim (J.E.); Jordan, Donald (D.E.); 'mkaler@myexcel.com'  
**Cc:** Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

Jim

You will be receiving info today on how to package the battery for return to Cross and Black.

Regards

Ray L. Ponder  
Ford Resident Senior Engineer  
Ford AVT EESE  
Johnson Controls, Inc.  
Office: 313-621-3111 Fax: 313-390-5327

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

From: Noteboom, Jim (J.E.)  
Sent: Thursday, May 16, 2002 3:53 PM  
To: Ponder, Ray (R.L.); Jordan, Donald (D.E.); 'mkaler@myexcel.com'  
Cc: Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)  
Subject: RE: U204 Stall Meeting Agenda - 5/9/02

I'm in Dearborn this week. I'll get the car in next week and obtain the battery.

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

From: Ponder, Ray (R.L.)  
To: Jordan, Donald (D.E.); Noteboom, Jim (J.E.); 'mkaler@myexcel.com'  
Cc: Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)  
Sent: 5/16/02 10:48 AM  
Subject: RE: U204 Stall Meeting Agenda - 5/9/02

Jim

I have been informed that you have a battery that was involved in a stall out. I would like for you to ship the battery to our lab to have it analyzed. Please ship RO info on vehicle if available.

The shipping location:  
Cross and Black  
24510 Capitol Rd  
Redford, MI 48239  
Attn: U204 Battery (Denver)

Regards

Ray L. Ponder  
Ford Resident Senior Engineer  
Ford AVT EESE  
Johnson Controls, Inc.  
Office: 313-621-3111 Fax: 313-390-5327

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

From: Jordan, Donald (D.E.)  
Sent: Thursday, May 16, 2002 10:36 AM  
To: Ponder, Ray (R.L.)  
Cc: Jordan, Donald (D.E.); Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)  
Subject: FW: U204 Stall Meeting Agenda - 5/9/02

Veh talking about, leaky battery. Please keep me posted.  
thanks,

Donald B. Jordan  
U204 OPD E/E Systems & EDS  
(313) 32-25147  
Pager: T (djordan1) or 313-795-4342

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

From: Noteboom, Jim (J.E.)  
Sent: Thursday, May 16, 2002 9:57 AM

To: Jordan, Donald (D.E.)  
Cc: Sanders, Muriel (M.S.); Altoonian, Don (D.J.)  
Subject: RE: U204 Stall Meeting Agenda - 5/9/02

We inspected the batt but could not see any evidence of leakage except for some light residue on the top.

I can get the batt. if you would like to inspect it or get me details for a thorough inspection at the dealer.

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

From: Jordan, Donald (D.E.)  
To: Noteboom, Jim (J.E.)  
Cc: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Jordan, Donald (D.E.)  
Sent: 5/14/02 5:23 PM  
Subject: RE: U204 Stall Meeting Agenda - 5/9/02

Jim, you list battery acid in the tray had seeped down onto grounds G-104 & 105 w/some corrosion evident. Low mileage veh shouldn't have acid in tray. Was battery taken out of tray and looked at, crack, puncture on bottom from sitting on an object, etc.. Talking with FSS battery engineer and have seen battery installed on screw, bolt, etc. in tray and that would crack case and get leaking, but other than that.....

Can you get veh to look at, was the battery crack on the bottom or was there acid expelled from vent caps and running down?

Thanks,

Donald E. Jordan  
U204 OPD R/E Systems & EDS  
(313) 32-25147  
Pager: T (djordan1) or 313-795-4342

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

>From: Noteboom, Jim (J.E.)  
>Sent: Thursday, May 09, 2002 3:46 PM  
>To: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Badgley, Joel  
>(J.K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas  
>(T.J.); Bogema, John (P.); 'Cary Powell'; Chick, John (J.); Chih,  
>Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob  
>(R.J.); 'Dan Rothweiler'; De Pena, Juan (J.E.); Diez, Timothy (T.P.);  
>Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.);  
>Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.);  
>Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.);  
>Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.);  
>'John McDonald'; 'Jones, Andy'; Jordan, Donald (D.E.); Kanai, Shinji  
>(S.); King, Robert (R.P.); Klostermann, Eric (E.); Kosko, Jeff (J.R.);  
>Kwon, Soon (S.R.); Limtiaco, Steven (S.); Linde, Peter (P.A.); Liu,  
>Jane (J.); Marck, Edmond (E.C.); Matasa, John (J.); Maurer, James  
>(J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott  
>(S.R.); 'Morgan, Tom'; Morishima, Shigeki (S.); 'Naveed Khan';  
>Nematollahi, Sonya (S.); 'Nikolai, Bernie'; Ortman, James (J.W.);  
>Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Shah,  
>Kiran (K.C.); Shiraishi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.);  
>Suarez, Rhae (R.); Sullivan, Jamie (J.P.); Takasawa, Keith (K.D.);  
>Takubo, Hiroichi (H.); Vecchio, Anne Marie (A.); Wakenell, Ray (R.A.);  
>Wettach, Bill (B.); Williams, Les (LHW.); Williamson, David (D.E.);  
>Yeung, Lem (.)  
>Subject: RE: U204 Stall Meeting Agenda - 5/9/02

>  
>Inspection results of '02 Escape VIN: 1FMY00414KC19492  
>  
>LOCATION: John Elway West, Denver  
>OWNER: Mike Cochran (JEW Service Mgr.)  
>MILEAGE: 3342  
>BUILD DATE: 1-29-02  
>COMPLAINT: Stalled while driving approx. 50 mph. Noticed dash lights  
>came on and steering became stiff; coasted to side of  
> road, went to crank (did not turn key off) and the engine  
>restarted. Occured at around 2500 miles and has not  
> happened since.  
>DIAGNOSTICS: Went through the latest TSB/ISM draft; no concerns were  
>found except for the following:  
>\* There was battery acid in the batt. tray that had seeped down  
>onto grounds G-104 and 105; some corrosion was evident.  
>\* The customer's key chain contained several oz. of additional  
>weight.  
>  
>  
>Jim Noteboom  
>Powertrain Field Quality Specialist/Denver  
>Phone: 303.674.4015 FAX: 303.674.5730  
>Page: 1.888.375.1980  
>

**From:** Ponder, Ray (R.L.)  
**Sent:** Tuesday, May 21, 2002 1:31 PM  
**To:** Noteboom, Jim (J.E.); Jordan, Donald (D.E.); 'mkaler@myexcel.com'  
**Cc:** Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.); 'ray.l.ponder@jci.com'  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

Jim

Mike Kaler forwarded a note with info. Have you received it?

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

**From:** Noteboom, Jim (J.E.)  
**Sent:** Monday, May 20, 2002 7:38 PM  
**To:** Ponder, Ray (R.L.); Jordan, Donald (D.E.); 'mkaler@myexcel.com'  
**Cc:** Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

Thanks, the Escape is scheduled in for Weds.

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**Cc:** Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

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You will be receiving info today on how to package the battery for return to Cross and Black.

Regards

Ray L. Ponder  
Ford Resident Senior Engineer  
Ford AVT EESE  
Johnson Controls, Inc.  
Office: 313-621-3111 Fax: 313-390-5327

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>Inspection results of '02 Escape VIN: 1FMYU0414KC19492

>

>LOCATION: John Elway West, Denver

>OWNER: Mike Cochran (JEW Service Mgr.)

>MILEAGE: 3342

>BUILD DATE: 1-29-02

>COMPLAINT: Stalled while driving approx. 50 mph. Noticed dash lights

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>Powertrain Field Quality Specialist/Denver

>Phone: 303.674.4015 FAX: 303.674.5730

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>MILEAGE: 3342

>BUILD DATE: 1-29-02

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>Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.);  
>'John McDonald'; 'Jones, Andy'; Jordan, Donald (D.E.); Kanai, Shinji  
>(S.); King, Robert (R.F.); Klostermann, Eric (E.); Kosko, Jeff (J.R.);  
>Kwon, Soon (S.K.); Limtiaco, Steven (S.); Linde, Peter (P.A.); Liu,  
>Jane (J.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James  
>(J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott  
>(S.R.); 'Morgan, Tom'; Morishima, Shigeki (S.); 'Naveed Khan';  
>Nematollahi, Sonya (S.); 'Nikolai, Bernie'; Ortnan, James (J.W.);  
>Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Shah,  
>Kiran (K.C.); Shiraiishi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.);  
>Suarez, Rhae (R.); Sullivan, Jamie (J.P.); Takasawa, Keith (K.D.);  
>Takubo, Hiroichi (H.); Vecchio, Anne Marie (A.); Wakenell, Ray (R.A.);

>Wattach, Bill (B.); Williams, Les (LHW.); Williamson, David (D.E.);  
>Yeung, Lem (.)  
>Subject: RE: U204 Stall Meeting Agenda - 5/9/02  
>  
>Inspection results of '02 Escape VIN: 1FMYU0414KC19492  
>  
>LOCATION: John Elway West, Denver  
>OWNER: Mike Cochran (JEW Service Mgr.)  
>MILEAGE: 3342  
>BUILD DATE: 1-29-02  
>COMPLAINT: Stalled while driving approx. 50 mph. Noticed dash lights  
>came on and steering became stiff; coasted to side of  
> road, went to crank (did not turn key off) and the engine  
>restarted. Occured at around 2500 miles and has not  
> happened since.  
>DIAGNOSTICS: Went through the latest TSB/ISM draft; no concerns were  
>found except for the following:  
>\* There was battery acid in the batt. tray that had seeped down  
>onto grounds G-104 and 105; some corrosion was evident.  
>\* The customer's key chain contained several oz. of additional  
>weight.  
>  
>  
>Jim Noteboom  
>Powertrain Field Quality Specialist/Denver  
>Phone: 303.674.4015 FAX: 303.674.5730  
>Page: 1.888.375.1980  
>

---

**From:** Ponder, Ray (R.L.)  
**Sent:** Thursday, May 16, 2002 10:48 AM  
**To:** Jordan, Donald (D.E.); Noteboom, Jim (J.E.); 'mkaler@myexcel.com'  
**Cc:** Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

Jim

I have been informed that you have a battery that was involved in a stall out. I would like for you to ship the battery to our lab to have it analyzed. Please ship RO info on vehicle if available.

The shipping location:  
Cross and Black  
24510 Capitol Rd  
Redford, MI 48239  
Attn: U204 Battery (Denver)

Regards

Ray L. Ponder  
Ford Resident Senior Engineer  
Ford AVT EBSE  
Johnson Controls, Inc.  
Office: 313-621-3111 Fax: 313-390-5327

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

**From:** Jordan, Donald (D.E.)  
**Sent:** Thursday, May 16, 2002 10:36 AM  
**To:** Ponder, Ray (R.L.)  
**Cc:** Jordan, Donald (D.E.); Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)  
**Subject:** FW: U204 Stall Meeting Agenda - 5/9/02

Veh talking about, leaky battery. Please keep me posted.  
thanks,

Donald E. Jordan  
U204 OPD E/E Systems & EDS  
(313) 32-25147  
Pager: T (djordan1) or 313-795-4342

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

**From:** Noteboom, Jim (J.E.)  
**Sent:** Thursday, May 16, 2002 9:57 AM  
**To:** Jordan, Donald (D.E.)  
**Cc:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.)  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

We inspected the batt but could not see any evidence of leakage except for some

light residue on the top.

I can get the batt. if you would like to inspect it or get me details for a thorough inspection at the dealer.

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

From: Jordan, Donald (D.E.)  
To: Noteboom, Jim (J.E.)  
Cc: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Jordan, Donald (D.E.)  
Sent: 5/14/02 5:23 PM  
Subject: RE: U204 Stall Meeting Agenda - 5/9/02

Jim, you list battery acid in the tray had seeped down onto grounds G-104 & 105 w/some corrosion evident. Low mileage veh shouldn't have acid in tray. Was battery taken out of tray and looked at, crack, puncture on bottom from sitting on an object, etc.. Talking with PSS battery engineer and have seen battery installed on screw, bolt, etc. in tray and that would crack case and get leaking, but other than that.....

Can you get veh to look at, was the battery crack on the bottom or was there acid expelled from vent caps and running down?

Thanks,

Donald E. Jordan

U204 OPD E/E Systems & EDS

(313) 32-25147

Pager: T (d[jordan1) or 313-795-4342

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

>From: Noteboom, Jim (J.E.)  
>Sent: Thursday, May 09, 2002 3:46 PM  
>To: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Badgley, Joel  
>(J.K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas  
>(T.J.); Bogema, John (P.); 'Cary Powell'; Chick, John (J.); Chih,  
>Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob  
>(R.J.); 'Dan Rothweiler'; De Pena, Juan (J.E.); Diez, Timothy (T.P.);  
>Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.);  
>Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.);  
>Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.);  
>Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.);  
>'John McDonald'; 'Jones, Andy'; Jordan, Donald (D.E.); Kanai, Shinji  
>(S.); King, Robert (R.F.); Klostermann, Eric (E.); Kosko, Jeff (J.R.);  
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>Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Shah,  
>Kiran (K.C.); Shiraiishi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.);  
>Suarez, Rhae (R.); Sullivan, Jamie (J.P.); Takasawa, Keith (K.D.);  
>Takubo, Hiroichi (H.); Vecchio, Anne Marie (A.); Wakenell, Ray (R.A.);  
>Wettach, Bill (B.); Williams, Les (LHW.); Williamson, David (D.E.);  
>Yeung, Lem (.)  
>Subject: RE: U204 Stall Meeting Agenda - 5/9/02

> Inspection results of '02 Escape VIN: 1FMYU0414KC19492

> LOCATION: John Elway West, Denver  
> OWNER: Mike Cochran (JEW Service Mgr.)  
> MILEAGE: 3342

>BUILD DATE: 1-29-02  
>COMPLAINT: Stalled while driving approx. 50 mph. Noticed dash lights  
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> road, went to crank (did not turn key off) and the engine  
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>\* The customer's key chain contained several oz. of additional  
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>  
>Jim Noteboom  
>Powertrain Field Quality Specialist/Denver  
>Phone: 303.674.4015 FAX: 303.674.5730  
>Page: 1.888.375.1980  
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**From:** Jordan, Donald (D.E.)  
**Sent:** Thursday, May 16, 2002 10:36 AM  
**To:** Ponder, Ray (R.L.)  
**Cc:** Jordan, Donald (D.E.); Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)  
**Subject:** FW: U204 Stall Meeting Agenda - 5/9/02

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thanks,

Donald E. Jordan  
U204 OPD E/E Systems & EDS  
(313) 32-25147  
Pager: T (djordan1) or 313-795-4342

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

**From:** Noteboom, Jim (J.E.)  
**Sent:** Thursday, May 16, 2002 9:57 AM  
**To:** Jordan, Donald (D.E.)  
**Cc:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.)  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

We inspected the batt but could not see any evidence of leakage except for some light residue on the top.

I can get the batt. if you would like to inspect it or get me details for a thorough inspection at the dealer.

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**From:** Jordan, Donald (D.E.)  
**To:** Noteboom, Jim (J.E.)  
**Cc:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Jordan, Donald (D.E.)  
**Sent:** 5/14/02 5:23 PM  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

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Can you get veh to look at, was the battery crack on the bottom or was there acid expelled from vent caps and running down?

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Donald E. Jordan  
U204 OPD E/E Systems & EDS  
(313) 32-25147  
Pager: T (djordan1) or 313-795-4342

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

> **From:** Noteboom, Jim (J.E.)  
> **Sent:** Thursday, May 09, 2002 3:46 PM  
> **To:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Badgley, Joel

>(J.K.); Hauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas  
>(T.J.); Bogema, John (P.); 'Cary Powell'; Chick, John (J.); Chih,  
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>'John McDonald'; 'Jones, Andy'; Jordan, Donald (D.E.); Kanai, Shinji  
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>Kwon, Soon (S.K.); Limtiaco, Steven (S.); Linde, Peter (P.A.); Liu,  
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>Wettach, Bill (B.); Williams, Les (LHW.); Williamson, David (D.E.);  
>Yeung, Lem (.)

>Subject: RE: U204 Stall Meeting Agenda - 5/9/02

>Inspection results of '02 Escape VIN: 1FMYU0414KC19492

>LOCATION: John Elway West, Denver

>OWNER: Mike Cochran (JEW Service Mgr.)

>MILEAGE: 3342

>BUILD DATE: 1-29-02

>COMPLAINT: Stalled while driving approx. 50 mph. Noticed dash lights

>came on and steering became stiff; coasted to side of

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>\* The customer's key chain contained several oz. of additional

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>Jim Noteboom

>Powertrain Field Quality Specialist/Denver

>Phone: 303.674.4015 FAX: 303.674.5730

>Page: 1.888.375.1980



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**Sent:** Thursday, May 16, 2002 9:57 AM  
**To:** Jordan, Donald (D.E.)  
**Cc:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.)  
**Subject:** RE: U204 Stall Meeting Agenda - 5/9/02

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**Cc:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Jordan, Donald (D.E.)  
**Sent:** 5/14/02 5:23 PM  
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Donald E. Jordan

U204 OPD E/E Systems & EDS

(313) 32-25147

Pager: T (djordan1) or 313-795-4342

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> **From:** Noteboom, Jim (J.E.)  
> **Sent:** Thursday, May 09, 2002 3:46 PM  
> **To:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Badgley, Joel  
> (J.K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas  
> (T.J.); Bogema, John (P.); 'Cary Powell'; Chick, John (J.); Chih,  
> Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob  
> (R.J.); 'Dan Rothweiler'; De Pena, Juan (J.E.); Diez, Timothy (T.P.);  
> Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Fraeland, Mark (M.);  
> Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.);  
> Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.);  
> Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.);  
> 'John McDonald'; 'Jones, Andy'; Jordan, Donald (D.E.); Kanai, Shinji  
> (S.); King, Robert (R.F.); Klostermann, Eric (E.); Kosko, Jeff (J.R.);  
> Kwon, Soon (S.K.); Limtiaco, Steven (S.); Linds, Peter (P.A.); Liu,  
> Jane (J.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James  
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> (S.R.); 'Morgan, Tom'; Morishima, Shigeki (S.); 'Naveed Khan';  
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>Suarez, Rhae (R.); Sullivan, Jamie (J.P.); Takasawa, Keith (K.D.);  
>Takubo, Hiroichi (H.); Vecchio, Anne Marie (A.); Wakenell, Ray (R.A.);  
>Wettach, Bill (B.); Williams, Les (LHW.); Williamson, David (D.B.);  
>Yeung, Lem (.)  
>Subject: RE: U204 Stall Meeting Agenda - 5/9/02  
>  
>Inspection results of '02 Escape VIN: 1FMYU0414KC19492  
>  
>LOCATION: John Elway West, Denver  
>OWNER: Mike Cochran (JEW Service Mgr.)  
>MILEAGE: 3342  
>BUILD DATE: 1-29-02  
>COMPLAINT: Stalled while driving approx. 50 mph. Noticed dash lights  
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>\* The customer's key chain contained several oz. of additional  
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>Jim Noteboom  
>Powertrain Field Quality Specialist/Denver  
>Phone: 303.674.4015 FAX: 303.674.5730  
>Page: 1.888.375.1980  
>

**From:** Jordan, Donald (D.E.)  
**Sent:** Tuesday, July 30, 2002 6:31 PM  
**To:** Noteboom, Jim (J.E.)  
**Co:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Jordan, Donald (D.E.); Gokhale, Renuka (R.V.); Ponder, Ray (R.L.)  
**Subject:** RE: U204 Stall Investigation, 7-26-02

Battery leak could be from wrong size tray installed in veh. If this is a Duratec, I'd check size of battery tray. There've been instances of an I-4 tray installed in a Duratec and battery doesn't fit correctly. If tray is correct, could be from installation, being dropped or set on a foreign object on bottom of tray. Either of those possibilities could be checked.

Thanks,

Donald E. Jordan, P.E.  
U204 OPD E/E Systems & EDS  
(313) 32-25147  
Pager: T (d[jordan1] or 313-795-4342

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

**From:** Noteboom, Jim (J.E.)  
**Sent:** Tuesday, July 30, 2002 11:27 AM  
**To:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Bauer, Scott (S.C.); Bhogwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chick, John (J.); Chin, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Dan Rothweiler; De Pena, Juan (J.E.); Diaz, Timothy (T.F.); Duvall, Allen (A.W.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Friesland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jyunichiro (J.); Jenean, Ted (T.E.); 'John McDonald'; Jones, Andy; Jordan, Donald (D.E.); Kanai, Srinji (S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); La, Dzung (D.H.); Limlaco, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Matessa, John (J.); Maurer, James (J.B.); Mezzella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); 'Naveed Khan'; Nemstolihi, Sonya (S.); Nilolal, Bemid; Ortman, James (J.W.); Powers, Ken (K.W.); Prica, Martin (M.); Raquepau, Alden (A.P.); Shah, Kiran (K.C.); Shiraiishi, Masaru (M.); Silgenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veeratra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.); Young, Lem (L.)  
**Subject:** RE: U204 Stall Investigation, 7-26-02

VEH: '02 Escape                      VIN: 1FMCU04112KD11749                      BUILT: 4-11-02                      MILES: 1850  
CUSTOMER: Carol Segely / 303-252-8278 (home)                      LOCATION: Northglenn, Colo.  
COMPLAINT: Stalls in slow traffic. Note: the stall occurs in the same location (80th between Wadsworth and 36) as the previous vehicle; checked this out and there are high tension lines crossing the road there.

TSB and SSM results:

- IAC=34%
- EVAP system passed.
- DPFE and EEC relay are the latest.
- Keys do not have excessive weight.
- All related grounds were secure.

Based on the stall location and the possibility of RFI, the MAF was updated to a 1L2Z-BA.

Also on this vehicle the battery was leaking from the seam on the corner opposite the negative post (see photos). The customer stated that when the vehicle was purchased, the original batt. was dead and was replaced. This batt. was not a service piece but looked like original equipment so it's history is in question. A new service batt. was installed.

<< File: MVC-039F.JPG >>

Serial no.

<< File: MVC-040F.JPG >>  
Acid drip from seam.

Jim Noteboom  
Powertrain Field Quality Specialist/Denver  
Phone: 303.674.4015 FAX: 303.674.5730  
Cell: 303.921.2078

**From:** Notaboom, Jim (J.E.)  
**Sent:** Tuesday, July 30, 2002 11:27 AM  
**To:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chik, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Dan Rothwaller; De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duvall, Alan (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, Jiyunkhiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); La, Dzung (D.H.); Limlaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); Naveed Khan; Nematollahi, Sonya (S.); Nikolai, Bernie; Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Aiden (A.P.); Shah, Kiran (K.C.); Shirahshi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hiroichi (H.); Veeratra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Lee (LHW.); Yeung, Lem (.)  
**Subject:** RE: U204 Stall Investigation, 7-28-02

**VEH:** '02 Escape      **VIN:** 1FMCU04112KD11749      **BUILT:** 4-11-02      **MILES:** 1650  
**CUSTOMER:** Carol Segety / 303-252-8278 (home)      **LOCATION:** Northglenn, Colo.  
**COMPLAINT:** Stalls in slow traffic. Note: the stall occurs in the same location (80th between Wadsworth and 36) as the previous vehicle; checked this out and there are high tension lines crossing the road there.

**TSB and SSM results:**

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- EVAP system passed.
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MVC039F.JPG

Serial no.



MVC040F.JPG

Acid drip from seam.

Jim Noteboom  
Powertrain Field Quality Specialist/Denver  
Phone: 303.674.4015 FAX: 303.674.5730  
Cell: 303.921.2076

---

**From:** Williams, Lea (LHW.)  
**Sent:** Friday, March 15, 2002 2:13 PM  
**To:** Dalbo, Bob (R.J.); Sanders, Muriel (M.S.)  
**Subject:** White buyback keys found 4PJY693

Hey ya'll:

Somebody put keys back in box, I checked before I sent Armida the note (they didn't return keys to my desk so I had no idea it was returned). We are all good. Muriel, white buyback and silver buyback are on third flr on the railroad tracks-side of deck. My white buyback is in space 77, and Armida's will be returned Monday.

Regards,  
Lea Williams  
For More, Count on Lea  
U204 3.0L Powertrain Calibration  
Truck Engine Engineering, Suite 1AE20  
Phone: (313)33-72503  
Fax: (313) 32-31786

---

**From:** Williams, Lea (LHW.)  
**Sent:** Wednesday, March 13, 2002 4:07 PM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** VDR

Hey Muriel:

In case I forget, we need to see if there are any other VDRs floating around the country that people owe us.  
We can mention that during the meeting tomorrow.

Thx

Lea Williams  
Ford Motor Company-OGC  
Attorney at Large  
Fairlane Park Towers, 14th Floor with a great view of South Dearborn  
Phone #: Not given, pls make appointments with my secretary



---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, March 25, 2002 4:34 PM  
**To:** Bob Fascetti  
**Cc:** Sanders, Muriel (M.S.)  
**Subject:** 3.0L Escape/Tribute Stall Status - 3/25/02

**SSM/ISM/TSB Status:**

- Final copy of TSB is being reviewed. This includes IACV/throttle body inspection/replacement (if duty cycle is out of spec), recalibration, evap system diagnostics, EEC power relay update and warning about heavy keychains. SSM with this info has been released.
- An ISM has been released containing the remaining items on our stalls checklist (grounds, water intrusion, CPS inspection, DPFE, MAFS, KAM, etc) to address stalls not fixed by the TSB/SSM.
- The long range plan is to have a TSB and ISM.

**Airflow actions:**

- Calibration robustness action that minimized an rpm dip when accompanied by a sticking IAC valve, or a minimum flow throttle body was released by the team on 11/29. Implementation at KCAP: 1/16/2002. So far, Ford LEV, Mazda LEV, and CAA have been cleared for use at the plant. These three calibrations are the largest production volume (have greatest effect on US). The remaining four (ROW, ROW Severe, Leaded, and EU), will be released in the coming weeks. The calibration robustness action was released to service: 12/14/2001.
- 13 vehicles experiencing stalls/idle dips in the field have been performing great since the calibration was updated in late December 2001, early January 2002. One of these vehicles, a Tribute, stalled twice within 150 miles (at same location, closed throttle decel). After vehicle was reflashed with updated calibration, the stalling ceased and the rpm dips vanished. The vehicle has 250+ miles on it currently since the reflash.
- 6 of 20 IAC valves from buybacks flowed low out of spec at hot idle duty cycle.
- Hitachi has started an 8D to address the out of spec IAC valves. 2 of 9 parts were scorched - backfire is suspected. Parts deliberately exposed to backfires have been returned to Hitachi for comparison purposes.
- 19 throttle bodies have been returned to Rawsonville for flow:
  - 2 were low out of spec.
  - 6 were low in spec.
  - 3 had their throttle plate setscrews readjusted (hence no accurate readings)
  - 6 were in spec
  - An additional 7 new throttle bodies were tested and they were all in spec

**Electrical actions:**

- EEC power relay pin insertion into the PDB has been dramatically improved at Lear.
- Omron EEC power relay has been replaced with Hella (not sensitive to vertical g-force).
- 4 of 4 ground eyelets proven to cause stalls have been made inverted delta items at KCAP.

**EMC actions:**

- Concern for Improved EMC MAF sensor has been approved by Ford and, recently, Japan (1/16/02).
- Once drawing updates are completed the new part will be introduced at KCAP.
- DPFE from Kavico has been reviewed and no issues were identified.
- Mark Freeland (Black Belt) has been studying DPFE latch-up issue and recommends DPFE replacement.

**Evap system actions:**

- Identified and fixed two Tributes in the field with restricted purge vent lines and open check valves by replacing the valve and clearing the restriction.
- One vent line was blocked by insect web.

- The check valves (normally open) appear to meet design intent according to Visteon.
- However, the air leak specification was not met.
- This check valve is not used on any other Ford vehicles.

4/2/02 is the implementation timing for the revised Evap system w/o the check valve.

*Bob Dalbo*

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-64847 Fax: (313) 32-31788

Pager: (313) 795-2858 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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**From:** Dalbo, Bob (R.J.)  
**Sent:** Friday, March 22, 2002 4:51 PM  
**To:** Andrew Woodings; David Mroz; Eric Kostermann; Gilbert Fournelle; Hockaday Jr., John (J.C.); John Bogema; John Mataea; Lee Williams; Mikota, Dennis (D.P.); Muriel Sanders; Robert Hurley; Tony Smith  
**Subject:** RE: RHD vehicle engine stall after refuel to brim

We can't do anything about RHD overfilling of the fuel tank, but the strategy Andrew was working with was intended to prevent stalls due to this kind of thing. We should put his changes (more or less) in the Job #2 release.

*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](mailto:rdalbo@ford.com)

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

**From:** Kwon, Soon (S.K.)  
**Sent:** Friday, March 22, 2002 8:43 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** FW: RHD vehicle engine stall after refuel to brim

I am sure this has been discussed in your Staffs meeting.

Regards,  
**Soon Kwon**  
Escape/Tribute P/T OPD Supervisor  
Compact Utility PTSE, TVC  
2FB39, MD 405, PDC Dearborn 48126  
Phone (313) 322-8844, Fax  
Pager (313) 795-1636, email: [skwon@ford.com](mailto:skwon@ford.com)

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

**From:** Hoshino, Jun (J.)  
**Sent:** Friday, March 22, 2002 5:54 AM  
**To:** Kwon, Soon (S.K.); Altonian, Don (D.J.)  
**Cc:** McGee, Brett (B.L.); Linda, Peter (P.A.); King, Robert (R.F.)  
**Subject:** RHD vehicle engine stall after refuel to brim

Soon and Don,

I was asked Brett McGee that to report captioned issue to you.

May be this information is not the same with NA 3.0L engine stall case, but let me inform as "for your information".

Five cases of Engine stall/hesitation have been reported on RHD Australian vehicles, the customers experienced this after refuel to brim.

Dealer technician/Mazda Australia has succeeded to reproduce the engine stall, and liquid fuel has been found from EVAP canister.

Technician suspects liquid fuel run to engine is cause of this issue. Fuel tank supplier is investigating 2 of roll over valves of concerned vehicles.

3.0L-3 cases  
2.0L-2 cases  
Fuel tank: Japan source

I have attached filed quality reports. Photo of EVAP canister is included in attached file NR0006/02A.

Thank you.

*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: N0006\_02.doc >> << File: N000602B.DOC >> << Message: NR0006/02A - TRIBUTE (\*U0\*Y) ENGINE STALLING  
AFTER REFUELLING >>

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**From:** Williams, Les (LHW.)  
**Sent:** Tuesday, March 28, 2002 9:48 AM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** RE: call

nope, he is an fqe, had a question about a mil. I just cc u on stall related emails to keep u abreast...just in case.

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Tuesday, March 26, 2002 9:18 AM  
**To:** Williams, Les (LHW.)  
**Subject:** RE: call

Les, is this anything I need to know about? Do I need to call this person?

*Muriel Sanders*

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

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

**From:** Williams, Les (LHW.)  
**Sent:** Monday, March 25, 2002 4:51 PM  
**To:** Lovelace, Maria (M.E.)  
**Cc:** Sanders, Muriel (M.S.)  
**Subject:** RE: call

No Prob.

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

**From:** Lovelace, Maria (M.E.)  
**Sent:** Monday, March 25, 2002 3:02 PM  
**To:** Williams, Les (LHW.)  
**Subject:** call

Les  
can you please call Dan Myers 563-505-9002?

**Maria E. Lovelace**

Enhanced Concern Identification - FCSD  
500 Town Center, Suite 300 Cube 25  
500 Town Center Drive  
Dearborn, Michigan 48126  
313-323-6561/800-521-4450

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**From:** Steven Lintaco [SLintac@mazdausa.com]  
**Sent:** Monday, March 26, 2002 5:39 PM  
**To:** 'msander6@ford.com'  
**Subject:** Edmunds.com - Mazda Tribute- Ford Escape problems.html



Edmunds.com - Mazda  
Route F-

<<Edmunds.com - Mazda Tribute- Ford Escape problems.html>>

Muriel,

You might know about this already but check this website out. Talk about very savvy customers (see #1339). Some positive comments, too (# 1336).

Steve



Select Topic Home | New | Used | Reviews | Advice | News | Ownership | Newsletter | Help



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- Mazda Tribute/Ford Escape's IIHS 40 mph front offset crash test results
- Long term road test: 2001 Mazda Tribute V6
- Road Test: 2001 Mazda Tribute
- First Drive: 2001 Mazda Tribute

Additional Resources

Town Hall SUVs Mazda Tribute/ Ford Escape problems

Mazda Tribute/ Ford Escape problems

1344 messages, Last post on Mar 24, 2002 at 02:36 PM

What is this discussion about? Mazda Tribute, Ford Escape, SUV Suggest another category for this discussion.

Meg#

[beginning of discussion] [scroll up 20 messages] (1328 previous messages)

#1329 of 1344 Levalley by jalo2001 Canada Mar 20, 2002 (07:20 pm)

Did the dealer also mention you should wear aluminum foil on your head so that the aliens can't read your brain waves?

#1330 of 1344 Brake dust by scape2 United States of America Mar 20, 2002 (07:52 pm)

try a good wheel polish, this helps defect some of the brake dust.. Granted not all of it.. The Escapes/Tribe braking distances are top notch and soft brake pads are the reason why....

#1331 of 1344 Stalling ... by mdaifron United States of America Mar 21, 2002 (09:13 am)

Guys and gals, don't get all over me. I don't own a Tribute or Escape, but I'm a five-time Mazda owner (three Proteges, one Protege5 and a Mazda B2300 pickup built by Ford). I read this board every now and then because I have a buddy in the office next to me whose 2001 Tribute stalled on him a few weeks ago. I came here since I hang out a lot on the Protege board and knew how good the Town Hall is at finding answers.

Anyway, in reading your posts about stalling for the past few weeks, I've noticed one thing they all seem to have in common - the vehicles seem to stall when they're going downhill. If it was just a low-engine-speed occurrence, then you'd be experiencing stalls coming up to traffic lights, idling, etc. But that's not what's happening. It happens when you're going downhill.

EDM2-027-D 3444

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**From:** Schuman, Howard (H.G.)  
**Sent:** Thursday, June 06, 2002 1:26 PM  
**To:** Wettach, Bill (B.); Yeung, Lem (.); Grimes, Jeff (J.R.)  
**Cc:** Friedrich, Joe (J.A.); Cominsky, Dennis (D.); Marynowski, Jan (J.M.); Arnold, James (J.A.); Kosko, Jeff (J.R.); Buehner, Steve (S.B.)  
**Subject:** FW: ECP 02-137 2003 U204 ISC Calibration Question

The attached note from Mr. Shono of Mazda addresses the 1L8E ISC calibration study.

Mazda will have their testing completed by mid-October. That doesn't meet our timing and we asked them to improve the timing in today's pictel. Even so, the 1L8E will not be released for the J16L engine by July 15. We need to develop an alternate plan.

For now, concern C11375066 is written to delete the 1L8E-9F715-AA ISC from J16L. If CEP2 cannot handle the complexity of 2 visually identical valves, I will modify the concern to apply to U204/J14.

Please add your comments on this subject to the concern description screen.

Howard Schuman  
MPV Duratec Engine Systems  
Phone (313) 594-6662  
Fax (313) 594-7323

—Original Message—

**From:** shouno.y@mazda.co.jp [mailto:shouno.y@mazda.co.jp]  
**Sent:** Thursday, June 06, 2002 4:38 AM  
**To:** hschuman@ford.com; jamold3@ford.com  
**Subject:** RE: ECP 02-137 2003 U204 ISC Calibration Question

Schuman-san,

Thank you very much for your information. I've forwarded this information to our calibration engineer directly.

As you know very well that ISC calibration may affect engine stall and drivability. We have to check our calibration whether Ford will change the calibration or not.



potential to stall - you just have to be in the wrong place at the wrong time.

Well, if that is the case, this will be an even bigger problem for Ford (like I care). I did check Yahoo Finance and the Escape stalling problem is already become a stock value problem.

Anyway, will keep checking in. I have the whole service bulletin but it is rather long. Let me know if anyone wants a copy and I will try and scan it and send it to whomever.

Still afraid to drive my car even with no hills in Miami.

#1334 of 1344 This stalling thing by [scaps2](#)

United States of America

Mar 22, 2002 (08:23 am)

Is not a hill issue. I live by the Cascade range and have traversed many hills to reach skiing and fishing spots in my Escape. Never stalled on me??

#1335 of 1344 hills and dales by [\[REDACTED\]](#)

Canada

Mar

23, 2002 (10:14 am)

Wouldn't it be better to determine whether hills are a factor by examining conditions when a vehicle stalled?

I've poked up some subtle hints from you that yours has not stalled, so the terrain on which you drive is irrelevant. No?

#1336 of 1344 stalling revisited..... by [\[REDACTED\]](#)

United States of America

Mar 23, 2002 (11:08 am)

the stalling issue is related to decel, and that is the reason why it happens going downhill.(most people are laying off the gas pedal when going downhill.....most). In past weeks I have performed mazdas fix for this issue by reprogramming, and in some cases, replacing pcm's. they are replaced if they meet a certain build date criteria, and then the new one that is installed must also be updated. we have had NO returns visits for stalling problems thus far from any of the customers having the update.(approx. 8-10 vehicles).

#1337 of 1344 That might explain... by [\[REDACTED\]](#)

United States of America

Mar 23, 2002 (01:27 pm)

...why some people here and on other boards have had either the re-program, or the PCM replaced without any luck. According to rotarykid, you man have to have both done in some cases. Rotarykid, do you happen to know off hand what the build date cutoff is? Our Escape was built on December 21, 2001. I'm told by the dealer that it just needs a PCM flash. Thanks for your help.

#1338 of 1344 Rotary by [\[REDACTED\]](#)

United States of America

Mar 23, 2002 (07:13 pm)

What mileage are these vehicles at? Does it happen after a certain

AMOUNT OF TIMES

#1339 of 1344 Stalling -Escape by [REDACTED]  
 United States of America Mar 23, 2002 (08:28 pm)

Hi all -

Here is the info from the Ford bulletin:  
 reprogram PCM W/WDS Version B17.1 or later. Some 2001MY PCMs cannot be reprogrammed and must be replaced. this is determined by the MPC# located in the upper left corner of the bar code on the PCM. If MPC# is 160 then replace with part #1U7Z-12A850-AXA and reprogram. if the MPC# is 161 then just reprogram. All 2002MY PCMs can be reprogrammed. Disconnect the vent line in the EVAP emissions system from the check valve side. Using shop air, blow air through the vent line from the check valve forward. Check for revised EEC power relay. If relay has white lettering, replace W/F0AZ-14N069-A. Make sure relay pin connections are tight in pwer distribution box.

Hope this helps.

#1340 of 1344 murphy27 by [REDACTED]  
 United States of America Mar 24, 2002 (08:04 am)

Thanks for the info. It will come in handy if the service depts. try to play dumb with us. Do you happen to know the ID number of the service bulletin too? Also, have you noticed any performance differences? Things like faster idle speeds, different shift patterns, gains/loss in fuel economy.

Thanks again.

#1341 of 1344 Escape stalling - service bulletin by [REDACTED]  
 United States of America Mar 24, 2002 (11:04 am)

They were very crafty in not letting me see all of the bulletins they pulled but the one I was given is on page 3 of page 5 (when the service rep left his desk I scanned the five pages but did not have time to absorb the information. On the one given to me, the title is 15589 Escape 3.0L -Reprogrammer/Replace Drivability Checklist: some 2001/2002 3.0L Escapes may exhibit an intermittent engine quit condition, usually one time during closed throttle decel with no DTC's or MIL. The engine restarts immediately. . . . The bulletin then continues with what I wrote approve re the fix.

#1342 of 1344 Escape stalling - differences by [REDACTED]  
 United States of America Mar 24, 2002 (11:08 am)

I have not driven the Escape much since it got out of the shop but the idle seems lower - but that is speculation. Will let you know if I notice anything this week on my commute.

#1343 of 1344 Thanks by [REDACTED]  
 United States of America Mar 24, 2002 (11:11 am)

[Mazda Tribute/ Ford Escape problems](#)

Thanks [redacted] Your information will be a big help.

#1344 of 1344 [redacted] - did not have time to see. by jefo2001

Canada Mar 24, 2002 (02:36 pm)

Murphy, you should have brought your spy camera with you. As soon as he left the room you could have snapped pictures of the secret documents and developped them in your basement lab.

To post a message, you must first [Login](#).

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uname: uID: 0 location: .ee9600b parentTitle(1): SUVs (2)

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**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, March 27, 2002 4:30 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** FW: Owner Report (MORS III) Telephone Survey List for PE01-043

FYI.

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84847 Fax: (313) 32-31788  
Pager: (313) 796-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

**From:** Bauer, Scott (S.C.)  
**Sent:** Wednesday, March 27, 2002 3:32 PM  
**To:** Souchock, Peter (P.D.); Dalbo, Bob (R.J.)  
**Subject:** FW: Owner Report (MORS III) Telephone Survey List for PE01-043

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

**From:** Bauer, Scott (S.C.)  
**Sent:** Tuesday, March 26, 2002 4:59 PM  
**To:** Munoz, Kathleen (K.)  
**Subject:** Owner Report (MORS III) Telephone Survey List for PE01-043

Lee: Start with Virginia and then move to Pennsylvania. Is there still bad blood between the two states? The Mason/Dixon line runs along that border, doesn't it? ;)

Attached is the Excel file that has the owner names and phone numbers, sorted by state, for the owner reports (MORS III) that are in the "A3" (Engine stalled but time to restart was not identified) category. Use the suggested dialogue in the Word file and make sure to ask them under what conditions the stalling event(s) occurred. Include the following:

Engine cold or hot,  
Accelerating/maintaining speed/decelerating,  
Idling with vehicle stopped,  
Same location or road condition

Add this information in the "Additional Engine Stall Information:" section on the customer survey sheet (page 3). Obviously, you'll need to make a bunch of copies of the survey sheet.



Telephone Survey  
Dialogue.doc



MORS A3 Names  
Phone.xls

Scott C. Bauer  
Truck Safety Investigations  
Automotive Safety Office  
Ford Motor Company  
Office: (313) 59-49786  
Fax: (313) 59-42268

Fairlane Plaza South, Suite 500 East

**Telephone Survey Dialogue for PE01-043  
2001-2002 Ford Escape 3.0L V6 Engine Stalling**

**Purpose:** To determine how quickly a 2001-2002 Ford Escape equipped with a 3.0L V6 engine was able to be restarted after an alleged stalling incident(s).

**Dialogue**

A. "Hello my name is \_\_\_\_\_ and I work for Ford Motor Company. I am not trying to sell or promote any products or services. Our records indicate that you own a 2001/2002 (refer to one of these based on your list) Ford Escape. Is that correct?"

If "Yes," go to B. If "No," go to J.

B. I am calling you this evening to gain additional information about the engine performance on your Ford Escape vehicle. Do you have a few minutes to answer several questions?"

If "Yes," go to C. If "No," go to K.

C. "Our records indicate that your vehicle was serviced for a reported engine stalling condition on \_\_\_\_\_, \_\_\_\_\_. Are you familiar with the performance of the engine that resulted in the vehicle being returned to the dealership for service?"

If "Yes," go to D. If "No," go to L.

D. "We are trying to determine is if the engine was able to restart immediately after stalling? From the following choices, which best describes the ability of the engine to restart after it stalled?"

1. It would restart immediately or as soon as I tried to restart.
2. It took 1-5 minutes to restart.
3. It took longer than 5 minutes but less than 10 minutes to restart.
4. It took over 10 minutes to restart. (List how long it took to restart)
5. It did not restart and had to be towed.

E. "Since your vehicle was serviced for the engine stalling problem, has the engine stalled again?"

If "Yes," go to G. If "No," go to F.

F. "Thank you very much for answering these questions and sharing your thoughts. Thank you for and being part of our customer family. Good night."

G. "Would you be willing to answer several questions about these additional engine stalling incidents?"

If "yes," then ask questions and record information in the area provided on Customer Survey Sheet, then go to H. If "No," go to F.

H. "Are there any other issues relating to the engine performance of your Escape that you would like to tell me?"

Record information in area provided on Customer Survey Sheet, then go to F.

I. "Could you tell me when I can call back to talk with \_\_\_\_\_ (name of person who drives the Escape)?"

Record information in area provided on Customer Survey Sheet, then go to J.

J. "Thank you for your time. Good night."

K. "Could you tell when in the next two days would be a convenient time to call back?"

Record information in area provided on Customer Survey Sheet, then go to J.

Customer Survey Sheet

Customer Name: \_\_\_\_\_ Ford Surveyor: \_\_\_\_\_

Principle Driver: \_\_\_\_\_ Call Back Date/Time: \_\_\_\_\_

Date / Time Survey Completed: \_\_\_\_\_ / \_\_\_\_\_

VIN (last seven): \_\_\_\_\_

Last Service Date for Stalling: \_\_\_\_\_

Time to Restart:	[1]	[2]	[3]	[4]	_____	[5]
	Immediately	1-5 min	6-10 min	Over 10 minutes		Vehicle had to be towed

Additional Engine Stall Information:

How many times did the engine stall after the last recorded service date? \_\_\_\_\_

Under what conditions does the engine stall? \_\_\_\_\_

Frequency? (if applicable) \_\_\_\_\_

Time to Restart:	[1]	[2]	[3]	[4]	_____	[5]
	Immediately	1-5 min	6-10 min	Over 10 minutes		Vehicle had to be towed

Other Engine Performance Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, March 28, 2002 4:20 PM  
**To:** Moorhouse, Scott (S.R.)  
**Cc:** Achmar, Fouad (M.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)  
**Subject:** RE: Calibration Implementation

Scott,  
Happy Easter! Did the R10 (stall robustness) calibration go into production on 1/18/2002?

*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](mailto:rdalbo@ford.com)

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

**From:** Suarez, Rhae (R.)  
**Sent:** Thursday, March 28, 2002 3:40 PM  
**To:** Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)  
**Cc:** Achmar, Fouad (M.)  
**Subject:** Calibration implementation

Muriel/Bob,

What was the stalls calibration production date? I believe the dealers were able to access it for service on Jan 11th.

Thanks! Have a good holiday break!  
Rhae

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

**From:** Peters, Robin (R.S.)  
**Sent:** Wednesday, January 09, 2002 8:05 AM  
**To:** Williams, Lee (LHW.)  
**Subject:** RE: 2002 calibration release

Hi Lee,

I just got word back from FCSD that there was a problem with the prior Fordstar release. The latest release that was available last Friday is fine. The subject calibration should all be available at dealers as of then.

Robin Peters  
Truck PCM Timing Coordinator  
Emission Compliance Dept.  
Phone: 313-39-01668

---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Friday, May 03, 2002 1:30 PM  
**To:** Altoonian, Don (D.J.); Badgley, Joel (J.K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chick, John (J.); Chih, Ming-Niu (M.N.); Chih, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Dan Rothwailer; De Pena, Juan (J.E.); Diez, Timothy (T.P.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Frøeland, Mark (M.); Gilles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Holman, Michael (M.V.); Holmes, Jeffrey (J.R.); Iohikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); King, Robert (R.F.); Klostarmann, Eric (E.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Lintaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Marck, Edmond (E.C.); Matea, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); Naveed Khan; Nematollahi, Sonya (S.); Nikolai, Bernie; Noteboom, Jim (J.E.); Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Aiden (A.P.); Sanders, Muriel (M.S.); Shah, Kran (K.C.); Shraiehi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Sullivan, Jamie (J.P.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Vecchio, Anne Marie (A.); Wakeneil, Ray (R.A.); Wettach, Bill (B.); Williams, Les (L.H.W.); Williamson, David (D.E.); Yeung, Lam (.)

**Subject:** New Dial-in No. for Stalls Meeting

The dial-in information has changed for the weekly stalls meeting. Please note the new information below. This will be effective next Thursday (May 9, 2002).

**New Dial-in Numbers & Passcode**

Dial in: 1-877-870-3529 or Fordnet: 9-1-954-1144

International Participants # 1 (630) 693-1704

Passcode: 7673538#

***Muriel Sanders***

U204 3.0L Calibration

Ford Motor Company

Phone: 313-32-27307

Fax: 313-32-31786

E-mail: msander6@ford.com

---

**From:** Suarez, Rhas (R.)  
**Sent:** Thursday, May 30, 2002 3:58 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** RE: Question About Buyback Count

I figure you were a little confused with that.

I think they get added into the that monthly RAV (buyback) system. I'll keep track of the VINS to make sure they show up in the next download and if not we'll add 3 more to the total then.

Sound good?

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Thursday, May 30, 2002 3:59 PM  
**To:** Suarez, Rhas (R.)  
**Subject:** Question About Buyback Count

Hi Rhas,

I wasn't sure how to handle the 3 buybacks that Jim Johnson mentioned in the meeting today. Should I add those to our count? I don't want to add them now and accidentally add them again later on when they show up in you info. The vehicles were at a St. Croix dealer. The VIN numbers are listed below. Let me know what you think. Thanks.

D. SCOTT 1FMYU04112KB06728  
D. ILIDGE 1FMYU04152KA70784  
R. MAHARAJ 1FMYU03182KA32208

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

---

**From:** Jensen, Ted (T.E.)  
**Sent:** Friday, July 19, 2002 4:36 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** Pareto of Stall Causes

Muriel,

What is the present distribution of causes for Stalls, as your group sees it? Do you have a Pareto chart you could send?

Ted

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, June 20, 2002 1:07 PM  
**To:** Sanders, Muriel (M.S.); Gilbert Fournelle  
**Subject:** FW: Review Escape Stall Task Force Progress

We bought some time with Tim Davis.

*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](mailto:rdalbo@ford.com)

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

**From:** Grewal, Bill (B.S.)  
**Sent:** Thursday, June 20, 2002 12:00 PM  
**To:** Bernard, Theresa (T.)  
**Cc:** Dalbo, Bob (R.J.); Fascetti, Bob (R.J.)  
**Subject:** RE: Review Escape Stall Task Force Progress

Theresa,

Would you please reschedule this meeting with Tim Davis, when he visits Dearborn.  
Please read the string of attached notes..Bob Dalbo has to take care of his ill wife..

*Bill Grewal, CRE*

*Supervisor - Engineering Reliability-Ford Outfitters - PTSE*

PDC 2GD41: e-mail : [BGREWAL1@Ford.com](mailto:BGREWAL1@Ford.com)  
Tel. (313) 24-85519 Fax (313) 317-7296

*Success is Never Final .....Failure is Never Fatal.....*

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, June 19, 2002 9:43 AM  
**To:** Grewal, Bill (B.S.); Bob Fascetti  
**Subject:** RE: Review Escape Stall Task Force Progress

Bill,

Unfortunately I must be in a Traverse City hospital Friday (6/21) afternoon, so a Friday meeting won't work for me.

*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](mailto:rdalbo@ford.com)

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

**From:** Grewal, Bill (B.S.)  
**Sent:** Wednesday, June 19, 2002 7:10 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** FW: Review Escape Stall Task Force Progress

Would this work, if not, then I don't know what to do..

**Bill Grewal, CRE**

Supervisor - Engineering Reliability-*Ford Outfitters* - PTSE

PDC 2GD41: e-mail : BGREWAL1@Ford.com

Tel. (313) 24-85519 Fax (313) 317-7298

*Success is Never Final ..... Failure is Never Fatal.....*

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

From: Barnard, Theresa (T.)  
Sent: Wednesday, June 19, 2002 7:08 AM  
To: Grewal, Bill (B.S.)  
Subject: RE: Review Escape Stall Task Force Progress

I can't he goes back to the UK for good June 28th, so other than 6/24 I can give you 6/21 afternoon.

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

From: Grewal, Bill (B.S.)  
Sent: Tuesday, June 18, 2002 6:19 PM  
To: Barnard, Theresa (T.)  
Cc: Dalbo, Bob (R.J.)  
Subject: FW: Review Escape Stall Task Force Progress

Theresa, please see if you can pull this meeting ahead to 6/20? If you absolutely can't than reschedule after Bob Dalbo return.

**Bill Grewal, CRE**

Supervisor - Engineering Reliability-*Ford Outfitters* - PTSE

PDC 2GD41: e-mail : BGREWAL1@Ford.com

Tel. (313) 24-85519 Fax (313) 317-7298

*Success is Never Final ..... Failure is Never Fatal.....*

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

From: Dalbo, Bob (R.J.)  
Sent: Tuesday, June 18, 2002 6:01 PM  
To: Grewal, Bill (B.S.)  
Subject: RE: Review Escape Stall Task Force Progress

I understand their concern. I would have delayed my vacation if my girlfriend wasn't being hospitalized and in need of my help. However, I think (and Bob Fascetti thinks) my presence is key to answering Mr. Davis' questions and minimizing the team's distractions.

Is it possible to pull the meeting ahead to this Wednesday or Thursday?

**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](mailto:rdalbo@ford.com)

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

From: Grewal, Bill (B.S.)  
Sent: Tuesday, June 18, 2002 4:43 PM  
To: Dalbo, Bob (R.J.)  
Subject: RE: Review Escape Stall Task Force Progress

Bob I don't think these guys want to wait that long, do you have a fill-in who can review this with Tim ?

**Bill Grewal , CRE**

Supervisor - Engineering Reliability-*Ford Outfitters* - PTSE

PDC 2GD41: e-mail : BGREWAL1@Ford.com

Tel. (313) 24-85519 Fax (313) 317-7298

*Success is Never Final .....Failure is Never Fatal.....*

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

From: Dalbo, Bob (R.J.)  
Sent: Tuesday, June 18, 2002 4:29 PM  
To: Grewal, Bill (B.S.)  
Subject: RE: Review Escape Stall Task Force Progress

Bill,

I have vacation planned for 6/21-7/8. Can we reschedule for 7/8? I need to be at the meeting.

**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: Grewal, Bill (B.S.)  
Sent: Monday, June 17, 2002 1:36 PM  
To: Dalbo, Bob (R.J.)  
Subject: RE: Review Escape Stall Task Force Progress

Bob, check with Bob Fascetti, he may want to attend this meeting. I leave it up to you, whether or not you would like to bring any body else to this meeting.

**Bill Grewal , CRE**

Supervisor - Engineering Reliability-*Ford Outfitters* - PTSE

PDC 2GD41: e-mail : BGREWAL1@Ford.com

Tel. (313) 24-85519 Fax (313) 317-7298

*Success is Never Final .....Failure is Never Fatal.....*

-----Original Appointment-----

From: Barnard, Theresa (T.) On Behalf Of Davis, Tim (T.P.)  
Sent: Monday, June 17, 2002 1:33 PM  
To: Grewal, Bill (B.S.); Dalbo, Bob (R.J.)  
Subject: Review Escape Stall Task Force Progress  
Where: Monday, June 24, 2002 3:00 PM-4:00 PM (GMT-05:00) Eastern Time (US & Canada).  
Where: Tim's Office in SRL

---

**From:** Hansen, George (G.C.)  
**Sent:** Wednesday, June 12, 2002 3:23 PM  
**To:** Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)  
**Subject:** FW: Stall Comments

Sandy thought that you might find the post after the TSB interesting.

—  
**George Hansen**  
Escape, PTQRT  
2H-D83, PDC  
(313) 84-51800  
ghansen4

—Original Message—

**From:** Hansen, George (G.C.)  
**Sent:** Wednesday, June 12, 2002 3:14 PM  
**To:** Corbett, Sandra (S.M.)  
**Subject:** Stall Comments

<http://www.escape-central.com/1forum/showthread.php?s=&threadid=2633>

—  
**George Hansen**  
Escape, PTQRT  
2H-D83, PDC  
(313) 84-51800  
ghansen4



---

**From:** Price, Martin (M.)  
**Sent:** Wednesday, November 06, 2002 4:12 PM  
**To:** Mariano, Tom (T.E.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.);  
Limaico, Steven (S.); Rothwaller, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhea (R.)  
**Subject:** YL8F-CE

I just walked a tech through reprogramming a pcm manually because he installed a YL8F-CE MPC 181 pcm and wds said there was no later calibration. We manually entered 1U7A-AXD and it took. I checked our 21.8 calibration database and it shows that YL8F-CE does not update to anything later. Can we get this looked into for all calibrations, I suspect this isn't the only one. I'm still worried that many pcm's won't update and techs won't catch it and let them go.

*Marti Price*

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

---

**From:** Suarez, Rhae (R.)  
**Sent:** Monday, August 19, 2002 9:45 AM  
**To:** Price, Martin (M.); Fournelle, Gilbert (G.); Sanders, Muriel (M.S.)  
**Subject:** RE: wds 20.8

sorry, I don't have any ability to do anything like this. The only person I know that deals with WDS cal's is Tom Marlanos. Anyone contact him yet? Let me know.

-----Original Message-----  
**From:** Price, Martin (M.)  
**Sent:** Monday, August 19, 2002 9:38 AM  
**To:** Fournelle, Gilbert (G.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)  
**Subject:** RE: wds 20.8

our list shows the 2001 calibration is still there. It shows on the list I sent previously.

***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:** Fournelle, Gilbert (G.)  
**Sent:** Monday, August 19, 2002 9:27 AM  
**To:** Price, Martin (M.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)  
**Subject:** RE: wds 20.8

The calibrations are not yet fixed. It looks like only the 2001 service calibrations were removed. I do not know why this happened, the 2003 and 2002 service calibrations should also have been removed. Rhae, can you please take of this?

Regards,

***Gilbert Fournelle***

V6 U204 Calibration Engineering  
1AE27 Truck Engine Engineering (TEE)  
Phone:(313)3904868 Fax:(313)3231786

-----Original Message-----  
**From:** Price, Martin (M.)  
**Sent:** Monday, August 19, 2002 9:10 AM  
**To:** Sanders, Muriel (M.S.); Suarez, Rhae (R.); Fournelle, Gilbert (G.)  
**Subject:** wds 20.8

Version 20.8 is out and the new calibrations are still listed. Are they fixed? If not why weren't they removed?

<< File: WDS CAL DB B20A.8.zip >>

***Marti Price***

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

---

**From:** Price, Martin (M.)  
**Sent:** Monday, August 19, 2002 9:38 AM  
**To:** Fournelle, Gilbert (G.); Sanders, Muriel (M.S.); Suarez, Rhee (R.)  
**Subject:** RE: wds 20.8

our list shows the 2001 calibration is still there. It shows on the list I sent previously.

*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:** Fournelle, Gilbert (G.)  
**Sent:** Monday, August 19, 2002 9:27 AM  
**To:** Price, Martin (M.); Sanders, Muriel (M.S.); Suarez, Rhee (R.)  
**Subject:** RE: wds 20.8

The calibrations are not yet fixed. It looks like only the 2001 service calibrations were removed. I do not know why this happened, the 2003 and 2002 service calibrations should also have been removed. Rhee, can you please take of this?

Regards,

*Gilbert Fournelle*

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

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

**From:** Price, Martin (M.)  
**Sent:** Monday, August 19, 2002 9:10 AM  
**To:** Sanders, Muriel (M.S.); Suarez, Rhee (R.); Fournelle, Gilbert (G.)  
**Subject:** wds 20.8

Version 20.8 is out and the new calibrations are still listed. Are they fixed? If not why weren't they removed?

<< File: WDS CAL DB B20A.8.zip >>

*Marti Price*

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

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Monday, August 19, 2002 9:27 AM  
**To:** Price, Martin (M.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)  
**Subject:** RE: wds 20.8

The calibrations are not yet fixed. It looks like only the 2001 service calibrations were removed. I do not know why this happened, the 2003 and 2002 service calibrations should also have been removed. Rhae, can you please take of this?

Regards,

*Gilbert Fournelle*

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

—Original Message—

**From:** Price, Martin (M.)  
**Sent:** Monday, August 19, 2002 9:10 AM  
**To:** Sanders, Muriel (M.S.); Suarez, Rhae (R.); Fournelle, Gilbert (G.)  
**Subject:** wds 20.8

Version 20.8 is out and the new calibrations are still listed. Are they fixed? If not why weren't they removed?

<< File: WDS CAL DB B20A.8.zip >>

*Muriel Price*

Cleveland Engine Specialist, D8C I #353  
1700 Fairlane Dr, Allen Park, MI 48101  
mprice28@ford.com ph. (313)317-9133

---

**From:** Price, Martin (M.)  
**Sent:** Monday, August 19, 2002 9:10 AM  
**To:** Sanders, Muriel (M.S.); Suarez, Rhae (R.); Fournelle, Gilbert (G.)  
**Subject:** wds 20.8

Version 20.8 is out and the new calibrations are still listed. Are they fixed? If not why weren't they removed?



*- Access  
will not print*

***Martin Price***

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

**From:** Lapkewych, Michael (M.P.)  
**Sent:** Thursday, November 07, 2002 4:28 PM  
**To:** Hayes, April (A.A.); Kaercher, Don (D.F.); Terzes, Laura (L.D.); Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Hightower, Eric (E.); Nielsen, Christian (C.A.)  
**Co:** Limtiaco, Steven (S.); Giblin, Michael (M.); Chin, Darrel (D.); Clark, Michael (M.); Lammert, David (D.); Radulovich, Michael (M.); Mooney, Larry (L.); 'tokunaga.ml@sv.mazda.co.jp'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Suarez, Rhae (R.); Lawler, Dave (D.A.); Moyer, Douglas (D.C.)  
**Subject:** RE: Finned Pintle Hold-up

*Greetings All, I have seen the label would it not be better to stay way from the specific - WDS, or an NGS is, or software B21.7 or later that would just rise confusion at the dealers and we would be getting calls --- couldn't we go with something simple like,*

*"Vehicle Powertrain Control Module (PCM) MUST be reflashed to latest calibration available , Check with your local dealer - PRIOR to installing this part"*

*your thoughts and comments MIKE*

---Original Message---

**From:** Hayes, April (A.A.)  
**Sent:** Thursday, November 07, 2002 4:11 PM  
**To:** Kaercher, Don (D.F.); Terzes, Laura (L.D.); Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Hightower, Eric (E.); Lapkewych, Michael (M.P.); Nielsen, Christian (C.A.)  
**Cc:** Limtiaco, Steven (S.); Giblin, Michael (M.); Chin, Darrel (D.); Clark, Michael (M.); Lammert, David (D.); Radulovich, Michael (M.); Mooney, Larry (L.); 'tokunaga.ml@sv.mazda.co.jp'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Suarez, Rhae (R.); Lawler, Dave (D.A.); Moyer, Douglas (D.C.)  
**Subject:** RE: Finned Pintle Hold-up

Don & Sam -

Attached is the L1792 label for your review. It is a 1" x 3" label, white stock with black type. Please advise if this label is acceptable ASAP. If deemed acceptable, we can have 4500 printed labels available for shipment Monday 11/11/02 using Whitlam Label Co. Additional labels can be purchased via Whitlam or from the Printer of choice. The material specification with details of the L1792 will also be available Monday. Label requirement was added to the Packaging Specification today.

Thank you,

April Hayes  
 Black Belt Candidate  
 FCSD Package Engineering  
 ph: 734-523-3584  
 fax: 734-523-3430

email: shayes14@ford.com

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

**From:** Kaercher, Don (D.F.)

**Sent:** Wednesday, November 06, 2002 4:28 PM

**To:** Terzes, Laura (L.D.); Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Kaercher, Don (D.F.); Hightower, Eric (E.); Lapkewych, Michael (M.P.); Hayes, April (A.A.); Nielsen, Christian (C.A.)

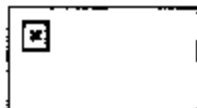
**Cc:** Limfaco, Steven (S.); Giblin, Michael (M.); Chin, Darrel (D.); Clark, Michael (M.); Lammert, David (D.); Radulovich, Michael (M.); Mooney, Larry (L.); 'tokunaga.mi@sv.mazda.co.jp'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Suarez, Rhae (R.); Lawler, Dave (D.A.)

**Subject:** Finned Pintle Hold-up

Here is a copy of our agreement. Apparently it was not done. Here is what needs to happen:

1. We need the TSB number for our "sticker" and so cataloging can include the info in the catalog.
2. April Hayes in packaging will work with Sam Ferrise to get labels for Hitachi. We will also send labels to Mazda and PRC to sticker the parts already packaged.
3. Purchasing (Chris Nielsen) will probably have to adjust the packaging price to include the cost of the sticker.
4. Mike Lapkewych will have the part cataloged with a message similar to the sticker.

Sorry for all the confusion.....



*Don Kaercher*

*Ford Motor Company*

*FCSD PSDL QSF/Recall/Top 100 Dept. Mgr.*

*NPDC 1310C Text Pager: (734) 797-5993*

*e-mail: [dkaerche@ford.com](mailto:dkaerche@ford.com)*

☎ Phone: (734) 266-9793    📠 Fax: (734) 266-1166

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

**From:** Terzes, Laura (L.D.)

**Sent:** Thursday, August 08, 2002 11:06 AM

**To:** Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Young, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.)

**Cc:** Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Kaercher, Don (D.F.); Hightower, Eric (E.); Lapkewych, Michael (M.P.)

**Subject:** RE: Finned Pintle Hold-up

See below in RED text answers to questions #4 and #6.  
 Don, Michael and Eric: IAC part for Escape TSB we discussed today.

—Original Message—

**From:** Sanders, Muriel (M.S.)  
**Sent:** Thursday, August 08, 2002 10:39 AM  
**To:** Grimes, Jeff (J.R.); Yeung, Lam (.); Wettach, Bill (B.); Suarez, Rhae (R.); Terzes, Laura (L.D.)  
**Cc:** Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)  
**Subject:** RE: Finned Pintle Hold-up  
**Importance:** High

The black text below are the answers to Tom Durfee's (Service Engineering) questions. He is rejecting the concern until these items are addressed. Please let me know when this information has been added to the concern.

**Lam/Jeff/Bill** - I do not have WERS access. Will one of you please add the responses to items 1-3 & 7 for me. Thanks!

**Rhae/Laura** - Please answer items 4 & 6.

1. Other IAC's have had this new fin pintle design and no PCM reflash was required why does this vehicle line need a reflash with an IAC change?

We have data showing that the finned pintle valve is not transparent to the guide A valve. The mean finned pintle ISC duty cycle at idle is 3% higher than with the current production valve.

2. If the new IAC is installed and no reflash is done what is the failure mode?

Possible (low probability) stall at warm startup or engagement.

3. Does the calibration have to be updated with the new IAC?

Yes, applicable calibration numbers were entered in this concern by John Bogema on 7/25/02.

4. If the calib has to be update with this new IAC, how does the out of warranty customer get notified of this requirement?

FCSD PS&L (Parts, Supply & Logistics) has agreed to work with their service parts packaging engineering to place a sticker on the Motorcraft box indicating the IAC change may require a calibration update, and refer to TSB XX-xxx-xx. Rhae Suarez will place information in the Parts Request comments section to insure the sticker is produced and fixed to package.

5. number was skipped by Tom

6. In the parts FCSD catalog we can have a flag that calls out a new PCM/Re-flash but this is not a six sigma repair.

FCSD, PS&L, has agreed to place a flag in the on-line service parts system, GCAT, indicating the new IAC part may require a calibration change. Also, the TSB will list all prior calibrations that must be updated to perform the service procedure and to insure compatibility with the new IAC part.

7. A TSB will need to be issued to the field and there is not enough information in this concern to release a TSB. New PCM part numbers will have to be release in WERS for the new calibration. The stall TSB is written and is waiting for approval of this concern. We cannot get the finned pintle IAC service part number necessary for the TSB until this concern is approved.



The calibration part numbers were released in C11390580. They will be available to Fordstar on 8/9/02.

***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:** Wednesday, August 07, 2002 5:20 PM  
**To:** Galante, Chris (C.R.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.)  
**Cc:** Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)  
**Subject:** Finned Pintle Hold-up  
**Importance:** High

Chris,

Yes, the finned pintle IACV does require a calibration change on the Escape/Tribute. The service calibrations will be available Friday (8/9). We have a TSB in for review that explains that the calibration update is required for the new IACV.

Who in service engineering is rejecting this concern? We need to bring them up to speed on this change and the urgency to complete it.

Laura,

How does FCSD manage coordinated parts changes like this IACV/calibration combination? Is that process already underway for this change?

***Bob Dalbo***

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

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

**From:** Galante, Chris (C.R.)  
**Sent:** Wednesday, August 07, 2002 10:47 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** calibration change for Escape



Hi Bob.

We spoke earlier about the calibration change for Escape related to stalls, and you gave me a concern number (C11390555) which is related to the finned pintle IAC change. Does the IAC change require the calibration change??

The reason I ask is that service engineering is likely rejecting the concern for, among other

reasons, the chance that a customer who has a vehicle out of warranty may change the IAC themselves and not be aware that a TSB exists requiring a reflash. Something I'm curious to know is that on the modular products, we introduced the finned pintle design without any calibration change. Why would the Escape be unique in this regard? If not, should we disassociate the calibration change and IAC change (i.e. have two separate concerns)?

*Christopher R. Galante*  
*[cgalante@ford.com](mailto:cgalante@ford.com)*

 Fax: (313) 397-3813  
 Phone: (313) 845-6067  
Pager: (313) 795-2807

*V-Engine Engineering - Ford Motor Co.*

**From:** Hayes, April (A.A.)  
**Sent:** Thursday, November 07, 2002 4:11 PM  
**To:** Kaercher, Don (D.F.); Terzea, Laura (L.D.); Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Hightower, Eric (E.); Lapkewych, Michael (M.P.); Nielsen, Christian (C.A.)  
**Cc:** Lintiacco, Steven (S.); Gliblin, 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.); Moyer, Douglas (D.C.)  
**Subject:** RE: Finned Pintle Hold-up

Don & Sam -

Attached is the L1792 label for your review. It is a 1" x 3" label, white stock with black type. Please advise if this label is acceptable ASAP. If deemed acceptable, we can have 4500 printed labels available for shipment Monday 11/11/02 using Whitlam Label Co. Additional labels can be purchased via Whitlam or from the Printer of choice. The material specification with details of the L1792 will also be available Monday. Label requirement was added to the Packaging Specification today.

Thank you,

April Hayes  
 Black Belt Candidate  
 FCSD Package Engineering  
 ph: 734-523-3584  
 fax: 734-523-3430  
 email: ahayca14@ford.com

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

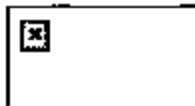
**From:** Kaercher, Don (D.F.)  
**Sent:** Wednesday, November 06, 2002 4:28 PM  
**To:** Terzea, Laura (L.D.); Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Kaercher, Don (D.F.); Hightower, Eric (E.); Lapkewych, Michael (M.P.); Hayes, April (A.A.); Nielsen, Christian (C.A.)  
**Cc:** Lintiacco, Steven (S.); Gliblin, 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:** Finned Pintle Hold-up

Here is a copy of our agreement. Apparently it was not done. Here is what needs to happen:

1. We need the TSB number for our "sticker" and so cataloging can include the info in the catalog.
2. April Hayes in packaging will work with Sam Ferrise to get labels for Hitachi. We will also send labels to Mazda and PRC to sticker the parts already packaged.
3. Purchasing (Chris Nielsen) will probably have to adjust the packaging price to include the cost of the sticker.
4. Mike Lapkewych will have the part cataloged with a message similar to the

sticker.

Sorry for all the confusion.....



*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](mailto:dkaerche@ford.com)*

Phone: (734) 266-9793 Fax: (734) 266-1166

—Original Message—

From: Terzes, Laura (L.D.)

Sent: Thursday, August 08, 2002 11:06 AM

To: Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.)

Cc: Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Kaercher, Don (D.F.); Hightower, Eric (E.);

Lapkewych, Michael (M.P.)

Subject: RE: Finned Pintle Hold-up

See below in RED text answers to questfins #4 and #6.

Don, Michael and Eric: IAC part for Escape TSB we discussed today.

—Original Message—

From: Sanders, Muriel (M.S.)

Sent: Thursday, August 08, 2002 10:39 AM

To: Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.); Terzes, Laura (L.D.)

Cc: Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)

Subject: RE: Finned Pintle Hold-up

Importance: High

The black text below are the answers to Tom Durfee's (Service Engineering) questions. He is rejecting the concern until these items are addressed. Please let me know when this information has been added to the concern.

Lem/Jeff/Bill - I do not have WERS access. Will one of you please add the responses to items 1-3 & 7 for me. Thanks!

Rhae/Laura - Please answer items 4 & 6.

1. Other IAC's have had this new fin pintle design and no PCM reflash was required why does this vehicle line need a reflash with an IAC change?

We have data showing that the finned pintle valve is not transparent to the guide A valve. The mean finned pintle ISC duty cycle at idle is 3% higher than with the current production valve.

2. If the new IAC is installed and no reflash is done what is the failure mode?

Possible (low probability) stall at warm startup or engagement.

3. Does the calibration have to be updated with the new IAC?

Yes, applicable calibration numbers were entered in this concern by John Boggsma on 7/25/02.

4. If the calib has to be update with this new IAC, how does the out of warranty customer get notified of this requirement?

FCSD PS&L (Parts, Supply & Logistics) has agreed to work with their service parts packaging engineering to place a sticker on the Motorcraft box indicating the IAC change may require a calibration update, and refer to TSB XX-xxx-xx. Rhae Suarez will place information in the Parts Request comments section to insure the sticker is produced and fixed to package.

5. number was skipped by Tom

6. In the parts FCSD catalog we can have a flag that calls out a new PCM/Re-flash but this is not a six sigma repair.

FCSD, PS&L, has agreed to place a flag in the on-line service parts system, GCAT, indicating the new IAC part may require a calibration change. Also, the TSB will list all prior calibrations that must be updated to perform the service procedure and to insure compatibility with the new IAC part.

7. A TSB will need to be issued to the field and there is not enough information in this concern to release a TSB. New PCM part numbers will have to be release in WERS for the new calibration. The stall TSB is written and is waiting for approval of this concern. We cannot get the finned pintle IAC service part number necessary for the TSB until this concern is approved.

The calibration part numbers were released in C11390580. They will be available to Fordstar on 8/9/02.

*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: Wednesday, August 07, 2002 5:20 PM

To: Galante, Chris (C.R.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.)

Cc: Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)

Subject: Finned Pintle Hold-up

Importance: High

Chris,

Yes, the finned pintle IACV does require a calibration change on the Escape/Tribute. The service calibrations will be available Friday (8/9). We have a TSB in for review that explains that the calibration update is required for the new IACV.

Who in service engineering is rejecting this concern? We need to bring them up to speed on this change and the urgency to complete it.

Laura,  
How does FCSD manage coordinated parts changes like this IACV/calibration combination? Is that process already underway for this change?

*Bob Dalbo*

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

---Original Message---



From: Galante, Chris (C.R.)  
Sent: Wednesday, August 07, 2002 10:47 AM  
To: Dalbo, Bob (R.J.)  
Subject: calibration change for Escape

Hi Bob.

We spoke earlier about the calibration change for Escape related to stalls, and you gave me a concern number (C11390555) which is related to the finned pintle IAC change. Does the IAC change require the calibration change??

The reason I ask is that service engineering is likely rejecting the concern for, among other reasons, the chance that a customer who has a vehicle out of warranty may change the IAC themselves and not be aware that a TSB exists requiring a reflash. Something I'm curious to know is that on the modular products, we introduced the finned pintle design without any calibration change. Why would the Escape be unique in this regard? If not, should we disassociate the calibration change and IAC change (i.e. have two separate concerns)?

*Christopher R. Galante*  
[cgalante@ford.com](mailto:cgalante@ford.com)

 Fax: (313) 337-3813  
 Phone: (313) 845-6067  
Pager: (313) 795-2807

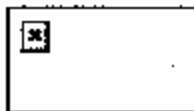
**V-Engine Engineering - Ford Motor Co.**

Vehicle PCM must be reflashed to latest calibration available on WDS software B21.7 or later, PRIOR to installation of this part.

L1792

**From:** Kaercher, Don (D.F.)  
**Sent:** Thursday, November 07, 2002 4:38 PM  
**To:** Lapkewych, Michael (M.P.); Hayes, April (A.A.); Terzes, Laura (L.D.); Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (L.); Wettach, Bill (B.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Hightower, Eric (E.); Nielsen, Christian (C.A.)  
**Cc:** Lintaco, Steven (S.); 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.); Moyer, Douglas (D.C.)  
**Subject:** RE: Fined Pintle Hold-up

Wouldn't that message imply every time this IAC was replaced for any reason the processor needed to be flashed? We only want to get the message across it needs to be flashed only if it is at a level prior to B21.7. I think both Mazda and Ford use this same software calibration number.



*Don Kaercher*

*Ford Motor Company  
 FCSD PSD&L QSF/Recall/Top 100 Dept. Mgr.  
 NPDC 1310C Text Pager: (734) 797-5993  
 e-mail: [dkaerche@ford.com](mailto:dkaerche@ford.com)*

Phone: (734) 265-9793 Fax: (734) 266-1166

—Original Message—

**From:** Lapkewych, Michael (M.P.)  
**Sent:** Thursday, November 07, 2002 4:28 PM  
**To:** Hayes, April (A.A.); Kaercher, Don (D.F.); Terzes, Laura (L.D.); Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (L.); Wettach, Bill (B.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Hightower, Eric (E.); Nielsen, Christian (C.A.)  
**Cc:** Lintaco, Steven (S.); 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.); Moyer, Douglas (D.C.)  
**Subject:** RE: Fined Pintle Hold-up

*Greetings All, I have seen the label would it not be better to stay way from the specific - WDS, or an NGS is. or software B21.7 or later that would just rise confusion at the dealers and we would be getting calls --- couldn't we go with something simple like,*

*"Vehicle Powertrain Control Module (PCM) MUST be reflashed to latest calibration available, Check with your local dealer - PRIOR to installing this part"*



*your thoughts and comments MIKE*

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

From: Hayes, April (A.A.)

Sent: Thursday, November 07, 2002 4:11 PM

To: Kaercher, Don (D.F.); Terzes, Laura (L.D.); Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Hightower, Eric (E.); Lapkewych, Michael (M.P.); Nielsen, Christian (C.A.)

Cc: Limtiaco, Steven (S.); Gblin, Michael (M.); Chin, Darrel (D.); Clark, Michael (M.); Lammert, David (D.); Radulovich, Michael (M.); Mooney, Larry (L.); 'tokunaga.ml@sv.mazda.co.jp'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Suarez, Rhae (R.); Lawler, Dave (D.A.); Moyer, Douglas (D.C.)

Subject: RE: Finned Pintle Hold-up

Don & Sam -

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Thank you.

April Hayes

Black Belt Candidate

PCSD Package Engineering

ph: 734-523-3584

fax: 734-523-3430

email: ahayes14@ford.com

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

From: Kaercher, Don (D.F.)

Sent: Wednesday, November 06, 2002 4:28 PM

To: Terzes, Laura (L.D.); Sanders, Muriel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Kaercher, Don (D.F.); Hightower, Eric (E.); Lapkewych, Michael (M.P.); Hayes, April (A.A.); Nielsen, Christian (C.A.)

Cc: Limtiaco, Steven (S.); Gblin, Michael (M.); Chin, Darrel (D.); Clark, Michael (M.); Lammert, David (D.); Radulovich, Michael (M.); Mooney, Larry (L.); 'tokunaga.ml@sv.mazda.co.jp'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Suarez, Rhae (R.); Lawler, Dave (D.A.)

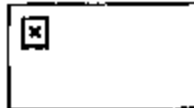
Subject: Finned Pintle Hold-up

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3. Purchasing (Chris Nielsen) will probably have to adjust the packaging price to include the cost of the sticker.
4. Mike Lapkewych will have the part cataloged with a message similar to the sticker.

Sorry for all the confusion.....



*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](mailto:dkaerche@ford.com)*

☎ Phone: (734) 266-9793 📠 Fax: (734) 266-1166

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

**From:** Terzes, Laura (L.D.)

**Sent:** Thursday, August 08, 2002 11:06 AM

**To:** Sanders, Murtel (M.S.); Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.)

**Cc:** Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Kaercher, Don (D.F.); Hightower, Eric (E.);

Lapkewych, Michael (M.P.)

**Subject:** RE: Finned Pintle Hold-up

See below in RED text answers to questins #4 and #6.

Don, Michael and Eric: IAC part for Escape TSB we discussed today.

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

**From:** Sanders, Murtel (M.S.)

**Sent:** Thursday, August 08, 2002 10:39 AM

**To:** Grimes, Jeff (J.R.); Yeung, Lem (.); Wettach, Bill (B.); Suarez, Rhae (R.); Terzes, Laura (L.D.)

**Cc:** Fournelle, Gilbert (G.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)

**Subject:** RE: Finned Pintle Hold-up

**Importance:** High

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**Rhae/Laura** - Please answer items 4 & 6.

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We have data showing that the finned pintle valve is not transparent to the guide A valve. The mean

finned pintle ISC duty cycle at idle is 3% higher than with the current production valve.

2. If the new IAC is installed and no reflash is done what is the failure mode?

Possible (low probability) stall at warm startup or engagement.

3. Does the calibration have to be updated with the new IAC?

Yes, applicable calibration numbers were entered in this concern by John Bogema on 7/25/02.

4. If the calib has to be update with this new IAC, how does the out of warranty customer get notified of this requirement?

FCSD PS&L (Parts, Supply & Logistics) has agreed to work with their service parts packaging engineering to place a sticker on the Motorcraft box indicating the IAC change may require a calibration update, and refer to TSB XX-xxx-xx. Rhae Suarez will place information in the Parts Request comments section to insure the sticker is produced and fixed to package.

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The calibration part numbers were released in C11390580. They will be available to Fordstar on 8/9/02.

***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:** Wednesday, August 07, 2002 5:20 PM  
**To:** Galante, Chris (C.R.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.)  
**Cc:** Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)  
**Subject:** Finned Pintle Hold-up  
**Importance:** High

Chris,

Yes, the finned pintle IACV does require a calibration change on the Escape/Tribute. The service callbrations will be available Friday (8/9). We have a TSB in for review that explains

that the calibration update is required for the new IACV.

Who in service engineering is rejecting this concern? We need to bring them up to speed on this change and the urgency to complete it.

Laura,

How does FCSD manage coordinated parts changes like this IACV/calibration combination? Is that process already underway for this change?

**Bob Dalbo**

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—



From: Galante, Chris (C.R.)  
Sent: Wednesday, August 07, 2002 10:47 AM  
To: Dalbo, Bob (R.J.)  
Subject: calibration change for Escape

Hi Bob.

We spoke earlier about the calibration change for Escape related to stalls, and you gave me a concern number (C11390555) which is related to the finned pintle IAC change. Does the IAC change require the calibration change??

The reason I ask is that service engineering is likely rejecting the concern for, among other reasons, the chance that a customer who has a vehicle out of warranty may change the IAC themselves and not be aware that a TSB exists requiring a reflash. Something I'm curious to know is that on the modular products, we introduced the finned pintle design without any calibration change. Why would the Escape be unique in this regard? If not, should we disassociate the calibration change and IAC change (i.e. have two separate concerns)?

**Christopher R. Galante**  
[cgalante@ford.com](mailto:cgalante@ford.com)

 Fax: (313) 337-3813  
 Phone: (313) 845-6067  
Pager: (313) 795-2807

**V-Engine Engineering - Ford Motor Co.**



**From:** Price, Martin (M.)  
**Sent:** Monday, February 11, 2002 7:26 PM  
**To:** Williams, Les (LHW.)  
**Subject:** FW: ISM 02-01-070/94-1606 Escape Stall after SSM 15589  
Here is the final. The black part is what is currently on CQIS, the red part will be modified when the CQIS programmer gets it done.

***Marti Price***

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

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

**From:** Price, Martin (M.)  
**Sent:** Monday, February 11, 2002 10:48 AM  
**To:** VanHollebeke, Mike (M.C.)  
**Subject:** ISM 02-01-070/94-1606 Escape Stall after SSM 15589

**INT STALL,PERFORM SSM 15589,CK VMV STICKING,TEST EVAP**

**ESCAPE STALL AFTER SSM 15589 UPDATED BY MPRICE28 2/6/02  
SOME 2001-2002 ESCAPES MAY EXHIBIT AN INTERMITTENT STALL, VERIFY SSM  
15589 HAS BEEN DONE AND PERFORM THE FOLLOWING CHECKS. FOR  
STALLING OVER BUMPS WIGGLE IGNITION KEY TO TRY TO DUPLICATE, IF CUTS  
OUT THEN MAKE SURE CUSTOMERS KEYRING WEIGHS LESS THAN 8OZ AND  
REPLACE IGNITION SWITCH IF NECESSARY. DISCONNECT AND INSPECT PCM  
HARNESS FOR BURNED OR BENT PINS. INSPECT VMV FOR STICKING,  
PERFORM WDS EVAP TEST OR SMOKE TEST. IF STALL IS RELATED TO RFI(IE:  
RADIO TOWER/2-WAY RADIO) REPLACE MAF W/1L2Z-12B679-BA. CHECK  
IAC%(<38% W/NO PURGE FLOW). INSPECT IAC AND THROTTLE BODY FOR  
CARBON OR SLUDGE, IF PRESENT REPLACE W/YF1Z-9F715-AA(IAC), YL8Z-  
9E928-DA(THROTTLE BODY). INSPECT C270B,C,D, C110, C133 FOR WATER  
INTRUSION/PIN PROBLEMS. INSPECT G300, G100, REMOVE BATTERY TRAY  
AND INSPECT G104/105, G101.  
AUTHOR: MARTIN PRICE (MPRICE28) 79133**

***Marti Price***

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

**From:** Fascetti, Bob (R.J.)  
**Sent:** Thursday, January 17, 2002 4:40 PM  
**To:** Williams, Les (LHW.)  
**Subject:** RE: IGNITION REVIEW-Ford Escape

great note. Nice work.

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

**From:** Williams, Les (LHW.)  
**Sent:** Thursday, January 17, 2002 4:36 PM  
**To:** Mehta, Raj (R.M.); Bedi, Bobby (B.S.); Davor Leder (E-mail); Altonen, Don (D.J.); 'spetrick@hufna.com'  
**Cc:** Renee Reckling; Moorhouse, Scott (S.R.); areichling@hufna.com; Nichols, Ellen (E.G.); Llewellyn "KR" Kelley; 'scarpenter@hufna.com'; Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Woodings, Andrew (A.T.); Hurley, Robert (R.E.); Limlaco, Steven (S.); Rothweiler, Daniel (D.)  
**Subject:** IGNITION REVIEW-Ford Escape

Hello Everyone:

Thanks to those who responded to my questions via email and those who attended the review. To brief everyone on the concern, we discovered an Escape experiencing stalling due to an ignition issue. The owner, a janitor, had 12 oz bundle of keys on his key chain and whenever he drove over an obstacle (i.e. railroad tracks) the force generated by the weight of the key chain caused ignition key to turn just enough towards off position that the car stalled (important to note that the ignition key was still in the on/run position after stall occurred going over tracks). We took the 12 Oz key chain off and were able to duplicate the stall by jiggling the key in the ignition while car was in park. We jiggled single ignition keys in other Mazda tributes (same platform as escape) and could not duplicate concern. The owner had experienced this problem ever since he had vehicle, and his wife also has a heavy key chain and has experienced the problem on this same Escape going over bumps.

Another janitor in MI has experienced this problem on his Escape as well, problem seemed to disappear when he removed the weighted key chain (this was also true for the vehicle we analyzed here today).

Here's the game plan we established after reviewing the Escape at the TEE bldg in Dearborn, MI:

1. Shawn (Huf, supplier of Ign Cylinder) took the ignition key of the suspect vehicle back to his company. Huf will cobble a new ignition cylinder (using the current key as a mold) which is more updated than the one currently on the vehicle.
2. Shawn will return Monday January 28 (I will be in NJ all next week) and install the new/more updated ignition cylinder in the vehicle. He will take the original cylinder back to Huf for analysis.
3. I will return the vehicle to the owner and instruct him to drive the car both with and without the key chain while traveling over the set of railroad tracks.

If problem goes away, another satisfied customer :-)

If problem persists:

4. Mr. Davor Leder ( Methode, supplier for ignition switch) will replace the current switch with a brand new one (Part not updated, just brand new one). I will give vehicle back to owner, Davor will take switch back to Methode for analysis.

If problem goes away, another satisfied customer

If problem persists we can think of further action, maybe updating Ignition cylinder (Huf) to the most recent model consisting of the half-moon shaped Ignition system.

.....  
Raj (Ford) is making his team aware of the ignition issue for future programs.

Shawn and Davor, I understand there is a rod which interfaces between the Ign cylinder and the Ign switch...can any efforts be made at KCAP (Assembly plant for Escape) to improve the union of these parts? Suggestions (if any)?

Something to ponder, while looking at the Explorer we noticed that the orientation of the Ign in the on/run position is different than on the Escape. It seems that the key is completely vertical when in the on/run position. We think this may be a better design, especially when you have a weighted key chain b/c there is not a big moment created when you encounter bumps. The Escape's on/run position is not at vertical, hence Don Altoonian (Ford) and myself think the Ign is at greater risk of being turned by the force the key chain exerts going over bump.

Comments?

Thanks, have a great MLK Holiday.

Regards,  
Les Williams  
For More, Count on Les  
U204 3.0L Powertrain Calibration  
Truck Engine Engineering, Suite 1AE20  
Phone: (313)33-72503  
Fax: (313) 32-31786



Current SSM:  
Rhee Suarez (FCSD)

Next/Previous Article (N/P): \_ Article #: SSM 15434 Date: 11/28/2001

Symptom: 6 07 DRVABL STALL/QUITS

Year Vt Fm Vt Mdl Trans Engine Calif Axle

Criteria: 2002 T MR

R&R EEC PWD RELAY W/ FOAZ-14N089-A, CK CONN PINS ALSO  
SOME 2001/2002 3.0L ESCAPES MAY EXHIBIT AN INTERMITTENT ENGINE QUIT CONDITION.  
THIS WILL BE TYPICALLY A 1 TIME EVENT, USUALLY DURING A DECEL, WITH NO DTC'S AND  
NO MIL. THE ENGINE WILL RESTART IMMEDIATELY. WHEN NORMAL DIAGNOSTICS DO NOT  
PIN POINT ROOT CAUSE, REPLACE THE EEC POWER RELAY WITH FOAZ-14N089-A (FOR  
LOCATION USE 2001 WIRING DIAGRAM SECTIONS 303-078-00-1 CONNECTOR # C1016,  
700-06-00-37 BATTERY JUNCTION BOX). CHECK RELAY CONNECTION FOR PIN PUSHOUT.  
CHECK FOR LOOSE PCM GROUNDS G104 & G105 UNDERNEATH BATTERY TRAY (REMOVE TRAY TO  
ACCESS GROUNDS), G101 ON TRANSMISSION UNDERNEATH BATTERY TRAY AND G100 ON  
BULKHEAD. CHECK THE IAC VALVE - IF PART NUMBER IS NOT YF1E-9F715AB REPLACE WITH  
YF1Z-9F715-AA. CHECK CONNECTORS C270B, C270C, C270D, & C270E FOR LOOSE  
CONNECTION, CORROSION, WATER INTRUSION, OR TERMINAL/PIN DAMAGE.

SSM# 15589

From: Suarez, Rhae (R.)  
Sent: Wednesday, January 30, 2002 3:28 PM  
To: Williams, Les (LHW.); Dalbo, Bob (R.J.); Price, Martin (M.);  
Fournelle, Gilbert (G.); King, Robert (R.F.); Dominick, Brian (B.J.);  
Altoonian, Don (D.J.); Kanai, Shinji (S.); Limtiaco, Steven (S.)  
Subject: FW: 97-4238 Escape 3.0L - Reprogram/Repl PCM DRivability  
Checklist (FCSD Oasis SSM v1.9 Notification)

SSM# 15589 is released. Keep in mind SSM#15434 (checklist) is deleted  
and we will need to get the ISM done.

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

From: mvanholl@ford.com [mailto:mvanholl@ford.com]  
Sent: Wednesday, January 30, 2002 3:23 PM  
To: rsuarez8@ford.com  
Subject: 97-4238 Escape 3.0L - Reprogram/Repl PCM DRivability Checklis  
t  
(FCSD Oasis SSM v1.9 Notification)

\*(Begin automated email)

PRIVILEGED AND CONFIDENTIAL  
\*\*\* DRAFT \*\*\*

This message is being sent on behalf of mvanholl to knamel@ford.com, a  
ferna27@ford.com, jgutie30@ford.com, kmontgol@ford.com, jbush@mazdausa  
.com, pferry@mazdausa.com, rmarster@mazdausa.com, slimtiac@mazdausa.co  
m, techhot@ford.com, rsuarez8@ford.com, mvanholl@ford.com, ldallape@fo  
rd.com for purposes of email compatibility.

You are requested to provide input to the author of this SSM message.  
Forward/send any comments to the author of this message only. Do NOT r  
eply directly to this note.

Comments:

This ssm is now active.

Author: rsuarez8  
Title: Escape 3.0L - Reprogram/Repl PCM DRivability Checklist  
Activity Code: 63 LHD ESCAPE/MAVERICK  
QSF/Non-QSF Status: non-QSF\_Item\_generated  
Tracking Number: 97-4238  
Supersede an active SSM: Yes  
SSM to supersede: 15434  
Parts required: Yes  
Message Type: Interim  
Message Classification: Concern Related  
Is this a publication specs concern? No  
Applications:  
(application 1) 2001 - 2002 Escape 3.0L

Page 1

ER02-027-D 3499

SSM# 15589

Broadcast Message: Yes

SSM Distribution: WDMO; NA: Canada, Mexico, United States; Assoc.: Mazda

OASIS Service Codes: 607000 607400 607500 607600 607700

Repair Verification: Engineering has evaluated 13 vehicles experiencing stalls/idle dips had their

PCMs reprogrammed with the updated calibration in late December 2001/early

January 2002. All 13 have not experienced stalls/idle dips after the updated

calibration was programmed into the PCMs.

SSM Number: 15589

BCM Number:

Current Text:

Some 2001/2002 3.0L Escapes may exhibit an intermittent engine quit condition,

usually 1 time during closed throttle decel with no DTC's or MIL. The engine

restarts immediately. To service, Reprogram PCM w/WDS version B17.1 or later.

Some 2001MY PCMs can not be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the

PCM. If

MPC# 160 then replace with part# 1U7Z-12A650-AXA and reprogram. If MPC # is

161 then just reprogram. All 2002MY PCMs can be reprogrammed. Disconnect the

vent line in the evap emissions system from the check valve side. Using shop

air, blow air through the vent line from the check valve side forward. Check

for revised EEC power relay. If relay has white lettering, replace w/F0A2-

14N089-A. Make sure relay pin connections are tight in Power Distribution Box.

Workflow node: SSM OASIS2 N.A. IMS

Last act taken (as of 30-Jan-2002, 3:22:53 PM): Final/Complete

(End automated email) "

**ISM Draft 1**

**ESCAPE STALL AFTER TSB 02-08-06**

**SOME 2001-2002 ESCAPES MAY EXHIBIT AN INTERMITTENT STALL, VERIFY TSB 02-08-06 HAS BEEN DONE AND PERFORM THE FOLLOWING.**

**DISCONNECT AND INSPECT PCM HARNESS FOR BURNED OR BENT PINS.**

**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 .**



### CONCERNS BY CATEGORIES

*Ford Motor Company*

Build Date - Actual:Call	03/01/2002 -	Requested: 07/31/2001 -
Date - Actual:Purchase	04/04/200205/15/2002	04/11/2002Requested: 05/15/2002 -
Date - Actual:	- 05/15/200203/28/2002	05/15/2002Requested: 08/21/2001 -
	- 04/15/2002	04/18/2002

Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 56  
- Cumulative MYTD: 3,669

2002 ESCAPE

CC CODE - CONCERN: D21 - ENG STALLS

VIN: 1FMYU04182KG81277

Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: AXTON, VA [REDACTED]

Build Date: 03/28/2002  
Purchase Date: 04/16/2002  
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]

Cust. Contact Date: 05/15/2002 Containment Status: Not Contained Agent ID: wmulgr  
Concern Comment: Two weeks after purchasing the vehicle the customer experienced a concern with the vehicle stalling. The customer said when she starts her Escape and is about to put it in reverse, it will shut off and need to be restarted again. This concern has occurred two or three times, and it usually happens when the engine temperature is cold. There are no lights illuminated when this concern occurs and the customer is able to restart the vehicle immediately after. She has not mentioned this concern to her selling dealership because it has only occurred a few times so far. Once the engine is warmed up this concern does not continue occur. The customer will mention it to her dealership when she brings the vehicle in for her 3000 mile of change.

SIF \*\*\*: 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 occur at 15/30 days in service and 60 DIS occur at 45/90 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:Call	08/28/2002 -	Requested: 07/31/2001 -
Date - Actual:Purchase	04/03/200205/18/2002	04/11/2002Requested: 05/18/2002 -
Date - Actual:	- 05/18/200204/01/2002	05/18/2002Requested: 08/21/2001 -
	- 04/18/2002	04/16/2002

Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 33  
- Cumulative MYTD: 3,903

2002 ESCAPE

CC CODE - CONCERN: D21 - ENG STALLS

VIN: 1FMYU0112KQ49604

Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: RICHMOND, VA [REDACTED]

Build Date: 03/01/2002  
Purchase Date: 04/04/2002  
Dealer Name:  
Dealer Phone:

30 DIS/60 DIS\*\* 42 / NA  
Mileage - 30DIS/60 DIS\*\* 2476 / NA  
Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* 5 / NA  
Increase SAT to 9 or 10 NA  
Gender: [REDACTED]

Cust. Contact Date: 05/16/2002

Containment Status: Not Contained

Agent ID: jmoesch

Concern Comment: This customer has a concern with the engine stalling while in overdrive at initial start. This concern was first noticed approximately three weeks ago. The vehicle still has the factory oil and the customer uses 87 octane for fuel. Generally, this concern occurs at initial start while in park, but sometimes it occurs travelling uphill in overdrive. There are no noises associated with this concern. The customer is able to restart the vehicle immediately after it stalls. When trying to start the vehicle, the key will turn in the ignition. This vehicle was last driven today, approximately 15 minutes ago. There are no interior or exterior lights illuminated during this concern. The customer has not checked the battery. Generally, this concern occurs on a cold engine. This is an intermittent concern but the customer is not sure how many times this concern has occurred. The customer will address this concern with Sheehy Ford at her 3000 miles oil change.

SIF \*\*\*: 2 (Medium)

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 15/60 days in service and 60 DIS occurs at 45/60 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:Call	03/01/2002 -	Requested: 07/31/2001 -
Date - Actual:Purchase	04/12/200206/20/2002	04/12/2002Requested: 05/20/2002 -
Date - Actual:	- 05/20/200204/09/2002	05/20/2002Requested: 08/21/2001 -
	- 04/20/2002	06/04/2002

Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 42  
- Cumulative MYTD: 3,979

2002 ESCAPE

CC CODE - CONCERN: D21 - ENG STALLS

VIN: 1FMYU01B42KD13168

Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: ALPHARETTA, GA [REDACTED]

Build Date: 04/10/2002  
Purchase Date: 04/20/2002  
Dealer Name:  
Dealer Phone:

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: 05/20/2002

Containment Status: Not Contained

Agent ID: jmoach

Concern Comment: The customer has a concern with the engine stalling. This stalling occurs on warm engine when the customer is trying to restart the vehicle after it has just been used. To resolve this concern the customer has to take the key out of the ignition, wait a few seconds, and then turn the key in the ignition again to restart the vehicle. This concern was first noticed by the customer approximately two weeks after delivery. The vehicle still has the factory oil and the customer uses 87 octane for fuel. This concern occurs when parked. This vehicle is used by the customer on a daily basis and the last time driven was this morning. There are no exterior or interior lights on during this concern. The customer has not checked the battery. This is an intermittent concern which has occurred twice so far. The customer will mention this concern to Team Ford at North Point if it occurs again.

SIF \*\*: 0 (None)      Champion: NONE

8942-077-0 3598

\* 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 15/30 days in service and 60 DIS occurs at 45/60 days in service.  
\*\*\* Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

User ID: CWALKE48



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 03/01/2002 - 04/24/2002 Requested: 07/31/2001 - 04/24/2002  
 Call Date - Actual: 05/31/2002 - 05/31/2002 Requested: 05/31/2002 - 05/31/2002  
 Containment Status: Both Contained and Not Contained Purchase Date - Actual: 04/18/2002 - 05/01/2002 Requested: 08/21/2001 - 05/04/2002  
 Plants: KANSAS CITY  
 Code Type: Ford Default Concern Codes

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 25  
 - Cumulative MYTD: 4,185

2002 ESCAPE

CC CODE - CONCERN: D21 -- ENG STALLS

VIN: 1FMYUJ011B2KCS4870  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: KENNINGTON, MD [REDACTED]

Build Date: 03/19/2002  
 Purchase Date: 04/20/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\*: 41 / NA  
 Mileage - 30DIS/60 DIS\*\*: 1700 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*: 5 / NA  
 Increase SAT to 9 or 10 N/A  
 Gender: [REDACTED]

Cust. Contact Date: 05/31/2002 Containment Status: Not Contained Agent ID: prehana  
 Concern Comment: The customer says that the engine stalled while driving. This occurred a month after vehicle delivery. He hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. No noises were associated with this concern. He was able to restart the vehicle immediately. No exterior or interior lights were on when this concern occurred and the engine was warm. He hasn't checked the battery and this concern only occurred once. He will address this concern with Durleman Ford at his convenience.  
 SIF \*\*\*: 3 (High) Champion: NONE

FP02-07-0 2508

\* 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 15/30 days in service and 60 DIS occurs at 45/60 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: 03/06/2002 - 04/30/2002 Requested: 07/31/2001 - 04/30/2002  
 Call Date - Actual: 06/04/2002 - 06/04/2002 Requested: 06/04/2002 - 06/04/2002  
 Containment Status: Both Contained and Not Contained Purchase Date - Actual: 04/20/2002 - 05/05/2002 Requested: 08/21/2001 - 05/05/2002  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 18  
 - Cumulative MYTD: 4,226

2002 ESCAPE

CC CODE - CONCERN: D21 - ENG STALLS

VIN: 1FMYU04112KD24121

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: TALLAHASSEE, FL [REDACTED]

Build Date: 04/22/2002

Purchase Date: 05/05/2002

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]

30 / NA

2550 / NA

6 / NA

Y/NA

Cust. Contact Date: 06/04/2002

Containment Status: Not Contained

Agent ID: stantel

Concern Comment: The customer was having a problem with the engine stalling. The concern was intermittent and happened the one time to the customer. The customer was travelling 30 miles per hour when the engine shut off. The concern happened to the customer yesterday. The oil in the vehicle is still the same that came from the dealership. The customer uses 87 regular unleaded octane in the vehicle. The customer did not hear any noise when the engine stalled. The customer lost all power in vehicle and the engine and oil light was illuminated. The dealership determined it was a defective computer power relay. The vehicle would restart after it stalled. The engine temperature was warm when the concern happened. The battery was determined by the service department to be okay. The vehicle does work properly now and does not stall.

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 1500 days in service and 60 DIS occurs at 4500 days in service.

\*\*\* Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



### CONCERNS BY CATEGORIES

Build Date - Actual: 04/25/2002 - 04/25/2002  
 Call Date - Actual: 06/06/2002 - 06/06/2002  
 Purchase Date - Actual: 04/25/2002 - 04/25/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Order Type: Ford Product Concern Codes

Requested: 07/31/2001 - 04/30/2002  
 Requested: 06/06/2002 - 06/06/2002  
 Requested: 08/21/2001 - 06/06/2002

*Ford Motor Company*

CC CODE: OVERALL VEHICLE

2002 ESCAPE

Total Customers Served  
 - Within date range: 23  
 - Cumulative BYTD: 4,304

VIN: 1FMDU01A22ND10088  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: OXFORD, GA [REDACTED]

Build Date: 04/25/2002  
 Purchase Date: 04/25/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

50 DIS/60 DIS\*\*  
 Mileage - 30000/60 DIS\*\*  
 Veh. Product Quality Sat.\* - 50 DIS/60 DIS\*\*  
 Increase SAT to 9 or 10  
 Gender: [REDACTED]

42 / NA  
 578 / NA  
 9 / NA  
 NANA

Cust. Contact Date: 06/06/2002  
 Concern Comment: [REDACTED] Agent ID: jmosch

Containment Status: Not Contained

The customer has a concern with the engine stalling while driving. Generally, this concern occurs after letting off of the accelerator. The customer first noticed this concern last week. The vehicle still has the factory oil and the customer uses 87 octane for fuel. This concern does not occur when parked or when traveling uphill. There are no noises associated with this concern. The customer is able to restart the vehicle immediately afterwards, and has no concerns with turning the key in the ignition. At the most, this vehicle will sit for one to two days without being driven. There are no exterior or interior lights on when this concern occurs. The engine temperature gauge reads right in the middle when this concern occurs. The customer has not yet checked the battery. This concern occurs at approximate speeds of 30 to 25 miles per hour. This is an intermittent concern which has occurred twice. The customer has addressed this concern with Courtesy Ford who currently have the vehicle at their dealership for repair. The customer will pick up her vehicle tonight.

SEV: 2 (Medium) Champion NONE

EMR-827-D 2011

\* 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 1344 days in service and 60 DIS occurs at 4675 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale for 0-point, 1-point, 2-point, 3-point

User ID: CWALK846



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 03/04/2002 - 05/03/2002  
 Call Date - Actual: 08/13/2002 - 08/13/2002  
 Problem Code - Actual: 0429/0010 - 05/14/0000  
 Constraint Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code: 1-Other Ford National Customer Codes

Requested: 07/31/2001 - 06/08/2002  
 Requested: 08/13/2002 - 08/13/2002  
 Requested: 08/21/2001 - 08/14/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 33  
 - Cumulative MYTD: 4,428

2002 ESCAPE

VIN	1FMCU3H12KCS1278	Build Date	03/21/2002	30 DIS/60 DIS**	37 / NA
Cust. Name	[REDACTED]	Purchase Date	06/07/2002	Mileage - 30DIS/60 DIS**	1700 / NA
Cust. Phone		Dealer Name		Veh. Product Quality Sat.* - 30 DIS/60 DIS**	5 / NA
Cust. Address		Dealer Phone		Increase SAT to 9 or 10	N/A
Cust. City	SUMTER, CO [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date	08/13/2002	Constraint Status	Not Contained	Agent ID: problem
Concern Comment	<p>The customer says that the engine stalled a couple of times while driving. This concern first occurred about three weeks after vehicle delivery. He hasn't changed the oil in the vehicle as of yet and uses 82 octane fuel in the vehicle. There are no noises associated with this concern, and it didn't occur when on an uphill or downhill incline. He was able to restart the vehicle immediately at which time the key turned free in the ignition. The first this concern occurred, the vehicle hadn't sat a while before being driven. No interior or exterior lights were on at time this concern occurred and the engine was warm. He hasn't checked the battery. This is an intermittent concern which has occurred twice so far. He will be addressing this with his dealership, Pulliam Motors at his convenience.</p>			

SF\*\* 1 (Low)      Chapter NONE

8002-627-D 3812

\* 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 occur at 1800 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.

User ID: CNAUKE48





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/08/2002 - 06/20/2002  
Call Date - Actual: 06/24/2002 - 06/24/2002  
Purchase Date - Actual: 06/18/2002 - 06/18/2002  
Constraint Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Craft Type: Ford Default Concern Criteria

Requested: 07/31/2001 - 06/20/2002  
Requested: 06/24/2002 - 06/24/2002  
Requested: 06/21/2001 - 06/05/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
- Within date range: 27  
- Cumulative MYTD: 4,824

2002 ESCAPE

VIN: 1FMCJ84192D91816

Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: ARLINGTON, VA [REDACTED]

Build Date: 06/13/2002  
Purchase Date: 06/23/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS/50 DIS\*\* : 32 / NA  
Miles on - 300000 DIS\*\* : 1400 / NA  
Veh. Product Quality Sat.\* - 30 DIS/50 DIS\*\* : 5 / NA  
Increase SAT to 9 or 10 : Y/NA  
Gender: [REDACTED]

Date	Repair Order	Repair Comments
06/13/2002	021867	1116 ROAD TEST DIDNT STALL RUN OASIS HAS TSB REGULAR DIND SYMPTOM TSB 02-11-6 MONITOR IAC,ECT,EVAPVMI AND FTP EVAPVMI AND FTP IN SPEC.WATCH IAC 45% ID LE 735-705 RPMS REPLACE IAC 3.0 L IDLE BETTER INSPECT EEC RELAY OK REPROGRAM PCM RELEASE VEH CLE

Cust. Contact Date: 06/24/2002

Constraint Status: Not Contained

Agent ID: sbatol

Concern Comment: The customer was having a problem with the engine just shutting off while the customer was travelling five miles per hour. The concern was intermittent and just happened the one time to the customer. The concern first happened about two weeks ago. The engine light, the oil light and the battery light all came on when the concern happened. The customer re-started the vehicle and the performance seemed to not change at all. The dealership reset the PCM and replaced the idle control valve.

SIF \*\*\*: 5 (High)

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= Definitly Would.  
\*\* 30 DIS score of 1645 days in service and 50 DIS score of 4878 days in service.  
\*\*\* Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

User ID: CWALKE6

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EM02-027-0 3514



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:03/13/2002 - 03/21/2002  
Cell Date - Actual:03/25/2002 - 03/26/2002  
Purchase Date - Actual:03/16/2002 - 03/27/2002  
Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY  
Critic Type: First Follow Up Concern Critic

Requested: 07/31/2001 - 05/21/2002  
Requested: 03/25/2002 - 03/26/2002  
Requested: 03/21/2001 - 03/05/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Vehicle date range: 40  
- Cumulative MYTD: 4,670

2002 ESCAPE

VIN:	1F3PULSH129K003425	Build Date:	03/25/2002	30 DIS/60 DIS**:	32 / NA
Cust. Name:	[REDACTED]	Purchase Date:	03/25/2002	Mileage - 30DIS/60 DIS**:	817 / 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:	LAKE HAVASU CITY, AZ [REDACTED]			Gender:	[REDACTED]

Cont. Contact Date:	03/26/2002	Containment Status:	Not Contained	Agent ID:	psheee
Concern Comment:	<p>The customer says that the would stall while driving. This concern first occurred about a week after vehicle delivery. She hasn't changed the oil as of yet and uses 92 octane fuel in the vehicle. There were no noises associated with this concern. She was able to restart the vehicle immediately and when trying to do so the key turned in the ignition easily. The check engine and check oil lights were illuminated in the dashboard. The engine temperature was cold at the time the concern occurred. She didnt check the battery and this concern only occurred twice. She already addressed this concern with her dealership, Bradley Ford who fixed the vehicle to her satisfaction.</p>				

SIF ***:	1 (Solved)	Complaint:	NONE
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\* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.  
 \*\* 30 DIS occurs at 15M3 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: 05/01/2002 - 05/23/2002  
Call Date - Actual: 07/03/2002 - 07/06/2002  
Purchase Date - Actual: 05/21/2002 - 05/26/2002  
Containment Status: Both Contained and Not Contained  
District: KANSAS CITY  
Critic Type: Ford National Concern Critic

Requested: 07/21/2001 - 05/29/2002  
Requested: 07/03/2002 - 07/06/2002  
Requested: 05/21/2001 - 05/06/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
- Within date range: 42  
- Cumulative BYTD: 4,622

2002 ESCAPE

VIN: 1F171301420C1632	Build Date: 05/01/2002	30 DIS60 DIS**	31 / NA
Cust. Name: [REDACTED]	Purchase Date: 05/31/2002	Wilson - 30DIS60 DIS**	473 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS60 DIS**	10 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City: FORT WAYNE, IN [REDACTED]		Gender: [REDACTED]	

Cust. Contact Date: 07/03/2002 Containment Status: Not Contained Agent ID: prohrs

Concern Comment: The customer says that when driving one day and slowing down, the vehicle died completely. This concern occurred about a month after vehicle delivery. She hasn't changed the oil in the vehicle as of yet and uses 87 octane fuel in the vehicle. No solenoids were associated with this concern and she was able to restart the vehicle immediately. When trying to restart the vehicle, the key turned fine. At the time this concern occurred the vehicle had sat about 12 hrs since last being driven. The head lamps on the vehicle were on at this time and the engine temperature was warm. She hasn't checked the battery as of yet and this concern has only occurred once. She will address this concern with Dimension Ford at her convenience.

SEV: 1 (Low) Chapter: NONE

EM02-07-0 0616

\* 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 90/95 days in service and 60 DIS score at 45/75 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: 04/25/2002 - 06/29/2002  
Call Date - Actual: 07/09/2002 - 07/09/2002  
Purchase Date - Actual: 05/03/2002 - 05/03/2002  
Constraint Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Cycle Time: From Dealer Concern Codes

Requested: 07/31/2001 - 06/29/2002  
Requested: 07/09/2002 - 07/09/2002  
Requested: 05/21/2001 - 06/08/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed

- Within date range: 13

- Cumulative MYTD: 4,835

2002 ESCAPE

VIN: 1F8YUMH122KD7828

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: GILLETTE, WY [REDACTED]

Build Date: 05/29/2002

Purchase Date: 05/03/2002

Dealer Name: [REDACTED]

Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* 38 / NA

Mileage - 30DIS/60 DIS\*\* 3000 / NA

Veh. Product Quality Sat\* - 38 DIS/60 DIS\*\* 10 / NA

Increase SAT to 9 or 10 NA/NA

Gender: [REDACTED]

Cust. Contact Date: 07/09/02

Containment Status: Not Contained

Agent ID: profwms

Concern Comment: The customer says that the engine stalled one day when driving. This occurred about a month after vehicle delivery. She had changed the oil as of yet and uses 87 octane fuel in the vehicle. There were no noises associated with this concern and she was able to restart the vehicle right away. When trying to restart the vehicle, the key turned she. This concern occurred when driving the vehicle after it had sat overnight. The oil light, battery light and check engine light were all illuminated at this time. The engine was warm. This concern has only occurred once and she plans on addressing this concern with Thunder Bush Ford at her convenience.

SIF\*\* 2 (Medium)

Champion: NONE

ENC-927-0 3817

\* 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 15/45 days in service and 60 DIS score at 45/75 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: 04/15/2002 - 06/07/2002  
 Call Date - Actual: 07/12/2002 - 07/12/2002  
 Purchase Date - Actual: 05/23/2002 - 06/12/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Create Your Final Default Concern Codes

Requested: 07/21/2001 - 06/07/2002  
 Requested: 07/12/2002 - 07/12/2002  
 Requested: 06/21/2001 - 06/12/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Vehicle date range: 18  
 - Cumulative MYTD: 4,966

2002 ESCAPE

VIN: 1FMYU1M4X2RD10673	Build Date: 05/07/2002	30 DIS/60 DIS**:	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 05/12/2002	Mileage - 30 DIS/60 DIS**:	1800 / NA
Cust. Phone:	Dealer Name:	Vel. Product Quality Sat* - 30 DIS/60 DIS**:	8 / NA
Cust. Address:	Dealer Phone:	Increase SAT to 9 or 10	Y/NA
Cust. City: BLOOMINGTON, IN [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 07/12/2002      Containment Status: Not Contained      Agent ID: jpebane  
 Concern Comment: The customer says that the engine has stalled while driving. The first time this concern occurred was about a week after vehicle delivery. He hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. There are no noises associated with this concern and he was able to restart the vehicle right away. When trying to restart the vehicle the key turned fine. The customer is not sure how long the vehicle had sat since last driven when this concern has occurred. There has been no interior or exterior lights on when this concern has occurred and the engine is usually warm. This concern has occurred twice so far and he plans on addressing this with Bloomington Ford at his convenience.

SF \*\*\*: 2 (Medium)      Champion: NONE

ENC2-027-D 3816

\* Measurement: Satisfaction on 1-10 scale with 1-Completely Dissatisfied and 10-Completely Satisfied; Recommendation on a 1-10 scale with 1-Deliberately Would Not and 10-Definitely Would.  
 \*\* 30 DIS occurs at 1845 days in service and 60 DIS occurs at 4875 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0-critical, 1-low, 2-medium, 3-high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/29/2002 - 08/28/2002  
Call Date - Actual: 08/07/2002 - 08/09/2002  
Purchase Date - Actual: 06/28/2002 - 07/10/2002  
Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY  
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
Requested: 08/07/2002 - 08/09/2002  
Requested: 08/21/2001 - 07/28/2002

GC CODE: ONLY CONCERN

Total Customers Served  
- Within date range: 66  
- Cumulative MYTD: 8,308

2002 ESCAPE

VIN: 1FMCU93102A000000

Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: MARYVILLE, TN [REDACTED]

Build Date: 08/12/2002  
Purchase Date: 07/08/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DRS/60 DRS\*\*  
Miles - 30 DRS/60 DRS\*\*  
Veh. Product Quality Set.\* - 30 DRS/60 DRS\*\*  
Increase SAT to 8 or 10  
Gender: [REDACTED]

Cust. Contact Date: 08/09/2002

Containment Status: Not Contained

Agent ID: jmosch

Concern Comment:

The customer had a concern with the engine stalling while driving on the highway. This concern occurred on July 19th, 2002 and has only occurred once. The customer was travelling at approximately 45 miles per hour and had just started to let off of the gas pedal in order to decelerate when this concern occurred. The oil pressure, battery, and check engine warning indicators also came on when this concern occurred. The steering wheel and gas pedal locked up and the vehicle slowed to a stop. The vehicle still has the factory oil and the customer uses 87 octane for fuel. There were no noises associated with this concern. The customer tried immediately restarting the vehicle a couple of times, and although the key would turn in the ignition, the engine would stall again when the vehicle was put into drive. Eventually, the customer was able to restart the vehicle. This vehicle is driven on a daily basis. The temperature gauge read right in the middle when this concern occurred. The customer checked the battery and the eye color was green. The customer has already addressed this concern with Neil-Bandler Ford who reprogrammed the computer module and fixed the vehicle to the customer's satisfaction.

SIF \*\*: 1 (Low)

Chemploc: 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 DRS occurs at 1648 days in service and 60 DRS occurs at 4875 days in service.

\*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

0002-027-0 2019



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 06/20/2002 - 06/28/2002  
Call Date - Actual: 06/07/2002 - 06/08/2002  
Purchase Date - Actual: 06/25/2002 - 07/10/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Code Type: Ford Default Concern Codes

Registered: 07/31/2001 - 06/28/2002  
Registered: 06/07/2002 - 06/08/2002  
Registered: 06/21/2001 - 07/28/2002

CC CODE: ONLY CONCERN

Total Customers Surveyed  
- Within date range: 68  
- Cumulative MYTD: 5,368

2002 ESCAPE

VIN: 1FMYU041320008200	Build Date: 06/26/2002	30 DIS/60 DIS**:	30 / NA
Cust Name: [REDACTED]	Purchase Date: 07/09/2002	Mileage - 30 DIS/60 DIS**:	1200 / NA
Cust Phone: [REDACTED]	Dealer Name:	Veh. Product Quality Sat.* - 30 DIS/60 DIS**:	5 / NA
Cust Address: [REDACTED]	Dealer Phone:	Increase SAT to 9 or 10	YNA
Cust City: YORKVILLE, IL [REDACTED]		Gender:	[REDACTED]

Cust. Contact Date: 06/07/2002      Containment Status: Not Contained      Agent ID: pnhfna

Concern Comment: The customer says that the engine dies while driving. The first time this concern occurred was about three weeks after vehicle delivery. She hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. There were no noises associated with this concern. When this concern occurred she pulled over and let the vehicle sit for about 30 seconds. She then was able to restart the vehicle with no problems. When ever this concern occurs the vehicle has sat at least 8 hours since last drives. She hasn't checked the battery in the vehicle and no lights (exterior or interior) were on when this occurred. The A/C was on whenever this happened. This concern has occurred twice so far and the second time she contacted Roadside Assistance and had the vehicle towed into Zimmerman Ford who could not duplicate this concern. If it occurs again, she will take the vehicle right back in to her dealership.

SFI\*\*\*: 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 DIS occurs at 4575 days in service.  
\*\*\* Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EMR2-027-D-3028



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:Call 03/01/2002 - Requested: 07/31/2001 -  
 Date - Actual:Purchase 03/28/200205/21/2002 04/12/2002Requested: 05/21/2002 -  
 Date - Actual: - 05/21/200204/11/2002 05/21/2002Requested: 06/21/2001 -  
 - 04/21/2002 05/04/2002

Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 28  
 - Cumulative MYTD: 4,006

2002 ESCAPE

CC CODE - CONCERN: D38 - ENG HESITATION WHEN ACCEL

VIN: 1FMYU04172KD01688

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: LONGMONT, CO [REDACTED]

Build Date: 03/28/2002  
 Purchase Date: 04/20/2002  
 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:

31 / NA  
 500 / NA  
 9 / NA  
 NA/NA

Cust. Contact Date: 05/21/2002

Containment Status: Not Contained

Agent ID: starrsl

Concern Comment: The customer is having a problem with the vehicle hesitating for a few seconds when the customer accelerates. The concern is constant and will happen at least once everyday. The concern was first noticed about two weeks after the vehicle was purchased. The AC or the defroster are not on when the concern is exhibited. The customer is accelerating from a dead stop when the concern happens. The customer uses 89 regular unleaded octane in the vehicle. The customer will address this concern with the dealer at a later time.

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 1500 days in service and 60 DIS occurs at 4500 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

0002-877-0 3821



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:Call	03/05/2002 -	Requested: 07/31/2001 -
Date - Actual:Purchase	04/12/200205/24/2002	04/16/2002Requested: 05/24/2002 -
Date - Actual:	- 05/24/200204/12/2002	05/24/2002Requested: 08/21/2001 -
	- 04/24/2002	05/04/2002

Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 15  
- Cumulative MYTD: 4,004

2002 ESCAPE

CC CODE - CONCERN: D03 - DIFF OR SLOW TO START

VIN: 1FMYU03102KC98537

Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: FREMONT, NE [REDACTED]

Build Date: 03/05/2002  
Purchase Date: 04/13/2002  
Dealer Name:  
Dealer Phone:

30 DIS/60 DIS\*\*:  
Mileage - 30DIS/60 DIS\*\*:  
Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\*:  
Increase SAT to 9 or 10  
Gender: [REDACTED]

Cust. Contact Date: 05/24/2002

Containment Status: Not Contained

Agent ID: jnceach

Concern Comment: The customer had a concern with the engine being difficult to start. This concern was noticed by the customer last week. The engine temperature was cold during this concern. The customer has not checked the battery. It took the customer two attempts, and approximately 30 seconds, at restarting the engine immediately after this concern occurred for the vehicle to start. When trying to start the vehicle the key did turn in the ignition. The vehicle still has the factory oil and the customer uses 87 octane for fuel. There were no noises associated with this concern. This concern did not continue when the engine warmed up. There were no interior or exterior lights on during this concern. This is an intermittent concern which has only occurred once so far. The customer drives this vehicle daily. The vehicle is parked in a garage. The customer will mention this concern to Woodhouse Ford at her earliest convenience.

SIF \*\*\*: 1 (Low)      Champion: NONE

EM63-971-D 3832

\* 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 15/30 days in service and 60 DIS occurs at 45/60 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: 03/07/2002 - 04/23/2002 Requested: 07/31/2001 - 04/23/2002  
 Call Date - Actual: 05/30/2002 - 05/30/2002 Requested: 05/30/2002 - 05/30/2002  
 Containment Status: Both Contained and Not Contained Purchase Date - Actual: 04/25/2002 - 04/30/2002 Requested: 06/21/2001 - 05/04/2002  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 23  
 - Cumulative MYTD: 4,160

2002 ESCAPE

CC CODE - CONCERN: D08 - DIFF OR BLOW TO START

VIN: 1FMYU01162KC84291

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: TYNDALL AFB, FL [REDACTED]

Build Date: 03/12/2002  
 Purchase Date: 04/25/2002  
 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:

35 / NA  
 2900 / NA  
 9 / NA  
 N/A  
 [REDACTED]

Cust. Contact Date: 05/30/2002

Containment Status: Not Contained

Agent ID: jmcach

Concern Comment: The customer has a concern with the engine being slow to start. The customer first noticed this concern three weeks ago. This concern usually occurs after the vehicle has sat for approximately three hours. The customer checked the battery and although he doesn't remember what the eye color was he knows that everything checked out fine. This is an intermittent concern which has occurred twice. The first time it took the customer three attempts to restart the vehicle and the second time the customer was able to restart the vehicle immediately afterwards. The vehicle still has the factory oil and the customer uses 88 octane for fuel. There are no noises associated with this concern. There were no interior or exterior lights on during this concern. This vehicle was last driven two hours ago. Generally, this vehicle is parked in a car port. The customer will mention this concern to Cook-Whitehead Ford at his earliest convenience.

SIF \*\*\*: 1 (Low)

Champion: NONE

VIN: 1FMYU03132KG74162

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: PIKEVILLE, NC [REDACTED]

Build Date: 03/06/2002  
 Purchase Date: 04/25/2002  
 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:

35 / NA  
 2200 / NA  
 5 / NA  
 N/A  
 [REDACTED]

Cust. Contact Date: 05/30/2002

Containment Status: Not Contained

Agent ID: prehna

Concern Comment: The customer says that the engine was difficult to start one day. This concern occurred about a month after vehicle delivery. The engine temperature was cold at this time. The customer hasn't checked the battery and was able to restart the vehicle after about three attempts. The key was turning in the ignition at this time. She hasn't changed the oil as of yet and no noises were associated with this concern. The vehicle is generally parked outside. No lights interior or exterior lights were on at this time. This concern only occurred this one time. She will address this concern with Evans Ford at her 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 1800 days in service and 60 DIS occurs at 4500 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EM02-027-D 3523



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual:05/01/2002 - 04/24/2002 Requested: 07/31/2001 - 04/24/2002  
 Call Date - Actual:05/31/2002 - 05/31/2002 Requested: 05/31/2002 - 05/31/2002  
 Containment Status: Both Contained and Not Contained Purchase Date - Actual:04/18/2002 - 05/01/2002 Requested: 05/21/2001 - 05/04/2002  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 25  
 - Cumulative MYTD: 4,185

2002 ESCAPE

CC CODE - CONCERN: D60 - OTHER ENG THINGS

VIN: 1FMYU01152KD12957

Cust. Name: [REDACTED]

Cust. Phone: [REDACTED]

Cust. Address: [REDACTED]

Cust. City: RALEIGH, NC [REDACTED]

Build Date: 04/03/2002

Purchase Date: 04/29/2002

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]

32 / NA

1250 / NA

9 / NA

NA/NA

Cust. Contact Date: 05/31/2002

Containment Status: Not Contained

Agent ID: prehana

Concern Comment: The customer says that upon start up the engine misfires. He noticed this concern about a week after vehicle delivery. No warning lights are illuminated and no changes in the vehicles performance have been noticed. This is an intermittent concern which he will address with Crossroads Ford at his convenience.

SIF \*\*\*: 1 (Low)

Champion: NONE

DNB2-827-D 0524

\* 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 15/30 days in service and 60 DIS occurs at 45/60 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: 03/01/2002 - 04/24/2002 Requested: 07/31/2001 - 04/24/2002  
 Cell Date - Actual: 06/03/2002 - 06/03/2002 Requested: 05/03/2002 - 06/03/2002  
 Containment Status: Both Contained and Not Contained Purchase Date - Actual: 04/19/2002 - 05/04/2002 Requested: 08/21/2001 - 05/04/2002  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 25  
 - Cumulative MYTD: 4,210

2002 ESCAPE

CC CODE - CONCERN: D38 - ENG HES/BURGE WHEN ACCEL

VIN: 1FMYU01B92KD13826

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: SAN ANTONIO, TX [REDACTED]

Build Date: 04/10/2002  
 Purchase Date: 05/03/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 31 / 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: 06/03/2002

Containment Status: Not Contained

Agent ID: jmozech

Concern Comment: The customer has a concern with the vehicle hesitating and then surging forward at acceleration. The customer first noticed this concern a week after delivery. This is an intermittent concern which has occurred approximately ten times. This concern occurs at approximate speeds of 0 to 15 miles per hour. Generally, this concern occurs when the A/C is on. This concern occurs when acceleration from a dead stop. The customer will mention this concern to Jordan Ford sometime this week.

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 15/30 days in service and 60 DIS occurs at 45/60 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: 03/01/2002 - 04/25/2002 Requested: 07/31/2001 - 04/30/2002  
 Call Date - Actual: 06/05/2002 - 06/05/2002 Requested: 06/05/2002 - 06/05/2002  
 Containment Status: Both Contained and Not Contained Purchase Date - Actual: 04/23/2002 - 05/06/2002 Requested: 06/21/2001 - 05/06/2002  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 28  
 - Cumulative MYTD: 4,266

2002 ESCAPE

CC CODE - CONCERN: DIS -- ENG HES/BURGE WHEN ACCEL

VIN: 1FMYU04142KD22492

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: FLAGTAS, NM [REDACTED]

Build Date: 04/18/2002  
 Purchase Date: 05/01/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DIS/60 DIS\*\* : 35 / NA  
 Mileage - 30DIS/60 DIS\*\* : 6000 / NA  
 Veh. Product Quality Sat.\* - 30 DIS/60 DIS\*\* : 6 / NA  
 Increase SAT to 6 or 10 : Y/NA  
 Gender: [REDACTED]

Cust. Contact Date: 06/05/2002

Containment Status: Not Contained

Agent ID: stansi

Concern Comment: The customer is having a problem with the engine hesitating during acceleration. The concern was first noticed about one week ago. The concern is intermittent and has happened about 8 times. The customer is travelling about 85 miles per hour when the concern happens. The hesitation appears to be for 1-2 seconds. The AC or the defroster have not been on when the concern happened. The customer will address this concern at a later time.

SIF \*\*\*: 1 (Low)

Champion: NONE

EM02-827-D 3826

\* 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 1500 days in service and 60 DIS occurs at 4500 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:08/01/2002 - 04/25/2002 Requested: 07/31/2001 - 04/30/2002  
 Call Date - Actual:08/05/2002 - 08/05/2002 Requested: 06/05/2002 - 06/05/2002  
 Containment Status: Both Contained and Not Contained Purchase Date - Actual:04/23/2002 - 05/08/2002 Requested: 08/21/2001 - 05/05/2002  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 28  
 - Cumulative MYTD: 4,256

2002 ESCAPE

CC CODE - CONCERN: D41 - ENG HES/BURGE AT STEADY SPEED

VIN: 1FMYU01182KD23719

Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: SAN ANTONIO, TX [REDACTED]

Build Date: 04/17/2002  
 Purchase Date: 04/26/2002  
 Dealer Name:  
 Dealer Phone:

30 DIS/60 DIS\*\* : 40 / 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: 08/05/2002 Containment Status: Not Contained Agent ID: jmoach  
 Concern Comment: The customer has a concern with the engine hesitating. The concern occurs at steady speeds and at acceleration. The customer first noticed this concern two days ago. This is an intermittent concern which has occurred approximately three times. This concern occurs at approximate speeds of 45 to 55 miles per hour. Generally, the A/C is on when this concern occurs. The RPM reading reads right in the middle when this concern occurs. The customer has not checked her fluids levels. The customer will mention this concern to Gene Messer Ford at her next oil change  
 SIF\*\*\*: 0 (None) Champion: NONE

EM02-627-D 3827

\* 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 1500 days in service and 60 DIS occurs at 4500 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: 08/14/2002 - 04/28/2002  
Call Date - Actual: 08/11/2002 - 08/11/2002  
Purchase Date - Actual: 04/27/2002 - 04/13/2002  
Containment Status: Both Contained and Not Contained  
Plant(s): KANSAS CITY  
Date Type: Ford Technical Concern Codes

Requested: 07/31/2001 - 06/09/2002  
Requested: 08/11/2002 - 08/11/2002  
Requested: 08/21/2001 - 08/13/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
- Within date range: 32  
- Cumulative MYTD: 4,387

2002 ESCAPE

VIN: 1FMDU10142KCR2482  
Cust. Name: [REDACTED]  
Cust. Phone: [REDACTED]  
Cust. Address: [REDACTED]  
Cust. City: NAPA, CA [REDACTED]

Build Date: 08/13/2002  
Purchase Date: 08/11/2002  
Dealer Name: [REDACTED]  
Dealer Phone: [REDACTED]

30 DIS60 DIS\*\* 31 / NA  
Mileage - 30016/90 DIS\*\* 400 / NA  
Veh. Product Quality Sat.\* - 30 DIS60 DIS\*\* 8 / NA  
Increase SAT to 9 or 10 Y66  
Gender: [REDACTED]

Date	Repair Order	Repair Comments
08/01/2002	106411	183 LOAD TESTED BATTERY CHECKED OUT OK CHECKED ALTERNATOR OUT PUT WOULD NOT BUT OUT VOLTAGE BUT DID BUT OUT AMP RECOMMEND ALTERNATOR AND RECHECK CHECKED OASIS GOT OASIS HOT LINE CODE CALL OASIS GOT APPROVAL CODE TO REPLACED ALT P-A PARTS REMOVED TIRE, REMOVED FENDER COVER, REMOVED AXLE, REMOVED BRAKE AND WIRE SET A SIDE REMOVED ALT BOLTS REMOVED ALT BRACKET, REMOVED ALT WIRES,
08/20/2002	106930	214 CHECKED VEHICLE WITH SNAP ON LOAD TESTER AT IDLE BATTERY WAS AT 13.6 WITH 24 TO 26 AMPS WITH LOAD IT WENT DOWN TO 9.3 VOLTS AND AMPS OUT PUT WAS 80 AMPS AT 3000 RPMs BATTERY READS AT 31.8 VOLTS AND 60 AMPS OUT PUT AT 3000 RPMs WITH A LOAD ON VEHICLE BATTERY WAS AT 13.58 VOLTS AND 73 TO 78 AMPS USING THE ROTUNDA BATTERY TASTER ENGINE OFF BATTERY READS A 112.61 VOLTS WITH

Cust. Contact Date: 08/11/2002  
Concern Comment:

Containment Status: Not Contained

Agent ID: smalgrn

Shortly after purchase the customer experienced a concern with the vehicle not being able to start. He said he drove the vehicle and then parked it, but later that day when he tried to start the vehicle up again he was unable to get it started. The customer had the vehicle towed into his selling dealership where they replaced the alternator, and fixed the concern to the customer's satisfaction. A couple of days later, the customer again experienced the concern with not being able to start the vehicle after turning it off. Once again he had the vehicle towed into his selling dealership and they replaced the alternator for the second time. The customer has not experienced this concern again since he had the second alternator replaced.

BIF \*\* 1 (Low) Complaint: NONE

ESCAPE-027-0-38225

\* Measurement: Satisfaction on 1-10 scale with 3-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 4675 days in service.  
\*\*\* Satisfaction based on BIF scale from 0 score (1-10) to 100 (100).



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 03/11/2002 - 04/26/2002  
Call Date - Actual: 05/11/2002 - 05/11/2002  
Purchase Year - Actual: 04/27/2002 - 05/12/2002  
Containment Status: Both Contained and Not Contained  
Plant: KANSAS CITY  
Ford Trier Ford National Concern Center

Received: 07/31/2001 - 06/09/2002  
Requested: 05/11/2002 - 05/11/2002  
Requested: 08/21/2001 - 05/12/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed  
- Within date range: 22  
- Cumulative MYTD: 4,367

2002 ESCAPE

WV#	1E1M101R27K02613	Build Date:	03/18/2002	30 DISBD DIS**	31 / NA
Cust. Name:		Purchase Date:	05/11/2002	Mileage - 30015.00 DIS**	800 / NA
Cust. Phone:		Dealer Name:		Veh. Product Quality Sat.* - 30 DISBD DIS**	18 / NA
Cust. Address:		Dealer Phone:		Increase SAT to 9 or 10	NA/NA
Cust. City:	DAYTON, OH			Gender:	

Cust. Contact Date:	05/11/2002	Containment Status:	Not Contained	Agent ID:	premar
Concern Comment:	<p>The customer says that the engine is sometimes difficult to start. She first noticed this concern about three weeks after vehicle delivery. The engine temperature is cold when this concern is apparent. She hasn't checked her battery. The key turns in the ignition, however the engine won't turn over. She is able to restart it right away though. She hasn't changed her oil as of yet, and uses 87 octane fuel in the vehicle. No noises are associated with this concern and it doesn't continue once the engine has warmed up. No interior or exterior lights are on when this occurs. It usually happens after the vehicle has sat for a while since last driven. It is parked outside. This is an intermittent concern which she plans on addressing with Planet Ford at her convenience.</p>				

SF \*\* 0 (None)      Champion:      NONE

0502-021-0 3528

\* Recommendation on 1-10 scale with 1-Completely Dissatisfied and 10-Completely Satisfied; Recommendation on a 1-10 scale with 1-Completely Worst and 10-Definitely Worst.  
 \*\* 30 DIS occurs at 1845 days in service and 30 DIS occurs at 4875 days in service.  
 \*\*\* Satisfaction Survey Center (SSFC) scale is: 0-none, 1-low, 2-medium, 3-high.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/05/2002 - 05/20/2002  
 Call Date - Actual: 05/24/2002 - 05/24/2002  
 Purchase Date - Actual: 05/18/2002 - 05/05/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Code: Three Part Detail Concern Codes

Requested: 07/31/2001 - 05/20/2002  
 Requested: 08/24/2002 - 05/24/2002  
 Requested: 05/21/2001 - 05/05/2002

CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 27  
 - Cumulative MYTD: 4,824

2002 ESCAPE

VIN: 1FMCU04102K051618  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: ARRINGTON, VA [REDACTED]

Build Date: 05/19/2002  
 Purchase Date: 05/25/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DS/60 DS\*\*  
 Mileage - 30016/0 DS\*\*  
 Veh. Product Quality Sat.\* - 30 DS/60 DS\*\*  
 Increase SAT to 8 or 10  
 Gender: [REDACTED]

32 / NA  
 1400 / NA  
 5 / NA  
 Y/N/A

Date	Repair Order	Repair Comments
05/13/2002	121447	1118 ROAD TEST DIDNT STALL. RUN OASIS HAS TSB REGULAR DIND SYMPTOM TSB 02-11-8 MONITOR INJECT, EVAPVM, AND FTP EVAPVM AND FTP IN SPEC. WATCH IAC 45% IDLE 735-750 RPMs REPLACE IAC 3.0 L IDLE BETTER INSPECT EEC RELAY OK REPROGRAM PCM RELEASE VEH FROM CLE

Cust. Contact Date: 05/24/2002  
 Concern Comment:

Containment Status: Not Contained

Agent ID: stansl

The customer was having a problem with the vehicle turning over and not starting. The engine would start after the customer tried a few times. The concern was first noticed one week after the vehicle was purchased. The engine temperature was cold when the concern happened. The concern was intermittent and just happened the one time where it took a few times to start. The customer uses 87 regular unleaded octane. There were no noises associated with the concern. The vehicle is always parked outside and the vehicle sat for about 15 hours before being started.

SF\*\*:

2 (Medium)

Champion:

NONE

ESCAPE-027-0-3838

\* Satisfaction: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.  
 \*\* 30 DS occurs at 1545 days in service and 60 DS 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: 04/23/2002 - 05/22/2002  
Call Date - Actual: 07/01/2002 - 07/01/2002  
Purchase Date - Actual: 05/28/2002 - 05/28/2002  
Containment Block: Both Contained and Not Contained  
Plant: KANSAS CITY  
Cabin: Taurus Ford Default Concern Codes

Requested: 07/01/2001 - 06/22/2002  
Requested: 07/01/2002 - 07/01/2002  
Requested: 06/21/2001 - 06/06/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
- Within date range: 38  
- Cumulative MYTD: 4,755

2002 ESCAPE

VIN: 1F8CUM41220D10768	Build Date: 05/10/2002	30 DIS/90 DIS**:	34 / NA
Cust. Name: [REDACTED]	Purchase Date: 05/28/2002	Mileage - 30 DIS/90 DIS**:	1200 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sat.* - 30 DIS/90 DIS**:	10 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City: MONTPELIER, VT [REDACTED]		Gender:	[REDACTED]

Date	Repair Order	Repair Comments
05/21/2002	07394A	REMOVED INNER FENDER PANEL TO ACCESS WASHER RESERVOIR, FOUND HOSE DISCONNECTED, RECONNECT
06/13/2002	07396D	PERFORM EBC TEST, MONITOR DPFEFS AND FOUND VOLTAGE OUT OF SPECS, REMOVE AND REPLACE DPFE SENSOR

Cust. Contact Date: 07/01/2002      Containment Status: Not Contained      Agent ID: stankal

Concern Comment: The customer was having a problem with the vehicle idling and driving rough. The concern was first noticed about two weeks ago. The concern was intermittent and only happened the one time before the customer had it addressed. The AC or the heater were not on when the concern happened. The customer uses 81 regular octane in the vehicle. There were no noises associated with the concern. The engine was warm when the concern was exhibited, and there were no weather conditions associated with the concern. The roughness was felt throughout the vehicle. The dealership replaced a sensor in the engine to fix the concern.

SE \*\*: 1 (Low)      Champion: NONE

EP02-027-D 2531

\* 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 15MS days in service and 90 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: 05/01/2002 - 05/28/2002  
 Call Date - Actual: 07/03/2002 - 07/08/2002  
 Purchase Date - Actual: 07/01/2002 - 08/09/2002  
 Constraint Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Text: Ford Dealer Concern Codes

Reported: 07/31/2001 - 08/28/2002  
 Reported: 07/03/2002 - 07/08/2002  
 Reported: 08/21/2001 - 08/08/2002

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 42  
 - Cumulative MYTD: 4,822

2002 ESCAPE



VIN:	1FMCU88H82KD00001	Build Date:	05/15/2002	30 DIS/60 DIS**:	31 / NA
Cust. Name:	[REDACTED]	Purchase Date:	06/07/2002	Mileage - 30DIS/60 DIS**:	1800 / 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:	CHARLESTON, WV [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 07/03/2002      Constraint Status: Not Contained      Agent ID: jroesch

Concern Comment: The customer had a concern with the engine not starting. This concern only occurred once and took place two weeks after delivery. When this concern occurred the customer repeatedly turned the key in the ignition but the engine would not start. The customer also noticed a chirp from the vehicle and that the Anti-Theft light was flashing. The customer waited approximately five minutes and was then able to start the engine. The engine temperature was cold. The customer did not check the battery. The customer had no concerns with turning the key in the ignition. The vehicle still has the factory oil and the customer uses 87 octane for fuel. The vehicle was last driven by the customer yesterday. The vehicle is parked in the customers drive way. The customer has mentioned this concern to Stephens Auto Center Ford who recommended that she keep an eye on it and to mention it again if it re-occurs.

SIF \*\*\*:      1 (None)      Champion      NONE

EMK-027-0 3033

\* 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 4573 days in service.  
 \*\*\* Definition: Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.





### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 04/25/2002 - 05/29/2002  
 Call Date - Actual: 07/09/2002 - 07/09/2002  
 Purchase Date - Actual: 08/03/2002 - 08/06/2002  
 Containment Status: Both Contained and Not Contained  
 Plant: KANSAS CITY  
 Core Turn: Ford Default Concern Codes

Requested: 07/21/2001 - 08/29/2002  
 Requested: 07/09/2002 - 07/09/2002  
 Requested: 08/21/2001 - 08/08/2002

#### CC CODE: OVERALL VEHICLE

Total Customers Served  
 - Within date range: 13  
 - Cumulative BYTD: 4,856

#### 2802 ESCAPE

vin	1FMCU04142KD53960	Build Date:	06/23/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name:	[REDACTED]	Purchase Date:	08/05/2002	Mileage - 30 DIS/60 DIS**:	1400 / 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	Y/NA
Cust. City:	WILLINGBORO, NJ [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 07/09/2002      Containment Status: Not Contained      Agent ID: prehana  
 Concern Comment: The customer says upon start-up one day the engine hesitated. This occurred only once and it was about a month after vehicle delivery. No warning lights were illuminated. No changes in the vehicle's performance were noticed. She will address this concern with Town Ford at her convenience.

SEI\*\*\*: 1 (Low)      Champion: NONE

PNR2-0271-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 15000 days in service and 60 DIS occurs at 45000 days in service.  
 \*\*\* Satisfaction Impact Factor (SEI) scale is: 0=none, 1=low, 2=medium, 3=high.





### CONCERNS BY CATEGORIES

Build Date - Actual: 05/16/2002 - 06/14/2002  
 Call Date - Actual: 07/18/2002 - 07/18/2002  
 Purchase Date - Actual: 05/13/2002 - 05/16/2002  
 Containment Status: Built Contained and Not Contained  
 Plantlet: KANSAS CITY  
 Drive Type: Front Wheel Drive

Requested: 07/11/2001 - 06/14/2002  
 Requested: 07/18/2002 - 07/18/2002  
 Requested: 06/21/2001 - 06/18/2002

Ford Motor Company

CC CODE: OVERALL VEHICLE

Total Customers Surveyed  
 - Within date range: 19  
 - Cumulative MYTD: 4,904

2002 ESCAPE

VIN: 1F8CUM41E3D02200	Build Date: 05/16/2002	30 DIS60 DIS**	30 / NA
Cust. Name: [REDACTED]	Purchase Date: 05/16/2002	Mileage - 3026/60 DIS**	1000 / NA
Cust. Phone: [REDACTED]	Dealer Name: [REDACTED]	Veh. Product Quality Sct.** - 30 DIS60 DIS**	9 / NA
Cust. Address: [REDACTED]	Dealer Phone: [REDACTED]	Increase SAT to 9 or 10	NA/NA
Cust. City: DAYTON, OH [REDACTED]		Gender: [REDACTED]	

Cust. Contact Date: 07/18/2002  
 Concern Comment: The customer was having a problem with the vehicle not starting. The concern was intermittent and just happened the one time. The key would not turn over. The concern was first noticed the next day after the vehicle was purchased. The engine temperature was cold when the concern happened. The customer uses 89 octane in the vehicle. There were no noises associated with the concern. The customer does park the vehicle in the garage. The customer called the dealer and he advised her to bring the vehicle in if it happens again.

Containment Status: Not Contained  
 Agent ID: slanted

SF \*\*\*: 2 (High)  
 Concern: NONE

1800-827-4356

\* 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 DIS60 covers of 18948 days to service and 60 DIS60 covers of 45778 days to service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 04/10/2002 - 08/18/2002  
 Call Date - Actual: 07/24/2002 - 07/24/2002  
 Purchase Date - Actual: 08/11/2002 - 08/24/2002  
 Containment Status: Both Contained and Not Contained  
 Plant(s): KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/21/2001 - 08/18/2002  
 Requested: 07/24/2002 - 07/24/2002  
 Requested: 08/21/2001 - 08/24/2002

CC CODE: OVERALL VEHICLE

Total Customers Reviewed  
 - Within date range: 26  
 - Cumulative MYTD: 5,081

2002 ESCAPE

VIN:	1FMCU83192KD34711	Build Date:	04/10/2002	30 DIS/60 DIS**:	34 / NA
Cust. Name:	[REDACTED]	Purchase Date:	06/20/2002	Mileage - 30DIS/60 DIS**:	1900 / 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:	SACRAMENTO, CA [REDACTED]			Gender:	[REDACTED]

Cust. Contact Date: 07/24/2002      Containment Status: Not Contained      Agent ID: prehene

Concern Comment: The customer says that the engine would not start. This first occurred about two weeks after vehicle delivery. The engine temperature has been odd when this concern has occurred. She hasn't checked the battery as of yet. She was able to restart the vehicle right away and the key was turning fine at the times this concern occurred. She hasn't changed the oil as of yet and uses 88 octane fuel sometimes in the vehicle and other times 92 octane fuel. There was a noise associated with this concern and there were no interior or exterior lights on when this happened. It has occurred when trying to start the vehicle after it has sat overnight. It is generally parked in a garage. This concern has occurred twice and she plans on addressing it with Senator Ford on her first oil change.

SF \*\*: 1 (Low)      Champion: NONE

0802-027-0 2837

\* 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 4875 days in service.  
 \*\*\* Satisfaction Impact Factor (SIF) scale: 0-None, 1-Low, 2-Medium, 3-High.



### CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 05/20/2002 - 06/28/2002  
 Call Date - Actual: 06/07/2002 - 06/08/2002  
 Purchase Date - Actual: 05/25/2002 - 07/10/2002  
 Containment Status: Both Contained and Not Contained  
 Florida: KANSAS CITY  
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 08/28/2002  
 Requested: 08/07/2002 - 08/08/2002  
 Requested: 08/21/2001 - 07/25/2002

CC CODE: ONLY CONCERN

Total Customers Surveyed

- Within date range: 89

- Cumulative BYTD: 5,589

2002 ESCAPE

VIN: 1FMYU02122KD03770  
 Cust. Name: [REDACTED]  
 Cust. Phone: [REDACTED]  
 Cust. Address: [REDACTED]  
 Cust. City: MALMEILLE, AR [REDACTED]

Build Date: 06/19/2002  
 Purchase Date: 07/09/2002  
 Dealer Name: [REDACTED]  
 Dealer Phone: [REDACTED]

30 DHS60 DIS\*\* 31 / NA  
 Mileage - 30015/80 DIS\*\* 1600 / NA  
 Veh. Product Quality Set.\* - 30 DHS60 DIS\*\* 8 / NA  
 Increase SAT to 9 or 10 Y/N/A  
 Gender: [REDACTED]

Date	Repair Order	Repair Comments
07/18/2002	184366	AIR BAG DIAG RPL R FRONT SEAT BELT PRETENSIONER

Cust. Contact Date: 08/08/2002 Containment Status: Not Contained Agent ID: jproach

Concern Comment: The customer has a concern with a hesitation from the engine while accelerating. The customer first noticed this concern within the first week after delivery. This is a constant concern. Speed is not a factor with this concern. This concern occurs when accelerating from a lower speed. Generally, the A/C is on when this concern occurs. The customer will mention this concern to Fletcher-Tate Ford at her next oil change.

SEF\*\* 2 (Medium) Chempion: 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 DAYS means at 18436 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.

85802-027-0 0000

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Tuesday, September 10, 2002 8:06 AM  
**To:** Evans, Raymond (T.)  
**Subject:** FW: U-204 05 cp builds

***Gilbert Fournelle***

V6 U204 Calibration Engineering  
1AE27 Truck Engine Engineering (TEE)  
Phone:(313)3904988 Fax:(313)3231788

—Original Message—

**From:** Hockaday Jr., John (J.C.)  
**Sent:** Friday, September 06, 2002 8:00 AM  
**To:** Bogema, John (P.); Dalbo, Bob (R.L.); Fournelle, Gilbert (G.); Hurley, Robert (R.E.); Matzka, John (J.); Mikota, Dennis (D.P.); Woodring, Andrew (A.T.)  
**Subject:** FW: U-204 05 cp builds

Here is the latest from Roush.

***John Hockaday Jr.***

***Ford Motor Company***

V6 Escape- Powertrain Calibration  
Outfitters Powertrain Systems Engineering Department  
2000 Enterprise Drive, Allen Park, MI 48101 USA

Tel. 313-32-24001 E-mail: [jhockada@ford.com](mailto:jhockada@ford.com) <<mailto:jhockada@ford.com>>

—Original Message—

**From:** Simcik, Mathew (M.)  
**Sent:** Friday, September 06, 2002 7:58 AM  
**To:** Oszeki, John (J.C.); Shelton, Randy (R.); Hockaday Jr., John (J.C.); Cowher, Terry (T.)  
**Cc:** Bower, Paul (P.); Koopka, Tim (T.)  
**Subject:** U-204 05 cp builds

The break out box 10 foot front extension harness that your requirements list calls out for are not in stock at this time, the 10 foot leads are on back order due to a parts shortage at Debron. We have 8 foot front extension harness in stock will this be a problem if the 8 foot extension is installed, the 8 foot will reach the 2nd seating area?

The vehicles Effected

Hookaday's M1530531,532,533,534  
Shelton's M1530535,542,543  
Oszeki's M1530537,544,545  
Cowher's M1530539,540,541

***Math Simcik***

Instrumentation leader  
compact truck  
Roush 8

---

**From:** Suarez, Rhae (R.)  
**Sent:** Thursday, September 12, 2002 2:47 PM  
**To:** Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)  
**Cc:** Jaster, Daniel (D.C.); Marianos, Tom (T.E.)  
**Subject:** Escape Stall TSB approvals 97-4373 R3

Bob/Gilbert,

Currently the stall TSB has gone through a few approvals already. There are 2 more that are required that I am aware of.

**Global Template Calibration CD Approval - Tom Marianos**

**Global Template PSI Approval - Dan Jaster**

Also,

Here are the people I emailed about the IAC availability:

**SERVICE PART:** 1L8Z- 9F715-AA VALVE ASY - THROTTLE AIR BY-PASS  
**ENGINEERING PART:** 1L8E 9F715 AA ORIGIN: WERS  
**SUPPLIER LOC:** FINIS: 4448202  
**Vendor Part:** Fam Buy:  
**Motorcraft Part:** CX- 1911- Prime Suplr: H388P  
**Comperable Part:** Packager Cd:  
**Replaced Part:** YF1Z- 9F715-AA Mat Contents  
**Replcing Part:** Ship Mlt: 0  
**Buyer:** 1A1 CHRIS NIELSEN NBA Phone: 734-256-9886  
**Dmnd Anlyst:** Q55 SAM FERRISE NDA Phone: 734-523-3184  
**Prod Anlyst:** 807 ERIC HIGHTOWER (AGENCY) NPA Phone: 734-52-35451  
**Price Anlyst:** IB9 BRENTON GALEANO Prof's ID: BGALEAN1

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**From:** Fournelle, Gilbert (G.)  
**Sent:** Friday, September 13, 2002 8:14 AM  
**To:** Altoonian, Don (D.J.)  
**Subject:** RE: Question about DOHC engine

I left her a phone message to call me back. I'll try to get her vehicle sometime next week.

***Gilbert Fournelle***

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

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, September 12, 2002 4:50 PM  
**To:** Altoonian, Don (D.J.); Suman, Rhea (R.); Gilbert Fournelle  
**Subject:** FW: Question about DOHC engine

Don/Gilbert,

Can one of you please contact Pam Spence (see note below) and get her vehicle to install the latest fixes on K?

Rhea,

Please investigate the "tech alert" that says there is no fix for this issue.

Thanks,

***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](mailto:rdalbo@ford.com)

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

**From:** Fascetti, Bob (R.J.)  
**Sent:** Thursday, September 12, 2002 4:40 PM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** FW: Question about DOHC engine

Bob,

lets follow up with this person. She is local, and we should be able to take care of her. I just sent the note below to her.

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

**From:** Fascetti, Bob (R.J.)  
**Sent:** Thursday, September 12, 2002 4:38 PM  
**To:** Spence, Pam (P.S.)  
**Cc:** Sventickas, Ed (E.)  
**Subject:** FW: Question about DOHC engine

Pam,

we released a calibration fix for this on September 4th. You can get this new calibration reflashed at your dealer. I am out until next Tuesday, but please call me or Bob Dalbo, the Supervisor who is leading this, next week and we can go through the details on everything that can be done. I want to ensure we fix your vehicle...



Bob Fasoetti

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

From: Sventickas, Ed (E.)  
Sent: Thursday, September 12, 2002 4:07 PM  
To: Spence, Pam (P.S.)  
Cc: Fasoetti, Bob (R.J.)  
Subject: RE: Question about DOHC engine

Pam ... the person that can help is a old V Engine friend of ours...Bob Fasoetti ...there are several things that can be tried

*Ed Sventickas*

Manager of 2.5/3.0L V6  
Duratec Engines  
V-Engine Engineering  
Phone - 313 845 5080  
Fax - 313 594 7323  
esventic@ford.com  
Text Pager:313-851-0826

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

From: Spence, Pam (P.S.)  
Sent: Thursday, September 12, 2002 3:59 PM  
To: Sventickas, Ed (E.)  
Subject: Question about DOHC engine

Ed,

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  
313-322-8991 (W): 313-390-9100(Fax-secured)  
Tx Pager 313-795-4749 Pspence@Ford.com

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**From:** Fournelle, Gilbert (G.)  
**Sent:** Monday, September 16, 2002 1:30 PM  
**To:** Marlanos, Tom (T.E.)  
**Subject:** HEX FILE DOAR632

Tom,

Could you please send me DOAR632.HEX (2002 R10 Ford LEV for 3.0L Escape). I am looking at a customer vehicle with stall complaints and need to refresh it to the latest released calibration at the TEE building.

Thanks,

***Gilbert Fournelle***

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

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Monday, September 16, 2002 1:35 PM  
**To:** Berger, Eric (E.)  
**Subject:** FW: HEX FILE DOAR632

Eric,

Could you please send me the file since Tom is out of the office.

Thanks,

***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, September 16, 2002 1:30 PM  
**To:** Maranca, Tom (T.E.)  
**Subject:** HEX FILE DOAR632

Tom,

Could you please send me DOAR632.HEX (2002 R10 Ford LEV for 3.0L Escape). I am looking at a customer vehicle with stall complaints and need to reflash it to the latest released calibration at the TEE building.

Thanks,

***Gilbert Fournelle***

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

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Monday, September 16, 2002 4:59 PM  
**To:** 'dcunnin1@viateon.com'  
**Subject:** Escape throttle body

Dave,

I looked at a customer vehicle, 2002 3.0L Escape, which has a repeated stall complaint. The vehicle belongs to [REDACTED] (used to work at Rawsonville), she also complained about a sticking throttle body. I was wondering if you could get me a new throttle body for her vehicle in exchange of the old one. It does not appear that her throttle body has a low flow setting.

Thanks,

*Gilbert Fournelle*  
V6 U204 Calibration Engineering  
1AE27 Truck Engine Engineering (TEE)  
Phone:(913)3904988 Fax:(913)3231786

**From:** Steven Lintiac [SLintiac@mazdausa.com]  
**Sent:** Friday, September 20, 2002 4:29 PM  
**To:** 'rdalbo@ford.com'  
**Cc:** 'gfournel@ford.com'; 'darrel chin'; 'rsuarez8@ford.com'  
**Subject:** FW: Engine Quit service calibration field status (9/20/02)

\*\*\*Revised\*\*\*

Bob,

(This version includes Dan's comments.) BTW, thank you for the voice message!

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: Friday, September 20, 2002 10:51 AM  
> To: 'rdalbo@ford.com'  
> Cc: 'gfournel@ford.com'; Darrel Chin; 'rsuarez8@ford.com'  
> Subject: Engine Quit service calibration field status (9/20/02)

> Bob,

> I've attached verbatims from the replies received. To date, based on  
> hotline calls received, at least 100 vehicles have been reflashed  
> since  
> the calibration was released 9/6/02. There have been no comebacks  
> reported so far. Since it's only been 2 weeks that vehicles have been  
> running with the new calibration, we might want to give it more time  
> before coming to a conclusion.

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

> Hawaii

> AT THIS TIME, I WOULD CALCULATE THAT THE HAWAII DEALERS HAVE DONE  
> APPROXIMATELY 20-25 UNITS, I DO NOT HAVE A DEFINITE NUMBER AS THEY ARE  
> DOING THE BACK LOG OF CUSTOMERS AND ALSO INVENTORY VEHICLES. HAVE NOT  
> HAD

> ANY REPORT OF REOCCURANCE UP TO THIS POINT. SEVERAL TECHS INDICATED  
> THAT

> THEY FELT THE VEHICLE RAN A LITTLE BETTER, HAD A LITTLE MORE  
> ACCELERATION,

> ETC...

> Gulf Region

> My reply is: It is too early to determine, especially since very few  
> Tributes have had the update!  
>  
> NE Region  
> I have been currently running the updated calibration on a repurchase  
> vehicle since its release. The vehicle calibration is SJC2 or DOAR63W.  
> Before the calibration, the vehicle had a severe idle dip and almost  
> quit  
> once. Also when going into decel, the rpm would go to idle speed or  
> close  
> to it. With the service calibration, the rpm during decel will hang at  
> about 1100rpm and then drop to idle rpm under approx 25 mph. The start  
> up  
> seems to be ok, and the vehicle runs fine. Maybe it's me but it feels  
> just  
> a slight less responsive. But all in all it is good. My question will  
> be  
> when it starts to get cold outside and the amb temp and ect is lower.  
> I  
> guess we will see.. We will install in a EQP2 and check it out...

Approximately 25 or so vehicles from dealers that I have spoken to  
recently  
have flashed Tributes for stalling. I have not had or heard of any  
continued  
stalling on any of those vehicles. My friends Tribute was flashed last  
Saturday and his wife has only commented to say that the idle drop on  
decel  
is now corrected. She also said that the RPM during any deceleration is  
now  
higher. This weekend I will flash my wife's Tribute with the service  
calibration and let you know what her comments are.

> MW Region  
> I've applied the flash to two early production 01's, both vehicles  
> took  
> four to five cold starts before they would run smooth right after  
> start  
> up. The condition felt like a rapid idle hunt that lasted two to three  
> seconds then engine would stabilize and run smooth for the rest of the  
> warm up cycle. It seems that the condition was eliminated when the  
> ambient  
> temperature dropped into the 50's overnight, several days in a row.  
>  
> Hotline Manager  
> No comebacks reported. The new calibration appears to be fixing  
> concern  
> vehicles.  
>  
>  
> slcl

---

**From:** McCarthy, Fran (F.)  
**Sent:** Tuesday, September 24, 2002 7:39 AM  
**To:** Dalbo, Bob (R.J.); Rothweiler, Daniel (D.)  
**Cc:** Fournelle, Gilbert (G.); Fiorini, John (J.J.); Dumler, Jeff (J.D.); Toms, Reni (R.M.); Boose, Marsha (M.L.); Almoonian, Don (D.J.); Whitworth, Rudy (A.R.); Zaghat, Z. (.); McCarthy, Fran (F.)  
**Subject:** RE: Parts

Gentlemen:

The P0457 DTC is for the gas cap light on (strategy). There was no need to replace any parts once you cleared the DTC and ran the evap test and no DTCs were found.

The whole point of adding this light on the dash was to avoid unnecessary warranty by pinpointing whether the customer forgot to reinstall their gas cap. We need to get customers used to seeing this gas cap light on much the same as the "door ajar" light on the dash panel. The customers don't come into the dealer when the "door ajar" light is illuminated.

I have written a Special Service Message (SSM) that addresses this problem. Look for it shortly.

Fran McCarthy St. Clair (fmccarth)  
U152 & P207 EVMV D&R  
Stationery Components/Outfitters  
Phone: (313) 32-25718  
Fax: (313) 32-31153  
E-Mail: fmccarth@ford.com

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, September 23, 2002 5:47 PM  
**To:** Rothweiler, Daniel (D.); Dalbo, Bob (R.J.)  
**Cc:** Fournelle, Gilbert (G.); McCarthy, Fran (F.)  
**Subject:** RE: Parts

Thanks, Dan. We'll call Fran as soon as the parts get here.

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:** Dan Rothweiler [mailto:DRothwei@mazdausa.com]  
**Sent:** Monday, September 23, 2002 5:24 PM  
**To:** 'Bob Dalbo'  
**Cc:** 'Gilbert Fournelle'  
**Subject:** Parts

Bob, I sent the PCM to you today for delivery on Wednesday. I sent it FEDEX. Along with it you will find the VMV that I replaced from the vehicle that I was talking about on last weeks conference call. Please get the VMV to Fran McCarthy ASAP. The PCM set P0457 code for small evaporative leak and essentially couldn't be diagnosed by the technician. The WDS Evap test passed every time. The system was tested with a smoke machine and no leaks were present. I believe that the VMV was causing the DTC as I have fixed these types of situations before with VMV replacement. Also this vehicle was in some time ago for a stall on decel and the dealer did the calibration and the TSB so the VMV may be the root of that as well.

Let me know if you have any questions.

Daniel H. Rothweiler  
Mazda North American Operations  
Fixed Operations Technical Specialist  
Office: 732-868-2135  
Fax: 214-442-5222  
Cellular: 732-547-8578



---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Monday, July 22, 2002 8:07 AM  
**To:** Kolver, Aaron (A.)  
**Cc:** Harrison, Darius (D.A.); Hell, Kevin (K.T.)  
**Subject:** RE: 2003 Cert Trucks Ready for Motorola Wiring Update

Aaron,

What size tire is on the vehicle (I usually contain all info in the cal and do not use the VID block for cert trucks)?

Thanks,

*Gilbert Fournelle*

V8 U204 Calibration Engineering  
1AE27 Truck Engine Engineering (TEE)  
Phone:(313)3904968 Fax:(313)3231768

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

**From:** Kolver, Aaron (A.)  
**Sent:** Monday, July 22, 2002 7:30 AM  
**To:** Fournelle, Gilbert (G.)  
**Subject:** FW: 2003 Cert Trucks Ready for Motorola Wiring Update

Gilbert,

The veh. is ready for the reflash you can send the MCS file whenever. Please send to agarag and Co.. myself and Kevin Hell

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

**From:** Harrison, Darius (D.A.)  
**Sent:** Monday, July 22, 2002 7:27 AM  
**To:** Kolver, Aaron (A.)  
**Subject:** FW: 2003 Cert Trucks Ready for Motorola Wiring Update

Please talk with Gilbert to arrange the calibration update for 586.

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

Allen Park Test Laboratory  
Tel: 313-323-9296  
Fax: 313-390-1243  
dharr70@ford.com

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

**From:** Fournelle, Gilbert (G.)  
**Sent:** Monday, July 22, 2002 6:53 AM  
**To:** Harrison, Darius (D.A.)  
**Subject:** RE: 2003 Cert Trucks Ready for Motorola Wiring Update

Darius,

The calibration is being released today. I can supply you/APTL with an MCS files at any time.

**Gilbert Fournelle**

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

—Original Message—

From: Harrison, Darius (D.A.)  
Sent: Friday, July 19, 2002 11:47 AM  
To: Jordan, Donald (D.E.); 'Tahir Hussain (E-mail)'  
Cc: Fagerman, Todd (T.M.); Namatollahi, Sonya (S.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)  
Subject: RE: 2003 Cert Trucks Ready for Motorola Wiring Update

On Thursday afternoon (7/18/02), Tahir was able to supply me with one set of new wiring. I have asked for more parts for the other 3 vehicles.

Even if one vehicle is updated, we still require a reflash of the pcm with the new calibration. Has the new calibration been released?

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

Allen Park Test Laboratory  
Tel: 313-323-6296  
Fax: 313-390-1243  
dhan170@ford.com

—Original Message—

From: Jordan, Donald (D.E.)  
Sent: Friday, July 19, 2002 11:01 AM  
To: Tahir Hussain (E-mail)  
Cc: Fagerman, Todd (T.M.); Namatollahi, Sonya (S.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Harrison, Darius (D.A.); Jordan, Donald (D.E.)  
Subject: RE: 2003 Cert Trucks Ready for Motorola Wiring Update

Tahir, as of last night, you were going to get ahold of Darius and arrange to update his vehicle for cert. testing. Have you gotten with him? Please update me.  
Thanks,

Donald E. Jordan, P.E.  
U204 OPD E/E Systems & EDS  
(313) 32-25147  
Pager: T (djordan1) or 313-795-4342

—Original Message—

From: Dalbo, Bob (R.J.)  
Sent: Thursday, July 18, 2002 5:55 PM  
To: Jordan, Donald (D.E.)  
Cc: Fagerman, Todd (T.M.); Namatollahi, Sonya (S.); Gilbert Fournelle  
Subject: 2003 Cert Trucks Ready for Motorola Wiring Update

Don,  
Todd Fagerman at VEE called to say he had installed the Motorola DPFE hardware on and was ready for the wiring update. Please contact him as soon as you can to check out the truck.

I'll be on vacation Friday, so if you need help with this contact Gilbert Fournelle.

Thanks for your help with this,

**Bob Dalbo**

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31786  
Pager: (313) 785-2858 Email: rcalbo@ford.com

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, July 24, 2002 8:21 AM  
**To:** Suarez, Rhae (R.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Price, Martin (M.); Altoonian, Don (D.J.)  
**Subject:** RE: Stall

I talked to the dealer and recommended the TSB & ISM items.

***Muriel Sanders***

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

—Original Message—

**From:** Suarez, Rhae (R.)  
**Sent:** Wednesday, July 24, 2002 8:13 AM  
**To:** Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Price, Martin (M.); Altoonian, Don (D.J.)  
**Subject:** Stall

I am still a little worried about all the steps we have in the TSB. Here is another example of the tech doing the TSB but because they were unable to duplicate the concern nothing was changed.

Rpt#: 2GWCM008 NHL Rpt: 07/23/2002 Odom: 3,705 M  
Rvwd: \_ File: \_ Folder: 02005769 2 Images: 0 Print Smy/Disp Detail(P/D): \_  
Vehicle: 2002 ESCAPE 4X4\_XLT ,WAGON 1FMYU04102KB67309 Bid: 12/21/2001  
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES  
Dealer Id: 02744 Campbell Ford Lincoln-Mercury, Ph#: (616) 687-0130  
State: Michigan City: Niles Orig/Caller: ANDREW LEE  
Symptom: 6 07 5 00 DRVABL,STALL,QUITS,ACCELERATION,OTHER-CODE NA  
Addl Sym: St: OORG/EPRC: \_ Rvwd: Dt:  
Fbc Caus. Comp: - Condition Code:  
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 48 Detroit - 48  
Engineering: Phone: TAR:  
Dir Contact: Phone: TRfc Cde: T  
REPAIR VEHICLE WAS BROUGHT IN FOR STALL CONCERN. TECH HAS YET TO DUPLICATE  
HAS CHECKED ALL THE ISSUES MENTIONED ON TSB. THIS IS THE SECOND TIME  
VEHICLE COMES IN FOR SAME CONCERN.  
RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)  
SUGGESTED TO REPLACE THROTTLE BODY, IAC, DPFEAND VMY. CHECK G104 AND  
G105 AND OXP HARNESS NEAR AC COMPRESSOR.

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 24, 2002 11:12 AM  
**To:** Suarez, Rhee (R.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Price, Martin (M.); Altoonian, Don (D.J.)  
**Subject:** RE: Stall

Ray,  
I'm also concerned that the TSB won't be effective even if the contents in aggregate are. What can we do to improve the confidence of successful TSB implementation?

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84847 Fax: (313) 32-31788  
Pager: (313) 785-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—

**From:** Suarez, Rhee (R.)  
**Sent:** Wednesday, July 24, 2002 8:13 AM  
**To:** Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Price, Martin (M.); Altoonian, Don (D.J.)  
**Subject:** Stall

I am still a little worried about all the steps we have in the TSB. Here is another example of the tech doing the TSB but because they were unable to duplicate the concern nothing was changed.

Rpt#: 2GWCM008 NHL Rpt: 07/23/2002 Odom: 3,705 M  
Rvw: \_ File: \_ Folder: 02005769 2 Images: 0 Print Smy/Disp Detail(P/D): \_  
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04102KB67309 Bid: 12/21/2001  
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES  
Dealer Id: 02744 Campbell Ford Lincoln-Mercury, Ph#: (616) 687-0130  
State: Michigan City: Niles Orig/Caller: ANDREW LEE  
Symptom: 6 07 5 00 DRVABL,STALL,QUITS,ACCELERATION,OTHER-CODE NA  
Addl Sym: St: CCRG/EPRC: \_ Rvw: Dc  
Fix: Caus. Comp: - Condition Code:  
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 48 Detroit - 48  
Engineering: Phone: TAR:  
Dir Contact: Phone: Title Cde: T  
REPAIR VEHICLE WAS BROUGHT IN FOR STALL CONCERN. TECH HAS YET TO DUPLICATE  
HAS CHECKED ALL THE ISSUES MENTIONED ON TSB. THIS IS THE SECOND TIME  
VEHICLE COMES IN FOR SAME CONCERN.  
RECOMM TSB 02-11-05 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)  
SUGGESTED TO REPLACE THROTTLE BODY, IAC, DPFEAND VMV. CHECK G104 AND  
G105 AND CKP HARNESS NEAR AC COMPRESSOR.

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Monday, July 29, 2002 7:20 AM  
**To:** Lintiac, 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 Q204 Calibration Engineering  
1A27 Truck Engine Engineering (TEE)  
Phone: (313)3904968 Fax: (313)3231786

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

**From:** Steven Lintiac [mailto:SLintiac@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:** Fournelle, Gilbert (G.)  
**Sent:** Monday, July 29, 2002 8:03 AM  
**To:** Hardy, Larry (L.A.)  
**Co:** Bogema, John (P.); Matesa, John (J.)  
**Subject:** FN038I APR

Larry,

Could you please lift the FN038I APR for

**User:** GFOURNEL, JBOGEMA, JMATESA  
**Program:** 3.0L U204  
**Market:** 2001/2002 calibration - all markets

The transfer function is carried over from the MY 2001 original program. This calibration release is intended to improve our start robustness.

Thanks,

*Gilbert Fournelle*

V6 U204 Calibration Engineering  
1AE27 Truck Engine Engineering (TEE)  
Phone:(313)3904968 Fax:(313)3231788



**From:** Noteboom, Jim (J.E.)  
**Sent:** Tuesday, July 30, 2002 11:27 AM  
**To:** Sanders, Muriel (M.S.); Altoonlan, Don (D.J.); Bauer, Scott (S.C.); Bhowani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); 'Gary Powell'; Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); 'Dan Rothweller'; De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duvall, Allen (A.W.); Faschetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Gilles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzung (D.H.); Lintiac, Steven (S.); Linda, Peter (P.A.); Liu, Jans (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Matea, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); 'Morpan, Tom'; Morishima, Shigeki (S.); 'Navsed Khan'; Nematollahi, Sonya (S.); 'Nikofal, Bernie'; Orman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Shah, Kiran (K.C.); Shirahhi, Masaru (M.); Stippenbauer, Jeffrey (J.R.); Suarez, Phee (P.); Takaeawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.); Young, Lem (L.)  
**Subject:** RE: U204 Stall Investigation, 7-28-02

VEH: '02 Escape                      VIN: 1FMCU04112KD11749                      BUILT: 4-11-02  
MILES: 1650

CUSTOMER: [REDACTED]                      LOCATION: Northglenn, Colo.

COMPLAINT: Stalls in slow traffic. Note: the stall occurs in the same location (80th between Wedsworth and 36) as the previous vehicle; checked this out and there are high tension lines crossing the road there.

**TSB and SSM results:**

- IAC=94%
- EVAP system passed.
- DPFE and EEC relay are the latest.
- Keys do not have excessive weight.
- All related grounds were secure.

Based on the stall location and the possibility of RFI, the MAF was updated to a 1L2Z-BA.

Also on this vehicle the battery was leaking from the seam on the corner opposite the negative post (see photos). The customer stated that when the vehicle was purchased, the original batt. was dead and was replaced. This batt. was not a service piece but looked like original equipment so it's history is in question. A new service batt. was installed.

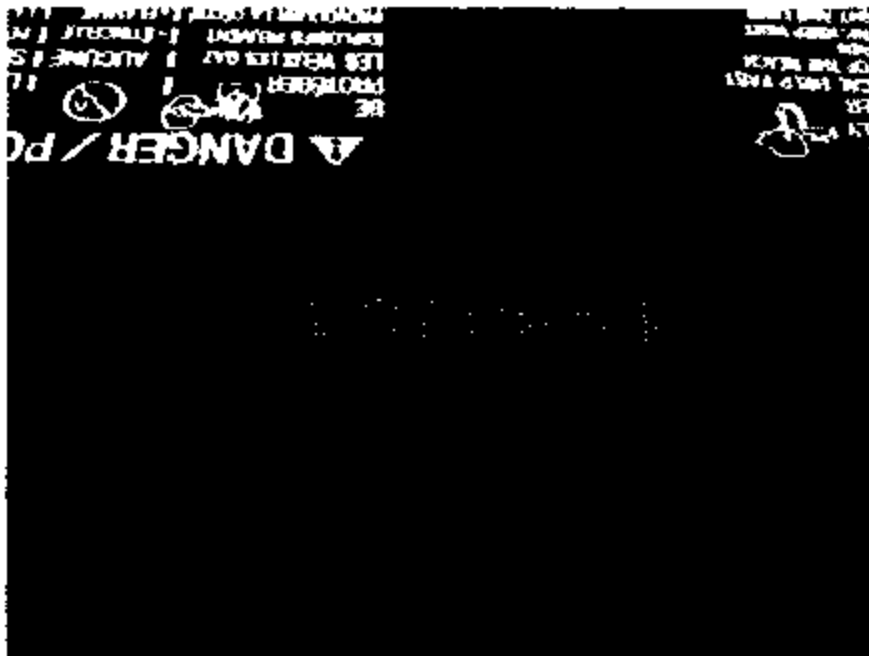
  
MVC-039F.JPG

Serial no.

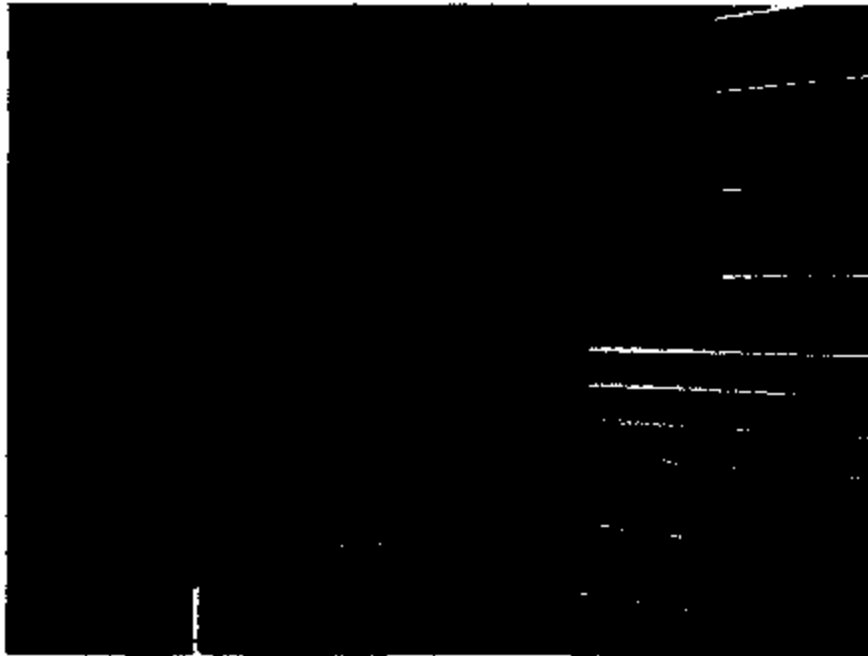
  
MVC-040F.JPG

Acid drip from seam.

**Jim Notsboom**  
**Powertrain Field Quality Specialist/Denver**  
**Phone: 303.874.4015 FAX: 303.874.5730**  
**Cell: 303.921.2076**



Name: MVC-039P.JPG



Name: MVC-040F.JPG

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 30, 2002 5:17 PM  
**To:** Turner, Donald (D.A.)  
**Cc:** Klarr, Jerry (G.T.); Corbett, Sandra (S.M.); Dakhlallah, Hassan (H.A.); Von Linsowe, Mark (M.W.); Sanders, Muriel (M.S.); Gilbert Fournelle  
**Subject:** Escape Engine Stalls Wiring Issue Summary

Mr. Turner,  
Per Jerry Klarr's request, we had the following wiring issues on the 3.0L Escape/Tribute that contributed to stalling:

**Power Distribution Box Pin Insertion:**

Terminals connecting to the EEC power relay were not fully inserted into the PDB. This manifested itself as intermittent contacts/stalls. The supplier (Lear) implemented corrective actions that successfully addressed the problem.

**EEC Power Relay/PDB Vibration:**

OMRON relays in the U204 PDB would cause a stall when lightly tapped in a vertical direction. The relay behaved acceptably when tested on a bench. Individual relays that would result in Escapes stalling when lightly tapped could be installed in Explorers and would not cause stalls even when severely struck. Changing to Hella relays resolved this issue.

**Ground Connections:**

Several ground eyelets (G100, G101, G102/103, G104/105) caused stalls when loose/not fully tightened. These have all been made inverted delta items at KCAP. The G104/105 grounds are attached to the body beneath the battery and appear to be unusually subject to corrosion - I would recommend changing this practice.

**Water Intrusion/Other Terminal Issues:**

Connectors C270B, C270C, C270D, C110, and C133 on various vehicles have had water intrusion. This caused corrosion and terminal damage resulting in stalls. Other terminal damage in these connectors, either from harness manufacture or vehicle assembly, has also caused stalls.

**Wiring Harness to PCM Connection (C175):**

Several vehicles stalled when the wiring harness to the PCM was pulled/bent/wiggled. Loose or burnt pins have been identified on some connectors. Replacing the wiring harness and/or PCM has corrected those issues.

**Crank Position Sensor Wiring:**

Some vehicles stalled because the crank position sensor wiring was chafed on the A/C compressor pulley and intermittently shorted to ground.

***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](mailto:rdalbo@ford.com)

---

**From:** ichikawa.i@mazda.co.jp  
**Sent:** Tuesday, July 30, 2002 11:08 PM  
**To:** toda2@ford.com; kszozepa@ford.com; shirahashi.m@pt.mazda.co.jp; bromgee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp; scorbell@ford.com; fujioka.ke@mazda.co.jp; skwon@ford.com; hyeung@ford.com; gloumal@ford.com; rdaibo@ford.com; okada.i@mazda.co.jp; ohga.m@mazda.co.jp; daltoonl@ford.com; jprmes1@ford.com  
**Cc:** yamada.hid@mazda.co.jp  
**Subject:** 7/25 U204/J14 FORD/MAZDA PT OPD MEETING

To Team

Ford/Mazda P/T OPD Audio meeting will be held on August 1st.

Agenda that Mazda proposed is below.

Attention ; Phone Line# was changed. (from Kar's line(?) to Shirahashi's line....)

[Agenda]

1. IAC change to Finned Pintle (2001MY & 2002MY Service) - C11380555

1) Mazda request to change "SSD status" from "U" to "S" on WERS.

Mazda Engineer found that there is "SSD = U" status on WERS NPSD Screen.

In order to resolve field stall concerns rapidly, we should change "SSD status" from "U" to "S".

SSD ; Service Stock Disposition

U ; Use stock parts

S ; Scrap stock parts

Mazda would like to know Ford intent.

2. Engine stall robustness calibration change

Mazda agreed the calibration change for EU/JPN supposing NO effect Fuel Economy and Emission.

Mazda would like to confirm the status below.

1) Have you confirmed the effect on Fuel Economy and Emission for EU market?

Dalbo-san said that they will finish the evaluation for EU within last week.

Please send us the report , if available.

2) Have you confirmed the effect on Fuel Economy and Emission for JPN

market?

Dalbo-san said that they will finish the evaluation for JPN within this week.

When you get the result of this, please send us.

[ Date/Location ]

USA 1-August-2002 AM 7:00-8:30 Location Unknown

JPN 1-August-2002 PM 8:00-9:30 MAZDA Technical Main Bldg. 2F

# 221

Audio Conference Room

- Audio Meeting -

Domestic: 877-877-7127

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

International: 630-424-2071

Pass code: 8843917 #

Moderator code: 1898917#

Thank you.

Junichiro 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:** Grimes, Jeff (J.R.)  
**Sent:** Wednesday, July 31, 2002 8:32 AM  
**To:** Ichikawa, Jiyunichiro (J.); Oda, Tamaki (T.); Szczepanski, Kyoko (K.); Shirahashi, Masaru (M.); McGee, Brett (B.L.); Takubo, Hirochi (H.); Hamano, Naomichi (N.); Corbett, Sandra (S.M.); Fujjoka, Kenji (K.); Kwon, Soon (S.K.); Yeung, Lem (.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Okada, Itsuasi (I.); Ohga, Muneyuki (M.); Altoonian, Don (D.J.); Marynowski, Jan (J.M.); Arnold, James (J.A.)  
**Co:** Yamada, Hideki (H.)  
**Subject:** RE: 7/25 U204/J14 FORD/MAZDA PT OPD MEETING

Ichikawa-san, Thank you, and the Mazda team for agreeing to introduce the improved IAC valve for the U204, J14, and J16L programs.

I agree with Mazda's position that the SSD field should be "Scrap" and have modified the 'B' screen accordingly.

Additionally, the subject concern (C11390555) releases the new IAC for post-model service for J14 and U204. Can you please clarify that J16L accepts this as well.

Jeff Grimes  
Outfitter's Liaison  
Duratec Engine Programs  
Ph: 313-322-5237  
e-mail: jgrimes1@ford.com

—Original Message—

**From:** Ichikawa, Jiyunichiro (J.) [mailto:ichikawa.j@mazda.co.jp]  
**Sent:** Tuesday, July 30, 2002 11:08 PM  
**To:** toda2@ford.com; kszczepa@ford.com; shirahashi.m@pt.mazda.co.jp; bmcgee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp; scorbett@ford.com; fujjoka.ke@mazda.co.jp; skwon@ford.com; lyeung@ford.com; gfournelle@ford.com; rdalbo@ford.com; okada.i@mazda.co.jp; ohga.m@mazda.co.jp; daltoon1@ford.com; jgrimes1@ford.com  
**Cc:** yamada.hid@mazda.co.jp  
**Subject:** 7/25 U204/J14 FORD/MAZDA PT OPD MEETING



To Team

Ford/Mazda P/T OPD Audio meeting will be held on August 1st.

Agenda that Mazda proposed is below.

Attention ; Phone Line# was changed. (from Kar's line(?) to Shirah's line....)

[Agenda]

1. IAC change to Finned Pintle (2001MY & 2002MY Service) - C11390555

1) Mazda request to change "SSD status" from "U" to "S" on WERS.

Mazda Engineer found that there is "SSD = U" status on WERS NPSD Screen.

In order to resolve field stall concerns rapidly, we should change "SSD status" from "U" to "S".

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Please send us the report , if available.

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Dalbo-san said that they will finish the evaluation for JPN within this week.

When you get the result of this, please send us.

[ Data/Location ]

USA 1-August-2002 AM 7:00-8:30 Location Unknown

JPN 1-August-2002 PM 8:00-9:30 MAZDA Technical Main

Bldg. 2F

# 221

Audio Conference Room

- Audio Meeting -

Domestic:877-877-7127

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

International: 630-424-2071

Pass code: 6643917 #

Moderator code: 1698917#

Thank you.

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:** Fournelle, Gilbert (G.)  
**Sent:** Wednesday, July 31, 2002 11:52 AM  
**To:** Ichikawa, Jiyunichiro (J.); Oda, Tamaki (T.); Szczepanski, Kyoko (K.); Shirahashi, Masaru (M.); McGee, Brett (B.L.); Takubo, Hirochi (H.); Hamano, Naoumi (N.); Corbett, Sandra (S.M.); Fujioka, Kenji (K.); Kwon, Soon (S.K.); Yeung, Lem (.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Okada, Itsumei (I.); Ohga, Muneyuki (M.); Altoonien, Don (D.J.); Grimes, Jeff (J.R.)  
**Co:** Yamada, Hideki (H.)  
**Subject:** RE: 7/25 U204J14 FORD/MAZDA PT OPD MEETING

Ichikawa-san,

Attached are the results of the Japan emissions testing. Please be aware not that we have not established a correlation between the emissions testing done at APTL and the testing done in Japan. The results show the 2003 R00 production release as previously tested in Dearborn and show the new results with the planned running change R10 as describe in C11390580.

The EU testing will be completed by the end of this week. I will send the results as soon as they become available

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:** Tuesday, July 30, 2002 11:08 PM  
**To:** toda2@ford.com; kszczepa@ford.com; shirahashi.m@pt.mazda.co.jp; bmcgee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp; scorbett@ford.com; fujioka.ke@mazda.co.jp; skwon@ford.com; lyeung@ford.com; gfournel@ford.com; rdalbo@ford.com; okada.i@mazda.co.jp; ohga.m@mazda.co.jp; daltoon1@ford.com; jgrimes1@ford.com

Cc: yamada.hid@mazda.co.jp

Subject: 7/25 U204/J14 FORD/MAZDA PT OPD MEETING

To Team

Ford/Mazda P/T OPD Audio meeting will be held on August 1st.

Agenda that Mazda proposed is below.

Attention ; Phone Line# was changed. (from Karl's line(?) to Shirahsi's line....)

[Agenda]

1. IAC change to Finned Pinfile (2001MY & 2002MY Service) - C11390555

1) Mazda request to change "SSD status" from "U" to "S" on WERS.

Mazda Engineer found that there is "SSD = U" status on WERS NPSD Screen.

In order to resolve field stall concerns rapidly, we should change "SSD status" from "U" to "S".

SSD ; Service Stock Disposition

U ; Use stock parts

S ; Scrap stock parts

Mazda would like to know Ford intent.

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Mazda agreed the calibration change for EU/JPN supposing NO effect Fuel Economy and Emission.

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Please send us the report, if available.

2) Have you confirmed the effect on Fuel Economy and Emission for JPN market?

Dalbo-san said that they will finish the evaluation for JPN within this week.

When you get the result of this, please send us.

[ Date/Location ]

USA 1-August-2002 AM 7:00-8:30 Location Unknown

JPN 1-August-2002 PM 8:00-9:30 MAZDA Technical Main

Bldg. 2F

# 221

Audio Conference Room

- Audio Meeting -

Domestic: 877-877-7127

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

International: 830-424-2071

Pass code: 8843917 #

Moderator code: 1689917#

Thank you.

Junichirou Ichikawa

PT Program Develop. Promotion Gr.

E-mail ; [ichikawa.j@mazda.co.jp](mailto:ichikawa.j@mazda.co.jp)

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

Fax ; +81-82-287-5115

<< File: vehicle checkout.doc >>

The tiff preview images in the Word file are a little crude. If you want a higher resolution image, you can either print it out on a postscript printer or create a pdf file using adobe distiller.

**Kelvin Dobbins**  
Senior Technical Specialist  
Powertrain Controls Research and Development  
Ford Research Laboratories  
Gas Turbine Laboratory, Rm. 1115  
Phone: 313-322-0457  
Fax: 313-317-7404  
email: kdobbins@ford.com

Please contact me if you would like to discuss further.

Regards,

**Bill Goodwin**  
Product Design Engineer, Ignition Systems  
V Engine Engineering, Ford Motor Company  
Tel: 313 337-8579 Fax: 313 380-4084  
email: wgoodwin@ford.com  
textpage mailto:3137980571@alphapage.airtouch.com

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

**From:** Notaboon, Jim (J.E.)  
**Sent:** Tuesday, July 30, 2002 11:27 AM  
**To:** Sanders, Muriel (M.S.); Altocrian, Don (D.J.); Bauer, Scott (S.C.); Bhojwani, Kamel (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chick, John (J.); Chin, Ming-Hsiu (M.H.); Chin, Daniel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (B.); Dan Rothweiler; De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duval, Alan (A.W.); Fuscetti, Bob (B.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Goldsack, Renata (R.V.); Goodwin, William (W.R.); Grenat, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Hart, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kamel, Shirji (S.); King, Robert (R.P.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); La, Daung (D.H.); Lisiaco, Steven (S.); Lunde, Peter (P.A.); Liu, Jant (J.); Mandzuk, Roger (R.S.); Marck, Edmond (E.C.); Matosa, John (J.); Meurer, James (J.S.); Mazzella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); Naveed Khan; Nematalahi, Somya (S.); Nikotal, Bernir; Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquezous, Aiden (A.P.); Shah, Kren (K.C.); Shiraihi, Masaru (M.); Silgenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Vasindra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (L.H.W.); Young, Lem (L.)  
**Subject:** RE: U204 Stall Investigation, 7-26-02

**VEH:** '02 Escape      **VIN:** 1FMCU04112KD11749      **BUILT:** 4-11-02  
**MILES:** 1650  
**CUSTOMER:** Carol Segety / 303-252-8278 (home)      **LOCATION:** Northglenn, Colo.  
**COMPLAINT:** Stalls in slow traffic. Note: the stall occurs in the same location (80th between Wadsworth and 36) as the previous vehicle; checked this out and there are high tension lines crossing the road there.

**TSB and SSM results:**

- IAC=34%
- EVAP system passed.
- DPFE and EEC relay are the latest.
- Keys do not have excessive weight.
- All related grounds were secure.

Based on the stall location and the possibility of RFI, the MAF was updated to a 1L2Z-BA.

Also on this vehicle the battery was leaking from the seam on the corner opposite the negative post (see photos). The customer stated that when the vehicle was purchased, the original batt. was dead and was replaced. This batt. was not a service piece but looked like original equipment so it's history is in question. A new service batt. was installed.

<< File: MVC-039F.JPG >>  
Serial no.

<< File: MVC-040F.JPG >>  
Acid drip from seam.

Jim Noteboom  
Powertrain Field Quality Specialist/Denver  
Phone: 303.874.4015 FAX: 303.874.5730  
Cell: 303.921.2076

**From:** lchikawa.l@mazda.co.jp  
**Sent:** Thursday, August 01, 2002 12:31 AM  
**To:** toda2@ford.com; kazozepa@ford.com; shiraleh.m@pt.mazda.co.jp; bmcgee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp; acorbett@ford.com; fujioka.ka@mazda.co.jp; skwon@ford.com; lyeung@ford.com; gfournel@ford.com; rdalbo@ford.com; okada.l@mazda.co.jp; ohpa.m@mazda.co.jp; daltoonl@ford.com; jgrimes1@ford.com  
**Cc:** yamada.hid@mazda.co.jp  
**Subject:** <Revised> 8/1 U204/J14 FORD/MAZDA PT OPD MEETING

RE: 7/25 U204/J14  
FORD/MAZDA P... To Team

I eliminated Agenda#1 (IAC change to Finned Pintle - C11390555) because of resolving issue.  
It is only one item today.

Ford/Mazda P/T OPD Audio meeting will be held on August 1st.  
Agenda that Mazda proposed is below.  
Attention ; Phone Line# was changed. (from Kar's line(?) to Shiraleh's line....)

[Agenda]

1. Engine stall robustness calibration change  
Mazda agreed the calibration change for EU/JPN supposing NO effect Fuel Economy and Emission.  
Mazda would like to confirm the status below.
  - 1) The effect on Fuel Economy and Emission for JPN market  
Mazda received attached test data from Fournelle-san today.  
We have a problem about 10-15 mode F/E data.  
We need to discuss the next step.
  - 2) The effect on Fuel Economy and Emission for EU market  
Mazda received first test data from Fournelle-san today.  
A second confirmation test will be run by the end of the week.

2. Walk in



[ Date/Location ]

USA 1-August-2002 AM 7:00-8:30 Location Unknown

JPN 1-August-2002 PM 8:00-9:30 MAZDA Technical Main

Bldg. 2F

# 221

Audio Conference Room

- Audio Meeting -

Domestic: 877-877-7127

Ford Net: 7 (Shiraishi-san know...)

International: 630-424-2071

Pass code: 6643917 #

Moderator code: 1698917#

Thank you.

Junichiro 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:** Sanders, Muriel (M.S.)  
**Sent:** Thursday, August 01, 2002 12:15 PM  
**To:** Fournelle, Gilbert (G.)  
**Subject:** FW: Latest U204 Stall AWS Analysis

*Muriel Sanders*


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

—Original Message—

**From:** Duval, Allen (A.W.)  
**Sent:** Thursday, August 01, 2002 12:11 PM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Le, Dung (D.H.); Dalbo, Bob (R.J.)  
**Subject:** Latest U204 Stall AWS Analysis

Hi Muriel: This is the latest. Please forward to Ford Personnel only!

Thanks!

  
cape\_stalls\_latest  
df

Regards:

*Allen DuVal*

RIE, Outfitters Chassis Quality

✉ PDC, 1D-257, MD-172

☎ (313)-84-54714

Acrobat Reader



Acrobat Reader

Acrobat Reader



Escape\_Stalls\_Intest.pdf

---

**From:** Maloney, Michelle (M.M.)  
**Sent:** Thursday, August 01, 2002 12:31 PM  
**To:** Fournelle, Gilbert (G.)  
**Subject:** FW: Calvin Update

As requested...

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

**From:** Prucha, Thomas (T.G.)  
**Sent:** Tuesday, July 30, 2002 5:36 PM  
**To:** Maloney, Michelle (M.M.)  
**Subject:** RE: Calvin Update

We are currently running 2.3.2. If you use a PCMCIA Ethernet adaptor, or an integrated Ethernet adaptor, as we recommend for CALVIN, and you have another Ethernet adaptor available (such as a docking station) then you can keep the two network configurations on your machine indefinitely for easy connection to either the CALVIN network or your building network. Here is a link to our network install, should you be able to run your CALVIN laptop on the building network.

\\pt2593\MYINSTALL

Click on CALVIN.BAT to start the install.

If you'd rather have a CD, let me know and we'll make you one. The CALVIN "GOLD DOT" hardware level is not a requirement with 2.3.2, but you'll want to get your hardware upgraded to that level eventually. You really would benefit from our new POD cable design if you plan on running the CALVIN analog data acquisition system. So the software version, hardware version, and cable versions are mutually exclusive of one another, but you should strive to get to the latest level for all. Please contact John Platak (JPIATAK) to schedule your GOLD DOT upgrades. If you only need one or two POD cables, we might be able to make them up for you, rather than wait for the production cables. Please call or write if you need further assistance.

*Thomas G. Prucha*

*Calibration Tools Systems Engineer  
R&VT-Caps, Algorithm Design Engineering & Process Tools  
Software Electronics Support Section*

*Ford Motor Company  
Powertrain Operations Engine Engineering  
21500 Oakwood Blvd.  
Dearborn, MI USA 48121  
Phone: (313) 328-3187  
Mobile: (588) 654-6400  
Mail Drop 74, Cube EP181*

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

**From:** Maloney, Michelle (M.M.)  
**Sent:** Tuesday, July 30, 2002 1:28 PM  
**To:** Prucha, Thomas (T.G.)  
**Subject:** Calvin Update

Hi Tom,

I am working on the 2.3L U204 calibration. Can you help me get the latest level of Calvin software? Apparently, I need this to run the CP level black oak. Also, is the Calvin hardware update required to be compatible with the latest software? I am currently using version 2.3 and I have the green dot.

Thank you,  
Michelle Maloney  
2.3L Powertrain Development  
1AE32 Truck Engine Engineering  
(313) 59-40908

---

**From:** Waud, Sachiko (S.)  
**Sent:** Friday, August 02, 2002 4:06 AM  
**To:** Bogema, John (P.); Fujoka, Kenji (K.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonlan, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Shirahshi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochih (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.); Yamamoto, Nobuhiro (N.); Inoue, Hiroshi (H.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

John,

Please find the attached PAS for all of these mazda numbers you need.  
I thought that all the parts were already provided by the mazda engineers since I found all the parts were added to NPSD screen in this notice.  
But, I verified with Fujoka-san and some of the mazda numbers in NPSD screen are not correct.  
Please make sure that these mazda part numbers in this file will be used as I don't have authorization to correct part numbers in NPSD screen for APED activities.  
Please contact me if you have any question on this.

Thank you and sorry for the delay.

  
C11390580.x1.a

Sachiko Waud  
FORD Program and Pre-Production  
Management (PPM)  
swaud@ford.com  
Phone:81-82-287-1093 (820-440)  
Fax:81-82-287-5357 (20357)

—Original Message—

**From:** Inoue, Hiroshi (H.)  
**Sent:** Thursday, August 01, 2002 11:36 PM  
**To:** Yamamoto, Nobuhiro (N.); Bogema, John (P.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonlan, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirahshi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochih (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Yamamoto-san,  
Please lead Mazda internal actions and also be the single contact window for this subject.

John,

You are the single contact window in Ford side, right?

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7670

—Original Message—

**From:** Bogema, John (P.)  
**Sent:** 2002年8月1日 10:00  
**To:** Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirahishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

At this morning's OPD PMT it was discussed that the Mazda part numbers still have not been added to WERS due to lack of access on the Mazda side.

Therefore, here are the Ford part numbers for the 2001 and 2002 service modules from the concern. Please assign Mazda part numbers. This is the only remaining obstacle to getting this out to the customers.

NEW C/W	NEW CAL #	NEW Ford P/N	OLD C/W	OLD CAL #	OLD Ford P/N
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
UJBO	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE
VFNO	2M11A30X10	2U7A 12A650 CVA	SQO3	2M11A30X10	2L8A 12A650 KD
XANO	2M11B30X10	2U7A 12A650 CXA	CFD3	2M11B30X10	2L8A 12A650 MD
YWC0	2M11A30G10	2U7A 12A650 CYA	MQE3	2M11A30G10	2L8A 12A650 LD
ATF2	0M11A30512	1U7A 12A650 AXC	ATF1	0M11A30512	1U7A 12A650 AXB
SJA2	0M11C30512	1U7A 12A650 AYC	SJA1	0M11C30512	1U7A 12A650 AYE
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 BCB
TDA2	0M11B30J14	1U7A 12A650 BDC	TDA1	0M11B30J14	1U7A 12A650 BDB
RIL2	0M11A30X11	1U7A 12A650 BEC	RIL1	0M11A30X11	1U7A 12A650 BEB
XHR2	0M11A30G13	1U7A 12A650 APC	XHR1	0M11A30G13	1U7A 12A650 APB

*John P. Bogema*

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

—Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 31, 2002 3:26 PM  
**To:** Waud, Sachiko (S.); Shirahishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Fascetti; Gilbert Fournelle; John Bogema

**Subject:** Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling  
**Importance:** High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)



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**From:** Inoue, Hiroshi (H.)  
**Sent:** Friday, August 02, 2002 12:33 PM  
**To:** Bogema, John (P.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirahashi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.); Yamamoto, Nobuhiro (N.); Fujioka, Kenji (K.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Per Mazda internal discussion, let me change Mazda single window to Fujioka-san: KFUJIOK1.

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7870

—Original Message—

**From:** Bogema, John (P.)  
**Sent:** 2002年8月1日 11:56  
**To:** Inoue, Hiroshi (H.); Yamamoto, Nobuhiro (N.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirahashi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

For this concern, yes.

—Original Message—

**From:** Inoue, Hiroshi (H.)  
**Sent:** Thursday, August 01, 2002 10:36 AM  
**To:** Yamamoto, Nobuhiro (N.); Bogema, John (P.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirahashi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Yamamoto-san,  
Please lead Mazda internal actions and also be the single contact window for this subject.

John,  
You are the single contact window in Ford side, right?

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7870

—Original Message—

**From:** Bogema, John (P.)  
**Sent:** 2002年8月1日 10:00  
**To:** Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirashi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

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BGG0	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 CKA	CFD3	2M11B30X10	2L8A 12A650 MD
YWC0	2M11A30G10	2U7A 12A650 CYA	MQE3	2M11A30G10	2L8A 12A650 LD
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QPR2	0M11A30J14	1U7A 12A650 BCC	QPR1	0M11A30J14	1U7A 12A650 BCB
TDA2	0M11B30J14	1U7A 12A650 BDC	TDA1	0M11B30J14	1U7A 12A650 HDB
RIL2	0M11A30X11	1U7A 12A650 BEC	RIL1	0M11A30X11	1U7A 12A650 BEB
XHR2	0M11A30G13	1U7A 12A650 APC	XHR1	0M11A30G13	1U7A 12A650 APB

**John P. Bogema**

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

---Original Message---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 31, 2002 3:26 PM  
**To:** Waud, Sachiko (S.); Shirashi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Fascetti; Gilbert Fournelle; John Bogema  
**Subject:** Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling  
**Importance:** High

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**Bob Dalbo**

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-84947 Fax: (313) 32-31788

Pager: (313) 795-2858 Email: rda@ford.com

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Monday, August 05, 2002 8:12 AM  
**To:** Bogema, John (P.); Dalbo, Bob (R.J.); Hockaday Jr., John (J.C.); Hurley, Robert (R.E.); Koetermann, Eric (E.); Matasa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Woodings, Andrew (A.T.)  
**Subject:** FW: Calvin Update

FYI, there is a new Calvin version 2.3.2

***Gilbert Fournelle***

V6 U204 Calibration Engineering  
1AE27 Truck Engine Engineering (TEE)  
Phone:(313)3904968 Fax:(313)3231788

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

**From:** Maloney, Michelle (M.M.)  
**Sent:** Thursday, August 01, 2002 12:31 PM  
**To:** Fournelle, Gilbert (G.)  
**Subject:** FW: Calvin Update

As requested...

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

**From:** Prucha, Thomas (T.G.)  
**Sent:** Tuesday, July 30, 2002 5:36 PM  
**To:** Maloney, Michelle (M.M.)  
**Subject:** RE: Calvin Update

We are currently running 2.3.2. If you use a PCMCIA Ethernet adaptor, or an Integrated Ethernet adaptor, as we recommend for CALVIN, and you have another Ethernet adaptor available (such as a docking station) then you can keep the two network configurations on your machine indefinitely for easy connection to either the CALVIN network or your building network. Here is a link to our network install, should you be able to run your CALVIN laptop on the building network.

`\\pt2593\MYINSTALL`

Click on CALVIN.BAT to start the install.

If you'd rather have a CD, let me know and we'll make you one. The CALVIN "GOLD DOT" hardware level is not a requirement with 2.3.2, but you'll want to get your hardware upgraded to that level eventually. You really would benefit from our new POD cable design if you plan on running the CALVIN analog data acquisition system. So the software version, hardware version, and cable versions are mutually exclusive of one another, but you should strive to get to the latest level for all. Please contact John Piatak (JPIATAK) to schedule your GOLD DOT upgrades. If you only need one or two POD cables, we might be able to make them up for you, rather than wait for the production cables. Please call or write if you need further assistance.

***Thomas G. Prucha***

Calibration Tools Systems Engineer  
R&VT-Caps, Algorithm Design Engineering & Process Tools  
Software Electronics Support Section

Ford Motor Company  
Powertrain Operations Engine Engineering  
21900 Oakwood Blvd.  
Dearborn, MI USA 48121  
Phone: (313) 322-3157

Mobile: (506) 694-6450  
Mail Drop 74, Cuts EP151

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

From: Maloney, Michelle (MLN)  
Sent: Tuesday, July 30, 2002 1:28 PM  
To: Prucha, Thomas (T.G.)  
Subject: Calvin Update

Hi Tom,

I am working on the 2.3L U204 calibration. Can you help me get the latest level of Calvin software? Apparently, I need this to run the CP level black oak. Also, is the Calvin hardware update required to be compatible with the latest software? I am currently using version 2.3 and I have the green dot.

Thank you,  
Michelle Maloney  
2.3L Powertrain Development  
1AE32 Truck Engine Engineering  
(313) 59-40908

**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, August 06, 2002 4:59 PM  
**To:** Suarez, Rhee (R.)  
**Cc:** Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.); Alkonian, Don (D.J.); Gilbert Fournelle; Hookaday Jr., John (J.C.); John Bogema; John Matasa; Milkota, Dennis (D.P.); Muriel Sanders; Robert Hurley  
**Subject:** RE: repeat pcm failure

Rhee,  
Send it over; we can do the initial analysis and return it to Visteon if necessary. What, by the way, is a U1262 DTC?

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31786  
Pager: (313) 796-2858 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—

**From:** Suarez, Rhee (R.)  
**Sent:** Monday, August 05, 2002 9:31 AM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.)  
**Subject:** PW: repeat pcm failure

Bob,

Are you the right person for this? We got a vehicle with a failed PCM and currently have no direction on what to do (see CQIS report below for more info). I have the part at my desk so it can be looked at. Let me know if I should get you the part or if there is a better person to contact.

Thanks!!

*Rhee M. Suarez*

Rhee Michael Suarez  
Product Concern Engineer - Escape / Tribute / Maverick  
PVT & Field Support / FCSD  
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101  
Phone: 313-32-23344 Pager: 313-796-8242  
Fax: 313-63-78337  
Email: [rsuarez8@ford.com](mailto:rsuarez8@ford.com)

—Original Message—

**From:** Price, Martin (M.)  
**Sent:** Monday, August 05, 2002 8:33 AM  
**To:** Suarez, Rhee (R.)  
**Subject:** repeat pcm failure

The tech did check the spot I recommended for chaffing but didn't find anything. Here's the report.

Caller Name: TOM WOODROOF ( T ) Report#: 2GXJ0007 NHL  
Call Type (G/V/C): C Print Rpt(S/D): \_ Ctl #: Date: 08/05/2002  
Dealer ID: 05079 Bill Woods Ford Phone: (816) 454-4200  
OASIS NOT Contacted Oasle History: \_ Grid: \_ \_

Symptom: 6 01 3 93 DRVABL NO CRANK START ENG TEMP ALL ENGINE TEMP  
Addl Sym: REPEAT PCM FAILURE? Causal Cond: \_\_\_ How/When Code: \_\_\_  
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04182KB29228 Bld: 11/14/2001  
Engine: 3.0L DUR Serial: 183302087 Cal: 2M11A30 A/C: A Odom: 9998 M  
Trans: GD4E E Serial: 2L8PFA8113160 Body Conv: \_\_\_

07/24/2002 02:02PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE  
TECH STS THAT VEHICLE CAME IN PREVIOUSLY WITH NO CRANK NO COMMUNICATION WITH  
PCM, PPT LED TO REPLACE PCM, THEY DID AND ENGINE STARTED AND RAN FINE, NOW IT IS  
BACK WITH THE SAME CONCERN, HAS NO CRANK, U1282 IN ICM, HAS VREF, DISCONNECTED TP  
& DPFE, CHECKED PCM GROUNDS, SEEKING KNOWNS

07/24/2002 02:02PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE  
ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS  
ADV TECH NO KNOWNS, ADV TO INSTALL REVISED DPFE, ADV TO SWAP SUSPECT FAILED PCM  
INTO KNOWN GOOD VEHICLE TO VERIFY IF PCM IS BAD, IF IS THEN CALL BACK SO WE CAN GET  
THE PCM BACK AND TEST IT TO DETERMINE WHAT FAILED

07/24/2002 04:18PM BLAINE HEISNER MSS - FCSD - TECH SVC HOTLINE  
SM MIKE HAWES CALLING BACK TO STATE THEY PLACED SUSPECT PCM INTO A  
LIKE UNIT ON LOT AND ATTEMPTED TO PERFORM A SELF TEST. PCM WOULD NOT  
COMMUNICATE OR SELF TEST. SEEKING TO SEND PCM BACK AS PER MARTI PRICE.

07/24/2002 04:18PM BLAINE HEISNER MSS - FCSD - TECH SVC HOTLINE  
ADV SM I WOULD FAX A PARTS RETURN REQUEST FORM TO HIM. ADV SM TO  
FOLLOW COVER SHEET INSTRUCTIONS TO RETURN PCM.

07/30/2002 12:34PM BENJAMIN UFIMZEFF MSS - FCSD - TECH SVC HOTLINE  
TECH HAS HAS A NEW PCM READY TO INSTALL. SEEKING DIRECTION PRIOR TO  
INSTALLATION TO PREVENT REPEAT FAILURE OF NEW PCM.

07/30/2002 12:34PM BENJAMIN UFIMZEFF MSS - FCSD - TECH SVC HOTLINE  
SUGGEST TECH TO INSTALL THE NEW PCM. CK THE EEC HARNESS FOR CHAFFING  
CONCERNS, CK ALL POWERS AND GROUNDS INCLUDING VREF.

08/01/2002 10:51AM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE  
CONTACTED TECH BACK, ADV TO CHECK FOR SHORT ON VREF & COP/CAPACITOR POWER  
CIRCUITS NEAR C134, IF FINDS FAULT PLEASE CALL BACK RESULTS

08/02/2002 04:25PM KEITH MENTGEN MSS - FCSD - TECH SVC HOTLINE  
TECH CALLING BACK AND STATES HE CHECK THE HARNESS BACK AT CONNECTOR C134 BUT  
HE DID NOT SEE ANY ISSUE WITH CHAFFING. TECH REQUESTION TECH ASSISTANCE.

08/02/2002 04:25PM KEITH MENTGEN MSS - FCSD - TECH SVC HOTLINE  
ADVISED TECH WE HAVE EXHAUSTED ALL OF OUR RESEARCH ON THIS CONCERN, SPOKE WITH  
TIM HUSPEN AND VEHICLE IS APPROVED FOR TAR.

08/02/2002 05:43PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY  
RICK GROSSMANN CELL PHONE 816-578-6004.

*Marti Price*

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





---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, August 06, 2002 4:59 PM  
**To:** Altoonien, Don (D.J.); Corbett, Sandra (S.M.); Nematollahi, Sonya (S.); Jordan, Donald (D.E.); Gilbert Fournelle  
**Cc:** Hofman, Michael (M.V.); Bob Fascetti  
**Subject:** FW: CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

New wiring issues.

*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](mailto:rdalbo@ford.com)

—Original Message—

**From:** Moorhouse, Scott (S.R.)  
**Sent:** Friday, August 02, 2002 4:58 PM  
**To:** Alvarado, CJ (C.J.); New, Michael (M.D.); Stigenbauer, Jeffrey (J.R.); Rey, Charles (C.)  
**Cc:** Dalbo, Bob (R.J.); Unde, Peter (P.A.)  
**Subject:** CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

I discussed vehicle with Mathew Razzo, service manager. Vehicle was not the typical "stall" claim. At times vehicle would be electrically dead and have no-start condition. Other times it would die in decel. Slamming door sometimes resulted in vehicle dying. Dealer has determined problem to be with under dash fuse box. He has been able to repeat the no start condition by tapping on the fuse panel.

Dealer intention is to replace the fuse box. I have asked him to hold the part for our review.

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1985 (fax) 816-459-1728  
[smoorhou@ford.com](mailto:smoorhou@ford.com)

**From:** Suarez, Rhas (R.)  
**Sent:** Tuesday, August 06, 2002 8:07 AM  
**To:** Price, Martin (M.); Dalbo, Bob (R.J.)  
**Cc:** Corbett, Sandra (S.M.); Hansen, George (G.C.); Alconian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matasa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)  
**Subject:** RE: repeat pcm failure

I have also been trading emails with Bernie Nikolaj about this PCM. Do you want it first? or should we give it to them?

  
RE: PCM concerns

Thanks for your help!!

*Rhas M. Suarez*

Rhas Michael Suarez  
Product Concern Engineer - Escape / Tribute / Maverick  
PVT & Field Support / FCSD  
DSC I (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:** Price, Martin (M.)  
**Sent:** Tuesday, August 06, 2002 7:59 AM  
**To:** Dalbo, Bob (R.J.); Suarez, Rhas (R.)  
**Cc:** Corbett, Sandra (S.M.); Hansen, George (G.C.); Alconian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matasa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)  
**Subject:** RE: repeat pcm failure

The U1282 means the ICM couldn't communicate with the PCM.

*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:** Dalbo, Bob (R.J.)  
**Sent:** Monday, August 05, 2002 4:59 PM  
**To:** Suarez, Rhas (R.)  
**Cc:** Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.); Alconian, Don (D.J.); Gilbert Fournelle; Hockaday Jr., John (J.C.); John Bogema; John Matasa; Mikota, Dennis (D.P.); Muriel Sanders; Robert Hurley  
**Subject:** RE: repeat pcm failure

Rhas,  
Send it over; we can do the initial analysis and return it to Visteon if necessary. What, by the way, is a U1282 DTC?

## Bob Dalbo

3.0L Calibration Supervisor  
Outfiters Calibration, NAT  
Phone: (313) 24-84847 Fax: (313) 32-91788  
Pager: (313) 785-2858 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

From: Suarez, Rhas (R.)  
Sent: Monday, August 05, 2002 9:31 AM  
To: Dalbo, Bob (R.J.)  
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.)  
Subject: FW: repeat pcm failure

Bob,

Are you the right person for this? We got a vehicle with a failed PCM and currently have no direction on what to do (see CQIS report below for more info). I have the part at my desk so it can be looked at. Let me know if I should get you the part or if there is a better person to contact.

Thanks!!

*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: 313-32-83344 Pager: 313-799-8242  
Fax: 313-33-78337  
Email: [rsuarez8@ford.com](mailto:rsuarez8@ford.com)

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

From: Price, Martin (M.)  
Sent: Monday, August 05, 2002 8:33 AM  
To: Suarez, Rhas (R.)  
Subject: repeat pcm failure

The tech did check the spot I recommended for chaffing but didn't find anything. Here's the report.

Caller Name: TOM WOODROOF ( T ) Report#: 2GXJ0007 NHL  
Call Type (G/N/C): C Print Rpt(S/D): \_ Ctl #: Date: 08/05/2002  
Dealer ID: 05079 Bill Woods Ford Phone: (816) 454-4200  
OASIS NOT Contacted Oasys History: \_ Grid: \_ \_ \_  
Symptom: 8 01 3 B3 DRVABL NO CRANK START ENG TEMP ALL ENGINE TEMP  
Addtl Sym: REPEAT PCM FAILURE? Causal Cond: \_ How/When Code: \_ \_  
Vehicle: 2002 ESCAPE 4X4,XLT WAGON 1FMYU04182KB29228 Bld: 11/14/2001  
Engine: 3.0L DUR Serial: 163302087 Cal: 2M11A50 A/C: A Odom: 9998 M  
Trans: CD4E E Serial: 2L8PFA8113160 Body Conv: \_

07/24/2002 02:02PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE  
TECH STS THAT VEHICLE CAME IN PREVIOUSLY WITH NO CRANK NO COMMUNICATION WITH  
PCM, PPT LED TO REPLACE PCM, THEY DID AND ENGINE STARTED AND RAN FINE, NOW IT IS  
BACK WITH THE SAME CONCERN, HAS NO CRANK, U1262 IN ICM, HAS VREF, DISCONNECTED TP  
& DPFE, CHECKED PCM GROUNDS, SEEKING KNOWNS

---

07/24/2002 02:02PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE

ISM 02-08-025 VERIFY TSB 02-11-08 HAS BEEN PERFORMED, CK PCM HARNESS  
ADV TECH NO KNOWNS, ADV TO INSTALL REVISED DPFE, ADV TO SWAP SUSPECT FAILED PCM  
INTO KNOWN GOOD VEHICLE TO VERIFY IF PCM IS BAD, IF IS THEN CALL BACK SO WE CAN GET  
THE PCM BACK AND TEST IT TO DETERMINE WHAT FAILED

07/24/2002 04:18PM BLAINE HEISNER MSS - FCSD - TECH SVC HOTLINE  
SM MIKE HAWES CALLING BACK TO STATE THEY PLACED SUSPECT PCM INTO A  
LIKE UNIT ON LOT AND ATTEMPTED TO PERFORM A SELF TEST. PCM WOULD NOT  
COMMUNICATE OR SELF TEST. SEEKING TO SEND PCM BACK AS PER MARTI PRICE.

07/24/2002 04:18PM BLAINE HEISNER MSS - FCSD - TECH SVC HOTLINE  
ADV SM I WOULD FAX A PARTS RETURN REQUEST FORM TO HIM. ADV SM TO  
FOLLOW COVER SHEET INSTRUCTIONS TO RETURN PCM.

07/30/2002 12:34PM BENJAMIN UFIMZEFF MSS - FCSD - TECH SVC HOTLINE  
TECH HAS HAS A NEW PCM READY TO INSTALL SEEKING DIRECTION PRIOR TO  
INSTALLATION TO PREVENT REPEAT FAILURE OF NEW PCM.

07/30/2002 12:34PM BENJAMIN UFIMZEFF MSS - FCSD - TECH SVC HOTLINE  
SUGGEST TECH TO INSTALL THE NEW PCM. CK THE EEC HARNESS FOR CHAFFING  
CONCERNS, CK ALL POWERS AND GROUNDS INCLUDING VREF.

08/01/2002 10:51AM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE  
CONTACTED TECH BACK, ADV TO CHECK FOR SHORT ON VREF & COP/CAPACITOR POWER  
CIRCUITS NEAR C194, IF FINDS FAULT PLEASE CALL BACK RESULTS

08/02/2002 04:25PM KEITH MENTGEN MSS - FCSD - TECH SVC HOTLINE  
TECH CALLING BACK AND STATES HE CHECK THE HARNESS BACK AT CONNECTOR C134 BUT  
HE DID NOT SEE ANY ISSUE WITH CHAFFING. TECH REQUESTION TECH ASSISTANCE.

08/02/2002 04:25PM KEITH MENTGEN MSS - FCSD - TECH SVC HOTLINE  
ADVISED TECH WE HAVE EXHAUSTED ALL OF OUR RESEARCH ON THIS CONCERN, SPOKE WITH  
TIM HUSPEN AND VEHICLE IS APPROVED FOR TAR.

08/02/2002 05:43PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY  
RICK GROSSMANN CELL PHONE 816-878-8004.

*Marti Price*

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

**From:** Nikolai, Bernie (B.E.) [bnikolai@visteon.com]  
**Sent:** Tuesday, August 06, 2002 6:43 AM  
**To:** Price, Martin (M.); Suarez, Rhae (R.)  
**Cc:** Grossmann, Richard (R.A.)  
**Subject:** RE: PCM concerns

I could test the PCM and try to determine its condition. Could someone drop it off at VTC. Please call me to make arrangements.

Bernie Nikolai  
Visteon Powertrain Control Systems  
PH: 313-755-1401  
FAX: 313-755-2857  
bnikolai@visteon.com

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

**From:** Price, Martin (M.) [mailto:mprice28@ford.com]  
**Sent:** Monday, August 05, 2002 3:33 PM  
**To:** 'Nikolai, Bernie (B.E.)'; Suarez, Rhae (R.)  
**Cc:** Price, Martin (M.); Grossmann, Richard (R.A.)  
**Subject:** RE: PCM concerns

The U1262 was in the ICM. The dealer swapped the failed pcm to another vehicle & it did not work. They replace the pcm and it is fine for a while.

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

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

**From:** Nikolai, Bernie (B.E.) [mailto:bnikolai@visteon.com]  
**Sent:** Monday, August 05, 2002 3:11 PM  
**To:** 'Suarez, Rhae (R.)'  
**Cc:** Price, Martin (M.); Grossmann, Richard (R.A.)  
**Subject:** RE: PCM concerns

Rhae,

During the no crank/no PCM comm. condition, has anyone check that the PCM was indeed getting correct power? Also, what module had the U1262 code in memory?

Bernie Nikolai  
Visteon Powertrain Control Systems  
PH: 313-755-1401  
FAX: 313-755-2857  
bnikolai@visteon.com

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

From: Suarez, Rhae (R.) [mailto:rsuarez8@ford.com]  
Sent: Monday, August 05, 2002 2:50 PM  
To: 'jmccona3@visteon.com'; 'bnikolai@visteon.com'  
Cc: Price, Martin (M.); Grossmann, Richard (R.A.)  
Subject: FW: PCM concerns

John/Bernie,

I was told that you might be able to help us with a PCM concern. If not, could you please direct me to the correct contact?

We have a return vehicle with a no crank, no PCM communication concern (see CQIS report below for more info). We got the part back for testing and was wondering if you could take a look at it and add any suggestion on what we may do to help this customer.

Thank you for your assistance,  
Rhae M. Suarez

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

Rpt#: 2GKJ0007 NHL  
9,998

Rpt: 07/24/2002 Odom:

M

Rwd: Y File: \_ Folder: \_\_\_\_\_ Images: 0 Print Smy/Disp  
Detail(P/D):

Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04182KB29228 Bld:  
11/14/2001

Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L  
A/C:

YES

Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200

State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF

Symptom: 6 01 3 93 DRVABL,NO CRANK,START ENG TEMP ,ALL ENGINE TEMP

Addl Sym: REPEAT PCM FAILURE? St: CCRG/EPRC: \_ Rwd: Dt:

Fix: Caus. Comp: -- Condition  
Code:

Hotliner: MPRICE28 Phone: 313 317-9133 Regn Cd: 53 Kansas City - 53

Engineering: Phone: TAR:

0-30

Dlr Contact:  
Cde: T

Phone:

Title

REPAIR TECH STS THAT VEHICLE CAME IN PREVIOUSLY WITH NO CRANK NO  
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ADD-ON  
HOTLINE

N WITH PCM, PPT LED TO REPLACE PCM, THEY DID AND ENGINE STARTED

N FINE, NOW IT IS BACK WITH THE SAME CONCERN, HAS NO CRANK,

CM, HAS VREF, DISCONNECTED TP & DPFE, CHECKED PCM GROUNDS,

WNS

ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM

ADV TECH NO KNOWNS, ADV TO INSTALL REVISED DPFE, ADV TO SWAP

AILED PCM INTO KNOWN GOOD VEHICLE TO VERIFY IF PCM IS BAD, IF

CALL BACK SO WE CAN GET THE PCM BACK AND TEST IT TO DETERMINE

LED

07/24/2002 04:18PM BLAINE HEISNER MSS - FCSD - TECH SVC

SM MIKE HAWES CALLING BACK TO STATE THEY PLACED SUSPECT PCM

LIKE UNIT ON LOT AND ATTEMPTED TO PERFORM A SELF TEST. PCM

COMMUNICATE OR SELF TEST. SEEKING TO SEND PCM BACK AS PER MARTI

ADV SM I WOULD FAX A PARTS RETURN REQUEST FORM TO HIM. ADV SM

FOLLOW COVER SHEET INSTRUCTIONS TO RETURN PCM.

07/30/2002 12:34PM BENJAMIN UPIMZEFF MSS - FCSD - TECH SVC

TECH HAS HAS A NEW PCM READY TO INSTALL. SEEKING DIRECTION PRIOR

INSTALLATION TO PREVENT REPEAT FAILURE OF NEW PCM.

SUGGEST TECH TO INSTALL THE NEW PCM. CK THE EEC HARNESS FOR

CONCERNS, CK ALL POWERS AND GROUNDS INCLUDING VREF.

08/01/2002 10:51AM MARTIN PRICE

MSS - FCSD - TECH SVC

CONTACTED TECH BACK, ADV TO CHECK FOR SHORT ON VREF &  
COP/CAPACITOR  
PO

WER CIRCUITS NEAR C134, IF FINDS FAULT PLEASE CALL BACK RESULTS

REPAIR 08/02/2002 04:25PM KRITH MENTGEN MSS - FCSD - TECH SVC  
HOTLINE

TECH CALLING BACK AND STATES HE CHECK THE HARNESS BACK AT  
CONNECTOR

C134 BUT HE DID NOT SEE ANY ISSUE WITH CHAFFING. TECH  
REQUESTION

TECH ASSISTANCE.

RECOMM ADVISED TECH WE HAVE EXHAUSTED ALL OF OUR RESEARCH ON THIS  
CONCERN,

SPOKE WITH TIM HUSPEN AND VEHICLE IS APPROVED FOR TAR.

ADD-ON 08/02/2002 05:43PM RICK GROSSMAN(FSE) MSS - FCSD - REG -  
KANSAS  
CTY

RICK GROSSMANN CELL PHONE 816-578-6004.



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**From:** Fournelle, Gilbert (G.)  
**Sent:** Tuesday, August 06, 2002 2:00 PM  
**To:** Hansen, George (G.C.); Grewal, Bill (B.S.)  
**Subject:** FW: PowerPoint stalls review

George,

I just got your voice-mail. The attached file is the updated presentation. I was tied up this morning doing EOL trials for our upcoming calibration release. Sorry for the delay,

Regards

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

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

**From:** Bogema, John (P.)  
**Sent:** Friday, August 02, 2002 1:12 PM  
**To:** Fournelle, Gilbert (G.)  
**Subject:** RE: PowerPoint stalls review

  
u204\_stall\_7\_30.ppt

Gilbert,

There were some changes asked for in the meeting today. A box was added to trend chart for eec capacitor change, page was added on timing of OBDII Calibration change, corrective action for evap issue was re-organized, Enhanced purge calibration graph page was request to be stacked like purge monitor change but I could not edit this, and follow-up on Verification was added it parenthesis. Check that last one for accuracy.

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

**From:** Fournelle, Gilbert (G.)  
**Sent:** Thursday, August 01, 2002 12:47 PM  
**To:** Hansen, George (G.C.)  
**Cc:** Bogema, John (P.)  
**Subject:** Powerpoint stalls review

<< File: u204\_stall\_7\_30.ppt >>

John Bogema will be handling the review tomorrow. Please contact him/me for any questions.

Thanks

***Gilbert Fournelle***  
V6 U204 Calibration Engineering

**1AE27 Truck Engine Engineering (TEE)**  
**Phone:(313)3904988 Fax:(313)3231786**

---

**From:** Hurley, Robert (R.E.)  
**Sent:** Thursday, August 08, 2002 10:00 AM  
**To:** Bogema, John (P.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Klotzmann, Eric (E.); Mateea, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Woodings, Andrew (A.T.)  
**Subject:** FW: Download/Installation Instructions for VISION 1.9

I have Vision 1.9 installation file on a ZIP disk if you would like to use it. We should all update before APG.

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

**From:** Sandra L. Tyrer [mailto:styrer@accuratetechnologies.com]  
**Sent:** Thursday, August 08, 2002 9:23 AM  
**To:** rhurley1@ford.com  
**Subject:** Download/Installation Instructions for VISION 1.9

Hello Robert,

> To download VISION 1.9 software from our website, click on the  
> following link:  
>  
> <http://www.accuratetechnologies.com/download>  
>  
> Once you've entered our download area, we recommend that you open and  
> review the Release Notes.pdf before continuing. To download VISION,  
> click on the VISION 1.9  
> "Self Extracting Executable." After downloading is complete, you will  
> need to enter a password for the  
> self-extracting installer.  
>  
> The installation password is TR45.  
>  
> Kind Regards,  
>  
> Sandra Tyrer  
> Sales Administrator  
> ACCURATE TECHNOLOGIES INC.  
> Powertrain Development Tools  
> 47199 Cartier Drive  
> Wixom, Michigan 48393, USA  
> Phone: (248) 848-9200, Ext 17  
> <<http://www.accuratetechnologies.com/>>  
>  
>

**From:** Sloan, Burt (B.E.)  
**Sent:** Friday, August 09, 2002 9:22 AM  
**To:** Adams, Kerry (K.N.); Austin, James (J.E.); Bogema, John (P.); Boyk, Greg (G.J.); Coffey, Dan (D.C.); Crowley, Pat (P.J.); Dakhlallah, Hassan (H.A.); Dalbo, Bob (R.J.); Delaroderie, Jim (J.A.); Dennis, Matt (M.A.); Fasceotti, Bob (R.J.); Fournelle, Gilbert (G.); Gaynier, Larry (L.J.); Gibson, Patrick (P.W.); Hansen, George (G.C.); Hedges, John (J.E.); Hille, Kevin (K.T.); Kleiszewski, Mark (M.D.); King, Brian (B.M.); Kosko, Jeff (J.R.); Lewis, Marvin (M.A.); Limatta, Gary (G.D.); Liker, David (D.J.); Lyon, Peter (P.M.); Matkovich, Dale (D.M.); Mazzella, Gary (G.R.); Mointee, Brian (B.E.); Newman, Chris (C.W.); Perlick, Don (D.A.); Putney, Bill (W.); Sabin, Scott (S.M.); Scott, Damon (D.A.); Squires, Mark (M.M.); Stelmaszczak, Robert (R.); Turner, Donald (D.A.); Ward, Sheila (S.A.); Wettsch, Bill (B.); Whitehead, Joe (J.P.); Young, Dan (D.G.)  
**Cc:** Carr, Jerry (G.T.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Van Wiermeersch, John (J.R.)  
**Subject:** Outfitters & Ranger Engine Hesitation/Surge, Stall, and No Start Affinity Team Meetings

**Outfitters & Ranger Affinity Team  
Drivability  
Aug. 14, 2002  
8:00 am to 9:30 am  
TEE - Conference Rm 1**

**Call In Phone Number: 9-1-877-877-7126**  
**Participant Code: 6341969 #**

**Aug 14, 2002 Meeting Agenda:**

- |   |   |
|---|---|
| 1) Review most recent U152 4.0L D21 Stalls warranty Trend<br>Verbatim Analysis  | Burt Sloan<br>Scott Sabin   |
| 2) UP207 Engine Stalls QSF Update   | Sheila Ward,<br>Kerry Adams                                       |
| 3) Review Explorer Drivability SAQ Work plan<br>Dakhlallah<br>Develop strategy to achieve 50% Improvement<br>4.0L U152<br>4.6L U152<br>4.0L UP207<br>Stelmaszczak | Hassan<br><br>Bob Fasceotti<br>John Hedges<br>Pete Lyon<br>Robert |
| 4) Review Escape Drivability SAQ Work plan<br>Develop strategy to achieve 50% Improvement<br>3.0L U204<br>14 U204   | Sandra Corbet<br>Bob Fasceotti<br>Bob Dalbo<br>James Austin       |

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**From:** Moorhouse, Scott (B.R.)  
**Sent:** Tuesday, August 13, 2002 11:20 PM  
**To:** Fowler, Bernie (B.W.); Himes, Bob (R.S.); Takasawa, Keith (K.D.); Fascetti, Bob (R.J.); Powers, Ken (K.W.); Hofman, Michael (M.V.); Savchetz, David (D.W.); McDaniel, Keith (R.K.); Busby, Wray (G.W.); Gardner, Pete (.); Fox, Bryan (B.J.); Fox, Bryan (B.J.); Alvarez, OJ (O.J.); Clawson, Randy (R.R.); Wilson, Doug (D.A.); Oswaldel, Ken (K.J.); Crowley, Eric (E.); McKinzie, Brenda (B.); Ball, Dale (D.S.); Dalbo, Bob (R.J.); O'Brien, Mark (M.A.); Edens, James (J.D.); Fox, Bryan (B.J.); Moorhouse, Scott (S.R.); Corbett, Sandra (S.M.); Backstrom, Stephanie (S.L.); Fournelle, Gilbert (G.); Bogema, John (P.); Taylor, Perry (P.Allen.); 'CTavanne@visteon.com'; Kanai, Shinji (S.)  
**Subject:** Escape/Tribute Stop Ship- calibration implementation

A stop ship has been requested of all 3.0L Escape and Tribute vehicles at the R10 calibration level, which was implemented near end of shift on Monday, 12 Aug, at the Kansas City Assembly Plant. A11402480 has been written to address this.

The R10 calibration was introduced to provide robustness to decel stalls. Some of these vehicles exhibited idle flares at initial start of vehicle. This was not identified during calibration prove-in. Investigation today has shown this to be a software concern that resulted in a new parameter not being initialized. Vehicles are currently being held at KCAP (on-site and off), as well as at the Mazda port in Kansas City.

The decision has been made to temporarily revert back to the previous calibration. Visteon-North Penn is supporting, and KCAP should receive expedited shipments of these parts starting Wednesday afternoon. Work has begun today to correct the software concern, and validation of experimental software is under way.

An estimated 1500 vehicles could potentially be held for this concern. A reflash program is being developed, and could start as early as Thursday, 15 Aug. Visteon will support this campaign.

Updates will be forth-coming.

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1965 (fax) 816-459-1728  
[smoorhou@ford.com](mailto:smoorhou@ford.com)

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Thursday, August 15, 2002 8:59 PM  
**To:** Harrison, Darius (D.A.)  
**Subject:** RE: cert vehicle issue 586

There is no definite date yet. Validation will take until the end of next week, so I dont expect that we will release before the 26th.

***Gilbert Fournelle***

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

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

**From:** Harrison, Darius (D.A.)  
**Sent:** Thursday, August 15, 2002 9:34 AM  
**To:** Fournelle, Gilbert (G.); Kolver, Aaron (A.)  
**Cc:** Fagerman, Todd (T.M.)  
**Subject:** FW: cert vehicle issue 586

Vehicle 585 has been updated with the new ISC valve and reflashed. With the new R11 calibration coming, we are not planning to test until we can get the new R11. Gilbert, when could we have this calibration?

Darius Harrison  
Certification Engineering Department  
Environmental and Safety Engineering  
Ford Motor Company  
Allen Park Test Laboratory  
Tel: 313-323-9296  
Fax: 313-390-1243  
dham70@ford.com

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

**From:** Harrison, Darius (D.A.)  
**Sent:** Monday, August 12, 2002 10:19 AM  
**To:** Fournelle, Gilbert (G.); Fagerman, Todd (T.M.)  
**Cc:** DeBo, Bob (R.J.); Kolver, Aaron (A.); Pascati, Bob (R.J.)  
**Subject:** FW: cert vehicle issue 586

Gilbert, have you examined the other vehicles that were also given new calibrations? (585, 589, 571) If the ISC valve needs to be updated on one, then we should update all the vehicles at once. Do you have these parts?

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

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

dham70@ford.com

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

**From:** Kolver, Aaron (A.)

**Sent:** Monday, August 12, 2002 8:19 AM  
**To:** Harrison, Derfus (D.A.)  
**Subject:** FW: cert vehicle issue 586

tyl

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

**From:** Fournelle, Gilbert (G.)  
**Sent:** Friday, August 09, 2002 2:52 PM  
**To:** Fagerman, Todd (T.M.); Kolver, Aaron (A.)  
**Cc:** Pasotis, Bob (R.J.); Dalbo, Bob (R.J.)  
**Subject:** cert vehicle issue 586

Todd,

When I checked the cert vehicle over I found the following issues:

1. The ISC valve has not been updated to the finned pintle valve. The valve itself is not transparent and we rely upon KAM to compensate for the flow differences.
2. The EGR tube was not tight on the EGR valve.
3. When a memory dump was performed on the processor the resulting MCS file had a different size when compared to a mem dump performed on a different processor which was flashed with the same file. We suspect a possible corrupt file when the flashing was performed. I will reflash the PCM again with the correct file and re-install it in the vehicle.

This lead us to believe that the previous test was invalid and that the fuel economy testing should be re-done.

Sincerely,

*Gilbert Fournelle*

V6 U204 Calibration Engineering  
1AE27 Truck Engine Engineering (TEE)  
Phone:(313)3904968 Fax:(313)3231788

---

**From:** Shah, Kiran (K.C.)  
**Sent:** Friday, August 16, 2002 4:25 PM  
**To:** Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)  
**Subject:** RE: Evap Assy

Gilbert:

Yes, based on the meeting with Viateon this morning, plan is to implement new Evap Assy Sep 9 with fully PSW'd parts.

If you have any questions, please let me know.

Muriel:

Thanks.

Regards,

*Kiran C. Shah*

Supervisor - U204/293 Fuel Systems Engineering  
North American Truck - Outfitters  
Telephone: (313) 32-31594 Fax: (313) 62-16025  
Address: Room: 2DG45, PDC/Mail Drop: 113  
Email: kshah1@ford.com

—Original Message—

**From:** Sanders, Muriel (M.S.)  
**Sent:** Friday, August 16, 2002 4:20 PM  
**To:** Fournelle, Gilbert (G.); Shah, Kiran (K.C.)  
**Subject:** Evap Assy

Gilbert - Kiran Shah left a voicemail message that the Evap Assy will be implemented on 9/9. I had it listed as TBD on the KCAP Implementation table.

Kiran - I am no longer working in the Escape calibration group. Gilbert is taking over the stalls investigation. Please contact him with any further questions or concerns.

*Muriel Sanders*

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



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**From:** Packer, Ernest (E.G.)  
**Sent:** Monday, August 19, 2002 11:54 AM  
**To:** 'RodG@tysonsford.com'  
**Cc:** Fournelle, Gilbert (G.); Conroy, Don (D.C.); Packer, Ernest (E.G.)  
**Subject:** 2002 Escape - Stalling

Chuck, In regards to the 2002 Escape with the stalling concern, please monitor and capture the following pids, then forward the information to Gilbert Fournelle, his email address is gfournel@ford.com .

**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  
SPARRADV  
EVAPVM  
FLI  
FUELPW1  
FUELPW2  
FTP  
O2S11  
O2S21  
longft1  
longft2  
shrtft1  
shrtft2  
EGRVR  
B+

Sincerely,

Gilbert Fournelle  
V6 U204 Calibration Engineering  
1AR27 Truck Engine Engineering (TEE)  
Phone: (313)3904968 Fax: (313)3231786

***Ernest Packer***

FSE Washington D.C. Region  
14104 Newbrook Drive, Chantilly Va. 20151  
Ph./Fax 703-818-7738, Cell Ph. 571-436-6022  
Email epacker@ford.com

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**From:** Fournelle, Gilbert (G.)  
**Sent:** Wednesday, August 21, 2002 7:52 AM  
**To:** Oda, Tamaki (T.); Szczepanski, Kyoko (K.); Shiraiishi, Masaru (M.); McGee, Brett (B.L.); Takubo, Hirochi (H.); Hamano, Naomii (N.); Corbett, Sandra (S.M.); Fujioaka, Kenji (K.); Kwon, Soon (S.K.); Dalbo, Bob (R.J.); Yamada, Hideaki (H.); Bogema, John (P.); Kanai, Shinji (S.)  
**Subject:** FW: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

■ ■ ■  
f: Concern Status - 03 Service R11 03 production R11  
R10 Fix cal\_Rev\_00.doc cal\_Rev\_00.d... Attached are the white papers for the R11  
concern.

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

—Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, August 20, 2002 9:14 PM  
**To:** Gilbert Fournelle  
**Subject:** FW: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

Please send white papers to Japan. BTW, Ichikawa may be in KCAP.

**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:** Ichikawa, J@mazda.co.jp [mailto:ichikawa.j@mazda.co.jp]

Sent: Tuesday, August 20, 2002 1:15 AM

To: toda2@ford.com; kszczapa@ford.com; shiraishi.m@pt.mazda.co.jp;  
bmcgee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp;  
scorbett@ford.com; fujioke.ke@mazda.co.jp; skwon@ford.com;  
rdalbo@ford.com; yamada.hid@mazda.co.jp; jibogema@ford.com

Subject: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

To Team

I would like to be held U204/J14 FORD/MAZDA PT OPD MEETING on 8/22.

Agenda is only one item.

Corbett-san,

If you have any issue that we should discuss in this meeting, please  
add that on this agenda.

[Agenda]

1.C11402381/C11404407 Bug in Engine Stall Fix Calibration

First of all, Dalbo-san will explain in detail.

2.Walk In

[ Date/Location ]

USA 22-August-2002 AM 7:00-8:30 Location Unknown

JPN 22-August-2002 PM 8:00-9:30 MAZDA Technical Main

Bldg. 2F

# 221

Audio Conferenca Room

- Audio Meeting -

Domestic:877-877-7127

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

International: 630-424-2071

Pass code: 8643917 #

Moderator code: 1698917#

Thank you.

**Junichirou Ichikawa**

**PT Program Develop. Promotion Gr.**

**E-mail ; [ichikawa.j@mazda.co.jp](mailto:ichikawa.j@mazda.co.jp)**

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

**Fax ; +81-82-287-5115**

**From:** Fournelle, Gilbert (G.)  
**Sent:** Wednesday, August 21, 2002 9:39 AM  
**To:** Taylor, Perry (P.Allen.); Bogema, John (P.)  
**Cc:** Moorhouse, Scott (S.R.)  
**Subject:** RE: Information Requested—Stage III calibration

There was no hardware change necessary. Either the PCM should be changed or the PCM should be reflashed to R11 when available.

Regards,

*Gilbert Fournelle*

V6 U204 Calibration Engineering  
1AE27 Truck Engine Engineering (TEE)  
Phone:(313)3904988 Fax:(313)3231788

—Original Message—

**From:** Taylor, Perry (P.Allen.)  
**Sent:** Wednesday, August 21, 2002 9:37 AM  
**To:** Bogema, John (P.); Fournelle, Gilbert (G.)  
**Cc:** Moorhouse, Scott (S.R.)  
**Subject:** FW: Information Requested—Stage III calibration

Good news, right? Looks like the European Stage III is a go.


We had one vehicle that was built during the stop ship. It was built with an IPCO PCM (SKM02330). Currently the vehicle is on hold at the Mazda port.

What do I need to do to bring this vehicle up to the appropriate emission level? Is it simply a PCM change (R11) or were other hardware changes necessary to pass this test?

The courtesy of a response would be appreciated.

Regards, *Perry A. Taylor*

**Vehicle Engineer**                  **Escape/Tribute**  
**Plant Vehicle Team**              **Kansas City Assembly Plant**

✉ E-mail: [ptaylor8@ford.com](mailto:ptaylor8@ford.com) or click here  <mailto:ptaylor8@ford.com>  
☎ Phone: (816) 459-1338    📠 Fax: (816) 459-1728    📠 Pager: (913) 567-7150

—Original Message—

**From:** Glass, Diana (D.)  
**Sent:** Tuesday, August 20, 2002 6:17 AM  
**To:** Taylor, Perry (P.Allen.)  
**Cc:** Jenkins, Tim (T.L.); Young, Dan (D.G.)  
**Subject:** RE: Information Requested—Stage III calibration

The three 2.0L variations that we had to test are 4x4 Escape (P215 tires @ 30/35 psi split), 4x2 Tribute and 4x4 Tribute (P215 tires @ 30/30 psi split). I can see why you might not count the differences as variations.

The 3.0L did fail cold CO several times due to start up and immediate stall issues. A new calibration was developed last weekend (R11) and tested last week. All emissions testing are now successfully completed on the 3.0L as of yesterday. There may still be a stop build order on the vehicles until the new calibration is in the plant.

Best Regards,  
DIANA GLASS  
Export Project Leader  
Export and Emerging Market Engineering (EEME); Ford Asia Pacific (FAP)  
Desk:1-313-317-7630 Ford Net: 31-77630


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

From: Taylor, Perry (P.Allen.)  
Sent: Monday, August 19, 2002 5:20 PM  
To: Glass, Diana (D.)  
Cc: Jenkins, Tim (T.L.); Young, Dan (D.G.)  
Subject: RE: Information Requested--Stage III calibration

You mentioned that "all three variations were completed"? What does that mean? Are three different cold CO tests or three different calibrations?

Regards, *Perry A. Taylor*

Vehicle Engineer      Escape/Tribute  
Plant Vehicle Team      Kansas City Assembly Plant

✉ E-mail: [ptaylor8@ford.com](mailto:ptaylor8@ford.com) or click here  <mailto:ptaylor8@ford.com>  
☎ Phone: (816) 459-1395    📠 Fax: (816) 459-1728    📠 Paper: (913) 587-7150

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

From: Glass, Diana (D.)  
Sent: Monday, August 19, 2002 3:10 PM  
To: Young, Dan (D.G.); Jenkins, Tim (T.L.); Taylor, Perry (P.Allen.)  
Subject: RE: Information Requested--Stage III calibration

Perry, I have advised Dan that Larry House and Jeff Balala have cold CO results. I saw the vehicles run, so I can confirm that they passed. I left for vacation August 9, and all three variations were completed by then, probably between July 31 and Aug 7.

Best Regards,  
DIANA GLASS  
Export Project Leader  
Export and Emerging Market Engineering (EEME); Ford Asia Pacific (FAP)  
Desk:1-313-317-7630 Ford Net: 31-77630

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

From: Young, Dan (D.G.)  
Sent: Monday, August 19, 2002 2:18 PM  
To: Jenkins, Tim (T.L.)  
Cc: Glass, Diana (D.)  
Subject: RE: Information Requested--Stage III calibration

Tim, did you ever get this info back to Perry Taylor? Also, can I get a copy of the test data?

**Dan Young**

U204 I-4 Calibration

☎ 313-59-41587    ✉ dyoung19@ford.com    ☎ 313-32-31786  
Philippians 4:8; Colossians 3:23-24    ☞ ☝

—Original Message—

From: Taylor, Perry (P.Allen.)  
Sent: Tuesday, August 13, 2002 1:41 PM  
To: Jenkins, Tim (T.L.)  
Cc: Young, Dan (D.G.)  
Subject: RE: Information Requested—Stage III calibration

Tim,

Do go to any extraordinary efforts. I really just needed some confirmation and Dan Young provided it. If you know the DATE that the Stage III Cold CO test was performed on the 2.0L that will suffice.

Thanks for your help.

Regards, *Perry A. Taylor*

Vehicle Engineer      Escape/Tribute  
Plant Vehicle Team      Kansas City Assembly Plant

✉ E-mail: [ptaylor6@ford.com](mailto:ptaylor6@ford.com) or click here    ✉ <mailto:ptaylor6@ford.com>  
☎ Phone: (816) 459-1338    ☎ Fax: (816) 459-1728    ☎ Pager: (913) 567-7150

—Original Message—

From: Young, Dan (D.G.)  
Sent: Tuesday, August 13, 2002 12:08 PM  
To: Jenkins, Tim (T.L.)  
Cc: Taylor, Perry (P.Allen.)  
Subject: FW: Information Requested—Stage III calibration

Tim, can you forward the Stage III Cold CO results for the 2.0L Zetec to Perry Taylor since Diana is out of the office this week?

**Dan Young**

U204 I-4 Calibration

☎ 313-59-41587    ✉ dyoung19@ford.com    ☎ 313-32-31786  
Philippians 4:8; Colossians 3:23-24    ☞ ☝

—Original Message—

From: Young, Dan (D.G.)  
Sent: Tuesday, August 13, 2002 1:06 PM  
To: Taylor, Perry (P.Allen.); Glass, Diana (D.)  
Cc: Austin, James (J.E.); Butck, Jeffrey (J.)  
Subject: FW: Information Requested—Stage III calibration

Perry, the calibration you mention is the only Stage III calibration for the 2.0L. It passed the Cold CO test

last week, and Diana Glass was present for the testing.

Diana, can you please forward the test results to Perry? Thank!

**Dan Young**

U204 I-4 Calibration

☎ 313-59-41587    ✉ dyoung19@ford.com    ☎ 313-32-31786  
Philippians 4:8; Colossians 3:23-24    ☪ ☩

—Original Message—

From: Buick, Jeffrey (J.)  
Sent: Tuesday, August 13, 2002 1:01 PM  
To: Young, Dan (D.G.)  
Cc: Taylor, Perry (P.Allen); Austin, James (J.E.)  
Subject: RE: Information Requested—Stage III calibration

Dan,  
Could you please look into this for Perry.  
Thanks,

**Jeffrey B. Buick**

U204 I-4 Powertrain Calibration  
TEE Building, Desk 1AD25  
Email: jbuick@ford.com  
Phone: 313.594.0978  
Pager: 313.798.6897  
Fax: 313.323.1788

—Original Message—

From: Taylor, Perry (P.Allen.)  
Sent: Tuesday, August 13, 2002 12:57 PM  
To: Austin, James (J.E.)  
Cc: Buick, Jeffrey (J.)  
Subject: Information Requested—Stage III calibration

You may or may not be aware that there is a STOP SHIP on 3.0L V6 CD4E European Stage III vehicles because of an inability to meet a Cold CO test. My question to you is, the 2.0L Stage III calibration effected by this or not?

The only stage III I am aware of for the 2.0L is the (Tear tag = LEAO) 3L8A-12A650-LA. Is this the only one? Did it pass the Cold CO test for Europe?

Looking forward to your response.

Regards, *Perry A. Taylor*

Vehicle Engineer      Escape/Tribute  
Plant Vehicle Team      Kansas City Assembly Plant

✉ E-mail: ptaylor8@ford.com or click here    ✉ [smallperrytaylor8@ford.com](mailto:smallperrytaylor8@ford.com)  
☎ Phone: (816) 459-1338    ☎ Fax: (816) 459-1728    ☎ Pager: (913) 587-7150



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**From:** Fournelle, Gilbert (G.)  
**Sent:** Thursday, August 22, 2002 10:02 AM  
**To:** Altoonian, Don (D.J.); Bauer, Scott (S.C.); Bhojwan, Karmel (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell (E-mail); Chick, John (J.); Chih, Ming-Niu (M.N.); Chih, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Duvall, Allen (A.W.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.F.); Hoahino, Jun (J.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald (D.E.); Kenal, Shing (S.); Khan, Naveed; King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzung (D.H.); Lintaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Marck, Edmond (E.C.); Metasa, John (J.); Maurer, James (J.B.); Mazzalla, Gary (G.R.); McDonald, John; McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Namatollahi, Sonya (S.); Nikolei, Bernie; Noteboom, Jim (J.E.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquapau, Alden (A.P.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shraiehl, Masaru (M.); Stilgenbauer, Jeffrey (J.R.); Suarez, Rhas (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Lee (LHW.)  
**Subject:** 2:00 PM stall meeting

There will be no stall meeting at 2:00 pm today. The next meeting will be scheduled next week Thursday at 2:00pm. I will send the updated call in info and a meeting notice as soon as it is available.

Sincerely,

*Gilbert Fournelle*

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

---

**From:** Dan Rothweiler [DRothwei@mazdausa.com]  
**Sent:** Thursday, August 22, 2002 10:02 AM  
**To:** Fournelle, Gilbert (G.)  
**Subject:** Out of Office AutoReply: 2:00 PM atall meeting


I am currently out of the office on vacation. I will return 8/26/2002. I will have no access to email or voicemail. Please call Chris Capuzzo if you need to reach someone in Regional Technical assistance. 732-868-2154.

---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Friday, August 23, 2002 1:48 PM  
**To:** Suarez, Rhae (R.); Badges, Robert (R.S.); Fournelle, Gilbert (G.)  
**Subject:** RE: Escape Stall Info

Here's the chart from the 8/15/02 meeting . I updated the evap assembly implementation to 9/9/02. The calibration and finned pinfile IAC (service) is listed as TBD.

Gilbert, please update any other dates, if available.

  
CAP Implementation  
Timing.xls...

*Muriel Sanders*

4.6L Car BEAD Systems  
Ford Motor Company  
Fax: 313-33-73813  
E-mail: msander6@ford.com

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

**From:** Suarez, Rhae (R.)  
**Sent:** Friday, August 23, 2002 1:28 PM  
**To:** Fournelle, Gilbert (G.); Sanders, Muriel (M.S.)  
**CC:** Badges, Robert (R.S.)  
**Subject:** Escape Stall Info

Gilbert/Muriel (I know you don't work on this anymore) -

Do you have an electronic copy of the last stall meeting minutes. The recall group would like the chart that keeps track of the implementations we have done.

Please send it to Bob and myself.

Thanks!

*Rhae M. Suarez*

Rhae Michael Suarez  
Product Concern Engineer - Escape / Tribute / Maverick  
PVT & Field Support / 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

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 MAP	C11299286	1L2F-12B579-BA	05/30/02
7. IAC change from Guide A to Finned Pintle (CEP2 action)	C11252737	1L8E-9F715-AA	8/28/02 Cleveland
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		9/09/02 Exp.
11. Technical Service Bulletin (TSB 02-08-06)	N/A	N/A	4/24/2002
12. Special Service Message (SSM 15589)	N/A	N/A	1/29/2002
13. Internal Service Message (ISM 02-01-070) - pre-TSB	N/A	N/A	2/5/2002
14. ISM 02-05-017 - post-TSB	N/A	N/A	5/6/2002
15. ISM 02-05-043 - Add MAP Gskt to ISM 02-05-017	N/A	N/A	5/20/2002
16. TSB 02-11-06 - Modify Calibration Wording	N/A	N/A	6/5/2002
17. ISM 02-06-025 - Update TSB Reference	N/A	N/A	6/14/2002
18. TSB TBD - Incorporate some of ISM & improve wording	N/A	N/A	TBD
19. IAC change to Finned Pintle for service	C11390555	1L8E-9F715-AA	TBD
20. Calibration Enhancements	C11390580	See concern	TBD
21. EEC w/modified capacitor - production	C11371349	See concern	8/12/02 Est.
22. EEC w/modified capacitor - service	C11350478	See concern	8/12/02 Est.
23. Inverted delta status - G102/103	C11394835	N/A	TBD

**From:** Dalbo, Bob (R.J.)  
**Sent:** Friday, July 12, 2002 1:40 PM  
**To:** 'Visco, John (J.D.)'  
**Cc:** 'dlco@viatecn.com'; Gilbert Fournelle  
**Subject:** RE: X6\_DOAV4 exp is ready

John,  
Thanks immensely for your help with this. We really appreciate your timely support in addressing our stalling concern that NHTSA is taking such an interest in.

I understand the strategy is working as intended - good work and enjoy your vacation.

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:** Visco, John (J.D.) [mailto:jvisco@viatecn.com]  
**Sent:** Thursday, July 11, 2002 8:42 PM  
**To:** 'gfournel@ford.com'  
**Cc:** 'jbogema@ford.com'; 'rahelton@ford.com'; 'dlewis49@ford.com'; 'rdalbo@ford.com'; 'dhuck@ford.com'; Loo, Donald (D.C.); Visco, John (J.D.)  
**Subject:** X6\_DOAV4 exp is ready

X6\_DOAV4 experimental is completed and in VAX::user\$14:(prelim\_sw) directory.

I am taking 1/2-day vacation on Friday and I understand that testing is on-going over this weekend, if you need support please do not hesitate to text page DON LOO (dlco) with any questions or need for support.

The logic changes to IACEX (per your request) are shown in 'red' below:

```
IF ( ( idc_cl_kam < 0 )  
      AND ( apt > -1 ) )  
THEN  
      idc_cl_kam = 0;  
END_IF
```

```
IF (      (apt == -1)  
      AND (iscfly != 0)  
      AND (vabar < VSCLP)  
      AND (mfmlg == 0) )  
THEN  
      maferr = ( degmaf -  
                ( fox (&FN890,bp) +
```

```

      (maf * 60 / STCF) +
      ( ( fox(&FN819, parload_isc) +
        pg_aix ) * BP/29.875
        * fox (&FN059,act ) ) ) );

ELSE_IF (      ( atmri > IDCL_TM )
          and (cttmr >= DECHL_TM ) )

THEN
      idci = idc_cl_kam + (GI * maferr * bq_tmr);
      idc_cl_kam = fclip(idci, IDC_MIN, IDC_MAX);

ELSE

      maferr = 0;

END_IF

```

John D. Visos    jvisos@visteon.com  
 Escape, Ranger, Explorer sport trac  
 Software engineer for engine computer  
 Visteon Powertrain Department  
 Tel: 313-755-6012                      Fax: 313-755-2857

---

**From:** Moorhouse, Scott (S.R.)  
**Sent:** Friday, July 19, 2002 11:11 PM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** motorola dpfe introduction.

Muriel, pls make note that all U204 vehicles built on 22 July and after have the Motorola DPFE.

**Scott Moorhouse**  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1985 (fax) 816-459-1728  
*smoorhou@ford.com*

**From:** Terza, Laura (L.D.)  
**Sent:** Thursday, June 20, 2002 4:47 PM  
**To:** Le, Dzung (D.H.); Dalbo, Bob (R.J.)  
**Subject:** FW: DPFE sales

this info may be helpful as well.

*Laura Terza*  
 Manager, Outfitters Concerns  
 FCSD, Customer Service Engineering  
 PDC TVC 1JF58  
 (313) 32-36572 / fax (313) 24-85181 / [Laura.terza@ford.com](mailto:Laura.terza@ford.com)

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

**From:** Johnson, Jim (J.S.)  
**Sent:** Thursday, June 13, 2002 4:17 PM  
**To:** Terza, Laura (L.D.)  
**Subject:** DPFE sales

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

**From:** Kiercher, Don (D.F.)  
**Sent:** Thursday, June 13, 2002 4:09 PM  
**To:** Johnson, Jim (J.S.)  
**Subject:** RE: DPFE Data

SERVICE PART: 2F1Z- 9J460-AA\_\_\_ SENSOR ASY  
 LOCATION LEVEL: 2      Out Of Tolerance: Y  
 RECEIVING LOC: \_\_\_\_\_ Forecaster ID: 05

Mth/Yr	Pr 3 Yr Dmd	Pr 2 Yr Dmd	Pr Yr Dmd	
-----	-----	-----	-----	
06/02	0	1063	17008	June 2001 sales
07/02	0	769	16480	July 2001 sales
08/02	0	917	16827	
09/02	8	909	12910	
10/02	8	1121	16012	
11/02	19	1516	22997	
12/02	21	1878	24151	
01/03	97	3918	36205	
02/03	226	7869	46487	
03/03	431	11532	64210	
04/03	526	16330	90928	April 2002 sales
05/03	891	22784	88631	May 2002 sales
<b>TOTAL</b>	<b>2227</b>	<b>70606</b>	<b>452846</b>	



---

**From:** Terzes, Laura (L.D.)  
**Sent:** Friday, June 21, 2002 12:28 PM  
**To:** Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)  
**Cc:** Suarez, Rhoe (R.)  
**Subject:** FW: 2002 Escape Stalling Concern

Paul is Ford employee, his mom is traveling to Michigan next week from North Carolina. We could interview his Mom, or inspect the vehicle, but we wouldn't want to tie it up too long. Pls. advise.

*Laura Terzes*  
Manager, Outfitting Concerns  
FCSD, Customer Service Engineering  
POC TYC 1JF66  
(313) 32-36572 / fax (313) 24-88161 / [terzes.ford.com](mailto:terzes.ford.com)

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

**From:** Brearey, Paul (J.P.)  
**Sent:** Friday, June 21, 2002 11:29 AM  
**To:** Terzes, Laura (L.D.)  
**Subject:** 2002 Escape Stalling Concern

Laura,

Per our conversation, here is the VIN for my mom's 2002 Escape XLT 3.0:

1FMYU031X2KA64075

She'll be up in Michigan, and the truck will be available for inspection on July 1-3 if necessary. So far, it has stalled on her 3 times (first time at 9,000 miles and last time at 11,000 miles).

Thank you!

*J. Paul Brearey*  
Product Planner - Light Repair Commodity Team  
Repair Product Planning - FCSD  
Phone: (313) 20-62892 Fax: (313) 84-50879  
Telecommute: (734) 484-0384  
E-mail: [pbrearey@ford.com](mailto:pbrearey@ford.com)

---

**From:** Bogema, John (P.)  
**Sent:** Saturday, June 22, 2002 7:35 AM  
**To:** Price, Martin (M.)  
**Cc:** Altoonian, Don (D.J.); Rothweiler, Daniel (D.); Dalbo, Bob (R.J.); Suarez, Rhee (R.); Sanders, Muriel (M.S.)  
**Subject:** RE: vrv on time?

Martin,

This is normal purge operation. As long as there is sufficient vapor in the evap system the vrv will remain at 100% until the maximum clip of around 85 minutes.

On another note, after the engine has warmed-up it may take up to 35 minutes for the evap system to begin purging, depending on the state of the fuel trims.

*John P. Bogema*

3.0L Escape Calibration Engineering

Phone:313.33.75133

Location:TEE 1AE22

Email:JBOGEMA@FORD.COM

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, June 19, 2002 5:24 PM  
**To:** Bogema, John (P.)  
**Subject:** RE: vrv on time?

Can you answer Marti's question below? I'm not sure how long it should purge...

Thanks,

*Muriel Sanders*

U204 3.0L Calibration

Ford Motor Company

Phone: 313-32-27307

Fax: 313-32-31786

E-mail: msander6@ford.com

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

**From:** Price, Martin (M.)  
**Sent:** Wednesday, June 19, 2002 3:56 PM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Altoonian, Don (D.J.); Rothweiler, Daniel (D.); Dalbo, Bob (R.J.); Suarez, Rhee (R.)  
**Subject:** vrv on time?

A fellow hotliner had a call where the tech was performing step 4 of the TSB and the vrv remained at 100% for 10 minutes+, the ftp remained at 1.6v during this time. No codes were stored. Is the vrv suppose to remain at 100% for so long? Is this a concern or considered normal?

*Marti Price*

Cleveland Engine Specialist, DSC I #353

1700 Fairlane Dr, Allen Park, MI 48101

mprice28@ford.com ph. (313)317-9133



**From:** Corbett, Sandra (S.M.)  
**Sent:** Monday, June 24, 2002 10:24 AM  
**To:** Dalbo, Bob (R.J.); Sanders, Muriel (M.S.)  
**Subject:** FW: '02 3.0L ESCAPE WITH BATT. ACID LEAKAGE

Bob/Muriel,  
This is about a month old...info on a stall due to leaking battery acid. You might have already seen it since it came from Noteboom.

-----Original Message-----  
**From:** Nehasil, Linda (L.F.)  
**Sent:** Wednesday, May 29, 2002 10:14 AM  
**To:** Corbett, Sandra (S.M.)  
**Subject:** FW: '02 3.0L ESCAPE WITH BATT. ACID LEAKAGE

Sandy, Greg or Haseen may have sent this to you already.....

Quality comes first....  
Linda F. Nehasil  
Explorer Powertrain Quality  
32-38671

-----Original Message-----  
**From:** Noteboom, Jim (J.E.)  
**Sent:** Friday, May 24, 2002 12:42 PM  
**To:** Ponder, Ray (R.L.); Billingslea, Charles (C.F.); Boyk, Greg (G.J.); Dehtallah, Haseen (H.A.); Michalowicz, Cheryl (C.C.); Nehasil, Linda (L.F.)  
**Cc:** DiAngelo, Rinaldo (R.); Pepitone, Gil (G.); Surti, P. J. (P.J.)  
**Subject:** '02 3.0L ESCAPE WITH BATT. ACID LEAKAGE

The battery was returned to Cross & Black Test Lab; attn.; Mike Kaler (313-534-8308).

----->----- 1 of 1  
Rpt#: 2EXIC001 PTOFSE Rpt: 06/24/2002 Odom: 3,909 M  
Rvw: File: \_ Folder: images: 0 Print Smy/Disp Detail(P/D): \_  
Vehicle: 2002 ESCAPE 4X4,XLT WAGON 1FMYU04142KC18492 Bld: 01/29/2002  
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES  
Dealer id: 01108 John Elway Ford West Ph#: (303) 421-5350  
State: Colorado City: Wheat Ridge Orig/Caller: J. NOTEBOOM  
Symptom: 6 07 6 92 DRVABL,STALL/QUITS,AT CRUISE,HOT ENGINE  
Addl Sym: St: CCRG/EPRC: \_ Rvw: Dt:  
Fix Caus. Comp: BATTERY - RPL Condition Code: B5  
JNOTEBOO (303) 674-4015 FAX: MIL? N ABA? Symp V? Survey? N  
EO: EC: Pst St: O  
ER: CB: Inrmit? Y

CONCER "RANDOMLY STALLS, OCCURED ONCE AT APPROX. 2500 MILES."  
REPAIR THE CONCERN HAS NOT BEEN VERIFIED, THERE WERE NO DTCS PRESENT IN THE SYSTEM. DURING AN INSPECTION(3342 MI) OF VARIOUS GROUNDS, IT WAS NOTED THE BATTERY TRAY HAD BATT ACID PRESENT AND IT HAD SEEPED DOWN ON GRDS. G-104 & 106. THIS WAS CLEANED UP AND THE GROUNDS VERIFIED. AT THIS TIME THERE WAS NO INDICATION OF A BATT CASE LEAK, ONLY A LIGHT DEPOSIT NEAR THE CELL CAPS. ALSO, THER WAS NO DEBRIS IN THE BATT TRAY. AT 3909 MILES THE VEH. WAS RETURNED TO REPLACE THE BATT. AT THAT TIME ACID WAS AGAIN PRESENT IN THE TRAY (A LEAK IS SUSPECT IN THE BOTTOM OF THE BATT. CASE). THE BATT WAS R&R'S AND RETURNED TO MIKE KALER FOR TESTING.

Jim Noteboom  
Powertrain Field Quality Specialist/Denver  
Phone: 303.674.4016 FAX: 303.674.6730  
Page: 1.888.375.1990

---

**From:** Price, Martin (M.)  
**Sent:** Tuesday, June 26, 2002 8:05 AM  
**To:** Bogema, John (P.)  
**Cc:** Altoonian, Don (D.J.); Rothweller, Daniel (D.); Dalbo, Bob (R.J.); Suarez, Rhee (R.); Sanders, Muriel (M.S.)  
**Subject:** RE: vmv on time?

thanks for the info. Since a tech may have to wait 35 minutes for a purge cycle should we change this step? We could just have him actively command the VMV and monitor FTP.

*Martín Price*

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

—Original Message—

**From:** Bogema, John (P.)  
**Sent:** Saturday, June 22, 2002 7:35 AM  
**To:** Price, Martin (M.)  
**Cc:** Altoonian, Don (D.J.); Rothweller, Daniel (D.); Dalbo, Bob (R.J.); Suarez, Rhee (R.); Sanders, Muriel (M.S.)  
**Subject:** RE: vmv on time?

Martin,

This is normal purge operation. As long as there is sufficient vapor in the evap system the vmv will remain at 100% until the maximum clip of around 85 minutes.

On another note, after the engine has warmed-up it may take up to 35 minutes for the evap system to begin purging, depending on the state of the fuel trims.

*John P. Bogema*

3.0L Escape Calibration Engineering  
Phone:313.33.75139  
Location:TEE 1AE22  
Email:JBOGEMA@FORD.COM

—Original Message—

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, June 19, 2002 5:24 PM  
**To:** Bogema, John (P.)  
**Subject:** RE: vmv on time?

Can you answer Marti's question below? I'm not sure how long it should purge...

Thanks,

*Muriel Sanders*

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

—Original Message—

**From:** Price, Martin (M.)  
**Sent:** Wednesday, June 19, 2002 3:56 PM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Alkootan, Don (D.J.); Rothweiler, Daniel (D.); Dalbo, Bob (R.J.); Suarez, Rene (R.)  
**Subject:** vvv on time?

A fellow hotliner had a call where the tech was performing step 4 of the TSB and the vvv remained at 100% for 10 minutes+, the ftp remained at 1.6v during this time. No codes were stored. Is the vvv suppose to remain at 100% for so long? Is this a concern or considered normal?

*Marti Price*

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

South Florida

Office/Answering Machine: 954-753-9989

Cell Phone 954-242-2066

**"With Warranty you are Paying for the Sins of the Past"**



**From:** Johnson, Jim (J.S.)  
**Sent:** Thursday, June 27, 2002 9:12 AM  
**To:** Peppone, Gil (J.); Bilicki, John (J.R.); Corbett, Sandra (S.M.); Altomilan, Don (D.J.); Aynassazian, Kam (K.); Bauer, Scott (S.C.); Bhojwani, Karnal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chick, John (J.); Chih, Ming-Miu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweller, Daniel (D.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Faacetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Harr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.F.L.); Ichikawa, Jiyunkhiro (J.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Lintiao, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Matasa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.F.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nemotohshi, Sonya (S.); Notaboom, Jim (J.E.); Orman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquesau, Aiden (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shiralshi, Masaru (M.); Stijgenbauer, Jeffrey (J.R.); Suarez, Rhoe (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.); Yeung, Lam (L.); Suarez, Rhoe (R.); Terzes, Laura (L.D.); Martin, Mike (M.S.); Amely, Felix (F.A.); Bradley, Joe (J.C.); Linde, Peter (P.A.); Goering, Kimberly (K.L.); Terzes, Laura (L.D.); Benintende, Robert (R.F.); Kaercher, Don (D.F.)  
**Cc:** DiAngelo, Renaldo (R.); Berenter, Joel (J.R.); Surti, P. J. (P.J.); Notaboom, Jim (J.E.)  
**Subject:** RE: PFQS's Investigation Results of Virgin Islands Escape Drivability Concerns

Gil, thanks for the report and supporting WDMO on the trip. It appears you identified a few items that will benefit the group.

I did research Air Box replacements for the 2.0 and 3.0 engines and found the following.

3.0L PN, YL8Z-9600-BA - SALES	2.0L PN, YL8Z-9600-AE - SALES
2002 - 529	2002 - 80
2001 - 642	2001 - 104
2000 - 103	2000 - 52

It appears that YL8Z-9600-BA is in the process of being replaced by 2L8Z-9600-BA.

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

**From:** Peppone, Gil (J.)  
**Sent:** Thursday, June 27, 2002 2:11 AM  
**Cc:** Peppone, Gil (J.); DiAngelo, Renaldo (R.); Berenter, Joel (J.R.); Surti, P. J. (P.J.); Notaboom, Jim (J.E.)  
**Subject:** PFQS's Investigation Results of Virgin Islands Escape Drivability Concerns  
**Importance:** High

Good evening everyone:

Here's my report on my trip.

<< File: Results of Virgin Island Escape Decel Stalls Investigation.doc >>

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

Call-in info: 1-877-870-3529 or Ford net 9-1-954-1144  
International Participants: 1-630-693-1704  
Passcode: 7673538, then hit #


I thank the Team for all their assistance.

Gil Peppone  
Powertrain Field Quality Specialist-"PFQS" in

**From:** Pepitone, Gil (J.)  
**Sent:** Thursday, June 27, 2002 9:38 AM  
**To:** Johnson, Jim (J.S.); Billock, John (J.R.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Aynessazian, Kam (K.); Bauer, Scott (S.C.); Bhowani, 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, Ranuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Koeko, Jeff (J.R.); Kwon, Soon (S.K.); Limtiaco, Steven (S.); Linds, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James (J.B.); Mazzala, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeaki (S.); Nematollahi, Sonya (S.); Noteboom, Jim (J.E.); Orman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Sanders, Muriel (M.S.); Shah, Kran (K.C.); Shirahshi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.); Suarez, Rhase (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veeratra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.); Yeung, Lam (L.); Benintanda, Robert (R.F.); Goering, Kimberly (K.L.); Suarez, Rhase (R.); Terzes, Laura (L.D.); Martin, Mike (M.S.); Waxler, Mark (M.A.); Amely, Felix (F.A.); Bradley, Joe (J.C.); Linds, Peter (P.A.); Goering, Kimberly (K.L.); Terzes, Laura (L.D.); Benintanda, Robert (R.F.); Waxler, Mark (M.A.); Amely, Felix (F.A.)  
**Cc:** Pepitone, Gil (J.)  
**Subject:** RE: Inspection Sheet for St. Croix Vehicle Inspection

Good Morning: Mr. Jim Johnson informed me that he was unable to review the Inspection Sheet listed within my Summary Report on Escape Drive Concerns in the Virgin Islands. It appears my use of a "shortout" prevented the icon's data transfer.

I am providing it here as an aid. Ple review as you see fit.

  
St. Croix Escape  
Vehicle Inspe...

Gil Pepitone  
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"

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

**From:** Pepitone, Gil (J.)  
**Sent:** Friday, June 14, 2002 6:50 PM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Moorhouse, Scott (S.R.); DiAngelo, Renaldo (R.); Pepitone, Gil (J.)  
**Subject:** RE: Inspection Sheet for St. Croix Vehicle Inspection  
**Importance:** High

Hi Bob: ok, I will not.

Question: if I have high IAC DC, what should I do?  
Clean the TB?

Turn the Throttle stop in to get o the desired 32% IAC DC?

If you want me to change the TB, I'm not prepared, since I d not have any, and I expect a long delay in

getting TB from the States.

However, it would be good for my tan as I wait for them.....heh, heh.....

If you do want low air flow throttle bodies, maybe a batch (5-8???) could be sent directly to the Dealership Metro Motors in St. Croix??

Please advise via voice mail since I will be disconnecting my laptop soon for packing. But send a note away since I HOPE to be able to use my laptop there. Help desk promised, but you know how that goes.....

You can leave voice mail on both my cell and office phone. I can check the office # from afar.

I will do whatever you wish: I want to get the data we need, and not just fix these Units.

Gil Peplone

Powertrain Field Quality Specialist-"PFQS" in  
South Florida

Office/Answering Machine: 954-753-0989

Cell Phone 954-242-2066

"With Warranty you are Paying for the Sins of the Past"

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

From: Dalbo, Bob (R.J.)  
Sent: Friday, June 14, 2002 5:29 PM  
To: Peplone, Gil (J.)  
Cc: Sanders, Muriel (M.S.)  
Subject: RE: Inspection Sheet for St. Croix Vehicle Inspection

Gil,

Please don't drill out any throttle plates. For one thing, it's not approved practice, and for another, we'd like to get back any you have problems with.

**Bob Dalbo**

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-84847 Fax: (313) 32-31788

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

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

From: Peplone, Gil (J.)  
Sent: Friday, June 14, 2002 3:23 PM  
To: Johnson, Jim (J.S.); Blich, John (J.R.); Corbett, Sandra (S.M.); DiAngelo, Renske (R.); Altoonian, Don (D.J.); Aynessazian, Kam (K.); Bauer, Scott (S.C.); Bhojwani, Kamel (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chick, John (J.); Chih, Ming-Wu (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.); Holman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Ryunkichi (I.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Limbaco, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Mandzuk, Roger (R.S.); Marck, Edmond (E.C.); Matassa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mounsey, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollahi, Sorya (S.); Noteboom, Jim (J.E.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquetau, Aiden (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shirahishi, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veerstra, Tim (T.W.); Wakencell, Ray (R.A.); Wettach, Bill (B.); Williams, Lee (L.H.W.); Yeung, Len (L.); Beninberde, Robert (R.F.); Fernandez, Ruben (R.); Bradley, Joe (J.C.); Goering, Kimberly (K.L.); Suarez, Rhae (R.); Terzes, Laura (L.D.); Martin, Mike (M.S.); Weder, Mark (M.A.); Amohy, Felix (F.A.)  
Cc: Peplone, Gil (J.)  
Subject: Inspection Sheet for St. Croix Vehicle Inspection

Good afternoon everyone: I have included all those that I have been in continuous communication, plus all who are part of the "Escape Stalls Team" Conference Call which I have attended.

The file below contains the form I will use. This information is a result of the feedback I have received from Mr. Altoonian, plus all existing Service Communications, both external and internal.

Please note that the items are ordered in such a way to allow me to leave the vehicle in it's original state until I can replicate the Stalls Concern, if ever.  
I intend on extensively driving these Units until I deem it impossible for Concern replication.  
At that point, I will perform any modifications to at least leave the Units at the latest repair level possible.

<< File: St. Croix Escape Vehicle Inspection Sheet.doc >>

FYI...

Gil Peptonis

Powertrain Field Quality Specialist-"PFQS" in

South Florida

Office/Answering Machine: 954-753-9988

Cell Phone 954-242-2068

"With Warranty you are Paying for the Sins of the Past"

**Escape Stalls Concern Vehicle Inspection Data  
In St. Croix by Gll Peptone 6/15/-6/24/2002**

**Date:**

**Owner:**

**VIN:**

**M.Y.:**

**Mileage:**

**Conditions during Owner's experience, including heavy  
keys/radio towers?**

**Calibration level:**

**DTCs? If P1000, check OBD monitor status/measure KAM Pin 55  
if OBD is dumb:**

**DPFE level {2A07 or later}**

**MAF level {BA?}**

**Relay PN level OK? {White letters NG} /Terminals go/no go?**

**PCM Hardware level/AXB &ATF1 Catch word is latest/ "160" or  
"161"?**

**Connectors/Grounds in order of inspection flow**

**C270b**

**G300**

**G104**

**G105**

**G101**

**C110**

**C133**

**G100**

**C270c**

**C270d**

**CPS pigtail contacting A/C pulley?**

**Rattle Ignition key/engine cuts out?**

**Stabilized RPM Value in Park, Fan off, A/C off, no Purge flow, not prolonged idle time:**

**Stabilized IAC Duty Cycle Percentage in P/N, A/C off:**

**Does Engine stay running w/ IAC disconnected?**

**If so, what is base RPM?**

**TPS voltage {Bogle .9  $\pm$ .05}:**

**Relationship of EVAP % value vs. FTP Voltage ok?**

**If no OK, what were values?**

**If relation not ok, did tapping on VMV make FTP voltage jump/engine's reaction?**

**Position of Flapper Valve ok?**

**PFQS drive results/Verified?**

**If verified, what were conditions?**

**Repairs/adjustments to vehicle:**

**H2O witness marks/Rust In Left Kickpanel?**

**Restricted EVAP line?/Blew out??**

**Replaced Flapper Vlv if web found?**

**New IAC D.C.?**

**Replaced TB?**

**Tightened any Ground/stalled connectors?**

**Changed DPFE?**

**Remove IAC/Inspect for sludge/Oil in rear hole?**

**Changed IAC?**

**Changed MAF?**

**Cleaned DTCs?**

**Additional Comments:**

---

**From:** Yeung, Lem (.)  
**Sent:** Thursday, June 27, 2002 10:44 AM  
**To:** Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)  
**Subject:** Stalls Meeting Update

I will be unable to call in to today's meeting. Here is our update:

We have been running rocker covers with and without the fix. Each cover takes a full shift to evaluate and several runs are required for each cover. Tentatively the data is showing repeatability between covers but not run to run. We are investigating with the supplier potential causes for this variability. Data also still shows we can improve the RH cover and TBD on the LH cover. Conclusions cannot be made until we sort out the part to part variability.

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



**From:** Suarez, Rhee (R.)  
**Sent:** Friday, June 28, 2002 2:40 PM  
**To:** Sanders, Marlei (M.S.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Altoonian, Don (D.J.)  
**Subject:** FW:

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

**From:** Price, Martin (M.)  
**Sent:** Friday, June 28, 2002 2:38 PM  
**To:** Suarez, Rhee (R.)  
**Subject:**

I thought this was interesting about the throttle body and IAC.

CSQI105                      CQIS Indicator Summary Entry                      06/28/02 14:36:20                      Call#: 002

Caller Name: BILL      MULVILLE      ( T )      Report#: 2EXHO009 NHL  
Call Type (G/N/C): C      Print Rpt(S/D):      Ctl #:      Date: 06/28/2002  
Dealer ID: 01471      Springfield Ford, Inc.      Phone: (610) 544-0700  
OASIS YES Contacted      Oasls History:      Grid:      \_\_\_  
Symptom: 8 07 8 00      DRVABL STALL/QUITS AT CRUISE  
Addl Sym: INT STALL      Causal Condt:      How/When Code:      \_\_\_  
Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON      1FMYU04111KC21909      Bld: 08/19/2001  
Engine: 3.0L DUR      Serial: 968109087      Cal: 0M11A90 A/C: A      Odorn: 25258      M  
Trans: CD4E E      Serial: YL8PFBU111670      Body Conv:      \_\_\_

05/24/2002 11:38AM RYAN MORRISON      MSS - FCSD - TECH SVC HOTLINE  
TECH STATES THAT THE VEH HAS AN INT STALL AT CRUISE THEY CAN NOT VERIF  
Y THE CONCERN. THE ECC PWR RELAY WAS REPLACED AND THE BASE IDLE SEEMS OK. THEY  
CAN NOT VERIFY THE CONCERN, CALLING FOR KNOWNS OR SUGGESTIONS.

05/24/2002 11:38AM RYAN MORRISON      MSS - FCSD - TECH SVC HOTLINE  
ISM 02-06-049      VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G800,  
TSB 02-08-06      3.0L DURATEC ONLY, PERFORM NORM DIAG,REFER TO CHECKLIST  
ADVISED OF THE ABOVE.

06/28/2002 02:25PM MARTIN PRICE      MSS - FCSD - TECH SVC HOTLINE  
TECH STS THAT THIS WILL BE THE FORTH TIME THE VEHICLE IS IN FOR A STAL  
LING CONCERN, TECH HAS NEVER BEEN ABLE TO DUPLICATE, REPLACED THE BEC RELAY,  
REPROGRAMMED PCM AND BLEW OUT VENT LINE, VMV PASSES TSB TEST, IAC% WAS IN SPEC  
PREVIOUSLY BUT THIS TIME IT WAS OUT(45%), TECH REPLACED IAC AND NO CHANGE,  
REPLACED THROTTLE BODY AND NOW IAC IS 32-35%, ALSO REPLACED DPFE & MAF, SEEKING  
ANY OTHER KNOWNS

06/28/2002 02:25PM MARTIN PRICE      MSS - FCSD - TECH SVC HOTLINE  
ISM 02-06-025      VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS  
ADV TECH TO CHECK CJB CONNECTORS FOR WATER, G106/105/100/101/300, CKP  
HARNESS

*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:** Pepitons, Gil (J.)  
**Sent:** Friday, June 28, 2002 5:59 PM  
**To:** Price, Martin (M.); Sanders, Muriel (M.S.); Suarez, Rhee (R.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)  
**Cc:** Whitworth, Rudy (A.R.); Alconian, Don (D.J.); DiAngelo, Renaldo (R.); Hansen, George (G.C.); Corbett, Sandra (S.M.); Auiler, Jim (J.E.); Zaghat, Z. (.); Hamilton, Brennan (B.T.); Pepitons, Gil (J.); Larkin, Gail (V.G.); Rothweiler, Daniel (D.)  
**Subject:** RE: Affinity Team Item of High VMV Warranty on Escape

FYI.....

Gil Pepitons  
Powertrain Field Quality Specialist-"PFQS" in  
South Florida  
Office/Answering Machine: 954-753-9889  
Cell Phone 954-242-2068  
"With Warranty you are Paying for the Sins of the Past"

---Original Message---

**From:** Pepitons, Gil (J.)  
**Sent:** Friday, June 28, 2002 5:55 PM  
**To:** Larkin, Gail (V.G.)  
**Cc:** Whitworth, Rudy (A.R.); Alconian, Don (D.J.); Pepitons, Gil (J.); DiAngelo, Renaldo (R.); Hansen, George (G.C.); Corbett, Sandra (S.M.); Auiler, Jim (J.E.); Zaghat, Z. (.); Hamilton, Brennan (B.T.)  
**Subject:** Affinity Team Item of High VMV Warranty on Escape

Good afternoon Gail: I request to be included via teleconference call for the Action Item when discussed in the appropriate future Affinity Team Meeting.

I recently reviewed the 6/14/02 Affinity Meeting Minutes. My review was late due to attendance for a Escape Study in the US Virgin Islands from 6/15-6/25/02.

This recent Study was focused on the known Concern of Decell Stalls for 3.0L. TSB 02-8-6 exists, which addresses most diagnostic method for resolution.

However, during my investigation, I uncovered a scenario which appears to generate TNI for the 9C915 VMV. Step 4 of this TSB does not provide direction for Units which do not start their Purge Cycle: they may remain at Zero % for consider time periods. I experienced this first hand.

Discussions with Engineering informed me to perform a Drive Cycle to start the Purge Cycle.

Here are excerpts from my recent Summary Report:

#### 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.

Here's one of my Recommendations from the same report:

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.

Please discuss/distribute my request with the appropriate Parties and advise so I may schedule.

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

Gil Peppone  
Powertrain Field Quality Specialist-"PFQS" in  
South Florida  
Office/Answering Machine: 954-753-9969  
Cell Phone 954-242-2066  
"With Warranty you are Paying for the Sins of the Past"

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**From:** Pepitone, Gil (J.)  
**Sent:** Friday, June 28, 2002 6:15 PM  
**To:** Fournelle, Gilbert (G.)  
**Cc:** Pepitone, Gil (J.); Corbett, Sandra (S.M.); DiAngelo, Renaldo (R.); Alkonian, Don (D.J.); Dalbo, Bob (R.J.)  
**Subject:** VDR Data your requested from St. Croix

Hi Gilbert: I got the two Drive Items on the last morning before I left St. Croix- this the data you wanted via WDS VDR recordings.

However..... When I tried to copy it to a floppy, I could not figure it out. I called NHL WDS desk and they tried, but failed. I also was going to catch my plane in 1 1/2 hrs that past Tues morning.

Good News: I DO have the data still in the VDR. I SHOULD be able to copy to on a local WDS and then call another Hotliner to find out how to copy it to a floppy. I will also perform this on a WDS with a Fordstar Link so you can download it directly if I cannot make my copy. But I think I could, since I will have more time, this time.

I took a quick look at the Purge Cycle Vs. Rich HEGO shift: none of the three events showed a rich shift longer than 4 seconds. This is good. But Don told me today that you have data showing much longer rich shift time periods. Oh well.....

As for the Mod Engine Temp Heavy Hesitation, I go that too. I did not look at the data, but I DID get all the PIDS you wanted. Ple recall I had recorded this same type of event on other Units (sans spark advance), but did not see anything wrong. Recall this event is with your new calibration, which was in use for some time before the Test. No empty KAM fuel strategy in this case..

I will try to download and copy Monday. You will be hearing from me on this.

Lastly, maybe you wanna try this "cold" engine temp Accel yourself at the Test Track's "hill". Start up at the fuel fill area after a overnight soak, and then stop at the start of the grade while stilling at an angle. Try a lite (1.5v-2v TP) Accel. Repeat until you get to full operating temp. Just roll backwards to repeat.

I hope my experience was due to local Island fuel, and not the new calibration.

Thank you,  
Gil Pepitone  
Powertrain Field Quality Specialist-"PFQS" in  
South Florida  
Office/Answering Machine: 954-753-8989  
Cell Phone 954-242-2088  
"With Warranty you are Paying for the Sins of the Past"

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**From:** Peplone, Gil (J.)  
**Sent:** Saturday, June 29, 2002 9:19 AM  
**To:** Thompson, Blair (B.C.); Dixon, Mark (M.R.); Johnson, Jim (J.S.)  
**Cc:** Whitworth, Rudy (A.R.); Altonian, Don (D.J.); DiAngelo, Renaldo (R.); Hansen, George (G.C.); Corbett, Sandra (S.M.); Auler, Jim (J.E.); Zaghat, Z. (.); Hamilton, Brennan (B.T.); Peplone, Gil (J.); Price, Martin (M.); Sanders, Muriel (M.S.); Suarez, Rhee (R.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Larkin, Gail (V.G.); Rothweiler, Daniel (D.)  
**Subject:** RE: Affinity Team Item of High VMV Warranty on Escape

FYI....

**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"

—Original Message—

**From:** Peplone, Gil (J.)  
**Sent:** Friday, June 28, 2002 5:59 PM  
**To:** Price, Martin (M.); Sanders, Muriel (M.S.); Suarez, Rhee (R.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)  
**Cc:** Whitworth, Rudy (A.R.); Altonian, Don (D.J.); DiAngelo, Renaldo (R.); Hansen, George (G.C.); Corbett, Sandra (S.M.); Auler, Jim (J.E.); Zaghat, Z. (.); Hamilton, Brennan (B.T.); Peplone, Gil (J.); Larkin, Gail (V.G.); Rothweiler, Daniel (D.)  
**Subject:** RE: Affinity Team Item of High VMV Warranty on Escape

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Powertrain Field Quality Specialist-"PFQS" in  
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—Original Message—

**From:** Peplone, Gil (J.)  
**Sent:** Friday, June 28, 2002 5:55 PM  
**To:** Larkin, Gail (V.G.)  
**Cc:** Whitworth, Rudy (A.R.); Altonian, Don (D.J.); Peplone, Gil (J.); DiAngelo, Renaldo (R.); Hansen, George (G.C.); Corbett, Sandra (S.M.); Auler, Jim (J.E.); Zaghat, Z. (.); Hamilton, Brennan (B.T.)  
**Subject:** Affinity Team Item of High VMV Warranty on Escape

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Here are excerpts from my recent Summary Report:

**Procedural Omission in TSB 02-8-6**

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

Please discuss/distribute my request with the appropriate Parties and advise so I may schedule.

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

Gill Peptone  
Powertrain Field Quality Specialist-"PFQS" in  
South Florida  
Office/Answering Machine: 954-753-9989  
Cell Phone 954-242-2088  
"With Warranty you are Paying for the Sins of the Past"

**Customer Information Worksheet**  
**Engineability**

Customer Name \_\_\_\_\_  
Phone Number (Optional) Home \_\_\_\_\_

Repair Order No. \_\_\_\_\_  
Date \_\_\_\_\_  
Business \_\_\_\_\_

**Please help us help you by checking off all the boxes below that describe the drive problem which brought you here today.**

Problem Description			
Engine Starting	Engine Quits Running	Engine Idle With The Vehicle Not Moving	Engine Problems When The Vehicle Is Moving
<input type="checkbox"/> Will not start - Will not even crank <input type="checkbox"/> Cranks but will not start <input type="checkbox"/> Turns to start, but won't start <input type="checkbox"/> Starts, but takes a long time <input type="checkbox"/> Is a sputter problem <input type="checkbox"/> Starts several minutes after key is turned in lock <input type="checkbox"/> Starts after waiting 10-15 minutes (no.)	<input type="checkbox"/> Right after starting <input type="checkbox"/> While idling <input type="checkbox"/> When put into gear <input type="checkbox"/> On acceleration <input type="checkbox"/> During steady speed driving <input type="checkbox"/> On deceleration <input type="checkbox"/> Right before the engine is brought to a stop	<input type="checkbox"/> Engine speed is too slow at idle <input type="checkbox"/> Engine speed is too slow when the A/C or defrost is on <input type="checkbox"/> Engine speed is too fast <input type="checkbox"/> Engine speed is rough or uneven <input type="checkbox"/> Engine speed is too fast after a 2 minute extended idle	<input type="checkbox"/> Runs rough <input type="checkbox"/> Buckle and jitters <input type="checkbox"/> Misfires/irregularities on acceleration <input type="checkbox"/> Stalling, cutout <input type="checkbox"/> Engine works differently <input type="checkbox"/> Lack of power <input type="checkbox"/> Backfires <input type="checkbox"/> Poor fuel economy
When does the problem occur the most often?		<input type="checkbox"/> All the time	<input type="checkbox"/> Most of the time <input type="checkbox"/> Occasionally
When does the problem usually occur in the		<input type="checkbox"/> Morning	<input type="checkbox"/> Later in the day <input type="checkbox"/> Anytime
How long after starting the engine does the problem happen?			
<input type="checkbox"/> While it releases after the engine starts <input type="checkbox"/> Within 10-15 minutes after the engine starts <input type="checkbox"/> At least 10 minutes or longer after starting the engine <input type="checkbox"/> It doesn't happen any time after starting the engine <input type="checkbox"/> After high speed driving (greater than 40 mph)			
About how long does the engine have to be off before the problem will happen again?			
<input type="checkbox"/> 1 Minute or less <input type="checkbox"/> More than 10 minutes but less than 1 hour <input type="checkbox"/> Long than 30 minutes <input type="checkbox"/> It doesn't happen after being off			
Do weather conditions affect the problem?			
If yes, which one? <input type="checkbox"/> Hot <input type="checkbox"/> Cold <input type="checkbox"/> Wind <input type="checkbox"/> Fog <input type="checkbox"/> Snow <input type="checkbox"/> Rain <input type="checkbox"/> Dry			
Does engine temperature affect the problem?			
If yes, at what temperature range? _____ deg. F			
Please identify any of the drive cycling modes that cause the problem:			
<input type="checkbox"/> Accelerating		<input type="checkbox"/> Decelerating	<input type="checkbox"/> Turning/steering
<input type="checkbox"/> Idling (Light Heavy)		<input type="checkbox"/> Steady speed (approximate vehicle speed _____ mph)	
What are the driving conditions that cause the problem?			
<input type="checkbox"/> Hills		<input type="checkbox"/> Highway (Interstate)	<input type="checkbox"/> Rolling roads
<input type="checkbox"/> City		<input type="checkbox"/> Open	<input type="checkbox"/> Anytime
What are the road conditions that cause the problem?			
<input type="checkbox"/> Smooth		<input type="checkbox"/> Patched	<input type="checkbox"/> Rough <input type="checkbox"/> Dirt
Does the problem occur with the A/C or defrost on?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
When the check engine light is on?			
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Flashes			
When does the engine light go on?			
<input type="checkbox"/> Yes <input type="checkbox"/> No Which one? _____			
Additional Comments			
Please use the back of this sheet if needed			



**From:** Suarez, Rhee (FL)  
**Sent:** Tuesday, July 02, 2002 12:58 PM  
**To:** Fournelle, Gilbert (G.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Altoonian, Don (D.J.); Corbett, Sandra (S.M.); Price, Martin (M.)  
**Cc:** Mentgen, Keith (K.)  
**Subject:** FW: 2001 escape stall

Here is some stall info from our Hotline (see CQIS and email). If you have any questions please contact Keith or myself.

Thanks,

*Rhee M. Suarez*

Rhee Michael Suarez  
Product Concern Engineer - Escape / Tribute / Maverick  
PVT & Field Support / FCSO  
DSC II (room 548) / 1800 Fablane Dr. / Allen Park, MI 48101  
Phone: 313-32-23344 Pager: 313-798-8242  
Fax: 313-33-78537  
Email: msuarez@ford.com

Rpt#: 2GBC2003 NHL Rpt: 07/02/2002 Odom: 24,808 M  
Rvw: File: \_ Folder: \_\_\_\_\_ Images: 0 Print Srvy/Disp Detail(P/D): \_  
Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FM4U04161KD85053 Bid: 06/08/2000  
Engine: 3.0L DUR Carb: 0M11A30A Trans: CD4E E Axle: A/C: YES  
Dealer Id: 07766 Marty Franck Ford Lincoln-Mer Ph#: (831) 722-4181  
State: California Qty: Watsonville Orig/Caller: DAVID SALIVA  
Symptom: 6 07 7 93 DRVABL,STALL,QUITS,DECELERATION,ALL ENGINE TEMP  
Addl Sym: INTERMITTENT STALL VMV 73% St: OCRG/EPRC: \_ Rvw: Dt:  
Fix: Caus, Comp: - Condition Code:  
Hotliner: JOWENS28 Phone: 313 317-4276 Regn Cd: 72 San Francisco - 72  
Engineering: Phone: TAR:  
Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES THE CUSTOMER IS IN FOR THE 3RD TIME AND HAS A STALL ON DECELERATION. TECH STATES HE FOLLOWED TSB 02-11-06. TECH STATES HE DID VERIFY THE CONCERN. TECH STATES HE DIDNT LOOSE THE RPM PID. TECH STATES THE ENGINE STALLED ON DECELERATION WHEN THE VMV REACHED 73%. TECH STATES THE EVAP LINES ARE CLEAR. SEEKING ADVICE

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM) ADVISE TECH OF THE LISTED TSB AND ISM. ADVISE TECH SINCE THE VEHICLE STALLED WHEN THE VMV WAS AT 73% AND THE LINES ARE CLEAN, INSPECT THE CANISTER FOR RAW FUEL. IF THE CANISTER IS FINE, REPLACE THE VMV AND RETEST.

REPAIR 07/02/2002 10:46AM KEITH MENTGEN MSS - FCSO - TECH SVC HOTLINE  
TECH STATES HE IS ABLE TO VERIFY THE CONCERN ON DECELERATION ON A SLIGHT GRADE, ABOUT 1/4 TO 1/2 MILE LONG. TECH STATES HE MADE RECORDS AND NOTED THAT THE RPM WILL DROP DOWN TO 172 AND AT THAT TIME THE IAC IS ONLY 21.87%, 40 MPH, .87 VOLTS STEADY T.P. TECH STATES HE DID FIND THAT THIS LAST TIME CONCERN WAS PRESENT THE VMV WAS NOT ON, PID SHOWS 0.0%.

RECOMM ADVISED TECH THE PCM SHOULD TRY TO RESPOND FOR THE LOW RPM BY INCREASING THE IAC% BUT THIS IS NOT HAPPENING, INDICATION THE PCM IS POSSIBLY RESPONSABLE FOR THE CONCERN, ADVISED TECH I WOULD TRY OUT MORE INFORMATION AND CONTACT BACK AT 831-722-4181

—Original Message—

**From:** Mentgen, Keith (K.)  
**Sent:** Tuesday, July 02, 2002 11:24 AM  
**To:** Suarez, Rhee (R.)  
**Cc:** Huspen, Timothy (T.F.)  
**Subject:** 2001 escape stall

Hello Rhee,

I just got a call back on a 2001 Escape with a stall on deceleration that the dealer is able to verify. The dealer made a recording of the event and found on the deceleration the RPM is dropping down to 180 rpm and the IAC is only at 21.78% and not going up, which indicates to me the PCM is not even trying to respond to the stall event. Other pids showed mph 40, and throttle position was .87 volts and steady during the event. I also verified the latest calibration and the PCM part number is 1U7A-AXB. The TSB has been performed and the IAC is 37% at idle, hot engine. The CGIS report number is 2GBC2003.

I remember a few months ago you were investigating this concern, if you have any more information that might apply please let me know.

Thanks

*Keith Mentgen*  
Service Engineer 345  
Ford Technical Hotline  
kMentgen@ford.com  
913-317-7049

**From:** Suarez, Rhas (FL)  
**Sent:** Wednesday, July 03, 2002 8:09 AM  
**To:** Price, Martin (M.); Schmidt, Matthew (M.)  
**Cc:** Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)  
**Subject:** Stall return

Mat/Marti,

Has all the components from the Stall TSB (02-11-06) been changed? We need to start making sure this is happening even if the techs can't reproduce the concern. If not, we will continue to see returns and this will get us a step closer to buybacks every time they come back. We really need to re-word the ISM to state changing all the parts.

Thanks!

*Rhas M. Suarez*

Rhas Michael Suarez  
Product Concern Engineer - Escape / Tribute / Maverick  
PVT & Field Support / FCSI  
DSC II (room 548) / 1600 Fairlane Dr. / Allen Park, MI 48101  
Phone: 313-32-2344 Pager: 313-799-8242  
Fax: 313-33-78337  
Email: rsuarez8@ford.com

Rpt#: ZGBFJ026 NHL Rpt: 07/02/2002 Odom: 9,383 M  
Rvwd: Y File: \_ Folder: 02006134 2 Images: 0 Print Smy/Disp Detail(P/D): \_  
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMYU03112KA69987 Bld: 10/03/2001  
Engine: 3.0L DUR Call: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES  
Dealer Id: 00262 Ernest McCarty Ford Inc Ph#: (205) 663-3831  
State: Alabama City: Alabaster Orig/Caller: CRAIG BROGDEN  
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA  
Addl Sym: STALL CONCERN. St: CCRG/EPRC: \_ Rvwd: Dt:  
Fbc Caus. Comp: - Condition Code:  
Hotliner: MSCHM155 Phone: 313 317-4280 Regn Cd: 21 Atlanta - 21  
Engineering: Phone: TAR:  
Dir Contact: Phone: Title Cde: T  
REPAIR NO E-MAIL

TECH STATES THE VEHICLE HAS A STALLING CONCERN. THIS IS THE SECOND TIME THE VEHICLE HAS BEEN IN FOR THIS CONCERN. HE HAS FOLLOWED THE TSB TO NO AVAIL HE CANNOT DUPLICATE THE CONCERN. HE IS SEEKING ANY FURTHER UPDATES.

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS ADVISED TECH OF ALL THE INFO IN THE ABOVE ISM.

**From:** Sloan, Burt (B.E.)  
**Sent:** Wednesday, July 03, 2002 10:37 AM  
**To:** Klarr, Jerry (G.T.); Facetti, Bob (R.J.); Dakhallah, Hassan (H.A.); Dennis, Matt (M.A.); Ward, Sheila (S.A.); Whitehead, Joe (J.F.); Fournelle, Gilbert (G.); Boyk, Greg (G.J.); Adams, Kerry (K.N.); Matkovich, Dale (D.M.); Sabin, Scott (S.M.); Hansen, George (G.C.); Young, Dan (D.G.); Coffey, Dan (D.C.); Putney, Bill (W.); Kellazewski, Mark (M.D.); King, Brian (B.M.); Mazzella, Gary (G.R.); Liller, David (D.J.); McIntee, Brian (B.E.); Gaynor, Larry (L.J.); Hille, Kevin (K.T.); Lewis, Marvin (M.A.); Turner, Donald (D.A.); Perlick, Don (D.A.); Gibson, Patrick (P.W.); Crowley, Pat (P.J.); Kosko, Jeff (J.F.); Newman, Chris (C.W.); Delaroderis, Jim (J.A.); Dalbo, Bob (R.J.); Squire, Mark (D.M.); Wettsch, Bill (B.); Bogema, John (P.); Mandzlik, Roger (R.S.); Liffatta, Gary (G.D.)  
**Cc:** Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Schmidt, Gregory (G.A.); Van Wlameersch, John (J.R.)  
**Subject:** Outfitters & Ranger Engine Hesitation/Surge, Stall, and No Start Affinity Team Meetings

**Outfitters & Ranger Affinity Team  
Drivability  
July 10, 2002  
8:00 am to 9:30 am  
TEE - Conference Rm 1**

**Call In Phone Number: 9-1-877-877-7126**  
**Participant Code: 6341969 #**

**July 10, 2002 Meeting Agenda:**

- |   |   |
|---|---|
| 1) UP207 2002.5 Engine Stalls emerging issue discussion   | Kerry Adams<br>Sheila Ward<br>Don Perlick |
| 2) Throttle Body<br>Report on agreement of Throttle Body Diagnostic and Service procedures<br>Status of 6 Sigma Project                                   | John Hedges<br>Pat Crowley                |
| 3) No Start Non PCM PATe Investigation Status   | Kevin Hille                               |
| 4) Ranger PS Switch Testing Status on UP 207  | Sheila Ward                               |
| 5) U152 Stalls DOE<br>Report on follow up DOE preparations<br>Follow up on testing fuel pumps   | Scott Sabin                               |
| 6) IAC<br>IAC Mis Diagnostic Procedures High Transient idle at start up<br>IAC Diagnostic Procedures, Vacuum Leak Mis-diaq<br>IAC Returned Parts Analysis | Jim Delaroderis                           |
| 7) Engine Stalls Health Chart<br>Review populated Health Chart and discuss next steps   | Team                                      |



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**From:** Suarez, Rhee (R.)  
**Sent:** Wednesday, July 03, 2002 12:19 PM  
**To:** Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)  
**Cc:** Price, Martin (M.)  
**Subject:** Stall TSB draft??

Are we going to meet today? or would you prefer to move the meeting to next week (when Muriel and Don are back)? If so, what is a good time for you?

Let me know.

Thanks!  
Rhee

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**From:** Fournelle, Gilbert (G.)  
**Sent:** Wednesday, July 03, 2002 12:21 PM  
**To:** Suarez, Rhae (R.); Dalbo, Bob (R.J.)  
**Cc:** Price, Martin (M.)  
**Subject:** RE: Staff TSB draft??

I would prefer to meet next week Tuesday any time during the afternoon.

*Gilbert Fournelle*

V6 U204 Calibration Engineering  
1AE27 Truck Engine Engineering (TEE)  
Phone:(313)3904966 Fax:(313)3231786

—Original Message—

**From:** Suarez, Rhae (R.)  
**Sent:** Wednesday, July 03, 2002 12:19 PM  
**To:** Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)  
**Cc:** Price, Martin (M.)  
**Subject:** Staff TSB draft??

Are we going to meet today? or would you prefer to move the meeting to next week (when Muriel and Don are back)? If so, what is a good time for you?

Let me know.

Thanks!  
Rhae

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**From:** Whitehead, Joe (J.P.)  
**Sent:** Friday, July 05, 2002 8:19 PM  
**To:** Daibo, Bob (R.J.); Stelmazczak, Robert (R.)  
**Cc:** Ward, Sheila (S.A.); Perlick, Don (D.A.)  
**Subject:** Stalling Escapes in Hawaii

Bob Daibo,

I'm vacationing in Honolulu and have volunteered to go to a neighbor island, Kauai, to investigate a Explorer Sport with a stalling problem. I called the general manager today to verify the customer vehicle will be available on Tuesday. Not only will the Explorer be available, the dealer has two 3.0L Escapes that customers are refusing to pick up because of repeated stalls problems. The general manager also mentioned some number (14?) of Tributes which have bought back by Mazda for stalls. He would like me to stick around some extra days to help fixing the two customer vehicles. The dealer info is:

**MIDPAC AUTO CENTER, INC. 3050 HOOLAKO STREET, LIHUE, HI 96766 USA**

Phone 808 2453673

The contact is Rupert Nation, the Service Manager,

I remember the Escape presentation about the purge valve/spider nest problems which caused stalls. I seem to remember some wiring (grounds?) problems. If you could contact me with things to check (a RCON will be available, send vrf & mcs), I'll try to fix the Escapes. Bugs and moisture & salt driven corrosion are available in Hawaii in spades. Summer is very humid.

You can call me in Honolulu after noon EST @ 808 946-4792. I can also be reached on my cell phone @ 734 972-3724 (best time to call the cell is between 11:30 & 1pm EST). If a development processor, ENGENUIS, or other test equipment might be required; please ship overnight to the dealer. Sheila Ward and Dan Perlick have both worked with this dealer setting things up and are have shipped test equipment. They can help you with background info. Give me a call. Thanks,

Bob Stelmazczak,

Given the growing "to do" list, I'll fly to Kauai on Monday and visit the dealer Monday and Tuesday. Will hope to return to Oahu on Wednesday. Our return flights are scheduled for Thursday afternoon. I'll contact you from Kauai to discuss progress and if the need to extent exists. Aloha,

**Joe Whitehead**

4.0L Ranger Calibration  
(313) 33-74063  
Email: JWHITEH4@FORD.COM



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**From:** Suarez, Rhea (R.)  
**Sent:** Monday, July 08, 2002 3:00 PM  
**To:** Aftonian, Don (D.J.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)  
**Cc:** Terzes, Laura (L.D.)  
**Subject:** stall customer

FYI - we need to fix this concern.....

read the comments that started the thread.

<http://www.escape-central.com/1forum/showthread.php?threadid=3081&referrerid=1436>

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**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, July 08, 2002 6:38 PM  
**To:** Price, Martin (M.); Bogema, John (P.)  
**Cc:** Altonian, Don (D.J.); Rothweiler, Daniel (D.); Suarez, Rhee (R.); Sanders, Muriel (M.S.)  
**Subject:** RE: vmv on time?

I think we need to at least reorder the TSB to do the purge test before the reflash. Starting with a clear KAM (post reflash) contributes to the long time before purge begins.

### *Bob Dalbo*

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

—Original Message—

**From:** Price, Martin (M.)  
**Sent:** Tuesday, June 25, 2002 8:05 AM  
**To:** Bogema, John (P.)  
**Cc:** Altonian, Don (D.J.); Rothweiler, Daniel (D.); Dalbo, Bob (R.J.); Suarez, Rhee (R.); Sanders, Muriel (M.S.)  
**Subject:** RE: vmv on time?

thanks for the info. Since a tech may have to wait 35 minutes for a purge cycle should we change this step? We could just have him actively command the VMV and monitor FTP.

### *Martin Price*

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

—Original Message—

**From:** Bogema, John (P.)  
**Sent:** Saturday, June 22, 2002 7:35 AM  
**To:** Price, Martin (M.)  
**Cc:** Altonian, Don (D.J.); Rothweiler, Daniel (D.); Dalbo, Bob (R.J.); Suarez, Rhee (R.); Sanders, Muriel (M.S.)  
**Subject:** RE: vmv on time?

Martin,

This is normal purge operation. As long as there is sufficient vapor in the evap system the vmv will remain at 100% until the maximum clip of around 85 minutes.

On another note, after the engine has warmed-up it may take up to 35 minutes for the evap system to begin purging, depending on the state of the fuel trims.

### *John P. Bogema*

3.0L Escape Calibration Engineering  
Phone:313.83.75133  
Location:TEE 1AE22  
Email:[JBOGEMA@FORD.COM](mailto:JBOGEMA@FORD.COM)

—Original Message—

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, June 19, 2002 5:24 PM

To: Bogema, John (P.)  
Subject: RE: vmv on time?

Can you answer Marti's question below? I'm not sure how long it should purge...

Thanks,

*Muriel Sanders*

U204 3.0L Calibration

Ford Motor Company

Phone: 313-32-27307

Fax: 313-32-31786

E-mail: msander6@ford.com

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

From: Price, Martin (M.)  
Sent: Wednesday, June 19, 2002 3:56 PM  
To: Sanders, Muriel (M.S.)  
Cc: Altonian, Don (D.J.); Rothweiler, Daniel (D.); Delco, Bob (R.J.); Suarez, Rhea (R.)  
Subject: vmv on time?

A fellow hotliner had a call where the tech was performing step 4 of the TSB and the vmv remained at 100% for 10 minutes+, the ftp remained at 1.6v during this time. No codes were stored. Is the vmv suppose to remain at 100% for so long? Is this a concern or considered normal?

*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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**From:** Yeung, Lam (.)  
**Sent:** Tuesday, July 09, 2002 7:07 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** FW: New market issue 14D-16 - B ranked "Engine malfunction during slowing down the vehicle with accelerator off"

FYI. Were you aware that low voltage resistance spark plug failures could cause stalls?

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:** Kino, Mie (M.)  
**Sent:** Tuesday, July 09, 2002 4:26 AM  
**To:** Yeung, Lam (.)  
**Cc:** Wanjarl, Deowrat (D.); Matsushita, Kohel (K.); Grimes, Jeff (J.R.); Hale, Tony (A.S.); Goodwin, William (W.R.)  
**Subject:** RE: New market issue 14D-16 - B ranked "Engine malfunction during slowing down the vehicle with accelerator off"

Yeung-san,

Thank you for the information.

We have received IG coils of another vehicle for investigation.

The condition is similar : engine malfunction resolved by IG coils replacement.

I will send these coils to Goodwin-san, too.

Thank you.

Best regards,

Mie Kino

Duratac Quality Liaison

Ford Powertrain Hiroshima

Phone : 81-82-285-3973 Fax : 81-82-285-3844

Mazda Ext. : 24105

E-mail : mkinou@ford.com

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

From: Yeung, Lem (.)

Sent: Monday, July 08, 2002 11:35 PM

To: Kino, Mie (M.)

Cc: Wanjarl, Deowrat (D.); Matsushita, Kohel (K.); Grimes, Jeff (J.R.);

Hale, Tony (A.S.); Goodwin, William (W.R.)

Subject: RE: New market issue 14D-16 - B ranked "Engine malfunction during slowing down the vehicle with accelerator off"

This condition sounds like an issue the Escape "stalls" team is working on. Attached is a one pager describing the problem. Recommendation is to follow the TSB and ISM for the fix. Please have the dealers implement both of these any time a vehicle comes in with a stalls complaint even if the problem cannot be duplicated at that time.

We still want to look at the parts since we know of a boot porosity issue and a possible spark plug low voltage resistance failure. Please send the parts to:

Bill Goodwin

cube DH188

21500 Oakwood Blvd.

Dearborn, Michigan 48124-4091

**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:** Kino, Mie (M.)  
**Sent:** Thursday, July 04, 2002 1:49 AM  
**To:** Yeung, Lam (.); Grimes, Jeff (J.R.); Hale, Tony (A.S.)  
**Cc:** Wanjarl, Deowrat (D.); Matsushita, Kohel (K.)  
**Subject:** New market issue 14D-16 - B ranked "Engine malfunction during slowing down the vehicle with accelerator off"  
**Importance:** High

Gentlemen,

Please find the following new market issue "14D-16" from Mazda.  
To whom should the concerned IG coils & spark plugs be sent back for inspection?  
Please advise.

Best regards,

**Mie Kino**  
**Duratec Quality Liaison**  
**Ford Powertrain Hiroshima**  
**Phone : 81-82-285-3973 Fax : 81-82-285-3644**  
**Mazda Ext. : 24105**  
**E-mail : mkinou@ford.com**

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

From: ayukawa.r@mazda.co.jp [mailto:ayukawa.r@mazda.co.jp]

Sent: Wednesday, July 03, 2002 4:20 PM

To: mkinou@ford.com

Subject: New market issue 14D-18 - B ranked "Engine malfunction during slowing down the vehicle with accelerator off"

Kinou-san:

This is to inform you of a new market concern.

Please confirm the information and respond to my request.

Mileage : 22,606 km

Engine # : 740884086

**1. Defect Description**

Engine malfunction occurred when the customer was slowing down his vehicle with accelerator off.

If things came to the worst, engine stalled.

Those defects occurred when the engine was hot or cold.

**2. Investigation Result**

Though dealer couldn't confirm engine malfunction, its revolutions were 500 rpm after slowing it down.

After replaced IG coils & spark plugs, they were to be 1000 rpm.

**3. Disposal at dealer**

Replaced IG coils & spark plugs.

**4. Defect vehicle/part**

Concerned parts will be handed to Kinou-san on 02/7/4.

**5. MC Request**

Please investigate concerned parts and clarify root causes.

Best regards,

**Ryojiro Ayukawa**

**Hiroshima PT Inspection Group**

**Mazda Motor Corporation**

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

**Fax:082-252-5345 Ext:37316**

**ayukawa.r@mazda.co.jp**

**\*my e-mail address has been changed**



**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 09, 2002 6:40 PM  
**To:** Nematollahi, Sonya (S.)  
**Subject:** FW: '02 3.0L ESCAPE WITH BATT. ACID LEAKAGE

Sonya,  
Isn't there a better location for the G104/105 grounds than under the battery? Please see AWS info below.

## *Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84847 Fax: (313) 32-91786  
Pager: (313) 785-2859 Email: rbdalbo@ford.com

—Original Message—

**From:** Corbett, Sandra (S.M.)  
**Sent:** Monday, June 24, 2002 10:24 AM  
**To:** Dalbo, Bob (R.J.); Sanders, Muriel (M.S.)  
**Subject:** FW: '02 3.0L ESCAPE WITH BATT. ACID LEAKAGE

Bob/Muriel,  
This is about a month old...info on a etall due to leaking battery acid. You might have already seen it since it came from Noteboom.

—Original Message—

**From:** Nehasil, Linda (L.F.)  
**Sent:** Wednesday, May 29, 2002 10:14 AM  
**To:** Corbett, Sandra (S.M.)  
**Subject:** FW: '02 3.0L ESCAPE WITH BATT. ACID LEAKAGE

Sandy, Greg or Hassan may have sent this to you already.....

Quality comes first....  
Linda F. Nehasil  
Explorer Powertrain Quality  
32-38671

—Original Message—

**From:** Noteboom, Jim (J.E.)  
**Sent:** Friday, May 24, 2002 12:42 PM  
**To:** Ponder, Ray (R.L.); Billingslea, Charles (C.F.); Boyk, Greg (G.J.); Dakhalah, Hassan (H.A.); Michalowicz, Cheryl (C.C.); Nehasil, Linda (L.F.)  
**Cc:** DiAngelo, Renaldo (R.); Popitona, Gil (J.); Surti, P. J. (P.J.)  
**Subject:** '02 3.0L ESCAPE WITH BATT. ACID LEAKAGE

The battery was returned to Cross & Black Test Lab; attn.; Mike Kaler (313-534-8909).

====> \_\_\_\_\_ 1 of 1  
Rpt#: 2EXIC001 PTOFSE Rpt: 05/24/2002 Odom: 3,809 M  
Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):  
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04142KC19492 Bid: 01/28/2002  
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES  
Dealer Id: 01108 John Elway Ford West Ph#: (303) 421-6350  
State: Colorado City: Wheat Ridge Orig/Caller: J. NOTEBOOM  
Symptom: 6 07 6 92 DRVABL,STALL/QUITS,AT CRUISE,HOT ENGINE  
Add Sym: St: CCRG/EPRC: Rvwd: Dt:

Fbc Caus. Comp: BATTERY  
JNOTEBOO (303) 674-4015 FAX:

- RPL Condition Code: B5  
MIL? N ABA? Symp V? Survey? N

EO: EC:  
ER: CB:

Prt St: O  
Intrnit? Y

CONCER "RANDOMLY STALLS, OCCURED ONCE AT APPROX. 2500 MILES."

REPAIR THE CONCERN HAS NOT BEEN VERIFIED, THERE WERE NO DTCS PRESENT IN THE SYSTEM. DURING AN INSPECTION(3342 MI) OF VARIOUS GROUNDS, IT WAS NOTED THE BATTERY TRAY HAD BATT ACID PRESENT AND IT HAD SEEPED DOWN ON GRDS. G-104 & 105. THIS WAS CLEANED UP AND THE GROUNDS VERIFIED. AT THIS TIME THERE WAS NO INDICATION OF A BATT CASE LEAK, ONLY A LIGHT DEPOSIT NEAR THE CELL CAPS. ALSO, THER WAS NO DEBRIS IN THE BATT TRAY. AT 3909 MILES THE VEH. WAS RETURNED TO REPLACE THE BATT. AT THAT TIME ACID WAS AGAIN PRESENT IN THE TRAY (A LEAK IS SUSPECT IN THE BOTTOM OF THE BATT. CASE). THE BATT WAS R&R'S AND RETURNED TO MIKE KALER FOR TESTING.

Jim Noteboom  
Powertrain Field Quality Specialist/Denver  
Phone: 303.674.4015 FAX: 303.674.5730  
Page: 1.888.375.1980

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**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, July 18, 2002 6:58 PM  
**To:** John Bogema  
**Subject:** EEC Capactor Concern Update

John,

Bernie put some words in the concern to the effect that the change would not affect emissions. Please check out his explanation and insert any necessary clarification and a statement concurring that there is no emission effect - maybe add "based on engineering judgement" or some such caveat if you like.

Hopefully this will get Hofu to approve the concern.

*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](mailto:rdalbo@ford.com)





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**From:** Fournelle, Gilbert (G.)  
**Sent:** Monday, July 22, 2002 8:58 AM  
**To:** Sanders, Muriel (M.S.); Suarez, Rhee (R.); Dalbo, Bob (R.J.)  
**Subject:** RE: Calibration Info

Rhee,

The white paper will be sent to VEE today 7/22.

Regards,

*Gilbert Fournelle*

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

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Friday, July 19, 2002 10:34 AM  
**To:** Suarez, Rhee (R.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** RE: Calibration Info

Rhee, everything except the white paper data is in the table below.

Gilbert, please send Rhee the date the White Paper or Cert. Wire was sent to VEE.

<< OLE Object: Microsoft Word Document >>

*Muriel Sanders*

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

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

**From:** Suarez, Rhee (R.)  
**Sent:** Friday, July 19, 2002 8:23 AM  
**To:** Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)  
**Subject:** Calibration Info

This morning I was ready to submit the TSB so we can get a jump start on approvals, I forgot I need to input all the Calibration info into in a separate section of the TSB template. Calibration is the only part that requires this (see template I gave Muriel).

The info I need is:

- Old Cal
- New Cal
- Old PCM number
- New PCM number
- application
- tear tag
- "White Paper or Cert. Wire sent to VEE" data.

If this info is available then we can try to get it rolling again.

Thankst  
Rhae







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**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, July 22, 2002 11:18 AM  
**To:** Grimes, Jeff (J.R.)  
**Cc:** Fournelle, Gilbert (G.); Bogema, John (P.)  
**Subject:** RE: Calibration "kit" for IAC fix on past model service

Jeff,  
You are correct. I had a bad case of dyslexia of the fingers.

**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](mailto:rdalbo@ford.com)

—Original Message—

**From:** Grimes, Jeff (J.R.)  
**Sent:** Friday, July 19, 2002 6:53 AM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Fournelle, Gilbert (G.); Bogema, John (P.)  
**Subject:** RE: Calibration "kit" for IAC fix on past model service

I'll assume you meant John Bogema ☺

**Jeff Grimes**  
Outfitter's Liaison  
Duratec Engine Programs  
Ph: 313-322-5237  
e-mail: [jgrimes1@ford.com](mailto:jgrimes1@ford.com)

—Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, July 18, 2002 1:25 PM  
**To:** Grimes, Jeff (J.R.)  
**Cc:** Gilbert Fournelle; John Bogema  
**Subject:** RE: Calibration "kit" for IAC fix on past model service

Please add John Bottenberg in my section to the 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](mailto:rdalbo@ford.com)

—Original Message—

**From:** Grimes, Jeff (J.R.)  
**Sent:** Tuesday, July 16, 2002 1:37 PM  
**To:** Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** Calibration "kit" for IAC fix on past model service

C11390655 has been opened to release the new IAC for service applications on 20001 and 2002 Escape's...

Neither of you are in WERS...so not sure how you'll want to proceed.

I assume this is feasible??? And probably well worth it for the customer...

Thoughts on timing?

**Jeff Grimes**  
**Outfitter's Liaison**  
**Duraleo Engine Programs**  
**Ph: 313-322-5237**  
**e-mail: [jgrimes1@ford.com](mailto:jgrimes1@ford.com)**

---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Monday, July 22, 2002 12:58 PM  
**To:** Suarez, Rhae (R.); Rottweller, Daniel (D.); Price, Martin (M.); Limtlaco, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Aittonian, Don (D.J.)  
**Subject:** RE: TSB Revision

Hi everyone,

Bob suggested that we add some wording to the TSB to highlight the fact that there are multiple causes for the stalls so each step needs to be done. What do y'all think? If you think we should add it, where would you suggest putting it?

Sample wording: The concern may have several causes so it is important to complete each step of this bulletin.

*Muriel Sanders*

U204 3.0L Calibration

Ford Motor Company

Phone: 313-32-27307

Fax: 313-32-31786

E-mail: msander6@ford.com







---

**From:** Steven Limtiaco [SLimtiac@mazdausa.com]  
**Sent:** Monday, July 22, 2002 1:48 PM  
**To:** 'Sanders, Muriel (M.S.); Suarez, Rhas (R.); Dan Rothweiler; Price, Martin (M.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Altoonian, Don (D.J.)  
**Subject:** RE: TSB Revision

I agree. How about as a "NOTE" at the very beginning of the service procedure (ie: between Service Procedure and "Please use the following conditions for all tests.....").

Steve

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

**From:** Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
**Sent:** Monday, July 22, 2002 9:56 AM  
**To:** Suarez, Rhas (R.); Rothweiler, Daniel (D.); Price, Martin (M.); Limtiaco, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Altoonian, Don (D.J.)  
**Subject:** RE: TSB Revision

Hi everyone,

Bob suggested that we add some wording to the TSB to highlight the fact that there are multiple causes for the stalls so each step needs to be done. What do y'all think? If you think we should add it, where would you suggest putting it?

Sample wording: The concern may have several causes so it is important to complete each step of this bulletin.

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



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**From:** Dan Rothweiler [DRothwei@mazdausa.com]  
**Sent:** Monday, July 22, 2002 3:06 PM  
**To:** Sanders, Muriel (M.S.); Suarez, Rhae (R.); Dan Rothweiler; Price, Martin (M.); Steven Lintiacco; Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Altoonian, Don (D.J.)  
**Subject:** RE: TSB Revision

How about putting it as a Note at the end of the Description but above the Repair procedure. I'd like it to say "NOTE: This concern may have several causes so it is important to complete each step of this bulletin in its entirety".

Daniel H. Rothweiler  
Mazda North American Operations  
Fixed Operations Technical Specialist  
Office: 732-868-2135  
Fax: 214-442-5222  
Cellular: 732-547-8578

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

**From:** Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
**Sent:** Monday, July 22, 2002 12:56 PM  
**To:** Suarez, Rhae (R.); Rothweiler, Daniel (D.); Price, Martin (M.); Lintiacco, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Altoonian, Don (D.J.)  
**Subject:** RE: TSB Revision

Hi everyone,

Bob suggested that we add some wording to the TSB to highlight the fact that there are multiple causes for the stalls so each step needs to be done. What do y'all think? If you think we should add it, where would you suggest putting it?

Sample wording: The concern may have several causes so it is important to complete each step of this bulletin.

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



Hotline Subject: F X2 LD 07/16/02 ENGINE WILL STALL AFTER TSB

Category Code.: F FUEL AND EMISSION

Symptom Codes.: 050 ENG. STALLS DRIVING-W

Condition Codes: KXX DOES NOT DEPEND ON C

Symptom Freq...: I INTERMIT.

Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1

Describe Symptoms and Conditions:

CLAMBS THAT THE ENGINE WILL STALL INT

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

From: Dalbo, Bob (R.J.) [mailto:rdalbo@ford.com]  
Sent: Monday, July 22, 2002 8:16 AM  
To: Lintiac, Steven (S.); Suarez, Rhae (R.); Sanders, Muriel (M.S.);  
Dalbo, Bob (R.J.); Rothweiler, Daniel (D.)  
Subject: RE: fyi

Steve,

Can you please provide the details on this truck? Did this loose ground  
get  
out after the inverted delta check was added at KCAP?

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: Steven Lintiac [mailto:slintiac@mazdausa.com]  
Sent: Friday, July 19, 2002 12:01 PM  
To: 'rsuarez@ford.com'; 'msander6@ford.com'; 'rdalbo@ford.com'; Dan  
Rothweiler  
Subject: FW: fyi

Everyone,

Some ISM information. (Nothing we don't already know, but nice to have  
confirmation.)

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



---

**From:** Johnson, Valerie (V.D.)  
**Sent:** Tuesday, July 23, 2002 11:11 AM  
**To:** Stassen, Tamara (T.M.); Morgan, Dan (W.D.)  
**Cc:** Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Peters, Robin (R.S.); Johnson, Valerie (V.D.)  
**Subject:** RE: (2) stalls robustness CR's

Tamara/Dan, Keith Takasawa wants to bypass the HOFU process on this change. A note from Pete Linda, which I have attached, explains that if the concern is a "time critical" issue (Dan concurred on this process), then we can bypass the process with a note of explanation to HOFU. I believe this fits in this category. Sachiko/Junko, I have taken concern to 'A'.

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

**From:** Corbett, Sandra (S.M.)  
**Sent:** Tuesday, July 23, 2002 10:58 AM  
**To:** Johnson, Valerie (V.D.); Peters, Robin (R.S.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** RE: (2) stalls robustness CR's

Val,

Based on the attached note from Takasawa-san, we should not have to wait for HOFU to proceed with anything...I'm on an OK to Ship meeting currently and will call when it is complete.

Sandy Corbett  
Escape Powertrain PMT & QRT  
Phone/Fax (313)59-44351  
Product Development Center 2H-E66

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

**From:** Johnson, Valerie (V.D.)  
**Sent:** Tuesday, July 23, 2002 10:19 AM  
**To:** Peters, Robin (R.S.)  
**Cc:** Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)  
**Subject:** RE: (2) stalls robustness CR's

Robin, that's not what triggers the 'A'. It has to be physically taken to 'A' status. A notice can be pulled whether concern is in 'A' status or 'I'. However, we are waiting HOFU to respond before concern can be taken to 'A'.

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

**From:** Peters, Robin (R.S.)  
**Sent:** Tuesday, July 23, 2002 9:59 AM  
**To:** Johnson, Valerie (V.D.)  
**Cc:** Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)  
**Subject:** FW: (2) stalls robustness CR's

Hi Val,

Can you put a date in the Program Management Authorization field on the "C" screen of C-11390580. Although the description screen says approved, we will be unable to pull the notice without the date to trigger the "I" status to "A".

Thank!

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

—Original Message—

From: Dalbo, Bob (R.J.)  
Sent: Tuesday, July 23, 2002 9:53 AM  
To: Peters, Robin (R.S.)  
Subject: FW: (2) stalls robustness CR's

FYI - Escape Platform CPE directed approval of these concerns.

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

—Original Message—

From: Takasawa, Keith (K.D.)  
Sent: Monday, July 22, 2002 4:28 PM  
To: Corbett, Sandra (S.M.)  
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shirahsi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jyunichiro (J.); Waud, Sachiko (S.); Fujoka, Kenji (K.); Linde, Peter (P.A.); Ruseu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)  
Subject: RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ84  
MD401  
PH: (313) 322-5676  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

—Original Message—

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shirahsi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jyunichiro (J.); Waud, Sachiko (S.); Fujoka, Kenji (K.)  
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

C11390580- calibration change

-Mazda (Shirahsi-san) indicates they need final white paper, Dalbo will forward

-KCAP (John O'Callaghan) indicates that a plant trial is required...we cannot provide parts until the concern is authorized by Prog. Mgmt....Prog Mgmt (Jessica Ruseu) indicates that or cannot be authorized until trial is complete...HELP/NEXT STEPS???

C11371349- capacitor change

-Mazda (Shirahsi-san) is also requesting white paper-THERE IS NO FUNCTIONAL CHANGE, THEREFORE NO WHITE PAPER WILL BE PROVIDED

-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,

Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett

Escape Powertrain QRT

Phone/Fax: (313)58-44351

Product Development Center 2H-E68

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

From: Bob Dalbo (1-313-2484947)

[mailto:vwirk014@drbn004.detroit.ford.com]

Sent: Monday, July 22, 2002 3:01 PM

To: SCORBETT

Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns (C11380580 & C11371349) are approved.

**From:** Suarez, Phoe (R.)  
**Sent:** Wednesday, July 24, 2002 8:13 AM  
**To:** Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Price, Martin (M.); Altoonian, Don (D.J.)  
**Subject:** Stall

I am still a little worried about all the steps we have in the TSB. Here is another example of the tech doing the TSB but because they were unable to duplicate the concern nothing was changed.

Rpt#: ZGWCM008 NHL Rpt: 07/23/2002 Odom: 3,705 M  
Rvw: \_ File: \_ Folder: 02005769 2 Images: 0 Print Smy/Diag Detail(P/D): \_  
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04102KB67309 Bid: 12/21/2001  
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axc: 3800F2.73L A/C: YES  
Dealer Id: 02744 Campbell Ford Lincoln-Mercury, Ph#: (616) 687-0130  
State: Michigan City: Niles Orig/Caller: ANDREW LEE  
Symptom: 6 07 5 00 DRVABL,STALL/QUITS,ACCELERATION,OTHER-CODE NA  
Addl Sym: St: CCRG/EPRC: \_ Rvw: Dt:  
Fb: Caus. Comp: - Condition Code:  
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 48 Detroit - 48  
Engineering: Phone: TAR:  
Dir Contact: Phone: Title Cde: T  
REPAIR VEHICLE WAS BROUGHT IN FOR STALL CONCERN. TECH HAS YET TO DUPLICATE  
HAS CHECKED ALL THE ISSUES MENTIONED ON TSB. THIS IS THE SECOND TIME  
VEHICLE COMES IN FOR SAME CONCERN.  
RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)  
SUGGESTED TO REPLACE THROTTLE BODY, IAC, DPFEAND VMV. CHECK G104 AND  
G105 AND CKP HARNESS NEAR AC COMPRESSOR.



---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, July 24, 2002 9:21 AM  
**To:** Suarez, Rhee (R.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Price, Martin (M.); Altoonian, Don (D.J.)  
**Subject:** RE: Stall

I talked to the dealer and recommended the TSB & ISM items.

***Muriel Sanders***

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

—Original Message—

**From:** Suarez, Rhee (R.)  
**Sent:** Wednesday, July 24, 2002 8:13 AM  
**To:** Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Price, Martin (M.); Altoonian, Don (D.J.)  
**Subject:** Stall

I am still a little worried about all the steps we have in the TSB. Here is another example of the tech doing the TSB but because they were unable to duplicate the concern nothing was changed.

Rpt#: 2GWCM008 NHL Rpt: 07/23/2002 Odom: 3,705 M  
Rvwid: \_ File: \_ Folder: 02005769 2 Images: 0 Print Smy/Disp Detail(P/D): \_  
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04102KB67309 Bld: 12/21/2001  
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 380CF2.73L A/C: YES  
Dealer Id: 02744 Campbell Ford Lincoln-Mercury, Ph#: (616) 687-0130  
State: Michigan City: Niles Orig/Caller: ANDREW LEE  
Symptom: 6 07 5 00 DRVABL,STALL,QUITS,ACCELERATION,OTHER-CODE NA  
Addl Sym: St: CCRG/EPRC: \_ Rvwid: Dt:  
Fix: Caus. Comp: - Condition Code:  
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 48 Detroit - 48  
Engineering: Phone: TAR:  
Dfr Contact: Phone: Title Cde: T  
REPAIR VEHICLE WAS BROUGHT IN FOR STALL CONCERN. TECH HAS YET TO DUPLICATE  
HAS CHECKED ALL THE ISSUES MENTIONED ON TSB. THIS IS THE SECOND TIME  
VEHICLE COMES IN FOR SAME CONCERN.  
RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)  
SUGGESTED TO REPLACE THROTTLE BODY, IAC, DPFEAND VMV. CHECK G104 AND  
G105 AND CKP HARNESS NEAR AC COMPRESSOR.

---

**From:** Suarez, Rhae (R.)  
**Sent:** Wednesday, July 24, 2002 10:49 AM  
**To:** Sanders, Muriel (M.S.); Daibo, Bob (R.J.); Fournelle, Gilbert (G.)  
**Cc:** Corlew, Randall (R.L.)  
**Subject:** FW: TECHNICAL ASSISTANCE REQUEST

Is there anything that can be done to help Randy Corlew (FSE) out? He has been working on many high exposure Escape vehicles that have the Stall concern. In the best interest of Ford (esp in that location), he would like to fix these vehicles ASAP. If getting Randy a copy of the latest Calibration is possible in anyway please let me or Randy know.

Thank you for you assistance.  
Rhae

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

**From:** Corlew, Randall (R.L.)  
**Sent:** Wednesday, July 24, 2002 10:32 AM  
**To:** Suarez, Rhae (R.)  
**Cc:** Galante, Chris (C.R.); Belote, Paul (P.S.); Daniluk Sr., John (J.J.); Nigra, Joe (J.)  
**Subject:** RE: TECHNICAL ASSISTANCE REQUEST

Rhae,  
Per our phone conversation, I would like to request an early copy of the calibration for the Escape stall issue. I will be in Detroit Thursday and Friday. If I can get a CD with the calibration it would be very helpful. Please call my cell phone when/if this is possible.  
724-910-3459.

Thank you,

Randy Corlew

Ford Motor Company  
FSE-Pittsburgh Region

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

**From:** Suarez, Rhae (R.)  
**Sent:** Wednesday, July 24, 2002 9:44 AM  
**To:** Corlew, Randall (R.L.)  
**Subject:** RE: TECHNICAL ASSISTANCE REQUEST

I saw both of these TAR CQIS reports. Sounds like you got them. Let me know if you need any assistance.

Thanks!

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

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

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

From: vipdist6@drbn004.dearborn.ford.com  
[mailto:vipdist6@drbn004.dearborn.ford.com]  
Sent: Tuesday, July 23, 2002 11:35 PM  
To: techtime@ford.com  
Subject: TECHNICAL ASSISTANCE REQUEST

TECHTIME  
MSS - FCSD - TAR DISTRIBUTION

The Technical Service Hotline has been contacted by:

SAM FOX  
Dealer ID: 07608 Name: BEGLIN MOTOR SALES INC

with a concern on:

2002 ESCAPE 4X2  
VIN: 1FMYU03192KA46554

It is filed under CQIS report number: 2GEBY002. Together we have been unable to resolve the concern.

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that they will be contacted by someone from the Region in the near future. This letter is notification of the referral. The technical hotline report will be in the CQIS region in-basket for your review.

THANK YOU, FROM THE TECHNICAL SERVICE HOTLINE TEAM

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

From: vipdist6@drbn004.dearborn.ford.com  
[mailto:vipdist6@drbn004.dearborn.ford.com]  
Sent: Tuesday, July 23, 2002 11:35 PM  
To: techtime@ford.com  
Subject: TECHNICAL ASSISTANCE REQUEST

TECHTIME  
MSS - FCSD - TAR DISTRIBUTION

The Technical Service Hotline has been contacted by:

SAM FOX  
Dealer ID: 07608 Name: BEGLIN MOTOR SALES INC

with a concern on:

2002 ESCAPE 4X2

VIN: 1FMY003192KA46554

It is filed under CQIS report number: 1JVG1013. Together we have been unable to resolve the concern.

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that they will be contacted by someone from the Region in the near future.

This letter is notification of the referral. The technical hotline report will be in the CQIS region in-basket for your review.

THANK YOU, FROM THE TECHNICAL SERVICE HOTLINE TEAM

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 24, 2002 11:12 AM  
**To:** Suarez, Rhee (R.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Price, Martin (M.); Altonian, Don (D.J.)  
**Subject:** RE: Stall

Ray,  
I'm also concerned that the TSB won't be effective even if the contents in aggregate are. What can we do to improve the confidence of successful TSB implementation?

*Bob Dalbo*

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

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

**From:** Suarez, Rhee (R.)  
**Sent:** Wednesday, July 24, 2002 8:13 AM  
**To:** Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Price, Martin (M.); Altonian, Don (D.J.)  
**Subject:** Stall

I am still a little worried about all the steps we have in the TSB. Here is another example of the tech doing the TSB but because they were unable to duplicate the concern nothing was changed.

Rpt#: 2GWCM008 NHL Rpt: 07/23/2002 Odom: 3,705 M  
Rvw: \_ File: \_ Folder: 02005769 2 Images: 0 Print Smy/Disp Detail(P/D): \_  
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04102KB67309 Bld: 12/21/2001  
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2,73L A/C: YES  
Dealer Id: 02744 Campbell Ford Lincoln-Mercury, Ph#: (616) 687-0130  
State: Michigan City: Niles Orig/Caller: ANDREW LEE  
Symptom: 6 07 5 00 DRVABL,STALL,QUITS,ACCELERATION,OTHER-CODE NA  
Addl Sym: SC: CCRG/EPRC: \_ Rvw: Dc  
Fix: Caus. Comp: -- Condition Code:  
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 48 Detroit - 48  
Engineering: Phone: TAR:  
Dir Contact: Phone: Title Cde: T  
REPAIR VEHICLE WAS BROUGHT IN FOR STALL CONCERN. TECH HAS YET TO DUPLICATE  
HAS CHECKED ALL THE ISSUES MENTIONED ON TSB. THIS IS THE SECOND TIME  
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RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)  
SUGGESTED TO REPLACE THROTTLE BODY, IAC, DPFEAND VMV. CHECK G104 AND  
G105 AND CKP HARNESS NEAR AC COMPRESSOR.

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 24, 2002 11:15 AM  
**To:** Suarez, Rhae (R.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)  
**Cc:** Corlew, Randall (R.L.)  
**Subject:** RE: TECHNICAL ASSISTANCE REQUEST

Randy/Rhae,  
We can't get the software out since Mazda has not approved the concern yet. Hopefully in a week.

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

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

**From:** Suarez, Rhae (R.)  
**Sent:** Wednesday, July 24, 2002 10:43 AM  
**To:** Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)  
**Cc:** Corlew, Randall (R.L.)  
**Subject:** FW: TECHNICAL ASSISTANCE REQUEST

Is there anything that can be done to help Randy Corlew (FSE) out? He has been working on many high exposure Escape vehicles that have the Stall concern. In the best interest of Ford (esp in that location), he would like to fix these vehicles ASAP. If getting Randy a copy of the latest Calibration is possible in anyway please let me or Randy know.

Thank you for you assistance.  
Rhae

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

**From:** Corlew, Randall (R.L.)  
**Sent:** Wednesday, July 24, 2002 10:32 AM  
**To:** Suarez, Rhae (R.)  
**Cc:** Galante, Chris (C.R.); Balote, Paul (P.S.); Daniluk Sr., John (J.J.); Nigra, Joe (J.)  
**Subject:** RE: TECHNICAL ASSISTANCE REQUEST

Rhae,  
Per our phone conversation, I would like to request an early copy of the calibration for the Escape stall issue. I will be in Detroit Thursday and Friday. If I can get a CD with the calibration it would be very helpful. Please call my cell phone when/if this is possible.  
724-910-3459.

Thank you,

Randy Corlew

Ford Motor Company  
FSE-Pittsburgh Region

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

From: Suarez, Rhae (R.)  
Sent: Wednesday, July 24, 2002 9:44 AM  
To: Corlew, Randall (R.L.)  
Subject: RE: TECHNICAL ASSISTANCE REQUEST

I saw both of these TAR CQIS reports. Sounds like you got them. Let me know if you need any assistance.

Thanks!

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

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

From: vipdist5@drbn004.dearborn.ford.com  
[mailto:vipdist5@drbn004.dearborn.ford.com]  
Sent: Tuesday, July 23, 2002 11:35 PM  
To: techtime@ford.com  
Subject: TECHNICAL ASSISTANCE REQUEST

TECHTIME  
MSS - FCSD - TAR DISTRIBUTION

The Technical Service Hotline has been contacted by:

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Dealer ID: 07608 Name: BEGLIN MOTOR SALES INC

with a concern on:

2002 ESCAPE 4X2  
VIN: 1FMYU03192KA46554

It is filed under CQIS report number: 2GBBY002. Together we have been unable to resolve the concern.

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that they will be contacted by someone from the Region in the near future. This letter is notification of the referral. The technical hotline report will be in the CQIS region in-basket for your review.

THANK YOU, FROM THE TECHNICAL SERVICE HOTLINE TEAM

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

From: vipdist6@drbn004.dearborn.ford.com  
[mailto:vipdist6@drbn004.dearborn.ford.com]  
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To: techtime@ford.com  
Subject: TECHNICAL ASSISTANCE REQUEST

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The Technical Service Hotline has been contacted by:

SAM FOX  
Dealer ID: 07608 Name: BEGLIN MOTOR SALES INC

with a concern on:

2002 ESCAPE 4X2  
VIN: 1FMYU03192KA46554

It is filed under CQIS report number: 1JVG1013. Together we have been unable to resolve the concern.

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that they will be contacted by someone from the Region in the near future.

This letter is notification of the referral. The technical hotline report will be in the CQIS region in-basket for your review.

THANK YOU, FROM THE TECHNICAL SERVICE HOTLINE TEAM



**From:** Inoue, Hiroshi (H.)  
**Sent:** Tuesday, July 23, 2002 12:06 PM  
**To:** Takasawa, Keith (K.D.)  
**Co:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.)  
**Subject:** RE: (2) stalls robustness CR's

Takasawa-san,

Per your approval for KCAP, now Hofu change control process starts officially for these CRs.  
At this moment, both of C11390580 and C11371349 are "Black Box" for Mazda engineers.

In order to get Hofu approval quickly, please have relating Ford folks give information to Mazda engineers ASAP. Shiraishi-san will set up a engineering meeting in this week.

The major point to be confirmed is any impact on Certification/Homologation in countries out side US.  
I sincerely don't want make you get problems of regulatory recall.

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7670

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

**From:** Takasawa, Keith (K.D.)  
**Sent:** 200277227 16:28  
**To:** Corbett, Sandra (S.M.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)  
**Subject:** RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

C11390580- calibration change

-Mazda (Shiraishi-san) indicates they need final white paper, Dalbo will forward

-KCAP (John O'Callaghan) indicates that a plant trial is required...we cannot provide parts until the concern is authorized by Prog. Mgmt....Prog Mgmt. (Jessica Rusu) indicates that cr cannot be authorized until trial is complete...HELP/NEXT STEPS???

C11371349- capacitor change

-Mazda (Shiraishi-san) is also requesting white paper--THERE IS NO FUNCTIONAL CHANGE, THEREFORE NO WHITE PAPER WILL BE PROVIDED

-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,

Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett  
Escape Powertrain QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)  
[mailto:viwrk014@drbn004.daaarhorn.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: SCORBETT  
Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns

(C11390580 & C11371349) are approved.

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 24, 2002 11:17 AM  
**To:** Bob Fascetti  
**Subject:** FW: Backup note to the PAGE

**Importance:** High

## *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](mailto:rdalbo@ford.com)

—Original Message—

**From:** Corbett, Sandra (S.M.)  
**Sent:** Wednesday, July 24, 2002 11:15 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** FW: Backup note to the PAGE  
**Importance:** High

Here you go....

**Sandy Corbett**  
**Escape Powertrain PMT & QRT**  
Phone/Fax: (313)59-44351  
Product Development Center 2H-B66

—Original Message—

**From:** Waud, Sachiko (S.)  
**Sent:** Wednesday, July 24, 2002 1:12 AM  
**To:** Johnson, Valarie (V.D.); Veestra, Tim (T.W.); 'Shirashi, Masaru'  
**Cc:** Takasawa, Keith (K.D.); Fascetti, Bob (R.J.); Stessen, Tamara (T.M.); Morgan, Dan (W.D.); Corbett, Sandra (S.M.); Inoue, Hiroshi (H.); Ichikawa, Ryunichiro (J.); Yamada, Hidetl (H.); Murakami, Junko (J.)  
**Subject:** RE: Backup note to the PAGE  
**Importance:** High

I couldn't change the PGMA to A since Mazda is still waiting for the White paper and other documents mazda require. Also the meeting between Mazda and Ford OPD is scheduled on Thursday to discuss about this concern. Please see the attached mail from Inoue-san to Keith.

Thank you.

  
RE: (2) stalls

Sachiko Waudrobustness CR's...

FORD Program and Pre-Production

Management (PPM)

[swaud@ford.com](mailto:swaud@ford.com)

Phone:81-82-287-1093 (820-440)

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

From: Johnson, Valerie (V.D.)  
Sent: Tuesday, July 23, 2002 7:48 PM  
To: Waud, Sachiko (S.); Murskami, Junko (J.); Veenstra, Tim (T.W.)  
Cc: Takasawa, Keith (K.D.); Fascetti, Bob (R.J.); Blassen, Tamara (T.M.); Morgan, Dan (W.D.); Johnson, Valerie (V.D.); Corbett, Sandra (S.M.)  
Subject: RE: Backup note to the PAGE

**Tim, C11371349 was approved on 7/11 w/approval from HOFU on 7/23 (delay due to rejection on 7/16). However, C11390580 was not approved. I have now approved C11390580. Sachiko/Junko, please review for HOFU approval. Per notes below, this is a critical issue and needs approval right away. Thanks!**

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

From: Veenstra, Tim (T.W.)  
Sent: Monday, July 22, 2002 4:01 PM  
To: Johnson, Valerie (V.D.)  
Subject: FW: Backup note to the PAGE  
Importance: High

Please note KDT direction....This is very critical A change. Please move to A for Program Management TODAY! Thanks.

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

From: Takasawa, Keith (K.D.)  
Sent: Monday, July 22, 2002 2:58 PM  
To: Veenstra, Tim (T.W.)  
Subject: FW: Backup note to the PAGE  
Importance: High

Please over-ride and approve both of these. Thanks.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5875  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Fascetti, Bob (R.J.)  
Sent: Monday, July 22, 2002 3:26 PM  
To: Takasawa, Keith (K.D.)  
Subject: FW: Backup note to the PAGE

Keith,  
The concern for the stalls calibration is C11390580.

The second concern is for the capacitor change in the module (EMC robustness).  
C11371349  
Both concerns need to be approved by Mazda. Ford has already approved them.

Bob Fascetti

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

From: Bob Dalbo (1-313-2484947)  
[mailto:vdwrk014@drbn004.dearborn.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: BFASCETT  
Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns (C11390580 & C11371349) are approved.

**From:** Inoue, Hiroshi (H.)  
**Sent:** Tuesday, July 23, 2002 12:06 PM  
**To:** Takasawa, Keith (K.D.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.)  
**Subject:** RE: (2) stalls robustness CR's

Takasawa-san,  
Per your approval for KCAP, now Hofu change control process starts officially for these CRs.  
At this moment, both of C11390580 and C11371349 are "Black Box" for Mazda engineers.

In order to get Hofu approval quickly, please have relating Ford folks give information to Mazda engineers ASAP. Shiraishi-san will set up a engineering meeting in this week.

The major point to be confirmed is any impact on Certification/Homologation in countries out side US.  
I sincerely don't want make you get problems of regulatory recall.

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7670

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

**From:** Takasawa, Keith (K.D.)  
**Sent:** 20027722? 16:28  
**To:** Corbett, Sandra (S.M.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)  
**Subject:** RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

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-Mazda (Shiraishi-san) indicates they need final white paper, Dalbo will forward

-KCAP (John O'Callaghan) indicates that a plant trial is required...we cannot provide parts until the concern is authorized by Prog. Mgmt...Prog Mgmt (Jessica Rusu) indicates that cr cannot be authorized until trial is complete...HELP/NEXT STEPS???

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-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,

Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett  
Escape Powertrain QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-B66

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

From: Bob Dalbo (1-313-2484947)  
[mailto:viwrk014@drbn004.dearborn.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: SCORBETT  
Subject: Backup note to the PAGE

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(C11390580 & C11371349) are approved.

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**From:** Fascetti, Bob (R.J.)  
**Sent:** Wednesday, July 24, 2002 2:18 PM  
**To:** Inoue, Hiroshi (H.); Takasawa, Keith (K.D.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraiishi, Masaru (M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioaka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.)  
**Subject:** RE: (2) stalls robustness CR's

We need these concerns approved at this Thursday morning meeting. Mazda has had the white papers for these concerns for over a week (sent to Ichikawa-san). All of these concerns have been discussed at our weekly stall meeting, that Kanai-san, and MNAO (Steve Lintiacco) attend.

Takasawa-san has already directed that these concerns be approved. I understand that Mazda gets some time to approve concerns, and that's why we sent the white paper early.

Please come prepared to approve this concern at this meeting. We have now lost two full days of progress due to waiting.

Please address this matter urgently.  
Thank you,  
Bob Fascetti  
Outfitters Calibration Manager

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

**From:** Inoue, Hiroshi (H.)  
**Sent:** Tuesday, July 23, 2002 12:06 PM  
**To:** Takasawa, Keith (K.D.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraiishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioaka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.)  
**Subject:** RE: (2) stalls robustness CR's

Takasawa-san,  
Per your approval for KCAP, now Hofu change control process starts officially for these CRs.  
At this moment, both of C11390580 and C11371349 are "Black Box" for Mazda engineers.

In order to get Hofu approval quickly, please have relating Ford folks give information to Mazda engineers ASAP. Shiraiishi-san will set up a engineering meeting in this week.

The major point to be confirmed is any impact on Certification/Homologation in countries out side US.  
I sincerely don't want make you get problems of regulatory recall.

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059



Cellular: 248-320-7670

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

From: Takasawa, Keith (K.D.)  
Sent: 200277?22? 16:28  
To: Corbett, Sandra (S.M.)  
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)  
Subject: RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

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-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,  
Will there be change control Tuesday at 8am or will these covered at

PST?

Sandy Corbett  
Escape Powertrain QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)  
[mailto:viwrk014@drbn004.dearborn.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: SCORBETT  
Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until  
concerns  
(C11390580 & C11371349) are approved.

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**Sent:** Wednesday, July 24, 2002 3:48 PM  
**To:** Fascetti, Bob (R.J.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.); Takasawa, Keith (K.D.)  
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Bob,  
I expect your information will get understanding of Mazda engineers shortly.

Just for clarification: Kanai-san and Steve Limtiaco are Quality folks and NOT powertrain engineer for this CR. In US, the right contacts is Shiraishi-san in this case.

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**Sent:** 02/07/24 14:17  
**Subject:** RE: (2) stalls robustness CR's

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Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7670

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

From: Takasawa, Keith (K.D.)  
Sent: 2002?7?22? 16:28  
To: Corbett, Sandra (S.M.)  
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)  
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Escape/Tribute Chief Engineer  
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PH: (313) 322-5675  
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TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
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Product Development Center 2H-E66

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**Subject:** RE: (2) stalls robustness CR's

Both Ichikawa-san and Shiraishi-san are on the invite list for the weekly stalls meeting which occurs on Thursday's at 2pm at TEE and with audio numbers.

Sandy Corbett  
Escape Powertrain PMT & QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

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

**From:** Inoue, Hiroshi (H.)  
**Sent:** Wednesday, July 24, 2002 3:46 PM  
**To:** Fascetti, Bob (R.J.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.); Takasawa, Keith (K.D.)  
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Phone: 313-845-8179

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Sent: 2002?7922? 16:28

To: Corbett, Sandra (S.M.)

Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioaka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)

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Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2H764  
MD401  
PH: (313) 322-5675  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
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[mailto:viwrk014@drbn004.dearborn.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: SCORBETT  
Subject: Backup note to the PAGE



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concerns  
(C11390580 & C11371349) are approved.

---

**From:** Corbett, Sandra (S.M.)  
**Sent:** Thursday, July 25, 2002 12:05 PM  
**To:** Peters, Robin (R.S.); Krohn, Maggie (M.M.); Dalbo, Bob (R.J.)  
**Subject:** FW: Backup note to the PAGE

I'm not sure who else needs to be aware of this to make the timing plan work.

Sandy Corbett  
Escape Powertrain PMT & QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-B66

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

**From:** Rusu, Jessica (J.L.)  
**Sent:** Thursday, July 25, 2002 11:43 AM  
**To:** Corbett, Sandra (S.M.)  
**Cc:** Veenstra, Tim (T.W.)  
**Subject:** FW: Backup note to the PAGE

Val probably paged you, but just in case...

THE CALIBRATION CONCERN IS FINALLY APPROVED "A" !!!!!!!!!!!!!

Jessica Rusu  
2003 MY Escape/Tribute Program Management  
Product Development Center, 2H-G47  
jrusu@ford.com  
Phone: (313) 59-47544  
Pager: (313) 814-0353

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

**From:** Valerie Johnson (1-313-3229503)  
[mailto:vlwrk015@drbn004.dearborn.ford.com]  
**Sent:** Thursday, July 25, 2002 11:37 AM  
**To:** JRUSU  
**Subject:** Backup note to the PAGE

Tim, C11390580, has been authorized.

---

**From:** Bauer, Scott (S.C.)  
**Sent:** Thursday, July 25, 2002 12:48 PM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** Service Incorporation Dates for PCM/IAC Updates

I have attached a copy of the appendix (Appendix X) from our March 15, 2002 response that contains a listing of the "Design/Manufacturing Process Changes for the EEC Power Relay, PCM,IAC Valve and OVR System." NHTSA would like the incorporation dates the service fix relating to the three PCM upgrades-- listed as "N/A" on page 1 of the table. It was a slight oversight on our part for not including them. Can I get those dates before COB today?

**Scott C. Bauer**  
Truck Safety Investigations  
Automotive Safety Office  
Ford Motor Company  
Office: (313) 59-49788  
Fax: (313) 59-42288  
Fairlane Plaza South, Suite 500 East

---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Thursday, July 25, 2002 1:03 PM  
**To:** Bauer, Scott (S.C.)  
**Cc:** Dafbo, Bob (R.J.)  
**Subject:** RE: Service Incorporation Dates for PCM/IAC Updates ... w/ Attachment

The 3 PCM upgrades listed as N/A were service only fixes so they were never in production. By incorporation date, I take it you want the dates that they were available for service. The Fordstar updates were available on 12/14/2001.

Give me a call if this isn't what you need, or if you need more information.

***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:** Bauer, Scott (S.C.)  
**Sent:** Thursday, July 25, 2002 12:50 PM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Dafbo, Bob (R.J.)  
**Subject:** FW: Service Incorporation Dates for PCM/IAC Updates ... w/ Attachment

I have attached a copy of the appendix (Appendix X) from our March 15, 2002 response that contains a listing of the "Design/Manufacturing Process Changes for the EEC Power Relay, PCM,IAC Valve and OVR System." NHTSA would like the incorporation dates the service fix relating to the three PCM upgrades—listed as "N/A" on page 1 of the table. It was a slight oversight on our part for not including them. Can I get those dates before COB today?

<< File: 2002\_03\_16\_X.xls >>

Scott C. Bauer  
Truck Safety Investigations  
Automotive Safety Office  
Ford Motor Company  
Office: (313) 59-49788  
Fax: (313) 59-42268  
Fairlane Plaza South, Suite 500 East

---

**From:** Inoue, Hiroshi (H.)  
**Sent:** Friday, July 26, 2002 10:28 AM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Shiraiishi, Masaru (M.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Takasawa, Keith (K.D.)  
**Subject:** Calibration Change for Engine Staff

Bob,  
I heard your voice message. Based on yesterday's Ford/MC PT meeting results, I agreed to approve the captioned CRs for North American Tribute and believe the WERS status has been changed.

Since there might be some impact on FE/ Emission homologation for export countries, Hofu approval is still TBD. Please secure the verifications for Europe/Japan etc., as agreed at the PT meeting. Thank you.

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-846-8178  
Fax: 313-248-7059  
Cellular: 248-320-7670

---

**From:** Dakhallah, Hassan (H.A.)  
**Sent:** Friday, July 26, 2002 4:26 PM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Von Lineowe, Mark (M.W.); Turner, Donald (D.A.); Corbett, Sandra (S.M.)  
**Subject:** Escape Engine Stalls Wiring Issues Summary

Bob,

Per Jerry Karr's request, Please provide Don Turner with the list of Escape Wiring Issues that have resulted in Engine Stalls? Don is the Outfitters EESE Manager and is leader of the Electrical Quality Meeting where such issues are reviewed. Thanks!

Regards,  
Hassan Dakhallah (HDAKHLAL)  
Explorer PTQRT Supervisor  
Telephone: (313) 390-5922/Pager (313)851-4375/Fax (313)390-0579

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, July 29, 2002 8:05 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** FW: Escape Engine Stalls Wiring Issues Summary

Muriel,  
Do you have enough background to provide this information?

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84847 Fax: (313) 32-31788  
Pager: (313) 796-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—

**From:** Dakhallah, Hassan (H.A.)  
**Sent:** Friday, July 26, 2002 4:26 PM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Von Linow, Mark (M.W.); Turner, Donald (D.A.); Corbett, Sandra (S.M.)  
**Subject:** Escape Engine Stalls Wiring Issues Summary

Bob,

Per Jerry Karr's request, Please provide Don Turner with the list of Escape Wiring Issues that have resulted in Engine Stalls? Don is the Outfitters EESE Manager and is leader of the Electrical Quality Meeting where such issues are reviewed. Thanks!

Regards,  
Hassan Dakhallah (HDAKHALAL)  
Explorer PTQRT Supervisor  
Telephone: (313) 390-5922/Pager (313)851-4375/Fax (313)390-0579

**From:** Notaboom, Jim (J.E.)  
**Sent:** Tuesday, July 30, 2002 11:27 AM  
**To:** Sanders, Muriel (M.S.); Alkoonian, Don (D.J.); Bauer, Scott (S.C.); Bhowari, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Dan Rothweller; De Pena, Juan (J.E.); Diez, Timothy (T.P.); Duvall, Allen (A.W.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Harr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzung (D.H.); Lintaco, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shipeki (S.); Naveed Khan; Nematollahi, Sorya (S.); Nikolai, Bernie; Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Aiden (A.P.); Shah, Kiran (K.C.); Shiralahi, Masaru (M.); Stillgenbauer, Jeffrey (J.R.); Suarez, Rhee (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veestra, Tim (T.W.); Wakenell, Ray (R.A.); Westach, Bill (B.); Williams, Lee (LHW.); Young, Lem (.)  
**Subject:** RE: U204 Stall investigation, 7-26-02

VEH: '02 Escape                      VIN: 1FMCU04112KD11749                      BUILT: 4-11-02  
MILES: 1850

CUSTOMER: [REDACTED]                      LOCATION: Northglenn, Colo.  
COMPLAINT: Stalls in slow traffic. Note: the stall occurs in the same location (80th between Wadsworth and 96) as the previous vehicle; checked this out and there are high tension lines crossing the road there.

**TSB and SSM results:**

- IAC=34%
- EVAP system passed.
- DPFE and EEC relay are the latest.
- Keys do not have excessive weight.
- All related grounds were secure.

Based on the stall location and the possibility of RFI, the MAF was updated to a 1L2Z-BA.

Also on this vehicle the battery was leaking from the seam on the corner opposite the negative post (see photos). The customer stated that when this vehicle was purchased, the original batt. was dead and was replaced. This batt. was not a service piece but looked like original equipment so it's history is in question. A new service batt. was installed.

  
MVC-039F.JPG

Serial no.

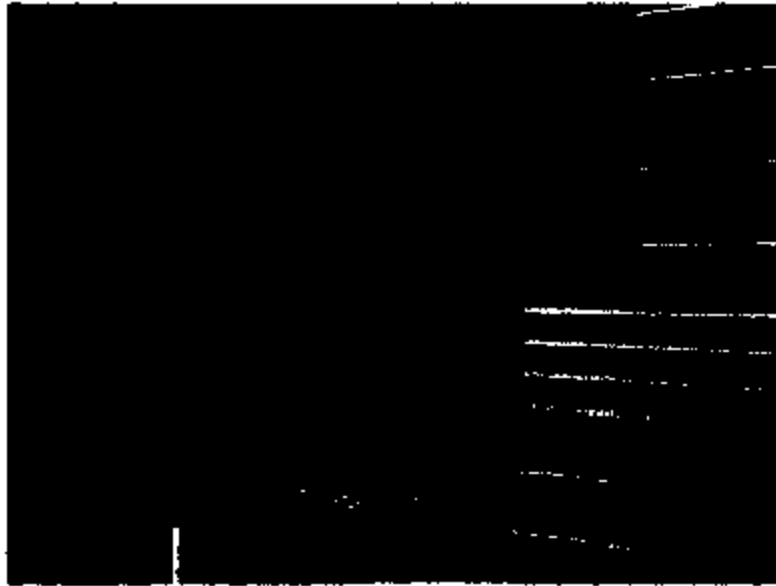
  
MVC-040F.JPG

Acid drip from seam.



**Jim Notsboom**  
**Powertrain Field Quality Specialist/Denver**  
**Phone: 303.674.4015 FAX: 303.674.5730**  
**Cell: 303.821.2078**





Name: MVC-040F.JPG

**From:** Noteboom, Jim (J.E.)  
**Sent:** Friday, August 02, 2002 1:40 PM  
**To:** Suarez, Rhae (R.); Alcorn, Don (D.J.); Dalbo, Bob (R.J.); Hansen, George (G.C.); Miller, Brian (B.J.); Sanders, Muriel (M.S.); Suarez, Rhae (R.); Wakenell, Ray (R.A.)  
**Cc:** DiAngelo, Renaldo (R.); Peppone, Gil (J.); Surti, P. J. (P.J.)  
**Subject:** '02 3.0L ESCAPE WITH A LEAKING BATTERY

Photos of the leak and the serial # are included below. I have the batt. in my possession for further analysis. The new battery fit in the tray with no problem. However, the vehicle will be brought back in for a battery tray inspection ASAP.

Rpt#: 2HBKC001 PTOFSE Rpt: 08/02/2002 Odom: 1,650 M  
Rvw'd: File: \_ Folder: \_\_\_\_\_ Images: 0 Print Smv/Disp Detail(P/D): \_  
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04112KD11749 Bld: 04/11/2002  
Engine: 3.0L DUR. Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES  
Dealer Id: 03294 O'MEARA FORD CENTER INC Ph#: (303) 254-5020  
State: Colorado City: Northglenn Orig/Caller: J. NOTEBOOM  
Symptom: 2 03 4 17 ELECT.,START/CHARGE,BATTERY,LEAKS  
Addl Sym: St: CCRG/EPRC: \_ Rvw'd: Dt:  
Fix: Caus. Comp: BATTERY - RPL Condition Code: B5  
JNOTEBOO (303) 874-4015 FAX: MIL? N ABA? Symp V? Survey? N  
EO: EC: Prt St: O  
ER: CB: Intrmt? N

CONCER "ENGINE OIL LEAK."

REPAIR WHAT THE CUSTOMER THOUGHT WAS AN OIL LEAK TURNED OUT TO BE BATTERY ACID. INSPECTION OF THE BATTERY REVEALED A LEAK FROM THE SEAM ON THE CORNER OPPOSITE THE NEGATIVE POST. THE CUSTOMER STATED THAT WHEN THE VEHICLE WAS PURCHASED, THE ORIGINAL BATT. WAS DEAD AND WAS REPLACED. THIS BATT WAS NOT A SERVICE PIECE BUT LOOKED LIKE ORIGINAL EQUIPMENT SO IT'S HISTORY IS IN QUESTION. A NEW SERVICE BATT. WAS INSTALLED.



MVC-039F.JPG

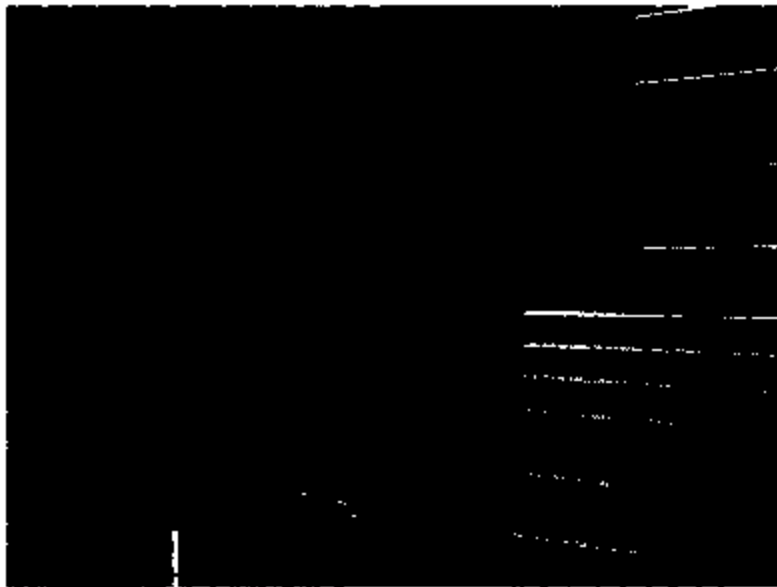


MVC-040P.JPG

Jim Noteboom  
Powertrain Field Quality Specialist/Denver  
Phone: 303.674.4015 FAX: 303.674.5730  
Cell: 303.921.2076



Name: MVC-039F.JPG



Name: MVC-040F.JPG

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 30, 2002 12:09 PM  
**To:** Harrison, Darius (D.A.)  
**Cc:** Gilbert Fournelle  
**Subject:** RE: 2003 3.0L U204 Running Change 103 and 104 (R10)

Darius,  
How can I get a copy of the test results?

*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](mailto:rdalbo@ford.com)

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

**From:** Harrison, Darius (D.A.)  
**Sent:** Tuesday, July 30, 2002 10:14 AM  
**To:** Zellinski, Jay (J.A.)  
**Cc:** Dalbo, Bob (R.J.); Cusumano, Jacob (J.J.)  
**Subject:** RE: 2003 3.0L U204 Running Change 103 and 104 (R10)

Testing is complete for this "phantom stall" running change. Is there an official white paper for this calibration change?

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

Allen Park Test Laboratory  
Tel: 313-323-8296  
Fax: 313-380-1243  
[dharr170@ford.com](mailto:dharr170@ford.com)

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

**From:** Zellinski, Jay (J.A.)  
**Sent:** Tuesday, July 23, 2002 8:19 PM  
**To:** Harrison, Darius (D.A.)  
**Cc:** Dalbo, Bob (R.J.); Hendricks, Kerry (K.D.); Peters, Robin (R.S.); Forintos, Darryl (D.A.); Gobis, Lina (L.P.); Varfona, Philip (P.D.); Siegle, Bob (R.H.); Hazima, Joe (J.); Cusumano, Jacob (J.J.)  
**Subject:** 2003 3.0L U204 Running Change 103 and 104 (R10)

Darius,

Attached are the part 1 files for running changes 103 and 104 for the 2003 3.0L Escape.

<< File: 3.0-103.doc >> << File: 3.0-104.doc >> << File: U204\_Schem.doc >> << File: U204\_CAPL\_1F7.doc >> << File: U204\_CAPL\_2F8.doc >>

Regards,

*Jay Zellinski*

Emissions Compliance  
Certification Test Lab, MD T300A

Phone: 313.323.8054 Fax: 313.337.6602



---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 30, 2002 3:39 PM  
**To:** Jensen, Ted (T.E.)  
**Cc:** 'Shiraishi, Masaru'  
**Subject:** RE: IAC change

Ted,

Can you please forward the specs on the finned pinits IACV to Shiraishi-san?

Thanks,

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:** Shiraishi, Masaru [mailto:driveline@earthlink.net]

**Sent:** Tuesday, July 30, 2002 1:54 PM

**To:** U204 Dalbo, Bob

**Subject:** IAC change

Bob-san

Thank you for your support.

I and Kamei-san would like to know the detail change contents of IAC valve.

Especially, we need hardware specification.

If you have explanation material, please share us.

Or who can I contact to?

Regards

**Masaru Shiraihi**

**Mazda North American Operations**

**U204 Core Team**

**Transmission and Driveline**

**Tel 313-845-1163**

**Fax 313-845-9162**

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 30, 2002 3:47 PM  
**To:** Harrison, Darius (D.A.)  
**Subject:** RE: 2003 3.0L U204 Running Change 103 and 104 (R10)

We have them, thanks. F.E. is a bit out of line based on our expectations.

**Bob Dalbo**

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31786  
Pager: (313) 785-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—

**From:** Harrison, Darius (D.A.)  
**Sent:** Tuesday, July 30, 2002 1:11 PM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** RE: 2003 3.0L U204 Running Change 103 and 104 (R10)

I am faxing you the city test results and highway test results.

Darius Harrison  
Certification Engineering Department  
Environmental and Safety Engineering  
Ford Motor Company  
Allen Park Test Laboratory  
Tel: 313-323-8298  
Fax: 313-390-1243  
[dham70@ford.com](mailto:dham70@ford.com)

—Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 30, 2002 12:09 PM  
**To:** Harrison, Darius (D.A.)  
**CC:** Gilbert Fournelle  
**Subject:** RE: 2003 3.0L U204 Running Change 103 and 104 (R10)

Darius,  
How can I get a copy of the test results?

**Bob Dalbo**

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31786  
Pager: (313) 785-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—

**From:** Harrison, Darius (D.A.)  
**Sent:** Tuesday, July 30, 2002 10:14 AM  
**To:** Zielinski, Jay (J.A.)  
**CC:** Dalbo, Bob (R.J.); Cusumano, Jacob (J.J.)  
**Subject:** RE: 2003 3.0L U204 Running Change 103 and 104 (R10)

Testing is complete for this "phantom stall" running change. Is there an official white paper for this calibration change?

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

Allen Park Test Laboratory  
Tel: 313-323-8298  
Fax: 313-380-1243  
dhan70@ford.com

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

From: Zielinski, Jay (J.A.)  
Sent: Tuesday, July 23, 2002 8:19 PM  
To: Harrison, Darius (D.A.)  
Cc: Dalbo, Bob (R.J.); Hendricks, Terry (K.D.); Peters, Robin (R.S.); Forintos, Darryl (D.A.); Gobis, Umas (L.P.); Varfona, Philip (P.D.); Siegle, Bob (R.H.); Hazras, Joe (J.); Cusumano, Jacob (J.J.)  
Subject: 2003 3.0L U204 Running Change 103 and 104 (R10)

Darius,

Attached are the part 1 files for running changes 103 and 104 for the 2003 3.0L Escape.

<< File: 3.0-103.doc >> << File: 3.0-104.doc >> << File: U204\_Schem.doc >> << File: U204\_CAPL\_1F7.doc >> << File: U204\_CAPL\_2F8.doc >>

Regards,

*Jay Zielinski*

Emissions Compliance  
Certification Test Lab, MD T300A  
Phone: 313.323.8054 Fax: 313.337.5592

**From:** Steven Lintiac [SLintiac@mazdausa.com]  
**Sent:** Tuesday, July 30, 2002 4:16 PM  
**To:** 'msader6@ford.com'; 'rdalbo@ford.com'; 'suarez8@ford.com'  
**Cc:** Dan Rothweller  
**Subject:** TSB - Engine Quit

Muriel,

Here is a field report that came in this morning. The stall in this case was caused by loose EEC relay pins (junction box side, female terminals). Note the late production date (4/25/02). We might want to consider adding a sentence in step 6 of the TSB to check for EEC relay pin tightness.

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

S20ACM1 PRODUCT QUALITY INFORMATION (PQI) REVIEW1 07/30/02  
09:39:43  
P212  
CRPP253

PQI Ref No: 0066731 PQI Status: PE ENTERED Entry Date:  
07/29/02

Subject Descr: VEHICLE STALLS WHEN LETTING OFF ACCELERATOR

VIN.....: 4F2YU091X2RM51365 Mdl/yr: TRB LX 2A /02 Prod Date:  
04/25/02  
Miles.....: 1727 Problem Date:  
07/22/02  
Category.....: B PISTON ENGINE Repair Compl Date:  
07/22/02

Reported By...: RAY GRIFFIN Job Code: D302 SERVICE MANAGER

Reporting Loc: 41901 MACK MASSEY MAZDA

Hotline Ref #:

PQI Location.: 41901 MACK MASSEY MAZDA Telephone: (915)  
778-9381  
City.....: EL PASO ST: TX

**Describe Symptoms and Conditions:**

CUSTOMER STATES VEHICLE STALLS WHEN LETTING OFF ACCELERATOR AND COMING TO A STOP OR SLOWING FOR A CORNER:

FOUND EEC RELAY PINS EXCESSIVLY LOOSE.

NO CODES FOUND. REPLACED EEC RELAY FLASHED PCM. TEST DROVE AND IS OPERATING TO MANUFACTURE SPECS.

**Corrective Action Taken:**

RETRIVED CODES, NONE FOUND. REPLACED EEC RELAY AND FLASHED PCM. TEST DROVE VEHICLE AND OPERATING TO MANUFACTURE SPECS.

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 30, 2002 5:17 PM  
**To:** Turner, Donald (D.A.)  
**Cc:** Klarr, Jerry (G.T.); Corbett, Sandra (S.M.); Dakhilalah, Hassan (H.A.); Von Lineowe, Mark (M.W.); Sanders, Muriel (M.S.); Gilbert Fournelle  
**Subject:** Escape Engine Stalls Wiring Issues Summary

Mr. Turner,  
Per Jerry Klarr's request, we had the following wiring issues on the 3.0L Escape/Tribute that contributed to stalling:

**Power Distribution Box Pin Insertion:**

Terminals connecting to the EEC power relay were not fully inserted into the PDB. This manifested itself as intermittent contacts/stalls. The supplier (Lear) implemented corrective actions that successfully addressed the problem.

**EEC Power Relay/PDB Vibration:**

OMRON relays in the U204 PDB would cause a stall when lightly tapped in a vertical direction. The relay behaved acceptably when tested on a bench. Individual relays that would result in Escapes stalling when lightly tapped could be installed in Explorers and would not cause stalls even when severely struck. Changing to Hella relays resolved this issue.

**Ground Connections:**

Several ground eyelets (G100, G101, G102/103, G104/105) caused stalls when loose/not fully tightened. These have all been made inverted delta items at KCAP. The G104/105 grounds are attached to the body beneath the battery and appear to be unusually subject to corrosion - I would recommend changing this practice.

**Water Intrusion/Other Terminal Issues:**

Connectors C270B, C270C, C270D, C110, and C133 on various vehicles have had water intrusion. This caused corrosion and terminal damage resulting in stalls. Other terminal damage in these connectors, either from harness manufacture or vehicle assembly, has also caused stalls.

**Wiring Harness to PCM Connection (C175):**

Several vehicles stalled when the wiring harness to the PCM was pulled/bent/wiggled. Loose or burnt pins have been identified on some connectors. Replacing the wiring harness and/or PCM has corrected those issues.

**Crank Position Sensor Wiring:**

Some vehicles stalled because the crank position sensor wiring was chafed on the A/C compressor pulley and intermittently shorted to ground.

***Bob Dalbo***

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 795-2889 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 30, 2002 5:21 PM  
**To:** Moorhouse, Scott (S.R.); Nematollahi, Sonya (S.)  
**Cc:** Rothweiler, Daniel (D.); Lintiac, Steven (S.); 'msader6@ford.com'; Suarez, Rhae (R.); Dalbo, Bob (R.J.); Turner, Donald (D.A.)  
**Subject:** RE: TSB - Engine Quit

Scott/Sonya,  
It looks as though we still have some PDB terminal insertion issues.

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:** Steven Lintiac [mailto:SLintiac@mazdausa.com]  
**Sent:** Tuesday, July 30, 2002 4:16 PM  
**To:** 'msader6@ford.com'; 'rdalbo@ford.com'; 'rsuarez8@ford.com'  
**Cc:** Dan Rothweiler  
**Subject:** TSB - Engine Quit

Muriel,

Here is a field report that came in this morning. The stall in this case was caused by loose EEC relay pins (junction box side, female terminals). Note the late production date (4/25/02). We might want to consider adding a sentence in step 6 of the TSB to check for EEC relay pin tightness.

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

S20ACM1 PRODUCT QUALITY INFORMATION (PQI) REVIEW1 07/30/02  
09:39:43  
P212  
CRPP253

PQI Ref No: 0066731 PQI Status: PE ENTERED Entry Date:  
07/29/02

Subject Descr: VEHICLE STALLS WHEN LETTING OFF ACCELERATOR

VIN.....: 4F2YU091X2KMS1365 Mdl/yr: TRB LX 2A /02 Prod Date:  
04/25/02  
Miles.....: 1727 Problem Date:



07/22/02

Category.....: B      PISTON ENGINE  
07/22/02

Repair Compl Date:

Reported By...: RAY GRIFFIN      Job Code: D302      SERVICE MANAGER

Reporting Loc: 41901 MACK MASSEY MAZDA

Hotline Ref #:

PQI Location.: 41901 MACK MASSEY MAZDA  
778-9381

Telephone: (915)

City.....: EL PASO      ST: TX

**Describe Symptoms and Conditions:**

CUSTOMER STATES VEHICLE STALLS WHEN LETTING OFF ACCELERATOR AND COMING TO A STOP OR SLOWING FOR A CORNER:

FOUND EBC RELAY PINS EXCESSIVLY LOOSE.

NO CODES FOUND. REPLACED EBC RELAY FLASHED PCM. TEST DROVE AND IS OPERATING TO MANUFACTURE SPECS.

**Corrective Action Taken:**

RETRIVED CODES, NONE FOUND. REPLACED EBC RELAY AND FLASHED PCM. TEST DROVE VEHICLE AND OPERATING TO MANUFACTURE SPECS.

---

**From:** ichikawa.i@mazda.co.jp  
**Sent:** Tuesday, July 30, 2002 11:09 PM  
**To:** toda2@ford.com; kaczepa@ford.com; shirahashi.m@pl.mazda.co.jp; bmoqee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp; scorbett@ford.com; fujoka.ke@mazda.co.jp; skwon@ford.com; hyeung@ford.com; pfoumel@ford.com; rdalbo@ford.com; okada.i@mazda.co.jp; ohga.m@mazda.co.jp; daltoni@ford.com; krimes1@ford.com  
**Cc:** yamada\_hid@mazda.co.jp  
**Subject:** 7/25 U204/J14 FORD/MAZDA PT OPD MEETING

**To Team**

Ford/Mazda P/T OPD Audio meeting will be held on August 1st.

Agenda that Mazda proposed is below.

Attention ; Phone Line# was changed. (from Kari's line(?) to Shirahashi's line....)

[Agenda]

**1. IAC change to Finned Pintle (2001MY & 2002MY Service) - C11390555**

1) Mazda request to change "SSD status" from "U" to "S" on WERS.

Mazda Engineer found that there is "SSD = U" status on WERS NP&D Screen.

In order to resolve field stall concerns rapidly, we should change "SSD status" from "U" to "S".

SSD ; Service Stock Disposition

U ; Use stock parts

S ; Scrap stock parts

Mazda would like to know Ford intent.

**2. Engine stall robustness calibration change**

Mazda agreed the calibration change for EU/JPN supposing NO effect Fuel Economy and Emission.

Mazda would like to confirm the status below.

1) Have you confirmed the effect on Fuel Economy and Emission for EU market?

Dalbo-san said that they will finish the evaluation for EU within last week.

Please send us the report , if available.

2) Have you confirmed the effect on Fuel Economy and Emission for JPN

market?

Dalbo-san said that they will finish the evaluation for JPN within this week.

When you get the result of this, please send us.

[ Date/Location ]

USA 1-August-2002 AM 7:00-8:30 Location Unknown

JPN 1-August-2002 PM 8:00-9:30 MAZDA Technical Main  
Bldg. 2F

# 221

Audio Conference Room

- Audio Meeting -

Domestic: 877-877-7127

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

International: 630-424-2071

Pass code: 6643917 #

Moderator code: 1698917#

Thank you.

Junichirou Ichikawa

PT Program Develop. Promotion Gr.

E-mail ; [ichikawa.j@mazda.co.jp](mailto:ichikawa.j@mazda.co.jp)

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

Fax ; +81-82-287-5115

---

**From:** Altoonian, Don (D.J.)  
**Sent:** Wednesday, July 31, 2002 8:26 AM  
**To:** Takasawa, Keith (K.D.)  
**Cc:** Hofman, Michael (M.V.); Daibo, Bob (R.J.); Sanders, Muriel (M.S.)  
**Subject:** RE: (2) stalls robustness CR's

Keith, North Penn started shipping the new module ,with the larger capacitor, on Monday 7/29. They have not received any orders for the new calib. to date. The orders are placed on Friday, North Penn should receive the order Monday the 8/5. The new calib. with new part numbers should be at K/C by Monday 8/12. I don't know how much old stock will be on hand at that point, but on the big users I don't think it should be more then a day or so. This timing all hinges on the order for new part numbers being processed by V.O. If you need more info let me know and I will do a deeper dive. This info is all off the top of my head.

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

**From:** Takasawa, Keith (K.D.)  
**Sent:** Wednesday, July 31, 2002 7:58 AM  
**To:** Altoonian, Don (D.J.)  
**Subject:** FW: (2) stalls robustness CR's

Don:

Do you know when the new calibration and capacitor change are going to hit KCAP?

Best Regards,

Keith

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

**From:** Takasawa, Keith (K.D.)  
**Sent:** Wednesday, July 31, 2002 6:57 AM  
**To:** Corbett, Sandra (S.M.)  
**Subject:** FW: (2) stalls robustness CR's

When is implementation at KCAP of the new calibration and capacitor change?

Best Regards,

Keith

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

**From:** Veenstra, Tim (T.W.)  
**Sent:** Wednesday, July 31, 2002 12:34 AM  
**To:** Takasawa, Keith (K.D.)  
**Subject:** RE: (2) stalls robustness CR's

Yes!

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

**From:** Takasawa, Keith (K.D.)  
**Sent:** Tuesday, July 30, 2002 6:09 AM  
**To:** Veenstra, Tim (T.W.)  
**Subject:** RE: (2) stalls robustness CR's

Are the 2 CRs fully released now?

Regards,

Keith Takasawa

Escape/Tribute Chief Engineer

PDC 2HJ64

MD401

PH: (313) 322-5675

FAX: (313) 248-8599

E-MAIL: KTAKEAW@FORD.COM

TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)

Sent: Wednesday, July 24, 2002 3:48 PM

To: Inoue, Hiroshi (H.); Fascetti, Bob (R.J.)

Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioaka, Kenji (K.); Linde, Peter (P.A.);

Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Takasawa, Keith (K.D.)

Subject: RE: (2) stalls robustness CR's

Both Ichikawa-san and Shiraishi-san are on the invite list for the weekly stalls meeting which occurs on Thursday's at 2pm at TEE and with audio numbers.

Sandy Corbett

Escape Powertrain PMT & QRT

Phone/Fax: (313)59-44351

Product Development Center 2H-E66

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

From: Inoue, Hiroshi (H.)

Sent: Wednesday, July 24, 2002 3:46 PM

To: Fascetti, Bob (R.J.)

Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro

(J.); Waud, Sachiko (S.); Fujioaka, Kenji (K.); Linde, Peter (P.A.);

Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.);

Takasawa, Keith (K.D.)

Subject: RE: (2) stalls robustness CR's

Bob,

I expect your information will get understanding of Mazda engineers shortly.

Just for clarification: Kanai-san and Steve Lintiacco are Quality folks and NOT powertrain engineer for this CR. In US, the right contacts is Shiraishi-san in this case.

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

From: Fascetti, Bob (R.J.)

To: Inoue, Hiroshi (H.); Takasawa, Keith (K.D.)

Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru

(M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.)  
Sent: 02/07/24 14:17  
Subject: RE: (2) stalls robustness CR's

We need these concerns approved at this Thursday morning meeting. Mazda has had the white papers for these concerns for over a week (sent to Ichikawa-san). All of these concerns have been discussed at our weekly stall meeting, that Kanai-san, and MNAO (Steve Lintiac) attend.

Takasawa-san has already directed that these concerns be approved. I understand that Mazda gets some time to approve concerns, and that's why we sent the white paper early.

Please come prepared to approve this concern at this meeting. We have now lost two full days of progress due to waiting.

Please address this matter urgently.  
Thank you,  
Bob Fascetti  
Outfitters Calibration Manager

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

From: Inoue, Hiroshi (H.)  
Sent: Tuesday, July 23, 2002 12:06 PM  
To: Takasawa, Keith (K.D.)  
Cc: Veestra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.)  
Subject: RE: (2) stalls robustness CR's

Takasawa-san,  
Per your approval for KCAP, now Hofu change control process starts officially for these CRs.  
At this moment, both of C11390580 and C11371349 are "Black Box" for Mazda engineers.

In order to get Hofu approval quickly, please have relating Ford folks give information to Mazda engineers ASAP. Shiraishi-san will set up a engineering meeting in this week.

The major point to be confirmed is any impact on Certification/ homologation in countries out side US.  
I sincerely don't want make you get problems of regulatory recall.

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7670

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

From: Takasawa, Keith (K.D.)  
Sent: 2002777227 16:28  
To: Corbett, Sandra (S.M.)  
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)  
Subject: RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

C11390580- calibration change

\* Mazda (Shiraishi-san) indicates they need final white paper. Dalbo will forward

\* KCAP (John O'Callaghan) indicates that a plant trial is required...we cannot provide parts until the concern is authorized by Prog. Mgmt....Prog Mgmt (Jessica Rusu) indicates that cr cannot be authorized until trial is complete...HELP/NEXT STEPS???

C11371349- capacitor change

\* Mazda (Shiraishi-san) is also requesting white paper-THERE IS NO FUNCTIONAL CHANGE, THEREFORE NO WHITE PAPER WILL BE PROVIDED  
\* Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,

Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett  
Escape Powertrain QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)  
[mailto:viwrk014@drbn004.dearborn.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: SCORBETT  
Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns (C11390580 & C11371349) are approved.



---

**From:** Grimes, Jeff (J.R.)  
**Sent:** Wednesday, July 31, 2002 8:32 AM  
**To:** Ichikawa, Jyunichiro (J.); Oda, Tamaki (T.); Szozepecki, Kyoko (K.); Shirahsi, Masaru (M.); McGee, Brett (B.L.); Takubo, Hiroichi (H.); Hamano, Naoumi (N.); Corbett, Sandra (S.M.); Fujioka, Kenji (K.); Kwon, Soon (S.K.); Yeung, Lam (L.); Fournelle, Gilbert (G.); Dalbo, Bob (B.J.); Okada, Itsuasi (I.); Ohga, Muneyuhi (M.); Altoonian, Don (D.J.); Marynowski, Jan (J.M.); Arnold, James (J.A.)  
**Cc:** Yamada, Hidetaki (H.)  
**Subject:** RE: 7/26 U204/J14 FORD/MAZDA PT OPD MEETING

Ichikawa-san, Thank you, and the Mazda team for agreeing to introduce the improved IAC valve for the U204, J14, and J16L programs.

I agree with Mazda's position that the SSD field should be "Scrap" and have modified the 'B' screen accordingly.

Additionally, the subject concern (C11390555) releases the new IAC for past-model service for J14 and U204. Can you please clarify that J16L accepts this as well.

Jeff Grimes  
Outfitter's Liaison  
Duratec Engine Programs  
Ph: 313-322-5237  
e-mail: jgrimes1@ford.com

—Original Message—

**From:** ichikawa.j@mazda.co.jp [mailto:ichikawa.j@mazda.co.jp]  
**Sent:** Tuesday, July 30, 2002 11:08 PM  
**To:** toda2@ford.com; kszczepa@ford.com; shirahsi.m@pt.mazda.co.jp; bmcgee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp; scorbett@ford.com; fujioka.ke@mazda.co.jp; skwon@ford.com; lyeung@ford.com; gfournelle@ford.com; rdalbo@ford.com; okada.i@mazda.co.jp; ohga.m@mazda.co.jp; daltoonl@ford.com; jgrimes1@ford.com  
**Cc:** yamada.hid@mazda.co.jp  
**Subject:** 7/25 U204/J14 FORD/MAZDA PT OPD MEETING

To Team

Ford/Mazda P/T OPD Audio meeting will be held on August 1st.

Agenda that Mazda proposed is below.

Attention ; Phone Line# was changed. (from Karl's line(?) to Shiraishi's line....)

[Agenda]

1. IAC change to Finned Pintle (2001MY & 2002MY Service) - C11390555

1) Mazda request to change "SSD status" from "U" to "S" on WERS.

Mazda Engineer found that there is "SSD = U" status on WERS NPSD Screen.

In order to resolve field stall concerns rapidly, we should change "SSD status" from "U" to "S".

SSD ; Service Stock Disposition

U ; Use stock parts

S ; Scrap stock parts

Mazda would like to know Ford intent.

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Mazda agreed the calibration change for EU/JPN supposing NO effect Fuel Economy and Emission.

Mazda would like to confirm the status below.

1) Have you confirmed the effect on Fuel Economy and Emission for EU market?

Daibo-san said that they will finish the evaluation for EU within last week.

Please send us the report, if available.

2) Have you confirmed the effect on Fuel Economy and Emission for JPN market?

Daibo-san said that they will finish the evaluation for JPN within this week.

When you get the result of this, please send us.

[ Date/Location ]

USA 1-August-2002 AM 7:00-8:30 Location Unknown

JPN 1-August-2002 PM 8:00-9:30 MAZDA Technical Main

Bldg. 2F

# 221

Audio Conference Room

- Audio Meeting -

Domestic: 877-877-7127

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

International: 830-424-2071

Pass code: 6643917 #

Moderator code: 1698917#

Thank you.

Junichiro 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:** Moorhouse, Scott (S.F.)  
**Sent:** Wednesday, July 31, 2002 9:40 AM  
**To:** Spenbauer, Jeffrey (J.R.)  
**Cc:** Linde, Peter (P.A.); New, Michael (M.D.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Sanders, Muriel (M.S.)  
**Subject:** FW: TSB - Engine Quit

Jeff, please forward this to Lear. We are still finding some vehicles with loose terminals in the PDB, resulting in stalls. This needs to be addressed immediately. Note below.

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1965 (fax) 816-459-1728  
smoorhou@ford.com

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 30, 2002 4:21 PM  
**To:** Moorhouse, Scott (S.R.); Nematollahi, Sonya (S.)  
**Cc:** Rothweiler, Daniel (D.); Limtiaco, Steven (S.); 'msader6@ford.com'; Suarez, Rhae (R.); Dalbo, Bob (R.J.); Turner, Donald (D.A.)  
**Subject:** RE: TSB - Engine Quit

Scott/Sonya,  
It looks as though we still have some PDB terminal insertion issues.

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:** Steven Limtiaco [mailto:SLimtiac@mazdausa.com]  
**Sent:** Tuesday, July 30, 2002 4:16 PM  
**To:** 'msader6@ford.com'; 'rdalbo@ford.com'; 'rsuarez8@ford.com'  
**Cc:** Dan Rothweiler  
**Subject:** TSB - Engine Quit

Muriel,

Here is a field report that came in this morning. The stall in this case was caused by loose EEC relay pins (junction box side, female terminals). Note the late production date (4/25/02). We might want to consider adding a sentence in step 6 of the TSB to check for EEC relay pin tightness.

Steve Limtiaco

Mazda North American Operations  
Tribute Product Support  
949-442-5514 (phone)  
949-442-5599 (fax)  
e-mail: slimtiac@mazdausa.com

S20ACM1 PRODUCT QUALITY INFORMATION (PQI) REVIEW1 07/30/02  
09:39:43  
P212  
CRPP253

PQI Ref No: 0066731 PQI Status: PE ENTERED Entry Date:  
07/29/02

Subject Descr: VEHICLE STALLS WHEN LETTING OFF ACCELERATOR

VIN.....: 4F2YU091X2KM51365 Mdl/yr: TRB LX 2A /02 Prod Date:  
04/25/02  
Miles.....: 1727 Problem Date:  
07/22/02  
Category.....: B PISTON ENGINE Repair Compl Date:  
07/22/02

Reported By...: RAY GRIFFIN Job Code: D302 SERVICE MANAGER

Reporting Loc: 41901 MACK MASSEY MAZDA

Hotline Ref #:

PQI Location.: 41901 MACK MASSEY MAZDA Telephone: (915)  
778-9381  
City.....: EL PASO ST: TX

Describe Symptoms and Conditions:

CUSTOMER STATES VEHICLE STALLS WHEN LETTING OFF ACCELERATOR AND COMING  
TO A  
STOP OR SLOWING FOR A CORNER:

FOUND EEC RELAY PINS EXCESSIVLY LOOSE.

NO CODES FOUND. REPLACED EEC RELAY FLASHED PCM. TEST DROVE AND IS  
OPERATING  
TO MANUFACTURE SPECS.

Corrective Action Taken:

RETRIVED CODES, NONE FOUND. REPLACED EEC RELAY AND FLASHED PCM. TEST  
DROVE

VEHICLE AND OPERATING TO MANUFACTURE SPECS.

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 31, 2002 3:28 PM  
**To:** Waud, Sachiko (S.); Shirahashi, Masaru (M.); Iohikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasak, Shunake (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robb (R.S.); Sanders, Murel (M.S.); Bob Faacetti; Gilbert Fournelle; John Bogema  
**Subject:** Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling  
**Importance:** High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31766  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 31, 2002 5:27 PM  
**To:** Benz, Greg (G.H.); Gould, Robert (R.M.); Daeb, Joe (J.S.); Bernie Nikolai (E-mail); Andy Jones (E-mail); Bodnar, Les (L.R.); Maxwell, Jerry (J.F.); Lindbauer, Kenneth (K.J.); Moorhouse, Scott (S.R.); Nematollahi, Sonya (S.); Goodwin, William (W.R.)  
**Cc:** Andrew Woodings; Gilbert Fournelle; Hookaday Jr., John (J.C.); John Bogema; John Matasa; Mikota, Dennis (D.P.); Muriel Sanders; Robert Hurley; Roger Mandziuk  
**Subject:** RE: U204 Stall Investigation, 7-28-02--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  
Outfitara Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31786  
Pager: (313) 766-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

**From:** Benz, Greg (G.H.)  
**Sent:** Wednesday, July 31, 2002 6:08 AM  
**To:** Gould, Robert (R.M.); Daeb, Joe (J.S.); Bernie Nikolai (E-mail); Andy Jones (E-mail); Bodnar, Les (L.R.); Maxwell, Jerry (J.F.); Lindbauer, Kenneth (K.J.); Dalbo, Bob (R.J.)  
**Subject:** FW: U204 Stall Investigation, 7-26-02--Signal return wiring issues.

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

**From:** Goodwin, William (W.R.)  
**Sent:** Tuesday, July 30, 2002 5:21 PM  
**To:** Noleboom, Jim (J.E.); Moorhouse, Scott (S.R.)  
**Cc:** Young, Lam (L.); 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 cld signal on the vehicle as well, we are only getting one simultaneous fuel pulse before the start of sefl.



<< File: vehicle checkout.doc >>

The tiff preview images in the Word file are a little crude. If you want a higher resolution image, you can either print it out on a postscript printer or create a pdf file using adobe distiller.

Kevin Dobbins  
Senior Technical Specialist  
Powertrain Controls Research and Development  
Ford Research Laboratories  
Gas Turbine Laboratory, Rm. 1115  
Phone: 313-322-0457  
Fax: 313-317-7404  
email: kdobbins@ford.com

Please contact me if you would like to discuss further.

Regards,

Bill Goodwin  
Product Design Engineer, Ignition Systems  
V Engine Engineering, Ford Motor Company  
Tel: 313 337-9579 Fax: 313 390-4084  
email: wgoodwin@ford.com  
telexpage mailto:3137980571@alphapage.airtouch.com

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

From: Nobisoom, Jim (J.E.)  
Sent: Tuesday, July 30, 2002 11:27 AM  
To: Sanders, Muriel (M.S.); Altorkian, Don (D.J.); Bauer, Scott (S.C.); Bhogwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chick, John (J.); Chin, Ming-Hui (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); DeBo, Bob (R.J.); Dan Rothweiler; De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duvell, Allen (A.W.); Fascetti, Bob (R.L.); Fournelle, Gilbert (G.); Frosland, Mark (M.); Giles, Stuart (S.); Goldsala, Ranjita (R.V.); Goodwin, William (W.J.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Harr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Junichiro (J.); Jansen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); King, Robert (R.F.); Kozka, Jeff (J.R.); Kwon, Soon (S.K.); La, Duang (D.H.); Lintacco, Steven (S.); Lunde, Peter (P.A.); Liu, Jesse (J.); Mandzuk, Roger (R.S.); Marck, Edmond (E.C.); Mazess, John (J.); Maurer, James (J.B.); Mazzetta, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Mochouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); Naveed Khan; Namatollah, Sonya (S.); Nicolai, Bernie; Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepou, Alden (A.P.); Shah, Kiren (K.C.); Shirahati, Masaru (M.); Stiggenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hiroshi (H.); Veestra, Tim (T.W.); Wakerell, Ray (R.A.); Wettsch, Bill (B.); Williams, Lee (LHW.); Young, Lem (L.)  
Subject: RE: U204 Stall Investigation, 7-26-02

VEH: '02 Escape VIN: 1FMCU04112KD11749 BUILT: 4-11-02

MILES: 1650

CUSTOMER: Carol Segety / 303-252-8278 (home) LOCATION: Northglenn, Colo.

COMPLAINT: Stalls in slow traffic. Note: the stall occurs in the same location (80th between Wadsworth and 36) as the previous vehicle; checked this out and there are high tension lines crossing the road there.

TSB and SSM results:

- IAC=34%
- EVAP system passed.
- DPFE and EEC relay are the latest.
- Keys do not have excessive weight.
- All related grounds were secure.

Based on the stall location and the possibility of RFI, the MAF was updated to a 1L2Z-BA.

Also on this vehicle the battery was leaking from the seam on the corner opposite the negative post (see photos). The customer stated that when the vehicle was purchased, the original batt. was dead and was replaced. This batt. was not a service piece but looked like original equipment so it's history is in question. A new service batt. was installed.

<< File: MVC-039F.JPG >>  
Serial no.

<< File: MVC-040F.JPG >>  
Acid drip from seam.

Jim Noteboom  
Powertrain Field Quality Specialist/Denver  
Phone: 303.674.4015 FAX: 303.674.5730  
Cell: 303.921.2076

**From:** Benz, Greg (G.H.)  
**Sent:** Thursday, August 01, 2002 8:12 AM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Cianciolo, David (D.A.); Gould, Robert (R.M.)  
**Subject:** RE: U204 Stall Investigation, 7-26-02--Signal return wiring issues.

I believe Dave Cianciolo know which redundant ground they are referring to. He found the redundant ground on I4 causes noise on the CKP sensor. I haven't reviewed that issue in detail myself yet.

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

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

Don/Greg,

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

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

**Bob Dalbo**

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

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

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

**From:** Goodwin, William (W.R.)  
**Sent:** Tuesday, July 30, 2002 5:21 PM  
**To:** Notboom, 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 Kevin 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 cid signal on the vehicle as well, we are only getting one simultaneous fuel pulse before the start of aefl.

<< File: vehicle checkout.doc >>

The tiff preview images in the Word file are a little crude. If you want a higher resolution image, you can either print it out on a postscript printer or create a pdf file using adobe distiller.

Kelvin Dobbins  
Senior Technical Specialist  
Powertrain Controls Research and Development  
Ford Research Laboratories  
Gas Turbine Laboratory, Rm. 1115  
Phone: 313-322-0457  
Fax: 313-317-7404  
email: kdobbins@ford.com

Please contact me if you would like to discuss further.

Regards,

Bill Goodwin  
Product Design Engineer, Ignition Systems  
V Engine Engineering, Ford Motor Company  
Tel: 313 337-9579 Fax: 313 380-4064  
email: wgoodwin@ford.com  
faxpage mailto:313780571@alphapage.airtouch.com

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

From: Notaboom, Jim (J.E.)  
Sent: Tuesday, July 30, 2002 11:27 AM  
To: Sanders, Mufel (M.S.); Alborian, Don (D.J.); Bauer, Scott (S.C.); Bhojwani, Karal (K.); Blackburn, Thomas (T.J.); Bogawa, John (P.); Cary Powell; Chick, John (J.); Chin, Ming-Niu (M.N.); Chin, Derral (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Dan Rothweiler; 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.); Grenel, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holraas, Jeffrey (J.R.); Hoshino, Jun (J.); Ichiikawa, Jyunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Karal, Shijli (S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzang (D.H.); Lintaco, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Mandzuk, Roger (R.S.); Marck, Edmond (E.C.); Matasa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); Yawoed Khan; Nemotohshi, Sonya (S.); 'Nikola, Bernie'; Orman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquapau, Alden (A.P.); Sheh, Kian (K.C.); Shirashi, Masaru (M.); Stiggenbauer, Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veestra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (L.W.); Yang, Lam (.)  
Subject: RE: U204 Stall Investigation, 7-26-02

VEH: '02 Escape  
MILES: 1850

VIN: 1FMCU04112KD11749

BUILT: 4-11-02

CUSTOMER: [REDACTED] LOCATION: Northglenn, Colo.  
COMPLAINT: Stalls in slow traffic. Note: the stall occurs in the same location (80th between Wadsworth and 38) as the previous vehicle; checked this out and there are high tension lines crossing the road there.

TSB and SSM results:

- IAC=34%
- EVAP system passed.
- DPFE and EEC relay are the latest.

- Keys do not have excessive weight.
- All related grounds were secure.

Based on the stall location and the possibility of RFI, the MAF was updated to a 1L2Z-BA.

Also on this vehicle the battery was leaking from the seam on the corner opposite the negative post (see photos). The customer stated that when the vehicle was purchased, the original batt. was dead and was replaced. This batt. was not a service piece but looked like original equipment so it's history is in question. A new service batt. was installed.

<< File: MVC-039F.JPG >>  
Serial no.

<< File: MVC-040F.JPG >>  
Acid drip from seam.

Jim Notsboom  
Powertrain Field Quality Specialist/Denver  
Phone: 303.674.4015 FAX: 303.674.6730  
Cell: 303.921.2076

---

**From:** Le, Dzong (D.H.)  
**Sent:** Thursday, August 01, 2002 12:44 PM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Duvall, Allen (A.W.); Sanders, Muriel (M.S.)  
**Subject:** RE: Latest U204 Stall AWS Analysis

**Bob:**  
Vehicle has about 3-4MIS (AWS June cutoff ) for vehicle with changes implemented in January/February.  
Do not have enough data to show concrete improvement.  
I will not be able to attend the meeting today.

Regards;  
Dzung Le

—Original Message—

**From:** Duvall, Allen (A.W.)  
**Sent:** Thursday, August 01, 2002 12:11 PM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Le, Dzong (D.H.); Dalbo, Bob (R.J.)  
**Subject:** Latest U204 Stall AWS Analysis

Hi Muriel: This is the latest. Please forward to Ford Personnel only!

Thankal

<< File: Escape\_Stalls\_latest.pdf >>

Regards:

*Allen DuVall*  
RIE, Outfitters Chassis Quality  
✉ PDC, 1D-E57, MD-172  
☎ (313)-84-54714

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**From:** Moorhouse, Scott (S.R.)  
**Sent:** Friday, August 02, 2002 4:58 PM  
**To:** Alvarado, OJ (O.J.); New, Michael (M.D.); Stitzenbauer, Jeffrey (J.F.); Ray, Charles (C.)  
**Cc:** Dalbo, Bob (R.J.); Linde, Peter (P.A.)  
**Subject:** CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

I discussed vehicle with Mathew Fazzo, service manager. Vehicle was not the typical "stall" claim. At times vehicle would be electrically dead and have no-start condition. Other times it would die in decel. Slamming door sometimes resulted in vehicle dying. Dealer has determined problem to be with under dash fuse box. He has been able to repeat the no start condition by tapping on the fuse panel.

Dealer intention is to replace the fuse box. I have asked him to hold the part for our review.

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1965 (fax) 816-459-1728  
[smoorhou@ford.com](mailto:smoorhou@ford.com)

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, August 05, 2002 4:59 PM  
**To:** Alcornian, Don (D.J.); Corbett, Sandra (S.M.); Nematollah, Sonya (S.); Jordan, Donald (D.E.); Gilbert Fournelle  
**Cc:** Hofman, Michael (M.V.); Bob Fascetti  
**Subject:** FW: CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

New wiring issues.

*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](mailto:rdalbo@ford.com)

---Original Message---

**From:** Moorhouse, Scott (S.R.)  
**Sent:** Friday, August 02, 2002 4:58 PM  
**To:** Aherado, OJ (O.J.); New, Michael (M.D.); Stigenbauer, Jeffrey (J.R.); Ray, Charles (C.)  
**Cc:** Dalbo, Bob (R.J.); Linda, Peter (P.A.)  
**Subject:** CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

I discussed vehicle with Mathew Razzo, service manager. Vehicle was not the typical "stall" claim. At times vehicle would be electrically dead and have no-start condition. Other times it would die in decel. Slamming door sometimes resulted in vehicle dying. Dealer has determined problem to be with under dash fuse box. He has been able to repeat the no start condition by tapping on the fuse panel.

Dealer intention is to replace the fuse box. I have asked him to hold the part for our review.

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1985 (fax) 816-459-1728  
[smoorhou@ford.com](mailto:smoorhou@ford.com)



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**From:** Nematollahi, Sonya (S.)  
**Sent:** Monday, August 05, 2002 6:09 PM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Hofman, Michael (M.V.); Fasoetti, Bob (R.J.); Altoonlan, Don (D.J.); Corbett, Sandra (S.M.); Jordan, Donald (D.E.); Fournelle, Gilbert (G.)  
**Subject:** RE: CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

Bob, are KCAP folks planning to examine the vehicle/fuse box or should the Dearborn team get involved? We certainly don't need duplication of efforts. Don Jordan is on vacation this week, but I can put someone else on this right away if needed. Please advise. Thanks.

*Sonya Nematollahi*

Escape/Tribute/Maverick Electrical Team Leader  
Phone: 33-79969  
Pager: Text, 313-795-8332  
email: snematol@ford.com

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, August 05, 2002 4:59 PM  
**To:** Altoonlan, Don (D.J.); Corbett, Sandra (S.M.); Nematollahi, Sonya (S.); Jordan, Donald (D.E.); Gilbert Fournelle  
**Cc:** Hofman, Michael (M.V.); Bob Fasoetti  
**Subject:** FW: CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

New wiring issues.

*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:** Moorhouse, Scott (S.R.)  
**Sent:** Friday, August 02, 2002 4:58 PM  
**To:** Aharado, OJ (O.J.); New, Michael (M.D.); Stiggenbauer, Jeffrey (J.R.); Ray, Charles (C.)  
**Cc:** Dalbo, Bob (R.J.); Linde, Peter (P.A.)  
**Subject:** CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

I discussed vehicle with Mathew Razzo, service manager. Vehicle was not the typical "stall" claim. At times vehicle would be electrically dead and have no-start condition. Other times it would die in decel. Slamming door sometimes resulted in vehicle dying. Dealer has determined problem to be with under dash fuse box. He has been able to repeat the no start condition by tapping on the fuse panel.

Dealer intention is to replace the fuse box. I have asked him to hold the part for our review.

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1985 (fax) 816-459-1728  
smoorhou@ford.com

---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Tuesday, August 06, 2002 2:51 PM  
**To:** Suarez, Rhea (R.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** RE: Safety stall meeting

Currently, the new calibration will start 8/13/02 not 8/12/02.

***Muriel Sanders***

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

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

**From:** Suarez, Rhea (R.)  
**Sent:** Tuesday, August 06, 2002 2:09 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** RE: Safety stall meeting

I sent it to the OASIS people on Friday but I haven't heard anything back from them.

Some 2001-2003 Escape vehicles built before 8/12/02 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 this concern, reference TSB # xx-xx-xx. 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 it.

The stuff in green is what I am worried about. This is the part I asked the OASIS group what their opinion was. I'll bug them again and see if I can get this thing going.

Thanks for the reminder!

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Tuesday, August 06, 2002 2:04 PM  
**To:** Suarez, Rhea (R.)  
**Subject:** RE: Safety stall meeting

Any more news on the TSB? Also, can I get a copy of the SSM that you wrote to accompany the TSB.

***Muriel Sanders***

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

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

**From:** Suarez, Rhea (R.)

**Sent:** Friday, August 02, 2002 1:42 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** RE: Safety stall meeting

Yeah, I'll send it to you..... I am going to talk it over with the OASIS people because there are a few things that might not make them happy. But if they know who was in our meeting than who knows!

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Friday, August 02, 2002 1:39 PM  
**To:** Suarez, Rhas (R.)  
**Subject:** RE: Safety stall meeting

I heard most of what was said. Are y'all going to send out a copy of the changes? If so, can you send it to me, please.

*Muriel Sanders*

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

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

**From:** Suarez, Rhas (R.)  
**Sent:** Friday, August 02, 2002 1:08 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** RE: Safety stall meeting

It's all the safety people if you want to call in. They will be hacking up our message so you might want to.  
=>

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Friday, August 02, 2002 1:07 PM  
**To:** Suarez, Rhas (R.)  
**Subject:** RE: Safety stall meeting

I didn't get meeting notice. Bob should be...

*Muriel Sanders*

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

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

**From:** Suarez, Rhas (R.)  
**Sent:** Friday, August 02, 2002 1:06 PM  
**To:** Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** Safety stall meeting

Are you guys calling into the meeting?

954-1118  
6456211#

**From:** Corbett, Sandra (S.M.)  
**Sent:** Tuesday, August 06, 2002 4:50 PM  
**To:** Takasawa, Keith (K.D.)  
**Co:** Kreuter, Flohard (R.B.); Dalbo, Bob (R.J.)  
**Subject:** RE: (2) stalls robustness CR's

Keith,  
Sorry for the delay...I was on vacation last week.

The LEV (North America) calibration will be at KCAP on 8/13/02 and the CAA calibration will follow by 8/16/02.

Capacitor change should already be at KCAP.

Sandy Corbett  
Escape Powertrain PMT & QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

-----Original Message-----  
**From:** Takasawa, Keith (K.D.)  
**Sent:** Wednesday, July 31, 2002 7:57 AM  
**To:** Corbett, Sandra (S.M.)  
**Subject:** FW: (2) stalls robustness CR's

When is implementation at KCAP of the new calibration and capacitor change?

Best Regards,

Keith

-----Original Message-----  
**From:** Veenstra, Tim (T.W.)  
**Sent:** Wednesday, July 31, 2002 12:34 AM  
**To:** Takasawa, Keith (K.D.)  
**Subject:** RE: (2) stalls robustness CR's

Yes!

-----Original Message-----  
**From:** Takasawa, Keith (K.D.)  
**Sent:** Tuesday, July 30, 2002 6:09 AM  
**To:** Veenstra, Tim (T.W.)  
**Subject:** RE: (2) stalls robustness CR's

Are the 2 CRs fully released now?

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675

FAX: (313) 248-6599  
E-MAIL: KTAKASAWSPORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Wednesday, July 24, 2002 3:48 PM  
To: Inoue, Hiroshi (H.); Fascetti, Bob (R.J.)  
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Takasawa, Keith (K.D.)  
Subject: RE: (2) stalls robustness CR's

Both Ichikawa-san and Shiraishi-san are on the invite list for the weekly stalls meeting which occurs on Thursday's at 2pm at TEE and with audio numbers.

Sandy Corbett  
Escape Powertrain PMT & QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

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

From: Inoue, Hiroshi (H.)  
Sent: Wednesday, July 24, 2002 3:46 PM  
To: Fascetti, Bob (R.J.)  
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.); Takasawa, Keith (K.D.)  
Subject: RE: (2) stalls robustness CR's

Bob,  
I expect your information will get understanding of Mazda engineers shortly.

Just for clarification: Kanai-san and Steve Limtiaco are Quality folks and NOT powertrain engineer for this CR. In US, the right contacts is Shiraishi-san in this case.

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

From: Fascetti, Bob (R.J.)  
To: Inoue, Hiroshi (H.); Takasawa, Keith (K.D.)  
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.)  
Sent: 02/07/24 14:17  
Subject: RE: (2) stalls robustness CR's

We need these concerns approved at this Thursday morning meeting.

Mazda has had the white papers for these concerns for over a week (sent to Ichikawa-san). All of these concerns have been discussed at our weekly stall meeting, that Kanai-san, and MNAO (Steve Lintiac) attend.

Takasawa-san has already directed that these concerns be approved. I understand that Mazda gets some time to approve concerns, and that's why we sent the white paper early.

Please come prepared to approve this concern at this meeting. We have now lost two full days of progress due to waiting.

Please address this matter urgently.

Thank you,  
Bob Fascetti  
Outfitters Calibration Manager

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

From: Inoue, Hiroshi (H.)  
Sent: Tuesday, July 23, 2002 12:06 PM  
To: Takasawa, Keith (K.D.)  
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.);  
Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.);  
Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett,  
Sandra (S.M.)  
Subject: RE: (2) stalls robustness CR's

Takasawa-san,  
Per your approval for KCAP, now Hofu change control process starts officially for these CRs.  
At this moment, both of C11390580 and C11371349 are "Black Box" for Mazda engineers.

In order to get Hofu approval quickly, please have relating Ford folks give information to Mazda engineers ASAP. Shiraishi-san will set up a engineering meeting in this week.

The major point to be confirmed is any impact on Certification/Homologation in countries out side US.  
I sincerely don't want make you get problems of regulatory recall.

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7670

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

From: Takasawa, Keith (K.D.)  
Sent: 20027722? 16:28  
To: Corbett, Sandra (S.M.)  
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael

(M.V.);  
Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji  
(K.);  
Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.);  
Klarr,  
Jerry (G.T.)  
Subject: RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.);  
Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud,  
Sachiko (S.);  
Fujioka, Kenji (K.)  
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott  
(S.R.)  
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

CI1390580- calibration change

\* Mazda (Shiraishi-san) indicates they need final white paper, Dalbo will forward  
\* KCAP (John O'Callaghan) indicates that a plant trial is required...we cannot provide parts until the concern is authorized by Prog. Mgmt....Prog Mgmt (Jessica Rusu) indicates that cr cannot be authorized until trial is complete...HELP/NEXT STEPS???

CI1371349- capacitor change

\* Mazda (Shiraishi-san) is also requesting white paper-THERE IS NO FUNCTIONAL CHANGE, THEREFORE NO WHITE PAPER WILL BE PROVIDED  
\* Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)  
Tim,  
Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett  
Escape Powertrain QRT  
Phone/Fax: (313)59-44351

Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)  
[mailto:viwrk014@drbn004.dearborn.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: SCORBETT  
Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns (C11390580 & C11371349) are approved.



---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, August 06, 2002 5:38 PM  
**To:** Nematollahi, Sonya (S.)  
**Cc:** Hoffman, Michael (M.V.); Fascetti, Bob (R.J.); Altonian, Don (D.J.); Corbett, Sandra (S.M.); Jordan, Donald (D.E.); Fournelle, Gilbert (G.)  
**Subject:** RE: CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

Sonya,  
If your team has someone in KCAP or you want to work through the Lear resident, that's fine. I assume from Scott's note that he intended to look into it at KCAP, but he is on vacation this week and I can't confirm it with him. I didn't want you to get blindsided with this issue, that's all.

*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](mailto:rdalbo@ford.com)

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

**From:** Nematollahi, Sonya (S.)  
**Sent:** Monday, August 05, 2002 6:09 PM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Hoffman, Michael (M.V.); Fascetti, Bob (R.J.); Altonian, Don (D.J.); Corbett, Sandra (S.M.); Jordan, Donald (D.E.); Fournelle, Gilbert (G.)  
**Subject:** RE: CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

Bob, are KCAP folks planning to examine the vehicle/fuse box or should the Dearborn team get involved? We certainly don't need duplication of efforts. Don Jordan is on vacation this week, but I can put someone else on this right away if needed. Please advise. Thanks.

*Sonya Nematollahi*

Escape/Tribute/Maverick Electrical Team Leader  
Phone: 33-79968  
Pager: Text, 313-795-8932  
email: [snematol@ford.com](mailto:snematol@ford.com)

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, August 05, 2002 4:59 PM  
**To:** Altonian, Don (D.J.); Corbett, Sandra (S.M.); Nematollahi, Sonya (S.); Jordan, Donald (D.E.); Gilbert Fournelle  
**Cc:** Hoffman, Michael (M.V.); Bob Fascetti  
**Subject:** FW: CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

New wiring issues.

*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](mailto:rdalbo@ford.com)

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

**From:** Moorhouse, Scott (S.R.)

**Sent:** Friday, August 02, 2002 4:58 PM  
**To:** Alvarado, OJ (O.J.); New, Michael (M.D.); Stigenbauer, Jeffrey (J.R.); Ray, Charles (C.)  
**Cc:** Dalbo, Bob (B.); Linds, Peter (P.A.)  
**Subject:** CUSTOMER VEHICLE EXHIBITING "STALLS", SUNFLOWER MAZDA

I discussed vehicle with Mathew Razzo, service manager. Vehicle was not the typical "stall" claim. At times vehicle would be electrically dead and have no-start condition. Other times it would die in decel. Slamming door sometimes resulted in vehicle dying. Dealer has determined problem to be with under dash fuse box. He has been able to repeat the no start condition by tapping on the fuse panel.

Dealer intention is to replace the fuse box. I have asked him to hold the part for our review.

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1965 (fax) 816-459-1728  
[smoorhou@ford.com](mailto:smoorhou@ford.com)

**From:** Steven Lintiac [SLintiac@mazdausa.com]  
**Sent:** Tuesday, August 06, 2002 8:56 PM  
**To:** 'msander8@ford.com'  
**Cc:** 'tdalbo@ford.com'; Dan Rothweller; 'raunrez8@ford.com'  
**Subject:** Engine Quit Field Report

Muriel & Bob,

FYI only...got this one in today. Thought you'd be interested. The PCM connector check is listed in the TSB draft already

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

S20ACM1 PRODUCT QUALITY INFORMATION (PQI) REVIEW1 08/06/02  
15:50:13  
P444  
CRFP253

PQI Ref No: 0066825 PQI Status: PE ENTERED Entry Date:  
08/06/02

Subject Descr: ENGINE QUIT AT IDLE REV-DRIVE WIRE HARNESS @PCM

VIN.....: 4F2YU08111KM50606 Mdl/yr: TRX ES A /01 Prod Date:  
03/26/01  
Miles.....: 17163 Problem Date:  
07/29/02  
Category.....: F FUEL AND EMISSION Repair Compl Date:  
08/06/02

Reported By...: DAVE SCOTT Job Code: MC30 NON-MMA/REGION  
QA SP

Reporting Loc: PA54 WESTERN SUPPORT AND TRAIN

Hotline Ref #:

PQI Location.: 10102 UNIVERSITY MAZDA Telephone: (206)  
634-1191  
City.....: SEATTLE ST: WA

Describe Symptoms and Conditions:

CUSTOMER COMPLAINS THAT THE ENGINE WILL QUIT AT TIME AFTER BACKING UP  
AND  
PUTTING VEHICLE IN DRIVE

Describe Causes of the Symptoms:

ROOT CAUSE, GREY/YELLOW WIRE AT PCM PIN 22 HAD POOR CRIMP/BROKEN WIRES  
AT  
THE PCM CONNECTOR. GY/Y WIRE IS CKP INPUT. DID NOT SET ANY CODES.

Corrective Action Taken:

REPAIRED HARNESS CONNECTOR WITH TERM REPAIR KIT

Writer's Comments:

TECH FOUND THE WIRE AT THE PCM CONNECTOR BENT OVER SEVERLY, STILL HAD A  
FEW  
STRANDS OF WIRE MAKING CONTACT, DID NOT SET CKP CODES

---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, August 07, 2002 8:22 AM  
**To:** Orzechowski, Betty (B.A.)  
**Cc:** Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.)  
**Subject:** FW: Customer Vehicle Problem - Escape

Hi Betty,

I am part of a stall investigation team for Escapes. Will you please send me the VIN number and model year for your Escape. This information will assist me in determining what repairs have been performed, or need to be performed. Thanks.

*Muriel Sanders*

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

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

**From:** Veenstra, Tim (T.W.)  
**Sent:** Wednesday, August 07, 2002 8:50 AM  
**To:** Sanders, Muriel (M.S.)  
**Cc:** Corbett, Sandra (S.M.)  
**Subject:** FW: Customer Vehicle Problem - Escape

FYI - Please review and you may want to discuss at the today's stall meeting. Thanks.

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

**From:** Morgan, Dan (W.D.)  
**Sent:** Wednesday, August 07, 2002 8:40 AM  
**To:** Orzechowski, Betty (B.A.); Veenstra, Tim (T.W.)  
**Subject:** RE: Customer Vehicle Problem - Escape

Tim, see note at the bottom concerning serious customer complaint.

Any recommendation who to contact in a situation like this?

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

**From:** Orzechowski, Betty (B.A.)  
**Sent:** Wednesday, August 07, 2002 8:34 AM  
**To:** Morgan, Dan (W.D.)  
**Subject:** FW: Customer Vehicle Problem - Escape

Dan, I haven't a clue how to forward this note to FCS. As Jean suggested, do you have a contact this note can be forwarded to?

Regards,

*Betty Orzechowski*

BOHZECHO  
U/P207 Release/Pre-Prod, 32-30324,  
Cube GC-F40 - PDC Bldg.

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

From: Montie, Jean (S.J.)  
Sent: Wednesday, August 07, 2002 8:02 AM  
To: Orzechowski, Betty (B.A.)  
Subject: RE: Customer Vehicle Problem - Escape

***I would send them to Ford Customer Service, or possible Dan Morgan might have a contact since he is the PPM Escape supervisor.***

**Jean Montie (jmontie) << OLE Object: Picture (Metafile) >>  
MP&L Program & Pro-  
Production Management  
ph 390-4004 fx 845-4487**

—Original Message—

From: Orzechowski, Betty (B.A.)  
Sent: Wednesday, August 07, 2002 6:30 AM  
To: Montie, Jean (S.J.)  
Subject: Customer Vehicle Problem - Escape

Jean, do you know who I could send this note to regarding a serious problem a customer is having with his Escape vehicle?

Ted Ruschti

[Research@Ted3.Com](mailto:Research@Ted3.Com) <<mailto:Research@Ted3.Com>>

On-Air Research

24 Woodland Road • Sawokley, PA 16143

Voice: (412) 741-2820 • Fax: (412) 741-8866

- 
1. Ten days after purchase, with about 600 miles, the engine quit at 65 mph on I-79 at night, in heavy traffic. With no brakes and no power steering, my daughter was thankfully able to get the car out of traffic without being hit. A PA state trooper helped her off the road. It would not restart, so the car was towed to the nearest Ford dealer, who was unable to repair it. It was then towed all the way home to the selling dealer, who replaced the entire engine.
  2. At about 8,000 miles, the engine quit again, but was able to be restarted unevenly.
  3. In June, at about 10,000 miles, the engine quit again — this time in heavy traffic. A police officer helped her push it off the road, and when he heard that this happened before, he lectured her about not driving the car until it was fixed. His quote is "If this happened at night around a curve, it would be extremely hazardous." It was towed to the selling dealer.
  4. The dealer worked on the car and drove it for a week, but could not duplicate the problem.
  5. Since Molly was now afraid to drive the car, I began driving the Escape. At about 11,000 miles, the engine quit on my way to the airport. It would not restart the first time, but started on a subsequent attempt. The dealer has had the car ever since, and has driven it 700 miles but the problem has not recurred.

Current status: Ford says that since they can't duplicate the problem, there must not be a problem. The Ford dealer and regional people are stonewall say "just drive the car. There's nothing we can do." Molly's in tears.

When the engine quits, there is no warning — just a complete loss of power, steering and brakes. Fortunately, no one has gotten hurt yet. But a car that stalls at highway speed is an accident waiting to happen.

Regards,

*Betty Orzechowski*

607280  
U/P207 Release/Pre-Prod, 32-90324,  
Cube GC-F40 - PDC Bldg.

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, August 07, 2002 5:20 PM  
**To:** Galante, Chris (C.R.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.)  
**Co:** Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)  
**Subject:** Finned Pintle Hold-up  
**Importance:** High

Chris,

Yes, the finned pintle IACV does require a calibration change on the Escape/Tribute. The service calibrations will be available Friday (8/9). We have a TSB in for review that explains that the calibration update is required for the new IACV.

Who in service engineering is rejecting this concern? We need to bring them up to speed on this change and the urgency to complete it.

Laura,

How does FCSD manage coordinated parts changes like this IACV/calibration combination? Is that process already underway for this change?

**Bob Dalbo**

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

—Original Message—

**From:** Galante, Chris (C.R.)  
**Sent:** Wednesday, August 07, 2002 10:47 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** calibration change for Escape



Hi Bob.

We spoke earlier about the calibration change for Escape related to stalls, and you gave me a concern number (C11390555) which is related to the finned pintle IAC change. Does the IAC change require the calibration change??

The reason I ask is that service engineering is likely rejecting the concern for, among other reasons, the chance that a customer who has a vehicle out of warranty may change the IAC themselves and not be aware that a TSB exists requiring a reflash. Something I'm curious to know is that on the modular products, we introduced the finned pintle design without any calibration change. Why would the Escape be unique in this regard? If not, should we disassociate the calibration change and IAC change (i.e. have two separate concerns)?



**Christopher R. Galante**  
**[cgalante@ford.com](mailto:cgalante@ford.com)**

 Fax: (313) 337-3813  
 Phone: (313) 845-6067  
Pager: (313) 795-2807

**V-Engine Engineering - Ford Motor Co.**



**From:** Wettach, Bill (B.)  
**Sent:** Thursday, August 08, 2002 7:37 AM  
**To:** Jensen, Ted (T.E.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** Up date on Concern 11390555 Escape Service

Ted,

You to update you about the Escape service concern C11390555. Service has some concerns that they have added to the concern that need to be addressed. see below

WWRSC05A R1271809 Concern Description 02/08/02 07:34:38  
Concern: C11390555 Activity: NE01 Status: W Local: N Pgm Mgt Auth:  
Search or Mail=>> User Id: \_\_\_\_\_ Acty: \_\_\_\_\_ Date: \_\_\_\_\_  
Scroll (Entry, Top, Bottom) : SCREEN Display (Name) : USER ID

ROW 2M11A30X10 VFNO 2U7A-12A850-CVA  
ROW(SEVERE) 2M11B30X10 XANO 2U7A-12A650-CXA  
LEADED 2M11A30G10 YWC0 2U7A-12A850-CYA  
\*\*\*\*\*

NO NEW CALIBRATION NUMBERS OR PCM PART NUMBERS WILL BE RELEASED.  
BOGEMA, JOHN 313 33-75133 N PWRTRAIN JBOGEMA NE01 02/07/25  
MODIFIED SSD FIELD TO SCRAP. NEW PART IS AVAILABLE BY END OF AUGUST.  
TOM DURFEE, RHAЕ SUAREZ, ANY FCSD COMMENTS?? BEFORE THIS GOES TO NOTICE  
JAN, DO WE WANT TO INCLUDE J16L ON THIS? I WOULD THINK, YES!  
GRIMES, JEFF R. 313 32-25237 N ENGENGR JGRIMES1 NE01 02/07/31  
JIM ARNOLD, ANY CHANCE YOU COULD APPROVE FOR J16 SERVICE?  
GRIMES, JEFF R. 313 32-25237 N ENGENGR JGRIMES1 NE01 02/08/02  
I AM REJECTING THIS CONCERN UNTIL THE FOLLOWING ISSUES ARE ADDRESSED AND

RESOLVED. 1. OTHER IAC'S HAVE HAD THIS NEW FIN PINTLE DESIGN AND NO PCM REFLASH  
WAS REQUIRED WHY DOES THIS VEHICLE LINE NEED A REFLASH WITH AN IAC CHANGE?  
2. IF THE NEW IAC IS INSTALLED AND NO REFLASH IS DONE WHAT IS THE FAILURE MODE?  
3. DOES THE CALIBRATION HAVE TO BE UPDATED WITH THE NEW IAC?  
4. IF THE CALIB HAS TO BE UPDATE THE WITH THIS NEW IAC HOW DOES THE OUT OF  
WARRANTY CUSTOMER GET NOTIFIED OF THIS REQUIRMENT? 6. IN THE PARTS FCSD PARTS  
CATALOG WE CAN HAVE A FLAG THAT CALLS OUT A NEW PCM/REFLASH BUT THIS IS NOT A  
SIX SIGMA REPAIR. 7. A TSB WILL NEED TO BE ISSUED TO THE FIELD AND THERE IS  
NOT ENOUGH INFORMATION IN THIS CONCERN TO RELEASE A TSB. NEW PCM PART NUMBERS  
WILL HAVE TO BE RELEASE IN WERS FOR THE NEW CALIBRATION.

DURFEE, TOM P. 313-84-50802 N SERVICE TDURFEE NE01 02/08/07  
CONCERN ROUTED TO J. GRIMES AND L. YEUNG FOR REVIEW OF THE REJECTION ADDED BY  
TOM DURFEE.

ARNOLD-NORRIS, 313 38-41808 N ENGENGR SARNOLDN NE01 02/08/07  
Select: \_ A=Approval B=Parts C=Control D=Desor E=Engineer F=Infrml

Regards,

*Bill Wettach*

Design Release -JCV, CMCV, IMRC, & IMTV  
Components B - Intakes &  
V-Engine Engineering  
Phone 313.32.21895  
Fax 313.32.29285  
POEE BB108 @ pillar D-10 wwettach@ford.com

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, August 07, 2002 5:20 PM  
**To:** Galante, Chris (C.R.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.)  
**Cc:** Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)  
**Subject:** Fined Pintle Hold-up  
**Importance:** High

Chris,

Yes, the fined pintle IACV does require a calibration change on the Escape/Tribute. The service calibrations will be available Friday (8/9). We have a TSB in for review that explains that the calibration update is required for the new IACV.

Who in service engineering is rejecting this concern? We need to bring them up to speed on this change and the urgency to complete it.

Laura,

How does FCSD manage coordinated parts changes like this IACV/calibration combination? Is that process already underway for this change?

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31766  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—



**From:** Galante, Chris (C.R.)  
**Sent:** Wednesday, August 07, 2002 10:47 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** calibration change for Escape

Hi Bob.

We spoke earlier about the calibration change for Escape related to stalls, and you gave me a concern number (C11390555) which is related to the fined pintle IAC change. Does the IAC change require the calibration change??

The reason I ask is that service engineering is likely rejecting the concern for, among other reasons, the chance that a customer who has a vehicle out of warranty may change the IAC themselves and not be aware that a TSB exists requiring a reflash. Something I'm curious to know is that on the modular products, we introduced the fined pintle design without any calibration change. Why would the Escape be unique in this regard? If not, should we disassociate the calibration change and IAC change (i.e. have two separate concerns)?

*Christopher R. Galante*  
[cgalante@ford.com](mailto:cgalante@ford.com)

 Fax: (313) 337-3813  
 Phone: (313) 645-6067  
Pager: (313) 795-2807

**V-Engine Engineering - Ford Motor Co.**





---

**From:** Galante, Chris (C.R.)  
**Sent:** Thursday, August 08, 2002 2:16 PM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** RE: Fined Pintle Hold-up

No problem. I just passed Tom in the halls.....now I'll go back to his cube and pester him to approve this one.

CG

*Christopher R. Galante*  
[czgalante@ford.com](mailto:czgalante@ford.com)

 Fax: (313) 337-3813  
 Phone: (313) 845-6067  
Pager: (313) 795-2807

*V-Engine Engineering - Ford Motor Co.*



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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, August 08, 2002 1:36 PM  
**To:** Galante, Chris (C.R.)  
**Subject:** RE: Fined Pintle Hold-up

Chris,  
All of them are easy to answer and between Laura Terzes and Muriel Sanders we have answered them. Please see the attached note.

Thanks for your help understanding the issues with this concern.

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 785-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

**From:** Galante, Chris (C.R.)  
**Sent:** Thursday, August 08, 2002 12:52 PM



To: Dalbo, Bob (R.J.)  
Subject: RE: Finned Pintle Hold-up

Hi Bob.

Tom Durfee is the service engineer who has rejected the concern. He left a bunch of questions in the description section. Not all of them are easy to answer...

Chris

*Christopher R. Galante*  
[cgalante@ford.com](mailto:cgalante@ford.com)

 Fax: (313) 337-3813  
 Phone: (313) 845-6067  
Pager: (313) 795-2807

*V-Engine Engineering - Ford Motor Co.*



—Original Message—

From: Dalbo, Bob (R.J.)  
Sent: Wednesday, August 07, 2002 5:20 PM  
To: Galante, Chris (C.R.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.)  
Cc: Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)  
Subject: Finned Pintle Hold-up  
Importance: High

Chris,

Yes, the finned pintle IACV does require a calibration change on the Escape/Tribute. The service calibrations will be available Friday (8/9). We have a TSB in for review that explains that the calibration update is required for the new IACV.

Who in service engineering is rejecting this concern? We need to bring them up to speed on this change and the urgency to complete it.

Laura,

How does FCSD manage coordinated parts changes like this IACV/calibration combination? Is that process already underway for this change?

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT

Phone: (313) 24-84047 Fax: (313) 32-31788  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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



From: Galante, Chris (C.R.)  
Sent: Wednesday, August 07, 2002 10:47 AM  
To: Dalbo, Bob (R.J.)  
Subject: calibration change for Escape

Hi Bob.

We spoke earlier about the calibration change for Escape related to stalls, and you gave me a concern number (C11390555) which is related to the finned pintle IAC change. Does the IAC change require the calibration change??

The reason I ask is that service engineering is likely rejecting the concern for, among other reasons, the chance that a customer who has a vehicle out of warranty may change the IAC themselves and not be aware that a TSB exists requiring a reflash. Something I'm curious to know is that on the modular products, we introduced the finned pintle design without any calibration change. Why would the Escape be unique in this regard? If not, should we disassociate the calibration change and IAC change (i.e. have two separate concerns)?

*Christopher R. Galante*  
[cgalante@ford.com](mailto:cgalante@ford.com)

 Fax: (313) 337-3813  
 Phone: (313) 845-6067  
Pager: (313) 795-2807

*V-Engine Engineering - Ford Motor Co.*



---

**From:** Price, Martin (M.)  
**Sent:** Monday, August 12, 2002 8:23 AM  
**To:** Atoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.);  
Suarez, Rhae (R.)  
**Cc:** Lintisco, Steven (S.)  
**Subject:** Interim ISM

Here is the draft for the Interim ISM. Should I still include the revised MAF, IAC & DPFE parts? Please have all responses in today by 4:00 so I can submit it!!!

  
scape Stall ISM.do

*Marti Price*

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



**Escape Stall ISM:**

Some 2001-2003 Escapes with 3.0L engines may exhibit an intermittent stall. Verify TSB 02-11-06 has been performed, then reprogram the PCM with WDS version 20.6 or later. 2001 & early build 2002 models will update to 1U7A-AXC, 2002 models will update to 2U7A-CZA, and early 2003 models will update to 3L8A-BB. TSB to follow.

---

**From:** Price, Martin (M.)  
**Sent:** Monday, August 12, 2002 10:06 AM  
**To:** Altonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.);  
Suarez, Rhee (R.)  
**Subject:** RE: Interim ISM

I'm sure the ISM will be revised again when the TSB comes out, it might even be eliminated. I just want to make sure everyone wants the dpfe & maf in the current ISM? I can add the IAC also but I need a part#?

***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:** Sanders, Muriel (M.S.)  
**Sent:** Monday, August 12, 2002 9:42 AM  
**To:** Price, Martin (M.)  
**Subject:** RE: Interim ISM

Marti,

The MAF sensor should remain in the ISM. The dpfe will be in the TSB that's coming out, but that probably will not be for a month or so. Personally, I'm leaning towards leaving it in until the TSB is released. That will mean another revision of the ISM, though. Also, the dpfe supplier switched to Motorola for 2003; these sensors will not need to be replaced.

***Muriel Sanders***

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

—Original Message—

**From:** Price, Martin (M.)  
**Sent:** Monday, August 12, 2002 8:23 AM  
**To:** Altonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhee (R.)  
**Cc:** Livitaco, Steven (S.)  
**Subject:** Interim ISM

Here is the draft for the Interim ISM. Should I still include the revised MAF, IAC & DPFE parts? Please have all responses in today by 4:00 so I can submit it!!!

<< File: Escape Stall ISM.doc >>

***Martin Price***

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

---

**From:** Suarez, Rhee (R.)  
**Sent:** Monday, August 12, 2002 10:07 AM  
**To:** Price, Martin (M.); Altonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.)  
**Subject:** RE: Interim ISM

The new IAC isn't released yet.....

-----Original Message-----  
**From:** Price, Martin (M.)  
**Sent:** Monday, August 12, 2002 10:06 AM  
**To:** Altonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhee (R.)  
**Subject:** RE: Interim ISM

I'm sure the ISM will be revised again when the TSB comes out, it might even be eliminated. I just want to make sure everyone wants the dpfa & maf in the current ISM? I can add the IAC also but I need a part#?

*Marti Price*

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

-----Original Message-----  
**From:** Sanders, Muriel (M.S.)  
**Sent:** Monday, August 12, 2002 9:42 AM  
**To:** Price, Martin (M.)  
**Subject:** RE: Interim ISM

Marti,

The MAF sensor should remain in the ISM. The dPFE will be in the TSB that's coming out, but that probably will not be for a month or so. Personally, I'm leaning towards leaving it in until the TSB is released. That will mean another revision of the ISM, though. Also, the dPFE supplier switched to Motorola for 2003; these sensors will not need to be replaced.

*Muriel Sanders*

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

-----Original Message-----  
**From:** Price, Martin (M.)  
**Sent:** Monday, August 12, 2002 8:23 AM  
**To:** Altonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhee (R.)  
**Cc:** Lintaco, Steven (S.)  
**Subject:** Interim ISM

Here is the draft for the Interim ISM. Should I still include the revised MAF, IAC & DPFE parts? Please have all responses in today by 4:00 so I can submit it!!!

<< File: Escape Stall ISM.doc >>

*Marti Price*

Cleveland Engine Specialist, DSC I #353

1700 Fairlane Dr, Allen Park, MI 48101  
mprice28@ford.com ph. (313)317-9133

---

**From:** Price, Martin (M.)  
**Sent:** Monday, August 12, 2002 11:08 AM  
**To:** Aftonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Marial (M.S.);  
Suarez, Rhae (R.)  
**Subject:** revised

Ok how's this?

  
scape Stall ISM.do

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

**Escape Stall ISM:**

Some 2001-2003 Escapes with 3.0L engines may exhibit an intermittent stall. Verify TSB 02-11-06 has been performed, then reprogram the PCM with WDS version 20.6 or later. 2001 & early build 2002 models will update to 1U7A-AXC, 2002 models will update to 2U7A-CZA, and early 2003 models will update to 3L8A-BB. Verify latest DPFE sensor(2F1Z-9J460-AA) and maf(1L2Z-12B579-BA). TSB to follow.

---

**From:** Steven Lintiac [SLintiac@mazdausa.com]  
**Sent:** Monday, August 12, 2002 3:14 PM  
**To:** Price, Martin (M.); Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Dan Rothweiler; Sanders, Muriel (M.S.); Suarez, Rhae (R.)  
**Subject:** RE: interim ISM

Hi Marti,

The revised MAF is the only part that is not addressed in the bulletin so you might want to keep this in the message. Also, include all ground checks, central junction box (CJB) connector checks, and possible water leaks above the CJB. Thanks,

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

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

**From:** Price, Martin (M.) [mailto:mprice28@ford.com]  
**Sent:** Monday, August 12, 2002 5:23 AM  
**To:** Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)  
**Cc:** Lintiac, Steven (S.)  
**Subject:** interim ISM

Here is the draft for the interim ISM. Should I still include the revised MAF, IAC & DPFE parts? Please have all responses in today by 4:00 so I can submit it!!!!

<<Escape Stall ISM.doc>>  
Marti Price  
Cleveland Engine Specialist, DSC I #353  
1700 Fairlane Dr, Allen Park, MI 48101  
mprice28@ford.com ph. (313)317-9133

---

**From:** Price, Martin (M.)  
**Sent:** Monday, August 12, 2002 3:24 PM  
**To:** Lintiaco, Steven (S.); Price, Martin (M.); Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)  
**Subject:** RE: Interim ISM

We've been recommending all these things for quite awhile without any success here (call volume wise). I mostly want to get the new calibration info out till the TSB is released. We haven't seen any connector or ground problems in a very long time. Remember it will be changed again after the TSB is released.

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

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

**From:** Steven Lintiaco [mailto:slintiaco@mazdausa.com]  
**Sent:** Monday, August 12, 2002 3:14 PM  
**To:** 'Price, Martin (M.)'; Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Dan Rothweiler; Sanders, Muriel (M.S.); Suarez, Rhae (R.)  
**Subject:** RE: interim ISM

Hi Marti,

The revised MAP is the only part that is not addressed in the bulletin so you might want to keep this in the message. Also, include all ground checks, central junction box (CJB) connector checks, and possible water leaks above the CJB. Thanks,

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

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

**From:** Price, Martin (M.) [mailto:mprice28@ford.com]  
**Sent:** Monday, August 12, 2002 5:23 AM  
**To:** Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)  
**Cc:** Lintiaco, Steven (S.)  
**Subject:** interim ISM

Here is the draft for the interim ISM. Should I still include the revised MAF, IAC & DPFE parts? Please have all responses in today by 4:00 so I can submit it!!!!



<<Escape Stall ISM.doc>>

Marti Price

Cleveland Engine Specialist, DSC I #353

1700 Fairlane Dr, Allen Park, MI 48101

mprice288ford.com ph. (313)317-9133

**From:** Suarez, Rhas (R.)  
**Sent:** Tuesday, August 13, 2002 7:41 AM  
**To:** Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Ahoonian, Don (D.J.)  
**Cc:** Fast, Mathew (M.F.)  
**Subject:** FW: Stall - VDR

FYI - VDR stall vehicle.

-----Original Message-----  
**From:** Fast, Mathew (M.F.)  
**Sent:** Tuesday, August 13, 2002 6:43 AM  
**To:** Suarez, Rhas (R.)  
**Subject:** Stall - VDR

CSQI500                      CQIS Indicator Summary                      08/13/02 06:40:35                      5 of 9

Rpt#: 2HLCJ009 NHL                      Rpt: 08/12/2002 Odom: 18,423 M  
Rvwrd: \_ File: \_ Folder: 02008217 2 Images: 0 Print Smy/Diag Detail(P/D): \_  
Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FMYU04181KB02934 Bid: 03/21/2001  
Engine: 3.0L DUR    Calb: 0M11A30A Trans: CD4E E    Axle:            A/C: YES  
Dealer Id: 03134    Phil Long Ford of Chapel Hills Ph#: (719) 572-2300  
State: Colorado    City: Colorado Springs Orig/Caller: JOHN MCGRAY  
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA  
Addl Sym: REPEAT STALLS, VDR SHOWS EV St: CCRG/EPRG: \_ Rvwrd: Dt:  
Fb:    Caus. Comp:                      -                      Condition Code:  
Hotliner: KAVERY3    Phone: 313 317-9358 Regn Cdt: 56 Denver - 56  
Engineering:                      Phone:                      TAR:  
Dir Contact:                      Phone:                      Title Cde: T  
REPAIR TECH STATES REPEAT STALLING CONCERN, HAS 4 VDR RECORDINGS AND IN EACH ONE THE VEH IS AROUND 40-43 MPH, ON DECEL, AND APPEARS TO BE GOING DOWN A HILL, STATES ONCE VMV IS COMMANDED THE CONCERN OCCURS AND IAC STAYS AROUND 26% AND DOESN'T COMPENSATE FOR THE RPM LOSS, STATES TSB HAS BEEN PERFORMED, SEEKING KNOWNS.  
RECOMM ADV TECH POSSIBLE CALIBRATION COMING FOR CONCERN, ADV WAIT FOR CAL IF TSB HA BEEN COMPLETED.

*Mathew J. Fast*

st, Mathew (M.F.)..

---

**From:** Williams, Les (LHW.)  
**Sent:** Wednesday, August 14, 2002 8:41 AM  
**To:** Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Sanders, Muriel (M.S.); Bogema, John (P.)  
**Subject:** 6 Stalls in Hershey Penn

Greetings TEE:

Hops your summer has been going well. Maria Lovelace, works with the FQEs, called me this AM. Russ Sunger, a Service Manager at a Ford dealership has 6 Escapes stalling on decel. One recently stalled vehicle has only 4,000 miles on it. He used TSB and vehicles still stall.

Maria mentioned that he called someone at Ford and they told him that another TSB is in the works, and last I heard this is valid. His number is 717-838-4300.

Is there anyway that I can be of assistance in this matter (ie relay information to him)? If not, I'll leave it in your hands since the team is more up to date with the issues.

PS: I understand Muriel is leaving soon...pls take her to a soul food joint on the East Side. Good luck on your next rotation Muriel.

Regards,  
*Les Williams*

**For More, Count on Les**  
**Cyclone V6 Cylinder Block-Component A**  
**Powertrain Operations Engine Engineering (POEE)**  
**Suite AU041**  
**Phone: (318) 39-01823**  
**Fax: (318) 24-84317**

**From:** Young, Lem (.)  
**Sent:** Thursday, August 15, 2002 7:42 AM  
**To:** Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)  
**Subject:** RE: U204 Phantom Stall Meeting

I will be out of the office this afternoon and unable to attend. The only update I have is modified cam covers will be available to the calibration group by next Friday. Any information you can provide from APG on a speed/load condition or drive cycle which induces oil consumption would be a huge benefit. I do not recognize any other issues requiring updates from us. Let me know if I am incorrect.

Last week I heard we breezed through the poor ground issue. Is the Electrical team done investigating contributors to the stalls issue? What was done to address unclear ground signals and signal noise issues? I recall an added capacitor to the PCM and relay supplier change. Anything else or anything else needed?

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

—Original Appointment—

**From:** Sanders, Muriel (M.S.)  
**Sent:** Monday, July 29, 2002 10:15 AM  
**To:** Sanders, Muriel (M.S.); Alkoonian, Don (D.J.); Bauer, Scott (S.C.); Bhujwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duvall, Arian (A.W.); Foscetti, Bob (R.J.); Fournelle, Gilbert (G.); Fraeland, Mark (M.); Giles, Stuart (S.); Golthale, Ramulo (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Hart, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Ryunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanai, Shing (S.); King, Robert (R.F.); Koeko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzung (D.H.); Limblezi, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Mandzhuk, Roger (R.S.); Marck, Edmond (E.C.); Metzger, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); Naveed Khan; Nawroozbahi, Sonya (S.); Nikolai, Bernie; Notaboom, Jim (J.E.); Orman, James (J.W.); Powers, Ken (K.W.); Pritz, Martin (M.); Raquapau, Alden (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shirahata, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhee (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veasira, Tim (T.W.); Wakonell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (L.H.W.); Young, Lem (.)  
**Subject:** Updated: U204 Phantom Stall Meeting  
**Where:** Thursday, August 15, 2002 2:00 PM-3:00 PM (GMT-05:00) Eastern Time (US & Canada).  
**Where:** T2E Conf. Rm. 2

I extended the meeting notice a couple of more weeks. All other information remains the same.

Dial in: 1-877-870-3529 or Foeduct: 9-1-954-1144  
International Participants # 1 (630) 693-1704  
Passcode: 7673538#

---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Thursday, August 15, 2002 5:38 PM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** Mazda WERS

Bob,

These people are on the stalls distribution list and also have a WERS id. I'm not sure what abilities they have in WERS though.

Shiraishi, Masaru (M.)  
Takubo, Hiroichi (H.)  
Morishima, Shigeki (S.)  
Ichikawa, Jiyumichiro (J.)

***Muriel Sanders***

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

---

**From:** Fascetti, Bob (R.J.)  
**Sent:** Friday, August 16, 2002 8:05 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** FW: Finned Pintle IAC for U204 - Concern C1139055  
**Importance:** High

Bob, give Dan a name.

—Original Message—

**From:** Kapp, Dan (Daniel R.)  
**Sent:** Friday, August 16, 2002 8:02 AM  
**To:** Fascetti, Bob (R.J.); Dones, Adam (A.V.)  
**Subject:** FW: Finned Pintle IAC for U204 - Concern C1139055  
**Importance:** High

Szczupak isn't going to release the valve. What is the barrier and who can I talk to at FCSD to move this?

—Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, August 15, 2002 5:00 PM  
**To:** Szczupak, Dave (D.T.)  
**Cc:** Kapp, Dan (Daniel R.); Bob Fascetti  
**Subject:** FW: Finned Pintle IAC for U204 - Concern C1139055  
**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 C11390556 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) 32-31786  
Pager: (313) 796-2869 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—

**From:** Sanders, Muriel (M.S.)  
**Sent:** Thursday, August 15, 2002 10:11 AM

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Friday, August 16, 2002 2:11 PM  
**To:** Fournelle, Gilbert (G.)  
**Cc:** Peterson, Craig (C.); Sonnichsen, John (J.W.); Baldin, Fred (F.)  
**Subject:** RE: Are V6 dips caused by OBDII test?

Gilbert,  
When you get back from KCAP next week, please forward our stall status document with the backup data to Fred.

*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](mailto:rdalbo@ford.com)

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

**From:** Baldin, Fred (F.)  
**Sent:** Friday, August 16, 2002 11:49 AM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Peterson, Craig (C.); Sonnichsen, John (J.W.)  
**Subject:** FW: Are V6 dips caused by OBDII test?

Bob do you guys have a file on the info you compiled as part of your state investigation. We would very much like to learn from you instead of trying to duplicate what you have done. If you can share some info with us we would appreciate it.

*Fred Baldin*

**PAG V6 Powertrain Development**  
1EA02/EVB (mail drop X1)  
Phone 313-322-3105  
E-mail [fbaldin@ford.com](mailto:fbaldin@ford.com)  
Pager 313-795-4548  
Text Page [fbaldin](mailto:fbaldin) or <<<mailto:3137954548@alphapage.airtouch.com>>>  
Fax 313-322-3105

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

**From:** Giannamore, Armand (A.A.)  
**Sent:** Wednesday, August 14, 2002 4:20 PM  
**To:** Baldin, Fred (F.); Sonnichsen, John (J.W.)  
**Cc:** Peterson, Craig (C.)  
**Subject:** Are V6 dips caused by OBDII test?

Are the V6 dips caused by the execution of the OBDII purge test? At last week's LS/TBird Stalls audio, Craig reported that Escape (Bob Dalbo) experienced stalls due to the execution of an OBDII purge test during decel.

**Armand Giannamore**, 6 Sigma Black Belt  
Powertrain Controls R & D Department  
Powertrain Research & Development  
Ford Research Laboratory  
Global Product Development  
Tel: 313 84-58321 Fax: 313 24-87857  
(Temporary desk at Wixom; Tel: TBD)

Cube 1FC15, Mail Drop 37  
Fairlane Program Center B  
760 Towncenter Drive  
Dearborn, MI 48126 USA  
EMAIL: [agiannam@ford.com](mailto:agiannam@ford.com)  
Pager: 313 796-8695  
Fax: 248 34-45461)

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Monday, August 19, 2002 11:37 AM  
**To:** Suarez, Rhea (R.)  
**Co:** Terzes, Laura (L.D.)  
**Subject:** RE: wds 20.8

Please note the part number. The calibration numbers don't change for service, but the part numbers do. The previous-level part number is currently in the Fordstar Database.

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 796-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—

**From:** Suarez, Rhea (R.)  
**Sent:** Monday, August 19, 2002 9:11 AM  
**To:** Dalbo, Bob (R.J.)  
**CC:** Terzes, Laura (L.D.)  
**Subject:** RE: wds 20.8

FYI -

—Original Message—

**From:** Price, Martin (M.)  
**Sent:** Monday, August 19, 2002 9:10 AM  
**To:** Sanders, Muriel (M.S.); Suarez, Rhea (R.); Fournelle, Gilbert (G.)  
**Subject:** wds 20.8

Version 20.8 is out and the new calibrations are still listed. Are they fixed? If not why weren't they removed?

<< File: WDS CAL DB B20A.8.zip >>

*Marti Price*

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



**From:** Bogema, John (P.)  
**Sent:** Thursday, August 01, 2002 10:00 AM  
**To:** Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirahsi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Co:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fasceiti, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

At this morning's OPD PMT it was discussed that the Mazda part numbers still have not been added to WERS due to lack of access on the Mazda side.

Therefore, here are the Ford part numbers for the 2001 and 2002 service modules from the concern. Please assign Mazda part numbers. This is the only remaining obstacle to getting this out to the customers.

NEW C/W	NEW CAL #	NEW Ford P/N	OLD C/W	OLD CAL #	OLD Ford P/N
NSFO	2M11A30510	2U7A 12A650 CZA	BUS3	2M11A30510	2L8A 12A650 AD
PVNO	2M11B30510	2U7A 12A650 CPA	ZRE3	2M11B30510	2L8A 12A650 BD
REGO	2M11C30510	2U7A 12A650 CRA	HQP3	2M11C30510	2L8A 12A650 CD
SGGO	2M11A30E10	2U7A 12A650 CSA	JTM3	2M11A30E10	2L8A 12A650 GD
THEO	2M11A30J11	2U7A 12A650 CTA	LIX4	2M11A30J11	2L8A 12A650 HE
UJBO	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE
VFWO	2M11A30X10	2U7A 12A650 CVA	SQO3	2M11A30X10	2L8A 12A650 KD
XAN0	2M11B30X10	2U7A 12A650 CKA	CFD3	2M11B30X10	2L8A 12A650 MD
YNC0	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 AYE
ESG2	0M11B30512	1U7A 12A650 AZC	ESG1	0M11B30512	1U7A 12A650 AZB
FGB2	0M11A30E12	1U7A 12A650 BBC	FGB1	0M11A30E12	1U7A 12A650 BBB
QPR2	0M11A30J14	1U7A 12A650 BCC	QPR1	0M11A30J14	1U7A 12A650 BCB
TDA2	0M11B30J14	1U7A 12A650 BDC	TDA1	0M11B30J14	1U7A 12A650 BDB
RIL2	0M11A30X11	1U7A 12A650 BEC	RIL1	0M11A30X11	1U7A 12A650 BEB
XHR2	0M11A30G13	1U7A 12A650 APC	XHR1	0M11A30G13	1U7A 12A650 APB

### John P. Bogema

3.0L Escape Calibration Engineering

Phone:313.33.75133

Location: TEE 1AE22

Email:JBOGEMA@FORD.COM

#### —Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 31, 2002 3:26 PM  
**To:** Waud, Sachiko (S.); Shirahsi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Co:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Fasceiti; Gilbert Fournelle; John Bogema  
**Subject:** Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling  
**Importance:** High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

**Bob Dalbo**

3.0L Calibration Supervisor  
Outfitters Calibration, NAT

Phone: (313) 24-84947 Fax: (313) 32-31798

Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

**From:** Inoue, Hiroshi (H.)  
**Sent:** Thursday, August 01, 2002 10:36 AM  
**To:** Yamamoto, Nobuhito (N.); Bogema, John (P.)  
**Co:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraiishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hiroichi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Yamamoto-san,  
Please lead Mazda Internal actions and also be the single contact window for this subject.

John,  
You are the single contact window in Ford side, right?

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7870

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

**From:** Bogema, John (P.)  
**Sent:** 2002年8月1日 10:00  
**To:** Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraiishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hiroichi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Co:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

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PVNO	2M11B30510	2U7A 12A650 CPA	ZRZ3	2M11B30510	2L8A 12A650 BD
RKG0	2M11C30510	2U7A 12A650 CRA	HQP3	2M11C30510	2L8A 12A650 CD
SGG0	2M11A30E10	2U7A 12A650 CSA	JTM3	2M11A30E10	2L8A 12A650 GD
THE0	2M11A30J11	2U7A 12A650 CTA	LOX4	2M11A30J11	2L8A 12A650 HE
UJB0	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE
VFN0	2M11A30X10	2U7A 12A650 CVA	SQO3	2M11A30X10	2L8A 12A650 KD
XAN0	2M11B30X10	2U7A 12A650 CXA	CFD3	2M11B30X10	2L8A 12A650 MD
YWC0	2M11A30G10	2U7A 12A650 CYA	MQE3	2M11A30G10	2L8A 12A650 LD
ATF2	0M11A30512	1U7A 12A650 AXC	ATF1	0M11A30512	1U7A 12A650 AXB
SJA2	0M11C30512	1U7A 12A650 AYC	SJA1	0M11C30512	1U7A 12A650 AYE
ESG2	0M11B30512	1U7A 12A650 AZC	ESG1	0M11B30512	1U7A 12A650 AZB
FGB2	0M11A30E12	1U7A 12A650 BBC	FGB1	0M11A30E12	1U7A 12A650 BBB

QPR2 0M11A30J14 1U7A 12A650 BCC QPR1 0M11A30J14 1U7A 12A650 BCB  
TDA2 0M11B30J14 1U7A 12A650 BDC TDA1 0M11B30J14 1U7A 12A650 BDB  
RIL2 0M11A30X11 1U7A 12A650 BEC RIL1 0M11A30X11 1U7A 12A650 BEB  
XHR2 0M11A30G13 1U7A 12A650 APC XHR1 0M11A30G13 1U7A 12A650 APB

### *John P. Bogema*

3.0L Escape Calibration Engineering

Phone: 919.83.76199

Location: TEE 1AE22

Email: JBOGEMA@FORD.COM

—Original Message—

From: Dalbo, Bob (R.J.)  
Sent: Wednesday, July 31, 2002 3:26 PM  
To: Waud, Sachiko (S.); Shirahata, Masaru (M.); Ichikawa, Hyunchiro (H.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
Cc: Takazawa, Keith (K.D.); Inoue, Hiroshi (H.); Veendra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Facchetti; Gilbert Fournelle; John Bogema  
Subject: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling  
Importance: High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

### *Bob Dalbo*

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-84847 Fax: (313) 32-31786

Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

**From:** Bogema, John (P.)  
**Sent:** Thursday, August 01, 2002 11:55 AM  
**To:** Inoue, Hiroshi (H.); Yamamoto, Nobuhiro (N.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Alkonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirahsi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

For this concern, yes.

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

**From:** Inoue, Hiroshi (H.)  
**Sent:** Thursday, August 01, 2002 10:36 AM  
**To:** Yamamoto, Nobuhiro (N.); Bogema, John (P.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Alkonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirahsi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Yamamoto-san,  
Please lead Mazda internal actions and also be the single contact window for this subject.

John,  
You are the single contact window in Ford side, right?

Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7670

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

**From:** Bogema, John (P.)  
**Sent:** 2002年8月1日 10:00  
**To:** Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirahsi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Alkonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.)  
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NSFO	2M11A30510	2U7A 12A650 CZA	BUS3	2M11A30510	2L8A 12A650 AD
PVNO	2M11B30510	2U7A 12A650 CPA	ZRZ3	2M11B30510	2L8A 12A650 BD
RKGO	2M11C30510	2U7A 12A650 CRA	BQP3	2M11C30510	2L8A 12A650 CD

SGG0	2M11A30E10	2U7A	12A650	CSA	JTM3	2M11A30E10	2L8A	12A650	GD
THE0	2M11A30J11	2U7A	12A650	CTA	LUX4	2M11A30J11	2L8A	12A650	HE
UJBO	2M11B30J11	2U7A	12A650	CUA	CKQ4	2M11B30J11	2L8A	12A650	JE
VFN0	2M11A30X10	2U7A	12A650	CVA	SQQ3	2M11A30X10	2L8A	12A650	KD
XAN0	2M11B30X10	2U7A	12A650	CKA	CFD3	2M11B30X10	2L8A	12A650	MD
YWC0	2M11A30G10	2U7A	12A650	CYA	MQE3	2M11A30G10	2L8A	12A650	LD
ATF2	0M11A30512	1U7A	12A650	AXC	ATF1	0M11A30512	1U7A	12A650	AXB
SJA2	0M11C30512	1U7A	12A650	AYC	SJA1	0M11C30512	1U7A	12A650	AYB
ESG2	0M11B30512	1U7A	12A650	AZC	ESG1	0M11B30512	1U7A	12A650	AZB
FGB2	0M11A30E12	1U7A	12A650	BBC	FGB1	0M11A30E12	1U7A	12A650	BBB
QPR2	0M11A30J14	1U7A	12A650	BCC	QPR1	0M11A30J14	1U7A	12A650	BCB
TDA2	0M11B30J14	1U7A	12A650	BDC	TDAL	0M11B30J14	1U7A	12A650	BDB
RIL2	0M11A30X11	2U7A	12A650	BEC	RIL1	0M11A30X11	1U7A	12A650	BBB
XHR2	0M11A30G13	2U7A	12A650	APC	XHR1	0M11A30G13	1U7A	12A650	APB

### *John P. Bogema*

3.0L Escape Calibration Engineering

Phone: 313.33.75133

Location: TEE 1AE22

Email: JBOGEMA@FORD.COM

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

**From:** Dalbo, Bob (R.L.)  
**Sent:** Wednesday, July 31, 2002 3:26 PM  
**To:** Waud, Sachiko (S.); Shirahata, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naomi (N.)  
**Cc:** Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonkan, Don (D.J.); Peters, Robin (R.S.); Sanders, Maria (M.S.); Bob Pascetti; Gilbert Fournelle; John Bogema  
**Subject:** Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling  
**Importance:** High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

### *Bob Dalbo*

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-84847 Fax: (313) 32-91788

Pager: (313) 796-2859 Email: rdalbo@ford.com

---

**From:** Waud, Sachiko (S.)  
**Sent:** Friday, August 02, 2002 4:06 AM  
**To:** Bogema, John (P.); Fujioka, Kenji (K.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Alconian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Faacetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Shiraiishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.); Yamamoto, Nobuhro (N.); Inoue, Hiroshi (H.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

John,

Please find the attached PAS for all of these mazda numbers you need.  
I thought that all the parts were already provided by the mazda engineers since I found all the parts were added to NPSD screen in this notice.  
But, I verified with Fujioka-san and some of the mazda numbers in NPSD screen are not correct.  
Please make sure that these mazda part numbers in this file will be used as I don't have authorization to correct part numbers in NPSD screen for APED activities.  
Please contact me if you have any question on this.

Thank you and sorry for the delay.

  
C11390580.xls

Sachiko Waud  
FORD Program and Pre-Production  
Management (PPM)  
swaud@ford.com  
Phone:81-82-267-1063 (820-440)  
Fax:81-82-267-6357 (20357)

—Original Message—

**From:** Inoue, Hiroshi (H.)  
**Sent:** Thursday, August 01, 2002 11:36 PM  
**To:** Yamamoto, Nobuhro (N.); Bogema, John (P.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Alconian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Faacetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraiishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)  
**Subject:** RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Yamamoto-san,  
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John,

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Hiroshi Inoue  
Mazda Tribute Chief Engineer  
Phone: 313-845-8179  
Fax: 313-248-7059  
Cellular: 248-320-7670

—Original Message—

From: Bogema, John (P.)  
Sent: 2002年8月1日 10:00  
To: Delbo, Bob (R.J.); Waud, Sachiko (S.); Shirahishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
Cc: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.)  
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RKG0	2M11C30510	2U7A 12A650 CRA	HQP3	2M11C30510	2L8A 12A650 CD
SGG0	2M11A30E10	2U7A 12A650 CSA	JTM3	2M11A30E10	2L8A 12A650 GD
TBE0	2M11A30J11	2U7A 12A650 CTA	LUX4	2M11A30J11	2L8A 12A650 HE
UJB0	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE
VFN0	2M11A30X10	2U7A 12A650 CVA	SQO3	2M11A30X10	2L8A 12A650 KD
XAN0	2M11B30X10	2U7A 12A650 CXA	CFD3	2M11B30X10	2L8A 12A650 MD
YWC0	2M11A30G10	2U7A 12A650 CYA	MQE3	2M11A30G10	2L8A 12A650 LD
ATF2	0M11A30512	1U7A 12A650 AXC	ATF1	0M11A30512	1U7A 12A650 AXB
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ESG2	0M11B30512	1U7A 12A650 AZC	ESG1	0M11B30512	1U7A 12A650 AZB
FGB2	0M11A30E12	1U7A 12A650 BBC	FGB1	0M11A30E12	1U7A 12A650 BBB
QPR2	0M11A30J14	1U7A 12A650 BCC	QPR1	0M11A30J14	1U7A 12A650 BCB
TDA2	0M11B30J14	1U7A 12A650 BDC	TDA1	0M11B30J14	1U7A 12A650 BDB
RIL2	0M11A30X12	1U7A 12A650 BEC	RIL1	0M11A30X12	1U7A 12A650 BEB
XHR2	0M11A30G13	2U7A 12A650 APC	XHR1	0M11A30G13	1U7A 12A650 APB

**John P. Bogema**  
3.0L Escape Calibration Engineering  
Phone:313.38.75183  
Location:TEE 1AE22  
Email:JBOGEMA@FORD.COM

—Original Message—

From: Delbo, Bob (R.J.)  
Sent: Wednesday, July 31, 2002 3:26 PM  
To: Waud, Sachiko (S.); Shirahishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)  
Cc: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Fascetti; Gilbert Fournelle; John Bogema



**Subject:** Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling  
**Importance:** High

Waud-san,  
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**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](mailto:rdalbo@ford.com)

---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, July 17, 2002 12:37 PM  
**To:** Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** FW: Concern # C11390555

FYI...here's the concern number for using the firmed pintle IAC in service.

***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:** Jensen, Ted (T.E.)  
**Sent:** Friday, July 12, 2002 2:39 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** FW: Concern # C11390555

Muriel,

I spoke with Bill Wettach today and encouraged him to create a Concern in the system for the change to firmed pintle for service parts. That has now been done. The concern is # C11390555. This can be entered into your matrix for tracking and reference purposes.

Ted

---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, July 17, 2002 3:04 PM  
**To:** Suarez, Rhae (R.); Price, Martin (M.); Dafbo, Bob (R.J.)  
**Subject:** RE: TSB Revision

I talked to Rose Bardleben (Dan is out of the office today). She said they can't assign a service number until it is released in WERS and updated in their system. Any suggestions??

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

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

**From:** Suarez, Rhae (R.)  
**Sent:** Wednesday, July 17, 2002 2:13 PM  
**To:** Sanders, Muriel (M.S.); Price, Martin (M.)  
**Subject:** RE: TSB Revision

hmmmmmm..... I think there still will be a "service" part number released. The WERS is always a different number than what is available to the field.

But don't quote me on any of this. I could be wrong too. We'll have to ask Dan Jaster, who is the parts person for Escape.

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, July 17, 2002 2:10 PM  
**To:** Suarez, Rhae (R.); Price, Martin (M.)  
**Subject:** RE: TSB Revision

I believe that since this calibration was never in production, the part numbers given would be the service numbers. Concern C11390580 requested that service numbers be assigned and these are what were given...

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

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

**From:** Suarez, Rhae (R.)  
**Sent:** Wednesday, July 17, 2002 1:56 PM  
**To:** Sanders, Muriel (M.S.); Price, Martin (M.)

Subject: RE: TSB Revision

shouldn't the PCM numbers be changed as well for service? The part where it mentions to replace the MPC160 module with a service part it should be a KKKZ- part number.

Not the part where you flash it but just the replacing section.

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

From: Sanders, Muriel (M.S.)  
Sent: Wednesday, July 17, 2002 12:36 PM  
To: Limtiaco, Steven (S.)  
Cc: Suarez, Rhae (R.)  
Subject: RE: TSB Revision

This TSB includes the finned pintle IAC.

For vehicles with MPC 160s they will get a replaced PCM that includes the modified capacitor. Vehicles with MPC 161s will only get reflashed per the TSB. The new PCM will be added to the ISM for MPC 161 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: Steven Limtiaco [mailto:SLimtiac@mazdausa.com]  
Sent: Wednesday, July 17, 2002 12:31 PM  
To: 'Sanders, Muriel (M.S.)'  
Cc: 'rsuarez8@ford.com'  
Subject: RE: TSB Revision

Muriel,

Does this TSB include all the latest part numbers (especially the IAC valve with finned pintle and PCM with RFI insulated capacitor) we will need to order for service parts?

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: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
Sent: Wednesday, July 17, 2002 8:12 AM  
To: Suarez, Rhae (R.)

Cc: Rothweiler, Daniel (D.); Price, Martin (M.); Lintiacco, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Altoonian, Don (D.J.)  
Subject: RE: TSB Revision

Rhae, this should be the final draft.

FYI...The differences between this draft and the last one I sent are:  
1. I took out the WDS number since it will be in the calibration chart.  
2. I changed a couple of part numbers per Marti's request.

<<TSB Revision.doc>>

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

---

**From:** Suarez, Rhas (R.)  
**Sent:** Wednesday, July 17, 2002 3:06 PM  
**To:** Sanders, Muriel (M.S.); Price, Martin (M.); Dalbo, Bob (R.J.)  
**Subject:** RE: TSB Revision

basically we need to get the WERS done. So she can release a service part number.

This goes for IAC as well. When I looked up the part number it does not have an equivalent service number yet. But it appears that the part is released.

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, July 17, 2002 3:04 PM  
**To:** Suarez, Rhas (R.); Price, Martin (M.); Dalbo, Bob (R.J.)  
**Subject:** RE: TSB Revision

I talked to Rose Bardleben (Dan is out of the office today). She said they can't assign a service number until it is released in WERS and updated in their system. Any suggestions??

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> Phone: 313-32-27307  
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-----Original Message-----

**From:** Suarez, Rhas (R.)  
**Sent:** Wednesday, July 17, 2002 2:13 PM  
**To:** Sanders, Muriel (M.S.); Price, Martin (M.)  
**Subject:** RE: TSB Revision

hmmmm..... I think there still will be a "service" part number released. The WERS is always a different number than what is available to the field.

But don't quote me on any of this. I could be wrong too. We'll have to ask Dan Jaster, who is the parts person for Escape.

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

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, July 17, 2002 2:10 PM  
**To:** Suarez, Rhas (R.); Price, Martin (M.)  
**Subject:** RE: TSB Revision

I believe that since this calibration was never in production, the part numbers given would be the service numbers. Concern C11390580 requested that service numbers be assigned and these are what were given...

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> Ford Motor Company  
> Phone: 313-32-27307  
> Fax: 313-32-31786  
> E-mail: msander6@ford.com  
>

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

From: Suarez, Rhae (R.)  
Sent: Wednesday, July 17, 2002 1:56 PM  
To: Sanders, Muriel (M.S.); Price, Martin (M.)  
Subject: RE: TSB Revision

shouldn't the PCM numbers be changed as well for service? The part where it mentions to replace the MPC160 module with a service part it should be a XXXZ- part number.  
Not the part where you flash it but just the replacing section.

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

From: Sanders, Muriel (M.S.)  
Sent: Wednesday, July 17, 2002 12:36 PM  
To: Lintiac, Steven (S.)  
Cc: Suarez, Rhae (R.)  
Subject: RE: TSB Revision

This TSB includes the finned pintle IAC.

For vehicles with MPC 160s they will get a replaced PCM that includes the modified capacitor. Vehicles with MPC 161s will only get reflashed per the TSB. The new PCM will be added to the ISM for MPC 161 vehicles.

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> Ford Motor Company  
> Phone: 313-32-27307  
> Fax: 313-32-31786  
> E-mail: msander6@ford.com  
>

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

From: Steven Lintiac [mailto:SLintiac@mazdausa.com]  
Sent: Wednesday, July 17, 2002 12:31 PM  
To: 'Sanders, Muriel (M.S.)'  
Cc: 'rsuarez8@ford.com'  
Subject: RE: TSB Revision

Muriel,

Does this TSB include all the latest part numbers (especially the IAC valve with finned pintle and PCM with RFI insulated capacitor) we will need to order for service parts?

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: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
Sent: Wednesday, July 17, 2002 8:12 AM  
To: Suarez, Rhae (R.)  
Cc: Rothweiler, Daniel (D.); Price, Martin (M.); Lintiac, Steven (S.);  
Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Altoonian, Don (D.J.)  
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<<TSB Revision.doc>>

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Concern C11390555 is for getting the finned pintle for service.

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> Fax: 313-32-31786  
> E-mail: msander6@ford.com  
>

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

**From:** Suarez, Rhae (R.)  
**Sent:** Wednesday, July 17, 2002 3:08 PM  
**To:** Sanders, Muriel (M.S.); Price, Martin (M.); Dalbo, Bob (R.J.)  
**Subject:** RE: TSB Revision

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To: Lintiacco, Stevan (S.)  
Cc: Suarez, Rhae (R.)  
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949-442-6514 (phone)  
949-442-6599 (fax)  
e-mail: slintiac@mazdausa.com

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

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Sent: Wednesday, July 17, 2002 8:12 AM  
To: Suarez, Rhae (R.)  
Cc: Rothweiler, Daniel (D.); Price, Martin (M.); Lintiac, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Altoonian, Don (D.J.)  
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> Phone: 313-32-27307  
> Fax: 313-32-31786  
> E-mail: msander6@ford.com  
>  
>

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 17, 2002 4:20 PM  
**To:** John Bogema  
**Cc:** Sanders, Muriel (M.S.)  
**Subject:** FW: TSB Revision

John,  
Can we edit this concern to indicate that the calibration must be updated to use this part?

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:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, July 17, 2002 3:13 PM  
**To:** Suarez, Rhae (R.); Price, Martin (M.); Dalbo, Bob (R.J.)  
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From: Sanders, Muriel (M.S.)  
Sent: Wednesday, July 17, 2002 12:36 PM  
To: Limtiaco, Steven (S.)  
Cc: Suarez, Rhae (R.)  
Subject: RE: TSB Revision

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> Ford Motor Company  
> Phone: 313-32-27307  
> Fax: 313-32-31786  
> E-mail: msander6@ford.com  
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-----Original Message-----

From: Steven Limtiaco [mailto:SLimtiac@mazdausa.com]  
Sent: Wednesday, July 17, 2002 12:31 PM  
To: 'Sanders, Muriel (M.S.)'  
Cc: 'rsuarez8@ford.com'  
Subject: RE: TSB Revision

Muriel,

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Steve Limtiaco  
Mazda North American Operations  
Tribute Product Support  
949-442-5514 (phone)  
949-442-5599 (fax)  
e-mail: slimtiac@mazdausa.com

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]  
Sent: Wednesday, July 17, 2002 8:12 AM  
To: Suarez, Rhae (R.)  
Cc: Rothweiler, Daniel (D.); Price, Martin (M.); Limtiaco, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Altoonian, Don (D.J.)  
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> Ford Motor Company  
> Phone: 313-32-27307  
> Fax: 313-32-31786  
> E-mail: msander5@ford.com  
>  
>

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, July 17, 2002 4:20 PM  
**To:** John Boperna  
**Subject:** FW: Concern # C11390555

FYI - Please refer to previous note regarding this 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](mailto:rdalbo@ford.com)

---Original Message---

**From:** Sanders, Muriel (M.S.)  
**Sent:** Wednesday, July 17, 2002 12:37 PM  
**To:** Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)  
**Subject:** FW: Concern # C11390555

FYI...here's the concern number for using the finned pintle IAC in service.

### *Muriel Sanders*

U204 3.0L Calibration  
Ford Motor Company  
Phone: 313-32-27307  
Fax: 313-32-31786  
E-mail: [msander6@ford.com](mailto:msander6@ford.com)

---Original Message---

**From:** Jensen, Ted (T.E.)  
**Sent:** Friday, July 12, 2002 2:39 PM  
**To:** Sanders, Muriel (M.S.)  
**Subject:** FW: Concern # C11390555

Muriel,

I spoke with Bill Wettach today and encouraged him to create a Concern in the system for the change to finned pintle for service parts. That has now been done. The concern is # C11390555. This can be entered into your matrix for tracking and references purposes.

Ted



---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, July 18, 2002 12:05 PM  
**To:** Moorhouse, Scott (S.R.); Corbett, Sandra (S.M.)  
**Subject:** RE: CONCERNS APPROVED BY DEARBORN

Sandy,  
I thought the capacitor change had been approved by change control?

*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](mailto:rdalbo@ford.com)

-----Original Message-----  
**From:** Moorhouse, Scott (S.R.)  
**Sent:** Thursday, July 18, 2002 11:45 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** FW: CONCERNS APPROVED BY DEARBORN

Bob, are you aware that Hofu rejected the concern for the pcm with the added capacitor until emission ramifications could be assessed?

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1965 (fax) 816-459-1728  
[smoorhou@ford.com](mailto:smoorhou@ford.com)

-----Original Message-----  
**From:** Linde, Peter (P.A.)  
**Sent:** Thursday, July 18, 2002 10:25 AM  
**To:** Moorhouse, Scott (S.R.)  
**Subject:** FW: CONCERNS APPROVED BY DEARBORN

You might want to take a look at this one & have Dalbo's guys respond to avoid any delays.

*Pete Linde*

ENGINEERING SUPERVISOR  
ESCAPE/TRIBUTE FVT  
8121 US HIGHWAY 69  
CLAYCOMO, MO 64119  
816-459-1865  
816-459-1726 (FAX)

-----Original Message-----  
**From:** Waud, Sachiko (S.)  
**Sent:** Thursday, July 18, 2002 7:15 AM  
**To:** Johnson, Valerie (V.D.)  
**Cc:** Veerstra, Tim (T.W.); Jordan, Donald (D.E.); Linde, Peter (P.A.); [jraffou1@viateon.com](mailto:jraffou1@viateon.com); Murakami, Junko (J.); Fujitaka, Kenti (K.)  
**Subject:** RE: CONCERNS APPROVED BY DEARBORN

Val,

C11371349

Hofu need to verify its impact on the omission of this change to approve this concern per Fujioka-san. I changed the PGMA to X to prevent from the notice being released until Hofu is ready to approve.

Sachiko Waud  
FORD Program and Pre-Production  
Management (PPM)  
swwaud@ford.com  
Phone:81-82-287-1093 (820-440)  
Fax:81-82-287-5357 (20357)

—Original Message—

From: Johnson, Valerie (V.D.)  
Sent: Friday, July 12, 2002 11:38 PM  
To: Waud, Sachiko (S.); Murakami, Junko (J.)  
Cc: Veenstra, Tim (T.W.); Jordan, Donald (D.E.); Johnson, Valerie (V.D.); Linda, Peter (P.A.); jraffou1@vistson.com  
Subject: CONCERNS APPROVED BY DEARBORN

Sachiko/Junko, here is a list of concern approval activity:

2003 R/C	C11365942	Auth 7/11	HOFU AGENDA 7/18 (HOFU not affected — Tim/Pete, <u>time critical</u> away? Please advise)
does this fall in arena for me take to 'A' right			
2003 R/C	C11379892	Auth 7/10	HOFU AGENDA 7/17
2003 R/C	C11382979	AUTH 7/11	HOFU AGENDA 7/18
2003 R/C	C11325927	REBINNED FROM THE 2003 R/C REPORT	
2003 R/C	C11365817	AUTH 7/10	HOFU AGENDA WAS 7/10 (I have taken to 'A', did I notify you of this?)
2003 R/C	C11329984	AUTH 7/11	HOFU AGENDA 7/18
2003 R/C	C11371349	AUTH 7/11	HOFU AGENDA 7/18

Sachiko and Junko, I profusely apologize for any CR's that I may have missed in notifying you about as well as the late notification for the above. Not to make excuses (but I guess I am), but the 2005 Program has had me EXTREMELY busy this week as they aim for Monday's deadline (P authority). Thank you in advance for your patience.

*Prayer is to the Believer .....what capital is to the businessman.*

*Valerie D. Johnson, Eng's Change Coord.*

Program and Pre-Production Management (PPM)  
Location: 1H-E04 - Product Development Center  
Outlook ID: vjohnson; E-Mail: vjohnson@ford.com  
Phone: 32-29503; Fax 62-18140

**From:** Corbett, Sandra (S.M.)  
**Sent:** Monday, July 22, 2002 3:59 PM  
**To:** Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
**Subject:** (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

C11390580- calibration change

-Mazda (Shiraishi-san) indicates they need final white paper. Dalbo will forward  
-KCAP (John O'Callaghan) indicates that a plant trial is required...we cannot provide parts until the concern is authorized by Prog. Mgmt....Prog Mgmt (Jessica Rusu) indicates that cr cannot be authorized until trial is complete...HELP/NEXT STEPS???

C11371349- capacitor change

-Mazda (Shiraishi-san) is also requesting white paper--THERE IS NO FUNCTIONAL CHANGE, THEREFORE NO WHITE PAPER WILL BE PROVIDED  
-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,  
Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett  
Escape Powertrain QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

-----Original Message-----  
**From:** Bob Dalbo (1-313-2484947)  
[mailto:viwrk014@drbn004.dearborn.ford.com]  
**Sent:** Monday, July 22, 2002 3:01 PM  
**To:** SCORBETT  
**Subject:** Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns.  
(C11390580 & C11371349) are approved.

**From:** Takasawa, Keith (K.D.)  
**Sent:** Monday, July 22, 2002 4:28 PM  
**To:** Corbett, Sandra (S.M.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraihi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linds, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)  
**Subject:** RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675  
FAX: (313) 249-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

**From:** Corbett, Sandra (S.M.)  
**Sent:** Monday, July 22, 2002 3:59 PM  
**To:** Shiraihi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
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-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,  
Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett

Escape Powertrain QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)  
[mailto:viwrk014@drbn004.dearborn.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: SCORBETT  
Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until  
concerns  
(C11390580 & C11371349) are approved.

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 23, 2002 9:53 AM  
**To:** Peters, Robin (R.S.)  
**Subject:** FW: (2) stalls robustness CR's

FYI - Escape Platform CPE directed approval of these concerns.

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

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

**From:** Takasawa, Keith (K.D.)  
**Sent:** Monday, July 22, 2002 4:28 PM  
**To:** Corbett, Sandra (S.M.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)  
**Subject:** RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

**From:** Corbett, Sandra (S.M.)  
**Sent:** Monday, July 22, 2002 3:59 PM  
**To:** Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
**Cc:** Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
**Subject:** (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

C11390580- calibration change  
-Mazda (Shiraishi-san) indicates they need final white paper.  
Dalbo will forward

-KCAP (John O'Callaghan) indicates that a plant trial is required...we cannot provide parts until the concern is authorized by Prog. Mgmt....Prog Mgmt (Jessica Rusu) indicates that or cannot be authorized until trial is complete...HELP/NEXT STEPS???

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-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,

Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett

Escape Powertrain QRT

Phone/Fax: (313)59-44351

Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)

[mailto:viwrk014@drbn004.dearborn.ford.com]

Sent: Monday, July 22, 2002 3:01 PM

To: SCORBETT

Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns

(C11390580 & C11371349) are approved.

---

**From:** Peters, Robin (R.S.)  
**Sent:** Tuesday, July 23, 2002 9:59 AM  
**To:** Johnson, Valerie (V.D.)  
**Cc:** Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)  
**Subject:** FW: (2) stalls robustness CR's

Hi Val,

Can you put a date in the Program Manager Authorization field on the "C" screen of C11390580. Although the description screen says approved, we will be unable to pull the notice without the date to trigger the "I" status to "A".

Thanks!

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

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 23, 2002 9:53 AM  
**To:** Peters, Robin (R.S.)  
**Subject:** FW: (2) stalls robustness CR's

FYI - Escape Platform CPE directed approval of these concerns.

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

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

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**Sent:** Monday, July 22, 2002 4:28 PM  
**To:** Corbett, Sandra (S.M.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)  
**Subject:** RE: (2) stalls robustness CR's

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Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64



MD401

PH: (313) 322-5675  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

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-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,

Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett  
Escape Powertrain CRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)  
[mailto:viwrk014@drbn004.dearborn.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: SCORBETT  
Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns (C11390580 & C11371349) are approved.



---

**From:** Johnson, Valerie (V.D.)  
**Sent:** Tuesday, July 23, 2002 10:18 AM  
**To:** Peters, Robin (R.S.)  
**Cc:** Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)  
**Subject:** RE: (2) stalls robustness CR's

Robin, that's not what triggers the 'A'. It has to be physically taken to 'A' status. A notice can be pulled whether concern is in 'A' status or 'I'. However, we are waiting HOFU to respond before concern can be taken to 'A'

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

**From:** Peters, Robin (R.S.)  
**Sent:** Tuesday, July 23, 2002 9:59 AM  
**To:** Johnson, Valerie (V.D.)  
**Cc:** Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)  
**Subject:** FW: (2) stalls robustness CR's

Hi Val,

Can you put a date in the Program Managent Authorization field on the "C" screen of C11390580. Although the description screen says approved, we will be unable to pull the notice without the date to trigger the "I" status to "A".

Thanks!

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

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, July 23, 2002 9:53 AM  
**To:** Peters, Robin (R.S.)  
**Subject:** FW: (2) stalls robustness CR's

FYI - Escape Platform CPE directed approval of these concerns.

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

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

**From:** Takasawa, Keith (K.D.)  
**Sent:** Monday, July 22, 2002 4:28 PM  
**To:** Corbett, Sandra (S.M.)  
**Cc:** Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.);

Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.);  
Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr,  
Jerry (G.T.)

Subject: RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed  
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2 referent CRs. We will follow-up with further information as required.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.);  
Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.);  
Fujioka, Kenji (K.)  
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott  
(S.R.)  
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status  
for the emergency release for stalls robustness actions:

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-Need Mazda (Fujioka-san and Waud-san) to approve (currently  
rejected by Mazda)

Tim,  
Will there be change control Tuesday at 8am or will these covered at  
PST?

Sandy Corbett  
Escape Powertrain QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)  
[mailto:viwrk014@drbn004.dearborn.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: SCORBETT  
Subject: Backup note to the PAGE

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concerns  
(C11390580 & C11371349) are approved.

---

**From:** Corbett, Sandra (S.M.)  
**Sent:** Tuesday, July 23, 2002 10:56 AM  
**To:** Johnson, Valerie (V.D.); Peters, Robin (R.S.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** RE: (2) stalls robustness CR's

Val,

Based on the attached note from Takasawa-san, we should not have to wait for Hofu to proceed with anything...I'm on an OK to Ship meeting currently and will call when it is complete.

Sandy Corbett  
Escape Powertrain PMT & QRT  
Phone/Fax: (313)59-44351  
Product Development Center 2H-E66

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

**From:** Johnson, Valerie (V.D.)  
**Sent:** Tuesday, July 23, 2002 10:19 AM  
**To:** Peters, Robin (R.S.)  
**Cc:** Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)  
**Subject:** RE: (2) stalls robustness CR's

Robin, that's not what triggers the 'A'. It has to be physically taken to 'A' status. A notice can be pulled whether concern is in 'A' status or 'I'. However, we are waiting HOFU to respond before concern can be taken to 'A'

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

**From:** Peters, Robin (R.S.)  
**Sent:** Tuesday, July 23, 2002 9:59 AM  
**To:** Johnson, Valerie (V.D.)  
**Cc:** Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)  
**Subject:** FW: (2) stalls robustness CR's

Hi Val,

Can you put a date in the Program Managent Authorization field on the "C" screen of C11390580. Although the description screen says approved, we will be unable to pull the notice without the date to trigger the "I" status to "A".

Thanks!

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

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

From: Dalbo, Bob (R.J.)  
Sent: Tuesday, July 23, 2002 9:53 AM  
To: Peters, Robin (R.S.)  
Subject: FW: (2) stalls robustness CR's

FYI - Escape Platform CPE directed approval of these concerns.

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

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

From: Takasawa, Keith (K.D.)  
Sent: Monday, July 22, 2002 4:28 PM  
To: Corbett, Sandra (S.M.)  
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)  
Subject: RE: (2) stalls robustness CR's

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Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675  
FAX: (313) 248-8599  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7346045034@mobile.att.net

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

From: Corbett, Sandra (S.M.)  
Sent: Monday, July 22, 2002 3:59 PM  
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)  
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)  
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

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Tim,

Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett

Escape Powertrain QRT

Phone/Fax: (313)59-44351

Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)

[mailto:viwrk014@drbn004.dearborn.ford.com]

Sent: Monday, July 22, 2002 3:01 PM

To: SCORBETT

Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns

(C11390580 & C11371349) are approved.



---

**From:** Corbett, Sandra (S.M.)  
**Sent:** Wednesday, July 24, 2002 11:16 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** FW: Backup note to the PAGE

**Importance:** High

Here you go....

**Sandy Corbett**  
**Escape Powertrain PMT & QRT**  
Phone/Fax: (313)59-44351  
Product Development Center 2H-B66

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

**From:** Waud, Sachiko (S.)  
**Sent:** Wednesday, July 24, 2002 1:12 AM  
**To:** Johnson, Valerie (V.D.); Veasra, Tim (T.W.); 'Shiraishi, Nasser'  
**Cc:** Takasawa, Keith (K.D.); Fascetti, Bob (R.J.); Stassen, Tamara (T.M.); Morgan, Dan (W.D.); Corbett, Sandra (S.M.); Inoue, Hiroshi (H.); Ichikawa, Junichiro (J.); Yamada, Hideki (H.); Murakami, Junko (J.)  
**Subject:** RE: Backup note to the PAGE  
**Importance:** High

I couldn't change the PGMA to A since Mazda is still waiting for the White paper and other documents Mazda require. Also the meeting between Mazda and Ford OPD is scheduled on Thursday to discuss about this concern. Please see the attached mail from inoue-san to Keith.

Thank you.

  
RE: (2) stalls

Sachiko Waudrobustness CR's...

FORD Program and Pre-Production

Management (PPM)

swaud@ford.com

Phone:81-82-287-1093 (820-440)

Fax:81-82-287-5357 (20357)

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

**From:** Johnson, Valerie (V.D.)  
**Sent:** Tuesday, July 23, 2002 7:48 PM  
**To:** Waud, Sachiko (S.); Murakami, Junko (J.); Veasra, Tim (T.W.)  
**Cc:** Takasawa, Keith (K.D.); Fascetti, Bob (R.J.); Stassen, Tamara (T.M.); Morgan, Dan (W.D.); Johnson, Valerie (V.D.); Corbett, Sandra (S.M.)  
**Subject:** RE: Backup note to the PAGE

Tim, C11371349 was approved on 7/11 w/approval from HOFU on 7/23 (delay due to rejection on 7/18). However, C11390580 was not approved. I have now approved C11390580. Sachiko/Junko, please review for HOFU approval. Per notes below, this is a critical issue and needs approval right away. Thank!

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

From: Veenstra, Tim (T.W.)  
Sent: Monday, July 22, 2002 4:01 PM  
To: Johnson, Valerie (V.D.)  
Subject: FW: Backup note to the PAGE  
Importance: High

Please note KDT direction...This is very critical A change. Please move to A for Program Management TODAY! Thanks.

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

From: Takasawa, Keith (K.D.)  
Sent: Monday, July 22, 2002 2:58 PM  
To: Veenstra, Tim (T.W.)  
Subject: FW: Backup note to the PAGE  
Importance: High

Please over-ride and approve both of these. Thanks.

Regards,  
Keith Takasawa  
Escape/Tribute Chief Engineer  
PDC 2HJ64  
MD401  
PH: (313) 322-5675  
FAX: (313) 248-8589  
E-MAIL: KTAKASAW@FORD.COM  
TEXT PAGE: 7349045034@mobile.att.net

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

From: Fasoetti, Bob (R.J.)  
Sent: Monday, July 22, 2002 3:28 PM  
To: Takasawa, Keith (K.D.)  
Subject: FW: Backup note to the PAGE

Keith,  
The concern for the stalls calibration is C11390580.  
The second concern is for the capacitor change in the module (EMC robustness).  
C11371349  
Both concerns need to be approved by Mazda. Ford has already approved them.

Bob Fasoetti

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

From: Bob Dalbo (1-313-248-4947)  
[mailto:vdwrk014@drbn004.darbom.ford.com]  
Sent: Monday, July 22, 2002 3:01 PM  
To: BFASCETT  
Subject: Backup note to the PAGE

Robin Peters postponed the staff fix emergency release meeting until concerns (C11390580 & C11371349) are approved.

**From:** Grimes, Jeff (J.R.)  
**Sent:** Thursday, August 01, 2002 8:50 AM  
**To:** Shiraishi, Masaru (M.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** RE: Request for U204

Shiraishi-san,

I have added comments to the spreadsheet, and forwarded to Mr. Dalbo for completion.

The new (1L8E-9F715-AA) will be in production at Cleveland by August 21. As I understand it (Mr. Dalbo to confirm)...the 2003 Calibration is improved for new valve.

As for service...Part will be available in the same time frame (August 21). Mr. Bogema has added comments to concern C11390555 regarding acceptable past-model calibrations...

The drawing for 1L8E-9F715-AA is available here.

Mr. Dalbo will complete the rest of the document, or respond otherwise accordingly.

Thank You  
Jeff Grimes  
Outfitter's Liaison  
Duratec Engine Programs  
Ph: 313-322-5237  
e-mail: jgrimes1@ford.com

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

**From:** Yeung, Lem (.)  
**Sent:** Wednesday, July 31, 2002 4:11 PM  
**To:** Grimes, Jeff (J.R.)  
**Subject:** FW: Request for U204

<< File: U204 A/D Stall 2.xls >>

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:** Shiraishi, Masaru [mailto:driveline@earthlink.net]  
**Sent:** Tuesday, July 23, 2002 3:04 PM  
**To:** Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Bogema, John (P.)  
**Cc:** PTC kido, Yoshinobu; PTC Handa, T; PTC Fujioka., Kenji; McGee, Brett (B.L.); Powers, Ken (K.W.); Namatollahi, Sonya (S.); Ichikawa, Jiyunichiro (J.); Hoshino, Jun (J.); Fascetti, Bob (R.J.); Takubo, Hiroichi (H.); Takasawa, Keith (K.D.); Harr, George (G.J.); Altochian, Don (D.J.); Sanders, Muriel (M.S.); Yeung, Lem (.); Williams, Les (LHW.); Kanai, Shinji (S.); Wettach, Bill (B.); Kosko, Jeff (J.R.); Linds, Peter (P.A.); Liu, Jane (J.); Ortman, James (J.W.); Veenstra, Tim

(T.W.)

Subject: Request for U204

Bob-san, Sandra-san

Thank you for your support.

In order to approve WERS concern C11390580, C11371349 and C11252737,  
Mazda need several information.

Please see attached file.

There are Mazda's requests on right end.

Please investigate and reply me ASAP.

If you have any question for this, please page me.

My profs is mshirais.

Sandra-san

We will discuss these issue on Thursday OPD meeting.

Masaru Shiraishi

Mazda North American Operations

U204 Core Team

Power train

Tel 313-845-1163

Fax 313-845-9162

>

---

**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) 24-84847 Fax: (313) 32-31786  
Pager: (313) 785-2859 Email: [rdalbo@ford.com](mailto: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:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, August 20, 2002 11:50 AM  
**To:** Ichikawa, Jiyunichiro (J.); Oda, Tamaki (T.); Szczepanski, Kyoko (K.); Shiraishi, Masaru (M.); McGee, Brett (B.L.); Takubo, Hirochi (H.); Hamano, Naoumi (N.); Corbett, Sandra (S.M.); Fujjoka, Kenji (K.); Kwon, Soon (S.K.); Dalbo, Bob (R.J.); Yamada, Hideki (H.); Bogema, John (P.)  
**Subject:** RE: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

Ichikawa-san,

Is it possible to have this meeting on 8/21? We would like to proceed with the release by 8/22 to support introducing the fix into KCAP on 9/5.

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:** ichikawa.j@mazda.co.jp [mailto:ichikawa.j@mazda.co.jp]  
**Sent:** Tuesday, August 20, 2002 1:15 AM  
**To:** toda2@ford.com; kszczapa@ford.com; shiraishi.m@pt.mazda.co.jp; bmcgee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp; scorbett@ford.com; fujjoka.ke@mazda.co.jp; skwon@ford.com; rdalbo@ford.com; yamada.hid@mazda.co.jp; jbogema@ford.com  
**Subject:** 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

To Team

I would like to be held U204/J14 FORD/MAZDA PT OPD MEETING on 8/22.  
Agenda is only one item.

Corbett-san,

If you have any issue that we should discuss in this meeting, please add that on this agenda.

**[Agenda]**

**1.C11402381/C11404407 Bug In Engine Stall Fix Calibration**

First of all, Dalbo-san will explain in detail.

**2.Walk In**

**[ Date/Location ]**

USA 22-August-2002 AM 7:00-8:30 Location Unknown

JPN 22-August-2002 PM 8:00-9:30 MAZDA Technical Main

Bldg. 2F

# 221

**Audio Conference Room**

**- Audio Meeting -**

**Domestic:877-877-7127**

**Ford Net: ? (Shiratsuki-san know...)**

**International: 630-424-2071**

**Pass code: 6643917 #**

**Moderator code: 1698917#**

Thank you.

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:** Tuesday, August 20, 2002 3:52 PM  
**To:** Jordan, LeBron (L.)  
**Cc:** Fournelle, Gilbert (G.); Bogema, John (P.); Marianos, Tom (T.E.); Jardine, Lee (L.A.)  
**Subject:** 3.0L Escape/Tribute Fordstar Release Changes

LeBron,  
I'm sending this note to confirm the telephone discussions we had regarding 3.0L Escape/Tribute service calibrations with software bugs. The following calibrations need to be removed from Fordstar:

3L8A-BB  
3L8A-CB  
3L8A-EB  
3L8A-AHB  
3L8A-FB  
3L8A-HB  
3L8A-JB  
3L8A-GB  
2U7A-CZA  
2U7A-CPA  
2U7A-CRA  
2U7A-CSA  
2U7A-CTA  
2U7A-CUA  
2U7A-CYA  
2U7A-CKA  
2U7A-CYA  
1U7A-AXC  
1U7A-AYC  
1U7A-AZC  
1U7A-BBC  
1U7A-BCC  
1U7A-BDC  
1U7A-BSC  
1U7A-APC

Please confirm that these calibrations have been removed from the database.

*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](mailto:rdalbo@ford.com)



---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, August 20, 2002 5:24 PM  
**To:** Marianos, Tom (T.E.); Jordan, LeBron (L.)  
**Cc:** Fournelle, Gilbert (G.); Bogema, John (P.); Jardine, Lee (L.A.)  
**Subject:** RE: 3.0L Escape/Tribute Fordstart Release Changes

Thanks, Tom. We appreciate your help. I should have sent the note earlier.

**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](mailto:rdalbo@ford.com)

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

**From:** Marianos, Tom (T.E.)  
**Sent:** Tuesday, August 20, 2002 4:35 PM  
**To:** Dalbo, Bob (R.J.); Jordan, LeBron (L.)  
**Cc:** Fournelle, Gilbert (G.); Bogema, John (P.); Jardine, Lee (L.A.)  
**Subject:** RE: 3.0L Escape/Tribute Fordstart Release Changes

All but the 2003 (3L8A-xx) have been made unflashable. I did not know of these others until your note. This will be done by COB Wednesday.

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, August 20, 2002 5:52 PM  
**To:** Jordan, LeBron (L.)  
**Cc:** Fournelle, Gilbert (G.); Bogema, John (P.); Marianos, Tom (T.E.); Jardine, Lee (L.A.)  
**Subject:** 3.0L Escape/Tribute Fordstart Release Changes

LeBron,  
I'm sending this note to confirm the telephone discussions we had regarding 3.0L Escape/Tribute service calibrations with software bugs. The following calibrations need to be removed from Fordstar:

<< OLE Object: Microsoft Excel Worksheet >>

Please confirm that these calibrations have been removed from the database.

**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](mailto:rdalbo@ford.com)

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Wednesday, August 21, 2002 7:52 AM  
**To:** Oda, Tamaki (T.); Szczepanski, Kyoko (K.); Shirahashi, Masaru (M.); McGee, Brett (B.L.); Takubo, Hiroichi (H.); Hamano, Naomichi (N.); Corbett, Sandra (S.M.); Fujioka, Kenji (K.); Kwon, Soon (S.K.); Dalbo, Bob (R.J.); Yamada, Hideki (H.); Bogerna, John (P.); Kanai, Shinji (S.)  
**Subject:** FW: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

f: Concern Status - 03 Service R11 03 production R11  
R10 Fix cal\_Rev\_00.doc cal\_Rev\_00.d... Attached are the white papers for the R11 concern.

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

—Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, August 20, 2002 9:14 PM  
**To:** Gilbert Fournelle  
**Subject:** FW: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

Please send white papers to Japan. BTW, Ichikawa may be in KCAP.

Bob Dalbo  
3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31786  
Pager: (313) 795-2659 Email: rdalbo@ford.com

—Original Message—

**From:** Ichikawa, J@mazda.co.jp [mailto:ichikawa.j@mazda.co.jp]

Sent: Tuesday, August 20, 2002 1:15 AM

To: toda2@ford.com; kszczepa@ford.com; shiraiishi.m@pt.mazda.co.jp;  
bmcgee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp;  
scorbett@ford.com; fujjoka.ke@mazda.co.jp; skwon@ford.com;  
rdalbo@ford.com; yamada.hid@mazda.co.jp; jbogema@ford.com  
Subject: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

To Team

I would like to be held U204/J14 FORD/MAZDA PT OPD MEETING on 8/22.  
Agenda is only one item.

Corbett-san,

If you have any issue that we should discuss in this meeting, please  
add that on this agenda.

[Agenda]

1.C11402381/C11404407 Bug in Engine Stall Fix Callbration

First of all, Dalbo-san will explain in detail.

2.Walk In

[ Date/Location ]

USA 22-August-2002 AM 7:00-8:30 Location Unknown

JPN 22-August-2002 PM 8:00-9:30 MAZDA Technical Main

Bldg. 2F

# 221

Audio Conference Room

- Audio Meeting -

Domestic: 877-877-7127

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

International: 630-424-2071

Pass code: 6643917 #

Moderator code: 1698917#

Thank you.

**Junichirou Ichikawa**

**PT Program Develop. Promotion Gr.**

**E-mail ; [ichikawa.j@mazda.co.jp](mailto:ichikawa.j@mazda.co.jp)**

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

**Fax ; +81-82-287-5115**

---

**From:** Suarez, Rhea (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!

*Rhea M. Suarez*

Rhea Michael Suarez  
Product Concern Engineer - Escape / Tribute / Maverick  
PVT & Field Support / FCSB  
DSC # (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101  
Phone: 313-52-23344 Pager: 313-766-8242  
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, Rhea (R.)  
**Cc:** Chiarello, Paul (P.J.); Eenigenburg, Timothy (T.J.)  
**Subject:** 02 Escape Calibration Concern

Rhea,

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: 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. Eonigenburg*

**Ford Motor Company**

Field Service Engineer

N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270

teenigen@ford.com

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, August 21, 2002 2:22 PM  
**To:** Corbett, Sandra (S.M.)  
**Subject:** RE: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

Easy for you to say!

**Bob Dalbo**  
3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 785-2859 Email: rdalbo@ford.com

—Original Message—

**From:** Corbett, Sandra (S.M.)  
**Sent:** Tuesday, August 20, 2002 9:27 PM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** RE: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

Bob, go home!!!

**Sandy Corbett**  
Escape Powertrain PMT & QRT  
Phone/Fax: (313)69-44351  
Product Development Center 2H-E66

—Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Tuesday, August 20, 2002 9:17 PM  
**To:** Ichikawa, Jyunichiro (J.); Oda, Tamaki (T.); Szczepanski, Kyoko (K.); Shiraishi, Masaru (M.); McGee, Brett (B.L.); Takubo, Hirochi (H.); Hamano, Naoumi (N.); Corbett, Sandra (S.M.); Fujioka, Kenji (K.);

Kwon, Soon (S.K.); Dalbo, Bob (R.J.); Yamada, Hideki (H.); Bogema, John  
(P.)

Subject: RE: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

All,

Based on Inoue-san's conditional approval of the concern (see attached),  
I believe we can hold this meeting on 8/22 as planned.

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

Sent: Tuesday, August 20, 2002 1:15 AM

To: toda2@ford.com; kszczepa@ford.com; shiralehi.m@pt.mazda.co.jp;

bmcgee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp;

scorbett@ford.com; fujioka.ke@mazda.co.jp; siwon@ford.com;

rdalbo@ford.com; yamada.hid@mazda.co.jp; jbogema@ford.com

Subject: 8/22 U204/J14 FORD/MAZDA PT OPD MEETING

To Team

I would like to be held U204/J14 FORD/MAZDA PT OPD MEETING on 8/22.

Agenda is only one item.

Corbett-san,

If you have any issue that we should discuss in this meeting, please  
add that on this agenda.

[Agenda]

1.C114023B1/C11404407 Bug in Engine Stall Fix Calibration

First of all, Dalbo-san will explain in detail.



2.Walk In

[ Date/Location ]

USA 22-August-2002 AM 7:00-8:30 Location Unknown

JPN 22-August-2002 PM 8:00-9:30 MAZDA Technical Main

Bldg. 2F

# 221

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Domestic:877-877-7127

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

International: 830-424-2071

Pass code: 8643917 #

Moderator code: 1698917#

Thank you.

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:** Thursday, August 22, 2002 8:05 AM  
**To:** Suarez, Rhae (R.); Fournelle, Gilbert (G.)  
**Cc:** Eenigenburg, Timothy (T.J.)  
**Subject:** RE: 02 Escape Calibration Concern

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

**Bob Dalbo**

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31766  
Pager: (313) 795-2869 Email: [rdalbo@ford.com](mailto:rdalbo@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) / 1600 Fajana Dr. / Allen Park, MI 48101  
Phone: 313-32-23344 Pager: 313-798-8242  
Fax: 313-33-78837  
Email: [rsuarez8@ford.com](mailto:rsuarez8@ford.com)

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

**From:** Eenigenburg, Timothy (T.J.)  
**Sent:** Tuesday, August 20, 2002 11:15 AM  
**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 FCM 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: 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. Teenigenburg*

**Ford Motor Company**

Field Service Engineer

N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270

teenigen@ford.com

---

**From:** Suarez, Rhee (R.)  
**Sent:** Thursday, August 22, 2002 9:07 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** RE: 02 Escape Calibration Concern

thanks Bob. I always tell them that. I just needed to do something to see we are trying to help the field people out.

How is the new cal coming?

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, August 22, 2002 8:05 AM  
**To:** Suarez, Rhee (R.); Fournelle, Gilbert (G.)  
**Cc:** Benigenburg, 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) 32-31788  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

**From:** Suarez, Rhee (R.)  
**Sent:** Wednesday, August 21, 2002 7:59 AM  
**To:** Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)  
**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!

*Rhee M. Suarez*

Rhee Michael Suarez  
Product Concern Engineer - Escape / Tribute / Maverick  
PVT & Field Support / FCSD  
DSC II (room 648) / 1800 Fairlane Dr. / Allen Park, MI 48101  
Phone: 313-32-23344 Pager: 313-796-8242  
Fax: 313-33-78337  
Email: [suarez25@ford.com](mailto:suarez25@ford.com)

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

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

Rhee,

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: 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. Teenigenburg*

**Ford Motor Company**

Field Service Engineer

N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270

teenigen@ford.com

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, August 22, 2002 9:45 AM  
**To:** Suarez, Rhee (R.)  
**Subject:** RE: 02 Escape Calibration Concern

Rhee,

Just to clarify, every tech Muriel talked to initially said that they had performed the TSB and ISM - they know what the right answer is. When she then asked them what happened step-by-step, she was often told "I didn't do that" or else was given information indicating that the tests were not being performed properly. We know that the current TSB/ISM will not fix 100% of the problem, but we also know that when performed with the necessary discipline it fixes a lot of them and can reduce customer dissatisfaction.

As of this writing the concern to release these calibration for service is not approved. I hope to remedy that today and initiate the service releases next week.

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfiters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

**From:** Suarez, Rhee (R.)  
**Sent:** Thursday, August 22, 2002 9:07 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** RE: 02 Escape Calibration Concern

thanks Bob. I always tell them that. I just needed to do something to see we are trying to help the field people out.

How is the new cal coming?

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, August 22, 2002 9:05 AM  
**To:** Suarez, Rhee (R.); Fournelle, Gilbert (G.)  
**Cc:** Eisenburg, 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  
Outfiters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

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

Bob/Gilbert,

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

Thanks!

*Rhee M. Suarez*

Rhee Michael Suarez  
Product Concern Engineer - Escape / Tribute / Maverick  
PVT & Field Support / FCSD  
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101  
Phone: 313-32-23344 Pager: 313-796-8242  
Fax: 313-33-78337  
Email: rsuarez8@ford.com

—Original Message—

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

Rhee,

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 Hackensack 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: 1FMCU04101KA64304

Mileage: 25308 miles

Dealer: Hackensack 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. Eonigenburg*

Ford Motor Company

Field Service Engineer

N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270  
teenigen@ford.com



---

**From:** Suarez, Rhae (R.)  
**Sent:** Thursday, August 22, 2002 9:48 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** RE: 02 Escape Calibration Concern

sounds good.

Thanks!!!

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, August 22, 2002 9:45 AM  
**To:** Suarez, Rhae (R.)  
**Subject:** RE: 02 Escape Calibration Concern

Rhae,

Just to clarify, every tech Muriel talked to initially said that they had performed the TSB and ISM - they know what the right answer is. When she then asked them what happened step-by-step, she was often told "I didn't do that" or else was given information indicating that the tests were not being performed properly. We know that the current TSB/ISM will not fix 100% of the problem, but we also know that when performed with the necessary discipline it fixes a lot of them and can reduce customer dissatisfaction.

As of this writing the concern to release these calibration for service is not approved. I hope to remedy that today and initiate the service releases next week.

**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](mailto:rdalbo@ford.com)

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

**From:** Suarez, Rhae (R.)  
**Sent:** Thursday, August 22, 2002 9:07 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** RE: 02 Escape Calibration Concern

thanks Bob. I always tell them that. I just needed to do something to see we are trying to help the field people out.

How is the new cal coming?

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

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

Rhae,

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

**Bob Dalbo**

3.0L Calibration Supervisor  
Outfitters Calibration, NAT

Phone: (313) 24-84847 Fax: (313) 32-31786  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

From: Suarez, Rhas (R.)  
Sent: Wednesday, August 21, 2002 7:59 AM  
To: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)  
Cc: Benigenburg, Timothy (T.J.)  
Subject: PIV: 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 / FCSD  
DSC II (room 549) / 1800 Fairlane Dr. / Allen Park, MI 48101  
Phone: 313-32-23944 Pager: 313-796-6242  
Fax: 313-33-78337  
Email: [suarez8@ford.com](mailto:suarez8@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 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: 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. Ecuigenberg*

**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:** Thursday, August 22, 2002 10:02 AM  
**To:** Allonlan, Don (D.J.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell (E-mail); Chick, John (J.); Chin, 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, Jiyunichiro (J.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald (D.E.); Kanai, Shiro (S.); Khan, Naveed; King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzong (D.H.); Lintaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Marck, Edmond (E.C.); Mateasa, John (J.); Maurer, James (J.B.); Mazzeia, 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.); Orman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Rothweller, Daniel (D.); Sanders, Mufel (M.S.); Shah, Kiran (K.C.); Shirahsi, Masaru (M.); Soligenbauer, Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hiroichi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.)  
**Subject:** 2:00 PM stall meeting

There will be no stall meeting at 2:00 pm today. The next meeting will be scheduled next week Thursday at 2:00pm. I will send the updated call in info and a meeting notice as soon as it is available.

Sincerely,

*Gilbert Fournelle*

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

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, August 22, 2002 1:46 PM  
**To:** O'Callaghan, John (J.T.); Moorhouse, Scott (S.R.); Grzincic, Karen (K.M.); Veenstra, Tim (T.W.); Suarez, Rhee (R.); Terzes, Laura (L.D.); John Bogema  
**Subject:** RE: C11404407

John O./Scott,  
Thanks for the help.

Tim,  
I don't guess we need a 300 piece production trial on a service part. Agree?

Laura/Rhee,  
What specific proveout would you like for the service calibrations/parts?

John B./Karen,  
What parts are not loaded?

*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](mailto:rdalbo@ford.com)

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

**From:** O'Callaghan, John (J.T.)  
**Sent:** Thursday, August 22, 2002 1:37 PM  
**To:** Moorhouse, Scott (S.R.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** RE: C11404407

I have changed the PGMA to A, I do have two question. Why would we need to do a 300 pcs trial on old level parts for service? Why are there no parts loaded yet?

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

**From:** Moorhouse, Scott (S.R.)  
**Sent:** Thursday, August 22, 2002 12:30 PM  
**To:** O'Callaghan, John (J.T.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** C11404407

John, need to get this approved. Can you help us?

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1965 (fax) 816-459-1728  
[smoorhou@ford.com](mailto:smoorhou@ford.com)

---

**From:** Suarez, Rhae (R.)  
**Sent:** Thursday, August 22, 2002 2:11 PM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Terza, Laura (L.D.)  
**Subject:** RE: C11404407

We don't need anything specific. As long as Engineering has signed off on it and it is released through WERS, we can get it out.

Thanks,  
Rhae

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, August 22, 2002 1:46 PM  
**To:** O'Callaghan, John (J.T.); Moorhouse, Scott (S.R.); Grzindc, Karen (K.M.); Veenstra, Tim (T.W.); Suarez, Rhae (R.); Terza, Laura (L.D.); John Bogersa  
**Subject:** RE: C11404407

John O./Scott,  
Thanks for the help.

Tim,  
I don't guess we need a 300 piece production trial on a service part. Agree?

Laura/Rhae,  
What specific proveout would you like for the service calibrations/parts?

John B./Karen,  
What parts are not loaded?

**Bob Dalbo**

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84047 Fax: (313) 32-31786  
Pager: (313) 795-2659 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

**From:** O'Callaghan, John (J.T.)  
**Sent:** Thursday, August 22, 2002 1:37 PM  
**To:** Moorhouse, Scott (S.R.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** RE: C11404407

I have changed the PGMA to A, I do have two question. Why would we need to do a 300 pcs trial on old level parts for service? Why are there no parts loaded yet?

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

**From:** Moorhouse, Scott (S.R.)  
**Sent:** Thursday, August 22, 2002 12:30 PM  
**To:** O'Callaghan, John (J.T.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** C11404407

John, need to get this approved. Can you help us?

Scott Moorhouse

U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1965 (fax) 816-459-1728  
*smoothou@ford.com*

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, August 22, 2002 2:27 PM  
**To:** Ichikawa, Jiyunichiro (J.); Shirahashi, Masaru (M.)  
**Cc:** O'Callaghan, John (J.T.); Moorhouse, Scott (S.R.); Veerstra, Tim (T.W.); Suarez, Rhee (R.); Terzes, Laura (L.D.); Bogema, John (P.); Grzincic, Karen (K.M.); Waud, Sachiko (S.); Lintiacco, Steven (S.); Chin, Darrel (D.)  
**Subject:** RE: C11404407

Ichikawa-san/Shirahashi-san,

This concern releases improved stall robustness calibrations to service that address the software "bug" we discussed at the OPD pictel this morning US time. Could you please expedite the processing of this concern through the Mazda side so that we can proceed with the new service TSB (which includes these calibrations).

Thank you very much,

*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](mailto:rdalbo@ford.com)

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

**From:** Grzincic, Karen (K.M.)  
**Sent:** Thursday, August 22, 2002 2:07 PM  
**To:** Dalbo, Bob (R.J.); Bogema, John (P.)  
**Cc:** O'Callaghan, John (J.T.); Moorhouse, Scott (S.R.); Veerstra, Tim (T.W.); Suarez, Rhee (R.); Terzes, Laura (L.D.)  
**Subject:** RE: C11404407

I assume the program is asking for 'B' screens. Per our internal process, PCM's are exempt from 'B' screen (as further explained below), unless there is a piece cost effect. The affected parts are included on the concern description screen, and the worksheet is completed. Once the concern is authorized, and the notice pulled, the 'B' screens will be backed from the notice NPSD's. If there is a tooling charge, the "one lump" tooling figure is added to the worksheet. In this case, this is a service only release, therefore the APED worksheet has been completed at zero cost/weight.

*The PCM is a combined hardware/software release the application engineer, the module engineer, and the calibrator, therefore there is no one person with the information required to fill out a 'B' screen. It is my job to coordinate the PCM release from the various activities on the notice, and this information is backed to the concern 'B' screen. Also, if the 'B' screen(s) are filled out before the concern is 'AC'd', then there are fields on the NPSD(s) that are populated where critical information for the PCM release needs to be (such as release filename, eprom ID, calibration number, catchword), therefore we would have to delete most of the information and start all over.*

However, after saying all this ... we do need the Mazda part numbers added to this concern description screen.

Thanks.

Karen M. Grzincic  
PCM Engineering Change Specialist  
TEL: 313-322-4599  
FAX: 313-329-6749  
E-MAIL: [kgrzincic@ford.com](mailto:kgrzincic@ford.com)



—Original Message—

**From:** Dalbo, Bob (R.J.)  
**Sent:** Thursday, August 22, 2002 1:46 PM  
**To:** O'Callaghan, John (J.T.); Moorhouse, Scott (S.R.); Grindic, Karen (K.M.); Veestra, Tim (T.W.); Suarez, Rhee (R.); Terzes, Laura (L.D.); John Bogema  
**Subject:** RE: C11404407

John O./Scott,  
Thanks for the help.

Tim,  
I don't guess we need a 300 piece production trial on a service part. Agree?

Laura/Rhee,  
What specific proveout would you like for the service calibrations/parts?

John B./Karen,  
What parts are not loaded?

*Bob Dalbo*

S.O.L. Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 785-2858 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—

**From:** O'Callaghan, John (J.T.)  
**Sent:** Thursday, August 22, 2002 1:37 PM  
**To:** Moorhouse, Scott (S.R.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** RE: C11404407

I have changed the PGMA to A, I do have two question. Why would we need to do a 300 pcs trial on old level parts for service? Why are there no parts loaded yet?

—Original Message—

**From:** Moorhouse, Scott (S.R.)  
**Sent:** Thursday, August 22, 2002 12:30 PM  
**To:** O'Callaghan, John (J.T.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** C11404407

John, need to get this approved. Can you help us?

Scott Moorhouse  
U204 PTSE Resident Engineer  
Kansas City Assembly Plant  
(ph) 816-459-1065 (fax) 816-459-1728  
[smoorhou@ford.com](mailto:smoorhou@ford.com)

---

**From:** Enigenburg, Timothy (T.J.)  
**Sent:** Thursday, August 22, 2002 10:46 PM  
**To:** Dalbo, Bob (R.J.); Suarez, Rhee (R.); Fournelle, Gilbert (G.)  
**Cc:** Enigenburg, 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. Enigenburg*

**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:** Enigenburg, 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) 24-84947 Fax: (313) 32-31786

Pager: (313) 786-2859 Email: rdalbo@ford.com

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

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

Bob/Gilbert,

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

Thanks!

*Rhee M. Suarez*

Rhac Michael Suarez  
Product Concern Engineer - Escape / Tribute / Maverick  
PVT & Field Support / FCSD  
DSC II (room 648) / 1800 Fairlane Dr. / Allen Park, MI 48101  
Phone: 313-32-23344 Pager: 313-708-8242  
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, Rhac (R.)  
Cc: Chianfro, Paul (P.J.); Eenigenburg, Timothy (T.J.)  
Subject: 02 Escape Calibration Concern

Rhac,

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 Hackensack 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: 1FMCU04101KA64304

Mileage: 25308 miles

Dealer: Hackensack 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:** Dalbo, Bob (R.J.)  
**Sent:** Monday, August 26, 2002 11:10 AM  
**To:** Waud, Sachiko (S.)  
**Subject:** RE: C11404407

Domo arigato gozaimashita!

*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](mailto:rdalbo@ford.com)

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

**From:** Waud, Sachiko (S.)  
**Sent:** Friday, August 23, 2002 7:31 AM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** C11404407

Bob,

This has been approved by Hofu.  
I added MC# in Decreen and ECN# in the concern base.

Sachiko Waud  
FORD Program and Pre-Production  
Management (PPM)  
[swaud@ford.com](mailto:swaud@ford.com)  
Phone: 81-82-287-1093 (820-440)  
Fax: 81-82-287-5357 (20357)

---

**From:** Steven Limtiaco [SLimtiac@mazdausa.com]  
**Sent:** Wednesday, August 28, 2002 1:56 PM  
**To:** 'gfournel@ford.com'  
**Cc:** 'rdalbo@ford.com'  
**Subject:** Revised White Papers

**Importance:** High

Hi Gilbert,

Could you send the latest white papers for the engine quit new calibrations?

Thanks,

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

---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, August 28, 2002 2:27 PM  
**To:** Eenigenburg, Timothy (T.J.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Corlew, Randal (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 8:30 PM tomorrow.

*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](mailto: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 02-11-08 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](mailto:teenigen@ford.com)

—Original Message—

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

Rhae,

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

*Bob Dalbo*

3.0L Calibration Supervisor

Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 785-2859 Email: rcaibo@ford.com

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

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

Bob/Gilbert,

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

Thanks!

*Rhee M. Suarez*

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

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

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

Rhee,

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The vehicle information is as follows:

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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. Teenigen*

**Ford Motor Company**

Field Service Engineer

N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270

teenigen@ford.com



---

**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:** Eenigenburg, Timothy (T.J.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Corlew, Randall (R.L.)  
**Subject:** RE: 02 Escape Calibration Concern

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

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31786  
Pager: (313) 785-2859 Email: [rdalbo@ford.com](mailto: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](mailto: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:** Benigenburg, 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) 24-84947 Fax: (313) 32-31786  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

—Original Message—

**From:** Suarez, Rhee (R.)  
**Sent:** Wednesday, August 21, 2002 7:59 AM  
**To:** Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)  
**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!

*Rhee M. Suarez*

Rhee Michael Suarez  
Product Concern Engineer - Escape / Tribute / Maverick  
PVT & Field Support / FCSO  
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101  
Phone: 313-92-23944 Pager: 313-796-8242  
Fax: 313-33-78337  
Email: [rsuarez8@ford.com](mailto:rsuarez8@ford.com)

—Original Message—

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

Rhee,

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. Teenigen*

Ford Motor Company

Field Service Engineer

N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270

[teenigen@ford.com](mailto:teenigen@ford.com)

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, August 28, 2002 4:40 PM  
**To:** Fournelle, Gilbert (G.); Alcornian, 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.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duvall, Allen (A.W.); Fascetti, Bob (R.J.); 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.); Harr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); Khan, Naveed; King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzung (D.H.); Lintacco, Steven (S.); Linde, 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.); Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Aiden (A.P.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shirajshi, Masaru (M.); Stigenbauer, Jeffrey (J.F.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.)  
**Subject:** RE: 2:00 PM stall meeting

Thursday's (8/29) stall meeting will be cancelled to focus on the R11 calibrations' production trial.

## *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](mailto:rdalbo@ford.com)

### -----Original Message-----

**From:** Fournelle, Gilbert (G.)  
**Sent:** Thursday, August 22, 2002 10:02 AM  
**To:** Alcornian, 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.); Harr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); Khan, Naveed; King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzung (D.H.); Lintacco, Steven (S.); Linde, 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.); Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Aiden (A.P.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shirajshi, Masaru (M.); Stigenbauer, Jeffrey (J.F.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.)  
**Subject:** 2:00 PM stall meeting

There will be no stall meeting at 2:00 pm today. The next meeting will be scheduled next week Thursday at 2:00pm. I will send the updated call in info and a meeting notice as soon as it is available.

Sincerely,

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

---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Wednesday, August 28, 2002 5:31 PM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** RE: Revised White Papers

Correct, these are the latest versions. I already sent them to Steve earlier today.

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

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, August 28, 2002 3:36 PM  
**To:** Lintiac, Steven (S.); Fournelle, Gilbert (G.)  
**Cc:** Dalbo, Bob (R.J.)  
**Subject:** RE: Revised White Papers

Steve,  
FYI.

Gilbert,  
From the shared drive. These are the final versions, correct?

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:** Steven Lintiac [mailto:SLintiac@mazdausa.com]  
**Sent:** Wednesday, August 28, 2002 1:56 PM  
**To:** 'gfournel@ford.com'  
**Cc:** 'rdalbo@ford.com'  
**Subject:** Revised White Papers  
**Importance:** High

Hi Gilbert,

Could you send the latest white papers for the engine quit new calibrations?

Thanks,

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

**From:** Steven Limtiaco (SLimtiac@mazdausa.com)  
**Sent:** Wednesday, August 28, 2002 5:35 PM  
**To:** 'Dalbo, Bob (R.J.)'  
**Subject:** RE: 2:00 PM stall meeting

Bob,

Got your message. BTW, where do parts stand? particularly the IAC valve release? Any information is helpful. 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:** Dalbo, Bob (R.J.) [mailto:rdalbo@ford.com]  
**Sent:** Wednesday, August 28, 2002 1:40 PM  
**To:** Fournelle, Gilbert (G.); Altoonian, 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.); De Pana, Juan (J.E.); Diez, Timothy (T.P.); Duvall, Allan (A.W.); Fascetti, Bob (R.J.); 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, Jiyunichiro (J.); Jensen, Ted (T.E.); 'Jones, Andy'; Jordan, Donald (D.E.); Kanai, Shinji (S.); 'Khan, Naveed'; King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzung (D.H.); Limtiaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); '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.); Raguepau, Alden (A.P.); Rothwailer, Daniel (D.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shiraiishi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hiroichi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.)  
**Subject:** RE: 2:00 PM stall meeting

Thursday's (8/29) stall meeting will be cancelled to focus on the R11 calibrations' production trial.

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: Fournelle, Gilbert (G.)

> Sent: Thursday, August 22, 2002 10:02 AM

> To: Altoonian, 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.); Diez, Timothy (T.P.); Duvall, Allen

(A.W.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.);

Giles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Grewal,

Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.);

Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald

(D.E.); Kanai, Shinji (S.); Khan, Naveed; King, Robert (R.F.); Kosko, Jeff

(J.R.); Kwon, Soon (S.K.); Le, Dzong (D.H.); Limtiaco, Steven (S.); Linde,

Peter (P.A.); Liu, Jane (J.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McDonald, John; McGee,

Brett

(B.L.); Mooney, Larr!

Y (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.); Raquepau,

Alden (A.P.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Shah, Kiran

(K.C.); Shiraiishi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.); Suarez, Rhae

(R.); Takasawa, Keith (K.D.); Takubo, Hiroichi (H.); Veenstra, Tin (T.W.);

Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.)

> Subject: 2:00 PM stall meeting

>

> There will be no stall meeting at 2:00 pm today. The next meeting will be

scheduled next week Thursday at 2:00pm. I will send the updated call in info and a meeting notice as soon as it is available.

>

> Sincerely,

>

> Gilbert Fournelle

> V6 U204 Calibration Engineering

> IAR27 Truck Engine Engineering (TEE)

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

>

**From:** Price, Martin (M.)  
**Sent:** Wednesday, August 28, 2002 8:28 PM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** RE: 2:00 PM stall meeting

please just let me know when the calibration is available on wds.

### *Martin Price*

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

#### ---Original Message---

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, August 28, 2002 4:40 PM  
**To:** Fournelle, Gilbert (G.); Altoonian, Don (D.J.); Bauer, Scott (S.C.); Bhujwani, Kamel (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.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duval, Allen (A.W.); Fasce, Bob (R.J.); Fredland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Junichiro (J.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald (D.E.); Kanai, Shiro (S.); Khan, Naveed; King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); La, Dzung (D.H.); Limtaco, Steven (S.); Linde, 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, Sorya (S.); Nikolai, Bernie; Notaboom, Jim (J.E.); Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquetau, Aiden (A.P.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shirahata, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.)  
**Subject:** RE: 2:00 PM stall meeting

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### *Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84847 Fax: (313) 32-81788  
Pager: (313) 795-2868 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

#### ---Original Message---

**From:** Fournelle, Gilbert (G.)  
**Sent:** Thursday, August 22, 2002 10:02 AM  
**To:** Altoonian, Don (D.J.); Bauer, Scott (S.C.); Bhujwani, Kamel (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.); Duval, Allen (A.W.); Fasce, Bob (R.J.); Fournelle, Gilbert (G.); Fredland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Junichiro (J.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald (D.E.); Kanai, Shiro (S.); Khan, Naveed; King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); La, Dzung (D.H.); Limtaco, Steven (S.); Linde, 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, Sorya (S.); Nikolai, Bernie; Notaboom, Jim (J.E.); Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquetau, Aiden (A.P.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shirahata, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.)  
**Subject:** 2:00 PM stall meeting

There will be no stall meeting at 2:00 pm today. The next meeting will be scheduled next week Thursday at 2:00pm. I will send the updated call in info and a meeting notice as soon as it is available.

Sincerely,



***Gilbert Fournelle***

V6 U204 Calibration Engineering

1AE27 Truck Engine Engineering (TEE)

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, August 28, 2002 9:21 PM  
**To:** Price, Martin (M.)  
**Subject:** RE: 2:00 PM stall meeting

8/9/2002E at this point. Stay tuned.

## *Bob Dalbo*

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

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

**From:** Price, Martin (M.)  
**Sent:** Wednesday, August 28, 2002 8:28 PM  
**To:** Dalbo, Bob (R.J.)  
**Subject:** RE: 2:00 PM stall meeting

please just let me know when the calibration is available on wds.

## *Marti Price*

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

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, August 28, 2002 4:40 PM  
**To:** Fournelle, Gilbert (G.); Alcornier, Don (D.J.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell (E-mail); Chick, John (J.); Chin, Ming-Miu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duvall, Allen (A.W.); Fascetti, Bob (R.J.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Growat, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Harr, George (G.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald (D.E.); Kanai, Shiro (S.); Khan, Naveed; King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); La, Ozung (O.H.); Limfaco, Steven (S.); Linds, Peter (P.A.); Liu, Jane (J.); Marck, Edmund (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.); Nemotohahi, Sonya (S.); Ninkola, Bernie; Notsboom, Jim (J.E.); Orman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquetapu, Alden (A.P.); Rothweller, Daniel (D.); Sanders, Marci (M.S.); Shah, Kiran (K.C.); Shirashi, Masaru (M.); Stiggenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takekawa, Keith (K.D.); Takata, Hirochi (H.); Veensira, Tim (T.W.); Walkenell, Ray (R.A.); Wetzach, Bill (B.); Williams, Les (L.H.W.)  
**Subject:** RE: 2:00 PM stall meeting

Thursday's (8/29) stall meeting will be cancelled to focus on the R11 calibrations' production trial.

## *Bob Dalbo*

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

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

**From:** Fournelle, Gilbert (G.)  
**Sent:** Thursday, August 22, 2002 10:02 AM  
**To:** Alcornier, Don (D.J.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell (E-mail); Chick, John (J.); Chin, Ming-Miu (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.); Goldsiek, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Ryunkiro (I.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald (D.E.); Kanai, Shing (S.); Khan, Navvaz; King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Daung (D.H.); Linnaco, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Mack, Edmond (E.C.); Matzsa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McDonald, John; McGee, Brett (B.L.); Moonsey, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollahi, Sonya (S.); Nikolai, Bernie; Noteboom, Jim (J.E.); Ortman, James (L.W.); Powers, Ken (K.W.); Price, Martin (M.); Ruzjepau, Alden (A.P.); Rothweller, Daniel (D.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shiraihi, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wikanel, Ray (R.A.); Wetzach, Bill (B.); Williams, Les (LHW.)

**Subject**

2:00 PM stall meeting

There will be no stall meeting at 2:00 pm today. The next meeting will be scheduled next week Thursday at 2:00pm. I will send the updated call in info and a meeting notice as soon as it is available.

Sincerely,

*Gilbert Fournelle*

V6 U204 Calibration Engineering  
1AE27 Truck Engine Engineering (TEE)  
Phone:(313)8904968 Fax:(313)3231766

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**From:** Corlew, Randall (R.L.)  
**Sent:** Wednesday, August 28, 2002 10:38 PM  
**To:** Dalbo, Bob (R.J.)  
**Cc:** Daniluk Sr., John (J.J.); Belote, Paul (P.S.)  
**Subject:** RE: 02 Escape Calibration Concern

Bob,  
Any chance of getting an advance copy of the calibration? I have a lot of people in rental cars! Time is getting short and more vehicles every day are nearing lemon law time limits.

Thank you,

*Randy Carlson*

*Ford Motor Company*  
FSE-Pittsburgh Region

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

**From:** Dalbo, Bob (R.J.)  
**Sent:** Wednesday, August 28, 2002 2:27 PM  
**To:** Eenigenburg, Timothy (T.J.); Suarez, Rhea (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*

S.O.L. Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31786  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@ford.com)

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

**From:** Eenigenburg, Timothy (T.J.)  
**Sent:** Thursday, August 22, 2002 10:45 PM  
**To:** Dalbo, Bob (R.J.); Suarez, Rhea (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

Rhae,

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

*Bob Dalbo*

3.0L Calibration Supervisor  
Outfitters Calibration, NAT  
Phone: (313) 24-84947 Fax: (313) 32-31788  
Pager: (313) 795-2859 Email: [rdalbo@ford.com](mailto:rdalbo@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  
D8C II (room 648) / 1800 Fairlane Dr. / Allen Park, MI 48101  
Phone: 313-32-23944 Pager: 313-798-6242  
Fax: 313-33-78337  
Email: [suarezB@ford.com](mailto:suarezB@ford.com)

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

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

Rhae,

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

The technician at Hackettstown tried to update the PCM this morning but the update was not available on B20.8. The customer has involved our Ford Division Fleet Manager and Customer Service Manager. The vehicle is well within Lemon Law and we

stand to lose a good fleet customer. Is it possible to receive a copy of the new stall fix calibration to get this customer back on the road with a repaired vehicle? I realize that the calibration was removed from 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: Hackensack 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. Teenigen*

Ford Motor Company

Field Service Engineer

N.Y. Region

Phone: 201-529-7273

Fax: 201-529-7270

teenigen@ford.com