

EA02-027

FORD

1/16/04

**FORD LETTER TO ODI
ATTACHMENT C**

BOOK 1 OF 2

PART 1 OF 4

2003

0586440313 LOS ANGELES

ER02-027.1 0424

All Action Details for Issue

Print

VIN: 1FMYU03182KA50711 Year: 2002 Model: ESCAPE Case: 586440313
 Name: [REDACTED] Owner Status: Original WSD: 2001-10-12
 Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 00712 CAPISTRANO FORD Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 41756 MI Comm Type: MAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 06/10/2003 Action Time: 16.09.38.738 Action Data: Yes

Comments ***** ATTORNEY DEMAND ***** DATE STAMPED 6-10-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED ON MULTIPLE OCCASIONS FOR SIDE VIEW MIRROR VIBRATION, SUSPENSION, IGNITION KEY LOCK CONCERNS, TOTAL ENGINE SHUTDOWN (STALLING) WHILE DRIVING. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	THE LAW OFFICES OF WILLIAM R. MCGEE
ATTORNEY NAME	WILLIAM R. MCGEE
ATTORNEY PHONE NUMBER	8584859332

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 00712 CAPISTRANO FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 41756 MI Comm Type: OTHER
 Analyst Name: PAWELEK, EILEEN Analyst: EPAWELEK
 (E.M.)
 Action Date: 06/12/2003 Action Time: 12.15.29.688 Action Data: Yes

Comments 1

Data Element Name	Data Value
CONTACT PERSON	BILL MCGEE

Action: MANAGEMENT APPROVAL OF OFFER
 Dealer: 00712 CAPISTRANO FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 41756 MI Comm Type: OTHER
 Analyst Name: KRISTIAN KELLER, Analyst: KKELLER2
 Action Date: 06/24/2003 Action Time: 10.56.08.449 Action Data: No

Comments TEAM LEADER APPROVES VEHICLE REPLACEMENT/REFUND OFFER DUE TO THE NUMBER OF REPAIR ATTEMPTS.

E982-027.1 0425

Action: OFFER

Dealer: 00712 CAPISTRANO FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 41758 MI

Comm Type: MAIL

Analyst Name: PAWELEK, EILEEN (E.M.)

Analyst: EPAWELEK

Action Date: 08/24/2003

Action Time: 11.22.58.838

Action Date: Yes

Comments SENDING REFUND OR REPLACEMENT OFFER LETTER.

Data Element Name

Data Value

PROJECTED \$ AMOUNT

Action: FINAL CASE DISPOSITION

Dealer: 00712 CAPISTRANO FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 41758 MI

Comm Type: MAIL

Analyst Name: PAWELEK, EILEEN (E.M.)

Analyst: EPAWELEK

Action Date: 07/07/2003

Action Time: 08.40.38.155

Action Date: No

Comments SENT NOTE TO RAV TO PROCESS REFUND CHECKS.

EP02-927.1 0-426

CASE # 586440313

Region 71
Eileen
AIRS

JUN 10 10:52

*The Law Offices of
William R. McGee*

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9763
E-mail: Experts4u@aol.com

June 5, 2003

Ford Motor Company
Consumer Affairs - Litigation Prevention Department
PO Box 6248, MD 3NE-B
Dearborn, MI 48128-4207

Re: [REDACTED]
2002 Ford Escape
VIN: 1FMYU03182KA50711

Dear Gentlemen:

Please be advised that this law firm has been retained by [REDACTED] to enforce her legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[REDACTED] purchased her new 2002 Ford Escape on or about October 12, 2001 (A copy of the purchase contract is enclosed for your reference.) [REDACTED] was understandably excited and proud about her 2002 Ford Escape, feeling that she had made a quality choice for her driving needs and enjoyment. [REDACTED] anticipation and excitement, however, have turned to disappointment and frustration due to a serious defect that has substantially impaired the vehicle to her. This is not what [REDACTED] was promised nor bargained-for when she purchased her 2002 Ford Escape.

The subject vehicle has suffered from a litany of serious defect and nonconformities to warranty. These substantial warranty non-conformity repair attempts included eight (8) separate occasions for badly shaking/vibrating outside mirror, two (2) separate occasions for suspension component failure, five (5) separate occasions for ignition key lock system problems, an incident of total engine shutdown while driving (stalling), and much more. This has been a seriously defective vehicle! The outside mirror non-conformity has been especially substantial for my client as she has had vision problems and two eye surgeries, and cannot use a mirror that is vibrating and distorted. My client even called Ford Customer Relations, to which she was told "Ford probably won't replace your vehicle", but we

would like to have an engineer look at it". Enough is enough. Copies of the warranty repair documentation is enclosed for your review.

██████████ is not required to live with this problematic and unsafe vehicle. Accordingly, ██████████ is herein demanding her entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer shall be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer shall make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .

(c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .

(d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the

Judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Clv. Code §1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that Ford Motor Company is obligated to make restitution to [REDACTED] for the "lemon" which was sold to her. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

[REDACTED] is willing to litigate this matter, however, she would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in Ford Motor Company's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time, [REDACTED] is willing to return the subject vehicle to Ford Motor Company and settle this matter for a repurchase of the vehicle, including restitution in the following amount:

Down payment (less rebate)	\$5,100.00
Monthly payments (20 @ \$420.55)	8,411.00
2003 license fees (pro-rata)	62.00
Less use of 1,010 miles	(202.84)
Attorney's fees	2,500.00

SUBTOTAL: ... \$15,870.16

In addition, it will be required that Ford Motor Company satisfy the outstanding balance owing to the lien holder of the subject vehicle, Ford Motor Credit.

Please give this demand the serious consideration it deserves. If I do not hear from you by July 5, 2003, I shall assume that Ford Motor Company is denying its obligations under the law and is leaving [REDACTED] with no choice but to initiate formal legal proceedings.

June 5, 2003
Page 4

Thank you for your prompt attention to this matter.

Very truly yours,



WILLIAM R. MCGEE

Enclosures

cc: [REDACTED]

Dealer Number

Contract Number

R.O.S. Number

4637429

Stock Number

200344

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)

Creditor - Seller (Name and Address)

BLISSO VIEJO ORANGE CA

CAPISTRANO FORD
33949 CAMINO CAPISTRANO
SAN JUAN CAPISTRANO CA 92675

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed on Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2003	FORD TRUCK ESCAPE	14	1FMYL03182KAS8711	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
4.98 %	\$ 2893.86 (e)	\$ 22379.94	\$ 25233.90 (e)	\$ 5100.00 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	
One Payment of	N/A	
59 Payments	420.55	Monthly, Beginning 1/11/2001
One Final Payment	420.55	10/11/2005

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price		
A. Cash Price of Motor Vehicle and Accessories	\$ 24100.99 (A)	
1. Cash Price Vehicle	\$ 23400.99	
2. Cash Price Accessories	\$ 700.00	499 Alarm + 211 in dash coating
B. Document Preparation Fee (not a governmental fee)	\$ 45.00 (B)	
C. Smog Fee Paid to Seller	\$ N/A (C)	
D. Sales Tax (on A + B + C)	\$ 1810.95 (D)	
E. Luxury Tax	\$ N/A (E)	
F. Service Contract (optional)*	\$ 1275.00 (F)	
G. Prior Credit or Lease Balance paid by Seller to	\$ N/A (G)	
(see downpayment and trade-in calculation)		
H. Other (to whom paid)*	\$ N/A (H)	
For		
Total Cash Price (A through H)	\$ 27231.94 (1)	
2. Amounts Paid to Public Officials		
A. License Fees ESTIMATED	\$ 203.00 (A)	
B. Registration/Transfer/Titling Fees	\$ N/A (B)	
C. Smog Impact Fee	\$ N/A (C)	
D. Other CALIFORNIA TIRE FEE*	\$ 5.00 (D)	
E. Other	\$ N/A (E)	
Total Official Fees (A through E)	\$ 208.00 (2)	
3. Amount Paid to Insurance Companies		
(Total premiums from Statement of Insurance column 4 + 3)	\$ N/A (3)	

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or request any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

Term	Premium
\$ N/A Det. Comp. Pct 3 Theft	Min. \$ N/A
\$ N/A Det. Collision	Min. \$ N/A
Body Injury \$ N/A Limits	Min. \$ N/A
Property Damage \$ N/A Limits	Min. \$ N/A
Medical	Min. \$ N/A
	Max. \$ N/A
Total Vehicle Insurance Premiums	\$ N/A

UNLESS A CHARGE IS INCLUDED IN THE AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY OUR AGREEMENT.

You may buy the physical damage insurance in this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X
Co-Buyer X
Seller X

If any insurance is provided by other sources or obtained from the various insurance companies all describe the terms and conditions.

Application for Optional Credit Insurance

<input type="checkbox"/> Credit Life	<input type="checkbox"/> Buyer	<input type="checkbox"/> Co-Buyer	<input type="checkbox"/> Both
<input type="checkbox"/> Credit Disability (Buyer Only)			
Credit Life	Term N/A	Exp. Nos. N/A	Premium \$ N/A
Credit Disability	Term N/A	Exp. Nos. N/A	Premium \$ N/A
Total Credit Insurance Premiums			\$ N/A
Insurance Company Name			
Home Office Address			

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the entire cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the

8802-827-1 0431

Late Charge. If payment is not received in full within 10 days after due date, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

106 to us. You are not required to buy any life insurance to obtain credit.

Buyer X [Signature]
 Co-Buyer [Signature]
 Seller X [Signature]

If any insurance is needed before purchase or credit from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Credit Life	Term	Exp.	Premium
N/A	N/A		N/A
Credit Disability	N/A		N/A
Total Credit Insurance Premiums \$			N/A
Insurance Company Name _____			

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday; (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date; (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).**

Date [Signature] Age _____
 Date [Signature] Age _____

OPTIONAL GAP CONTRACT A gap contract (gap cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for details on the protection it provides.

Term N/A Mos N/A
 Buyer X [Signature]

SERVICE CONTRACT (Optional) You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.
 Company ESP PREMIUM CARE
 Term 60 Mos or 10000 Miles
 Buyer X [Signature]

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

X [Signature] Buyer/lessee X [Signature] Co-Buyer/lessee

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ 24100.99 (A)
1. Cash Price Vehicle	\$ 23400.99
2. Cash Price Accessories	\$ 700.00 Alarm + 20% interest coating
B. Document Preparation Fee (not a governmental fee)	\$ 45.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. Sales Tax (on A + B + C)	\$ 1810.99 (D)
E. Luxury Tax	\$ N/A (E)
F. Service Contract (optional)*	\$ 1275.00 (F)
G. Prior Credit or Lease Balance paid by Seller to _____	\$ N/A (G)
(see downpayment and trade-in calculation)	
H. Other (to whom paid)* <u>N/A</u>	\$ N/A (H)
For _____	
Total Cash Price (A through H)	\$ 27231.94 (1)

2. Amounts Paid to Public Officials

A. License Fees ESTIMATED	\$ 203.00 (A)
B. Registration/Transfer/Title Fees	\$ N/A (B)
C. Smog Impact Fee	\$ N/A (C)
D. Other <u>CALIFORNIA TIRE FEE*</u>	\$ 3.00 (D)
E. Other _____	\$ N/A (E)
Total Official Fees (A through E)	\$ 206.00 (2)

3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance column a + b)*

4. Smog Certification Fee Paid to State \$ N/A (3)

5. Subtotal (1 through 4) \$ N/A (4)

6. Total Downpayment

A. Gross Trade-in Yr <u>1997</u> Make <u>HONDA</u>	\$ 6000.00 (A)
Model <u>CIVIC</u> Color <u>82453</u>	
VIN <u>1HRETB1A9V111700</u>	
B. Less Prior Credit or Lease Balance	\$ 3400.00 (B)
C. Net Trade-in (A less B) (Indicate if a negative number)	\$ 2600.00 (C)
D. Deferred Downpayment	\$ N/A (D)
E. Manufacturer's Rebate	\$ N/A (E)
F. Other _____	\$ N/A (F)
G. Cash	\$ 2500.00 (G)
Total Downpayment (C through G)	\$ 5100.00 (6)

*If negative, enter zero on the \$ and enter the amount less than zero as a positive number on the % above.

7. Amount Financed (3 less 6) \$ 22131.94 (7)

*Seller may keep part of these amounts.

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: _____
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in N/A
 installments of \$ N/A \$ N/A
 on this loan is shown in Item 8D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: N/A

NOTICE OF RESCISSION RIGHTS
 If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X [Signature] Co-Buyer X [Signature]

VIN 1MSEJ8148AV111700

B. Less Prior Credit or Lease Balance \$ 3400.00 (B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ 2500.00 (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ N/A (E)
 F. Other \$ N/A (F)
 G. Cash \$ 2500.00 (G)
 Total Downpayment (C through G) \$ 5100.00 (H)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above)

7. Amount Financed (5 less 6) \$ 22339.94 (I)

*Seller may keep part of these amounts.

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PROVIDE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: _____
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in N/A
 installments of \$ N/A \$ N/A
 from this loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: N/A

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financing institution are hereby acknowledged.

Buyer X _____ Co-Buyer X _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

Notice to buyer:

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X _____ Date 10/12/2003 Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X _____ Address _____
 Seller Signature X _____ Date 10/12/2003 Title _____

*11/11/02: 7K
ignition: 4x
stalling: 1x
suspension: 2x*

*wind noise: 1x
window: 1x*

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 23-JUN-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAR	VER SEUMS	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TTS	QRT	WCC	PREF	BASE	SUPP	VRT	VFG	CCC	CD
1FMYU0182KA50711	MJ	T7M1	T7F	T7WE	T7EF	T7A	AJ	T7D1	T7LD	19-09-01	12-10-01	171096	USA	1	*	6M2	*	7826412	*	S06	V07	L06	07
AWS Claim Key:		272774	Doc #:	21025703	Trx Code:		1	Labor Hrs:	2	Labor Cost:	14.94	Material Cost:	0	Total Cost:	14.94								
Dir Cd-Sub Cd:		00712*	Name:	CAPISTRANO FORD	Ph:	949-2407000	St:	CA	City:	USA	Reg Cd:	NA	Repr Date:	17-NOV-2001	DIST(Mile):5000								
Cust Comments:		RIGHT REAR DOOR IS DIFFICULT TO LATCH AT TIMES																					
Tech Comments:		ADJUST RIGHT REAR DOOR																					
<i>Also: mirror 1x</i>																							
1FMYU0182KA50711	MJ	T7M1	T7F	T7WE	T7EF	T7A	AJ	T7D1	T7LD	19-09-01	12-10-01	171096	USA	2	*	6F18	YL8Z	7820531	BA	S03	V11	R22	07
AWS Claim Key:		377637	Doc #:	21224001	Trx Code:		1	Labor Hrs:	7	Labor Cost:	52.3	Material Cost:	43.44	Total Cost:	95.74								
Dir Cd-Sub Cd:		00712*	Name:	CAPISTRANO FORD	Ph:	949-2407000	St:	CA	City:	USA	Reg Cd:	NA	Repr Date:	17-NOV-2001	DIST(Mile):5000								
Cust Comments:		CUSTOMER STATES VEHICLE HAS WIND NOISE DRIVERS DOOR SOP IN																					
Tech Comments:		TEST FOR WIND NOISE REPLACED DOOR SEAL ADJUST DOOR																					
<i>wind leak</i>																							
1FMYU0182KA50711	MJ	T7M1	T7F	T7WE	T7EF	T7A	AJ	T7D1	T7LD	19-09-01	12-10-01	171096	USA	2	*	6X04	YL8Z	17683	CAA	S07	V13	M10	07
AWS Claim Key:		372624	Doc #:	21224002	Trx Code:		1	Labor Hrs:	5	Labor Cost:	37.36	Material Cost:	150.68	Total Cost:	188.04								
Dir Cd-Sub Cd:		00712*	Name:	CAPISTRANO FORD	Ph:	949-2407000	St:	CA	City:	USA	Reg Cd:	NA	Repr Date:	17-NOV-2001	DIST(Mile):5000								
Cust Comments:		CUSTOMER STATES MIRROR SHAKE ALONG DRIVER DOOR																					
Tech Comments:		REPLACE MIRROR DUE TO VIBRATION																					
<i>mirror 2x</i>																							
1FMYU0182KA50711	MJ	T7M1	T7F	T7WE	T7EF	T7A	AJ	T7D1	T7LD	19-09-01	12-10-01	171096	USA	8	*	6X04	2L8Z	17683	LAA	S07	V13	M03	33
AWS Claim Key:		1559912	Doc #:	04481101	Trx Code:	ES4		Labor Hrs:	8	Labor Cost:	61.36	Material Cost:	150.68	Total Cost:	212.06								
Dir Cd-Sub Cd:		05414*	Name:	POWER FORD TUSTIN	Ph:	714-8323300	St:	CA	City:	USA	Reg Cd:	NA	Repr Date:	31-MAY-2002	DIST (Mile):13168								
Cust Comments:		CUSTOMER STATES MIRROR VIBRATION AT FREEWAY SPEEDS INSTALL SPECIAL ORDER PART																					
Tech Comments:		SIDEVIEW MIRROR VIBRATES TESTED AND INSPECTED. ADVISED CONCERN REPAIRED AND REPLACED MIRROR ASSEMBLY WITH NEW MIRROR																					
<i>mirror 3x</i>																							
1FMYU0182KA50711	MJ	T7M1	T7F	T7WE	T7EF	T7A	AJ	T7D1	T7LD	19-09-01	12-10-01	171096	USA	8	*	6H01	*	7823209	*	S06	V09	G09	33
AWS Claim Key:		1559411	Doc #:	04481107	Trx Code:	EM4		Labor Hrs:	5	Labor Cost:	38.36	Material Cost:	0	Total Cost:	38.36								
Dir Cd-Sub Cd:		05414*	Name:	POWER FORD TUSTIN	Ph:	714-8323300	St:	CA	City:	USA	Reg Cd:	NA	Repr Date:	31-MAY-2002	DIST (Mile):13168								
Cust Comments:		CUSTOMER STATES DRIVERS MIRROR VIBRATION AT FREEWAY SPEEDS MAKE A SNAPPING NOISE CHECK AND REPORT																					
Tech Comments:		DRIVERS POWER WINDOW WHEN RAISED MAKES SNAPPING NOISE TIGHTENED REGULATOR ASSEMBLY AND WINDOW BOLTS REASSEMBLED AND RETESTED VERIFIED REPAIRED																					
1FMYU0182KA50711	MJ	T7M1	T7F	T7WE	T7EF	T7A	AJ	T7D1	T7LD	19-09-01	12-10-01	171096	USA	8	*	6F20	*	7825324	*	S03	V11	R31	07

ENR2-027.1 0434

also: ignition

15.555

Mirror 5K

Also: Ignition
stall (K)

AWS Claim Key: 159410 Doc #: 04481109 Trx Code: EM4 Labor Hrs: 3 Labor Cost: 23.02 Material Cost: 0 Total Cost: 23.02
Dir Cd-Sub Cd: 05414-* Name: POWER FORD MUSTANG Plc: 714-8323300 St: CA Crty Cde: USA Reg Cd: NA Repr Date: 31-MAY-2002 DBST (MRe): 13168

Cost Comments: CUSTOMER STATES RT REAR DOOR AREA WEATHERSTRIP NOT FITTING CORRECT ON TOP CHECK AND ADVISE
Tech Comments: RIGHT REAR DOOR WEATHERSTRIP NOT FLUSH TESTED AND INSPECTED VERIFIED CONCERN REALIGNED DOORWEATHERSTRIP AND REJECTED VERIFIED REPAIRED

1FMYU0182KA50711 MI TM1 TF TWE TEF T/A AJ T/DJ T/LD 19-09-01 12-10-01 171096 USA 17 * 6X04 YLEZ 17683 CAA 807 V13 M10 42
AWS Claim Key: 4996050 Doc #: 25444601 Trx Code: EM4 Labor Hrs: 5 Labor Cost: 38.18 Material Cost: 155.96 Total Cost: 194.14
Dir Cd-Sub Cd: 00712-* Name: CAPISTRANO FORD Plc: 949-2407800 St: CA Crty Cde: USA Reg Cd: NA Repr Date: 11-FEB-2003 DBST (MRe): 31993

Cost Comments: ~~... ...~~ ONE DONE WRONG MIRROR SHAPING IS DIFFERENT FROM RE SIDE MIRROR
Tech Comments: ~~...~~

1FMYU0182KA50711 MI TM1 TF TWE TEF T/A AJ T/DJ T/LD 19-09-01 12-10-01 171096 USA 17 * 6J00 * 5422056 * 506 V09 G09 07
AWS Claim Key: 5012751 Doc #: 25444602 Trx Code: EM4 Labor Hrs: 2 Labor Cost: 61.09 Material Cost: 0 Total Cost: 61.09
Dir Cd-Sub Cd: 00712-* Name: CAPISTRANO FORD Plc: 949-2407800 St: CA Crty Cde: USA Reg Cd: NA Repr Date: 11-FEB-2003 DBST (MRe): 31993

Cost Comments: CUSTOMER STATES RF WINDOW INTERMIT SNAPS WHEN CLOSING WIND NOISE OCCURS WHEN WINDOW DOES NOT SNAP INTO PLACE
Tech Comments: REMOVE AND INSTALL TRIM PANEL LUBE RECK... AFTER REPAIR

1FMYU0182KA50711 MI TM1 TF TWE TEF T/A AJ T/DJ T/LD 19-09-01 12-10-01 171096 USA 17 * 2E03 2L82 96506 AB 811 V40 D13 42
AWS Claim Key: 4996051 Doc #: 25444604 Trx Code: S07 Labor Hrs: 2.8 Labor Cost: 213.81 Material Cost: 221.47 Total Cost: 435.28
Dir Cd-Sub Cd: 00712-* Name: CAPISTRANO FORD Plc: 949-2407800 St: CA Crty Cde: USA Reg Cd: NA Repr Date: 11-FEB-2003 DBST (MRe): 31993

Cost Comments: CUST STATES WHEN DRIVING ABOUT 40 TO 50 MPH AND WHEN YOU TAKE YOUR FOOT OFF THE GAS PEDAL TO STOP THE RPM'S GO DOWN
Tech Comments: MGS DIAG NO DTCS PINTESTS WDS PINTESTS IGN DIAG DEL ROAD TEST IN SPECS ACCESS OASES SEE TSB 2 23 01 MONITOR MDS AS PER THE VALUES BELOW SPEC'S ON JAC 100 CONGRN INSTALL LATEST CALIB IN RCH ALR PER THE REPT OK FOR JAC 100 THROTTLE

1FMYU0182KA50711 MI TM1 TF TWE TEF T/A AJ T/DJ T/LD 19-09-01 12-10-01 171096 USA 17 * 6X04 2L82 17686 AA 807 V13 M10 42
AWS Claim Key: 5092367 Doc #: 25513701 Trx Code: EM4 Labor Hrs: 5 Labor Cost: 38.18 Material Cost: 38.95 Total Cost: 77.13
Dir Cd-Sub Cd: 00712-* Name: CAPISTRANO FORD Plc: 949-2407800 St: CA Crty Cde: USA Reg Cd: NA Repr Date: 18-FEB-2003 DBST (MRe): 32030

Cost Comments: ~~...~~ SHAKE VIBRATE RECENTLY WHEN DRIVING SEE RBM 14865, 80F
Tech Comments: ~~...~~

1FMYU0182KA50711 MI TM1 TF TWE TEF T/A AJ T/DJ T/LD 19-09-01 12-10-01 171096 USA 17 * 6X02 YLEZ 7851729 AAA 807 V75 R66 33
AWS Claim Key: 5092366 Doc #: 25513702 Trx Code: EM4 Labor Hrs: 4 Labor Cost: 30.54 Material Cost: 26.92 Total Cost: 57.46
Dir Cd-Sub Cd: 00712-* Name: CAPISTRANO FORD Plc: 949-2407800 St: CA Crty Cde: USA Reg Cd: NA Repr Date: 18-FEB-2003 DBST (MRe): 32030

Cost Comments: LEFT SIDE DRIP RAIL MOLDING ON ROOF POPPING UP IN REAR
Tech Comments: REPLACED LFT DRIP RAIL MLDG MTIME

1FMYU0182KA50711 MI TM1 TF TWE TEF T/A AJ T/DJ T/LD 19-09-01 12-10-01 171096 USA 17 * 6R07 * 5440110 * 808 V74 B75 33
AWS Claim Key: 5092365 Doc #: 25513704 Trx Code: EM4 Labor Hrs: 5 Labor Cost: 38.18 Material Cost: 0 Total Cost: 38.18
Dir Cd-Sub Cd: 00712-* Name: CAPISTRANO FORD Plc: 949-2407800 St: CA Crty Cde: USA Reg Cd: NA Repr Date: 18-FEB-2003 DBST (MRe): 32030

Cost Comments: CUSTOMER STATES RATTLE OR SQUEAKING TYPE NOISE COMING FROM REAR CARGO AREA WHILE DRIVING
Tech Comments: ADJUST REAR HATCH ADJUST STRIKER AND GLASS

2002-027-1-0435

1FMYU03182KA50711 MI TMI TF TWE TWF TIA AJ TDJ TLD 19-09-01 12-10-01 171096 USA 17 * 6J09 XS4Z 115E2 AA S06 V07 L13 42
 AWS Claim Key: 5921364 Dec #: 25513705 Trx Code: B84 Labor Hrs: 1.3 Labor Cost: 99.27 Material Cost: 50.72 Total Cost: 149.99
 Dir Cd-Sub Cd: 00712-9 Name: CAPISTRANO FORD Pk: 949-2407000 St: CA City: USA Reg Cd: NA Repr Date: 18-FEB-2003 DMST (Mile):32030
 Cust Comments: ~~KEY IS STILL MARRIAGE REMOVE~~ INTERMITTANTLY WILL NOT REMOVE WHEN IN OFF POSITION, VERIFIED ON SERVICE DRIVE BY JC
 Tech Comments: ~~DRILL OUT OLD BUSH LOCK AND RE-INSTALL CLEAN OUT EXCESS BUSH AND REPIN~~ *ignition 3x*

1FMYU03182KA50711 MI TMI TF TWE TWF TIA AJ TDJ TLD 19-09-01 12-10-01 171096 USA 19 * 6E10 * 5462186 * S08 V74 T90 42
 AWS Claim Key: 5754723 Dec #: 2624601 Trx Code: B84 Labor Hrs: 1.2 Labor Cost: 91.63 Material Cost: 0 Total Cost: 91.63
 Dir Cd-Sub Cd: 00712-9 Name: CAPISTRANO FORD Pk: 949-2407000 St: CA City: USA Reg Cd: NA Repr Date: 01-MAY-2003 DMST (Mile):32030
 Cust Comments: RF SEAT BEZEL LOOSE, SOP IS IN
 Tech Comments: BEZEL NOT DEFECTIVE, OUT OF PLACE ACCESS SEAT FOR ACCESS TO RE INSTALL BEZEL. BEZEL TIGHT AND IN PLACE AT THIS TIME.

1FMYU03182KA50711 MI TMI TF TWE TWF TIA AJ TDJ TLD 19-09-01 12-10-01 171096 USA 19 * 5J03 YL8Z 18125 BA S10 V89 H44 D9
 AWS Claim Key: 5782648 Dec #: 26204602 Trx Code: B84 Labor Hrs: 1.2 Labor Cost: 91.63 Material Cost: 271.24 Total Cost: 362.87
 Dir Cd-Sub Cd: 00712-9 Name: CAPISTRANO FORD Pk: 949-2407000 St: CA City: USA Reg Cd: NA Repr Date: 01-MAY-2003 DMST (Mile):32030
 Cust Comments: CUSTOMER STATES ~~SHAKING AND ROARING NOISE OCCURRING~~
 Tech Comments: ~~INSPECTION FOUND FRONT STRUT ROD END BUSHING AND LOWER BALL JOINT BUSHING WEAR. REPLACE FRONT STRUT ROD END BUSHING AND LOWER BALL JOINT BUSHING.~~ *tribr. susp.*

1FMYU03182KA50711 MI TMI TF TWE TWF TIA AJ TDJ TLD 19-09-01 12-10-01 171096 USA 20 * 5J01 YL8Z 18124 CB S10 V21 ~~NO~~
 AWS Claim Key: 5789949 Dec #: 26247001 Trx Code: 0711D Labor Hrs: 2.5 Labor Cost: 190.9 Material Cost: 271.24 Total Cost: 567.17
 Dir Cd-Sub Cd: 00712-9 Name: CAPISTRANO FORD Pk: 949-2407000 St: CA City: USA Reg Cd: NA Repr Date: 07-MAY-2003 DMST (Mile):39000
 Cust Comments: CUSTOMER STATES ~~SHAKING AND ROARING NOISE~~
 Tech Comments: ~~INSPECTION FOUND LOWER BALL JOINT BUSHING WEAR. REPLACE LOWER BALL JOINT BUSHING AND CHECK ALIGNMENT AND SET TOR.~~ *tribr. susp.*

1FMYU03182KA50711 MI TMI TF TWE TWF TIA AJ TDJ TLD 19-09-01 12-10-01 171096 USA 20 * 6J09 XS4Z 115E2 AA S06 V07 L13 41
 AWS Claim Key: 5912072 Dec #: 26438404 Trx Code: 0711D Labor Hrs: 1.7 Labor Cost: 129.81 Material Cost: 50.72 Total Cost: 184.47
 Dir Cd-Sub Cd: 00712-9 Name: CAPISTRANO FORD Pk: 949-2407000 St: CA City: USA Reg Cd: NA Repr Date: 28-MAY-2003 DMST (Mile):41756
 Cust Comments: CUSTOMER STATES ~~IGNITION KEY GETS STUCK AND CAN NOT BE EASILY REMOVED~~
 Tech Comments: ~~STEERING COLUMN ACCESS TO RE-ALIGN IGNITION CYLINDER~~ *ignition 4x*

Any comments? You can contact

webmaster

ENR2-827.1 0438

DEALER 71D 096 1FMYU03182KA50711

	BOOKED RETAIL PRICE	AMOUNT
U03C ESCAPE 4LT 4X2	21945.00	28485.00
2002 MODEL YEAR		
YS OXFORD WHITE CLEARCOAT		
ME X PARCHEMENT S/BUCK LTR SUNF		
ORDER CODE 31HA		
991 .3.0L DURATEC V6 ENGINE	NC	NC
444 .4-SPEED AUTOMATIC O/D TRANS	NC	NC
153 FRONT LICENSE PLATE BRACKET	NC	NC
188 STEP BARS	275.00	248.00
422 CALIFORNIA EMISSIONS SYSTEM	NC	NC
536 TRAILER TOWING, CLASS II	350.00	316.00
588 MACH AM/PM STRS W/S-CD IN-DASH	505.00	454.00
610 LEATHER COMFORT GROUP	575.00	517.00
.OVERHEAD CONSOLE		
.LEATHER STEERING WHEEL		
.SPORT BUCKET SEATS W/LTHR-LO		
TOTAL VEHICLE & OPTIONS	23890.00	22030.00
DESTINATION & DELIVERY	540.00	540.00
SCHEDULE A (MSRP)	.00	
TOTAL FOR VEHICLE	24190.00	

10 U.S. GAL GAS FACTORY 18.50
 CA NEW MTS VEHICLE BOARD FEES 1.00
 PRICED DORA
 BATCH-ID 1J07203821 N RE 2E
 PRICE LEVEL 21530003 VIN: 1FMYU03182KA50711
 SHIPPING WEIGHT 1090 LBS.

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REBATES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FORD MOTOR COMPANY TO THE DEALER.

FIN/FLEAS/ADJUSTMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCY	LESS APPROV. FINANCE CHRG FOR DEALER ACCY	LESS INVOICE LEAS HOLDBACK & FEE COST	A PLAN
55.00	22644.50	709.00		21935.50	21603.50

709.00 51.00 1535.00 1.00 658.00 20195.00

SOLD TO
 Capistrano Ford 71D096
 33949 Camino Capistrano
 San Juan Capistrano CA 92675

Y.O.	PI	STATE	CK#
2	6	CA	CK27

SHIP TO (IF OTHER THAN ABOVE)

DATE BY PREPARED	ITEM NUMBER	TRM	TRANSIT
09 07 01	71-3409	NH	08

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO. 1FMYU03182KA50711
 FINAL ASSEMBLY POINT KANSAS CITY
 FINANCIAL COMPANY AND/OR BANK COMERICA BANK
 2KA50711 1F U03 20010907 010907 1J072 N 215 71D096

090009

DEALER'S COPY

2644.50 KUI

EP92-027.1 0437

REGISTRATION VALID FROM
AUTO 10/14/2002 TO 10/14/2003 TYPE 11 JUDGE NUMBER 4UUK625

VEHICLE IDENTIFICATION 1FMYU03182KA50711		CLASS FORD	
BODY TYPE MODEL	CYCLE	DATE FIRST SOLD	TY. MAKE
UT		00/00/2001	2002
DATE ISSUED	TYPE	VEH. WGT.	TOTAL REG. FEE
10/11/2002	120 G		\$186
			3000

REGISTRATION
SALES TAX
SALES TAX



LADERA RANCH CA

FORD MOTOR CREDIT CO
260 INTERSTATE N PKWY NW
ATLANTA GA 30339
R16100820024001

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
PLEASE REVERSE SIDE - IMPORTANT INSTRUCTIONS
R8334381

Loan Financed through:

Ford Motor Credit Company

PO Box 7289 FT

Pasadena, CA 91109-7389

\$420.55 monthly payment

Acct. # 29118803

Pawelek, Eileen (E.M.)

From: Truka, Margo (M.Y.)
Sent: Wednesday, June 25, 2003 6:44 PM
To: Pawelek, Eileen (E.M.)
Subject: RE: Attorney demand

Eileen,

Please contact Rick Roder for feedback on this one. Thanks.

Margo Truka

Customer Service Manager
Los Angeles Region
949.629.1868 - - - 8/629.1868
MTruka@ford.com

—Original Message—

From: Pawelek, Eileen (E.M.)
Sent: Wednesday, June 25, 2003 6:31 AM
To: Truka, Margo (M.Y.)
Cc: Pawelek, Eileen (E.M.)
Subject: Attorney demand

Hi Margo,

I'm handling an attorney demand letter for a Litigation Prevention case for the following customer. Please let me know if you've had any contact with them or would like to provide your input.

Thanks!

██████████—Capistrano Ford—2002 Escape—1FMYU03182KA50711—states eight times for shaking/vibrating mirror, two repairs for suspension, five times for ignition key and one time for stalling.

Eileen Pawelek

Senior Legal Analyst
Consumer Affairs
Phone: 313 845 5483
Fax: 313 845 6002

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU031EKKA30711	Vehicle Line: T/M1 - ESCAPE (U204) [2001]	Body Shell: *
Model Year: 2002	Market Derivat: T/F - FORD DIVISION DERIVATIVE	Trace Eng Serial No: 049162087
Vehicle Type: T	Drive Code: T/A - 2 WEL L/H FRONT DRIVE	Engine: T/LD - MOD 3.0L DORC EFI NA V6 G*NAAD
Inv. Dealer: 00712	Body Chk Style: -5 DOOR LIGHT TRUCK	Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4B
Vehicle Status Code: 800	Version/Serial: T/EF - FORD SERIES	
Trace Eng Serial No:		

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - #####	Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - #####	Prod Date: 19-SEP-2001

SALE INFORMATION:

Region: NA - #####	Selling Dealer: 171096 - *
Country: USA - #####	Selling Div/Prov: CA
	Buyer St/Prov: CA
Arrival Date: 01-OCT-2001	Used Carped Lease: *
Sale Date: 12-OCT-2001	Fleet/Inst/PCA Lease: R
Warranty Start Date: 12-OCT-2001	Modified Vehicle: *
Orig Warranty Date: 12-OCT-2001	Reacquired Vehicle: *
	Vehicle Const Flag: *
	Vehicle Export Flag: N

EMR2-027.1 0440

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----

0032K95071110357 6 C 2 23B3109 ME EN2 494 83 W43 215 5 43388N 71D098E JV YL WH3 4 3 2 11

MODEL 310A 310CA 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Audio Radio:	* - [N/A]	Mirror(Driver Side):	B8 - DRY MANUAL FOLD, POWER ADJUST
Audio Type:	* - [N/A]	Mirror(Passg Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNYWS - EXPOSED WHITE SOLID CC
Brake Code:	F6AAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	M1 - AM/FM STEREO CHANGER/CLK
Calibration Code:	0M11A30A	Sound System:	AE - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Sequoia Tandem Axle:	
Color(Trim):	000HH -	Tire Manufacturer:	AJ -
Delivery Type:	U	Tire Brand:	* -
Driveshaft Code:	D	Tire Size:	D3RUJ - P235/70R-16 OWL A-5
Front Seat:	T/B - SEAT-INDIVIDUAL-L/S DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AP - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* * *
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Thrs):	* Emission Decal Serial:	JMF
ESP Plan Year:	* Engine Family:	ZFHX70301F6
ESP Signature Date:		

Any comments? You can contact

ENR2-827.1 9A41



webmaster

ERR2-027.1 0442



33949 CAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 92075-4008
 (949) 240-7000
 www.capistranoford.com
 Service Hotline (949)240-1250

SERVICE OPEN TILL MIDNIGHT

Customer No. 69091	Technician STEVEN SWANK	620	FAO NO. 2776	DATE OF SERVICE 10/31/01	WARRANTY NO. F0CS210357
	License No. 78.00		PLATE NO. OXFORD WHIT	WARRANTY NO. 200344	
ALISO VIEJO, CA	Year / Make / Model 02/FORD TRUCK/ESCAPE/XLT 2WD		DATE OF PURCHASE 10/12/01	VEHICLE MILES 14	
	VEHICLE I.D. NO. 1FYU03182KA50711		SALE AND CHARGE NO.	PRODUCTION DATE	
	P.T.C. NO.		P.O. NO.	10/31/01	1

LABOR

OP 1 17FOZ ACCESSORY AND TRIM TECH(S):826 WARRANTY
 THERE IS A WIND LEAK AT TOP OF DRIVERS DOOR AREA
 SPECIAL ORDERED WEATHERSTRIPPING

OP 2 15FOZ ELECTRICAL TECH(S):826 WARRANTY
 mirror

OP 3 17FOZ ACCESSORY AND TRIM TECH(S):826 WARRANTY
 RIGHT REAR DOOR IS DIFFICULT TO LATCH AT TIMES
 ADJUST RIGHT REAR DOOR

TOTAL LABOR 0.00

QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	YL8Z-7620531-BA	W/S ASY-FRT DR			WARRANTY
PART ON SPECIAL ORDER					
	** QUANTITY 1 IS SPECIAL ORDERED **				
1	YL8Z-17683-CAA	MIR ASY-RR VW			WARRANTY
PART ON SPECIAL ORDER					
	** QUANTITY 1 IS SPECIAL ORDERED **				

TOTAL PARTS 0.00

33949 CAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 92075-4008
 (949) 240-7000
 www.capistranoford.com
 Service Hotline (949)240-1250

BAR # A0178871
 EPA # CA0000881408

TOTALS

TOTAL LABOR 0.00
 TOTAL PARTS 0.00
 TOTAL SUBLET 0.00
 TOTAL G.O.G. 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX 0.00

TOTAL INVOICE \$ 0.00

ABSOLUTELY NO CARS RELEASED AFTER SERVICE HOURS.

TERMS CASH WE DO ACCEPT THE FOLLOWING

WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECK

RENTAL CARS AVAILABLE
 PREFERRED RATES FOR OUR SERVICE CUSTOMERS
 FREE SHUTTLE SERVICE

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

CUSTOMER SIGNATURE



33949 CAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 92675-4008
 (949) 240-7000
 www.capistranoford.com
 Service Hotline (949)240-1250

SERVICE OPEN TILL MIDNIGHT

CUSTOMER NO. 69091	NAME BRANDON INGRAM	AGE 380	SEX 143	DATE OF BIRTH 11/17/01	PHONE NO. FOC:212740
	DOB 78.00	LICENSE NO.	REGISTRATION	EXFORD WHIT	200344
ALISO VIEJO, CA	02/FORD TRUCK/ESCAPE/XLT 2WD			10/12/01	DELIVERY WEEK L4
	1FMYU03182KA50711			SALES DEALER NO.	PRODUCTION DATE
	P. T. S. NO.	P. C. NO.	11/17/01 (1)		

LABOR
 OF 1 1770Z ACCESSORY AND TRIM TECH(S) 1997-2003 FORD ESCAPE
 CUSTOMER STATES VEHICLE HAS MIND LEAKING DRIVERS DOOR
 SOP IN
 TEST FOR MIND NOISE REPLACED DOOR SEAL ADJUST DOOR

OF 2 25FOZ ELECTRICAL TECH(S) 1997-2003 FORD ESCAPE
 REPAIR MIRROR DR. TO INTERIOR MIRROR

mirror

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	YL8Z-7820531-BA	M/S ASY-FRT DR			
JOB # 2	1	YL8Z-17683-CAA	MIR ASY-RR WK			
TOTAL PARTS						0.00

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S.O.S.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



33949 CAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 92675-4008
 (949) 240-7000
 www.capistranoford.com
 Service Hotline (949)240-1250

BAR # AG179871
 EPA # CA0000981989

ABSOLUTELY NO CARS RELEASED AFTER SERVICE HOURS.

TERMS: CASH WE DO ACCEPT THE FOLLOWING:



WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECK

RENTAL CARS AVAILABLE
 PREFERRED RATES FOR OUR SERVICE CUSTOMERS
 FREE SHUTTLE SERVICE

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE OF ARTICLES LEFT IN YOUR VEHICLE.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

Joe MacPherson Ford

#2 AUTO CENTER DR. TUSTIN, CA 92782 (714) 832-3322

CONSUMER NO. 18448	ADVISOR GARY SEMAN	DOB NO. 17496	DOB NO. 55	SERVICE DATE 05/15/02	SALES REP. NO. FOC443718
	LABOR USE	LICENSE NO. 4U0K625	PLATE NO. W-036	COLOR PEARL WHITE	STOCK NO.
LADERA RANCH, CA	VEHICLE MODEL D2/FORD TRUCK/ESCAPE/4 DOOR UTILITY			DELIVERY DATE	DELIVERY MILE
	VIN 1FMYU03182KA50711			SELLER DEALER NO.	PRODUCTION DATE 09/01/01
	P.O. NO.			R.O. DATE 05/15/02	MO. 11835

JOB# 1 CHARGES

LABOR
 OF 1 OIL/FLTR LUBE OIL LUBE FILTER PERFORM OIL LUBE + FILTER PER ED THE SERVICE CO-ORDINATOR PERFORMED LUBE OIL AND FILTER AT NO CHARGE PER ED

G.O.G. & SUPPLIES
 5.0 XD-5W20-QSP UNIT TOTAL - GOG INTERNAL 0.00

MISC. CODE DESCRIPTION CONTROL NO. INTERNAL
 JMWL EPA FEE OIL TOTAL - MISC 0.00

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 MAINTENANCE STRUTS
ordered mirror

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$28.00 (+TAX)
 TECHNICIAN CERTIFICATION: 997224 SADR. D. AVALDS 224

B.A.R. TAG120349
 B.P.A. #C0000188216

"I acknowledge notice and oral approval of an increase in the original estimated price."
 (signature or initial)

"By law you may choose another facility to perform any needed repairs or get service which the shop check book indicates are necessary."

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12,000 MILES OR 12 MONTHS, WHICHEVER COMES FIRST.

PLEASE SEE IMPORTANT INFORMATION ON REVERSE SIDE

STORE HOURS
 MON-FRI: 7:00 A.M. TO 6:00 P.M.
 SATURDAY: 8:00 A.M. TO 5:00 P.M.

ON BEHALF OF SERVICE'S DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO COST TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR () YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

X
 FORD SA GENERAL MANAGER OF ALL FORD PERSON
 DATE:

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Joe MacPherson Ford

#2 AUTO CENTER DR. TUSTIN, CA 92782 (714) 832-3322

ACCOUNT NO. 18448	ADVISOR GARY SEMAN	17496	SS	55	WORK DATE 05/15/02	WORK ST. FOCUS: 3718
LADERA RANCH, CA	LABOR RATE	LICENSE NO. 4U0K625	MILEAGE	11,835	COLOR PEARL WHITE	STOCK NO.
	YEAR / MAKE / MODEL 02 / FORD TRUCK / ESCAPE / 4 DOOR UTILITY	DEPART DATE	DEPART MILE			
	VEHICLE ID NO. 1 FMYU03182KA50711	SALES DEPT. NO.	SALES STAFF CODE			09/01/01
	A.C. NO.	A.C. NO.	A.C. DATE	05/15/02		
COMMENTS					MO: 11835	

TOTALS

*****	TOTAL LABOR....	0.00
*****	TOTAL PARTS....	0.00
*****	TOTAL SUBLET....	0.00
*****	TOTAL S.O.S....	0.00
*****	TOTAL MISC CHG....	0.00
*****	TOTAL MISC OTSC....	0.00
*****	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

 CASH CHECK CK NO. []
 VISA MASTERCARD DISCOVER
 AMEX EXPRESS OTHER CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

E.A.R. #AG138349
E.R.A. #CA0000192214

"I acknowledge notice and oral approval of an increase in the original estimated price."

Signature or Initials _____

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check has indicated are necessary."

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12,000 MILES OR 12 MONTHS, WHICHEVER COMES FIRST.

PLEASE SEE IMPORTANT INFORMATION ON REVERSE SIDE

STORE HOURS
 MON.-FRI.: 7:00 A.M. TO 6:00 P.M.
 SATURDAY: 8:00 A.M. TO 5:00 P.M.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO COST TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

X _____
 DEALER, GENERAL MANAGER OR AUT. FORGEO-TECH

DATE: _____

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FOCS44811

Joe MacPherson Ford

#2 AUTO CENTER DR. TUSTIN, CA 92782 (714) 832-3322

CLIENT NO. 18448	ADVISOR GARY SEMAN	17496	MC/YS 242	FINANCE DATE 05/31/02	FINANCE NO. FOCS441
	LABORER [REDACTED]	VEHICLE NO. 4U0K625	MODEL [REDACTED]	COLOR PEARL WHITE	STATION NO.
VEHICLE MAKE / MODEL LADERA RANCH, CA		VEHICLE TYPE 02/FORD TRUCK/ESCAPE/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILE
VEHICLE ID NO. 1FMYU03182KA50711		SALESPERSON ID		PRODUCTION DATE 09/01/01	
P. I. NO.		R. U. NO.		A. S. DATE 05/31/02	
COMMENTS					

MO: 1:

JOB# 1 CHARGES

LABOR
 FRONT SPEAKER INSTALL SPECIAL ORDER PART
 SIDEVIEW MIRROR VIBRATES
 OASIS 517053308
 TESTED AND INSPECTED, VERIFIED CONCERN
 REMOVED AND REPLACED MIRROR ASSEMBLY WITH NEW

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	2L8Z-17683-LAA	MIR ASY 804812		0.00
JOB# 1 TOTALS				0.00	

B.A.R. #HQ128349
E.P.A. #C.1000105214

*I acknowledge notice and oral approval increase in the original estimated price

(signature, or by initials)

*By law you may choose another facility for any needed repairs or adjustment the shop check has indicates the fees

JOB# 2 CHARGES

LABOR
 PERFORM OIL, LUBE + FILTER
 QUALITY CARE MAINTENANCE
 CUSTOMER DECLINED AT THIS TIME-HAD DONE RECENTLY
 CUSTOMER DECLINED

JOB# 2 TOTALS **0.00**

ALL PARTS INSTALLED ARE NEW (UNLESS OTHERWISE SPECIFIED)

UNLIMITED WARRANTY FOR 120,000 MILES OR 12 MONTHS, WHICHEVER COMES FIRST

PLEASE SEE IMPORTANT INFORMATION REVERSE SIDE

JOB# 3 CHARGES

LABOR
 SERVICE AIR FILTER
 CUSTOMER DECLINED AT THIS TIME

JOB# 3 TOTALS **0.00**

STORE HOURS
 MON.-FRI.: 7:00 A.M. TO 6:00 P.M.
 SATURDAY: 8:00 A.M. TO 5:00 P.M.

ON BEHALF OF SERVICING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, BE DESCRIBED WORK PERFORMED COST TO OWNER. THERE WAS NO DETRIMENT FROM THE APPEARANCE OF VEHICLE OR OTHERWISE, THAT AN REPAIR OR REPLACED UNDER CLAIM HAD BEEN CONNECTED IN ANY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

JOB# 4 CHARGES

LABOR
 ROTATE 4 TIRES PER RECONDITIONING STANDARDS
 INSPECT BRAKES
 CUSTOMER DECLINED AT THIS TIME.
 CUSTOMER DECLINED

JOB# 4 TOTALS **0.00**

JOB# 5 CHARGES

LABOR

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Joe MacPherson Ford

#2 AUTO CENTER DR. TUSTIN, CA 92782 (714) 832-3322

CUSTOMER NO. 18448	ADVISOR GARY SEMAN	17496	100 NO 242	WORK DATE 05/31/02	NO. OF IN. FOCS44811
	LAST NAME 4UOK625	LETTER NO.	PLATE NO.	COLOR PEARL WHITE	TR COLOR
LADERA RANCH, CA	YEAR / MAKE / MODEL 02/FORD TRUCK/ESCAPE/4 DOOR UTILITY			SALES DATE	SALES OFFICE
	VEHICLE NO. 1FMYU031B2KAS0711			SELLING DEALERS	PRODUCTION DATE 09/01/01
	A.T. NO.	R.O. NO.		A.S. DATE 05/31/02	
COMMENTS					MO: 13174

LABOR
MULTI POINT INSPECTION FOR BLUE TEAM
COMPLETED MULTI POINT INSPECTION

JOB# 5 TOTALS.....
JOB# 6 CHARGES.....

LABOR
IGNITION CYLINDER STICKING INSIDE CHECK AND ADVISE TESTED AND INSPECTED-UNABLE TO DUPLICATE CONDITION (INTERMITT)-TEST CYLINDER AND

JOB# 6 TOTALS.....
JOB# 7 CHARGES.....

LABOR
CUSTOMER STATES DRIVERS POWER WINDOW WHEN RAISED MAKES A SHAPPING NOISE CHECK AND REPORT DRIVERS POWER WINDOW WHEN RAISED MAKES SHAPPING NOISE TIGHTENED REGULATOR ASSEMBLY AND WINDOW BOLTS REASSEMBLED AND RETESTED VERIFIED REPAIRED.

JOB# 7 TOTALS.....
JOB# 8 CHARGES.....

LABOR
CUSTOMER STATES RT REAR DOOR WHEN CLOSED DOESNOT SOUND RIGHT-DOESNOT LATCH VERY GOOD CHECK AND ADVISE RELATED TO LINE 9

JOB# 8 TOTALS.....
JOB# 9 CHARGES.....

LABOR
CUSTOMER STATES RT REAR DOOR AREA WEATHERSTRIP NOT FITTING CORRECT ON TOP CHECK AND ADVISE RIGHT REAR DOOR WEATHERSTRIP NOT FLUSH TESTED AND INSPECTED VERIFIED CONCERN REALIGNED DOORWEATHERSTRIP AND RETESTED-VERIFIED REPAIRED

B.A.R. #AG126349
E.P.A. #CA0000199214

"I acknowledge notice and oral approval of an increase in the original estimate price."

Signature or Initials

"By law you may choose another facility to perform any needed repairs or adjustments when the snap check test indicates are necessary."

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12000 MILES OR 12 MONTHS, WHICHEVER COMES FIRST.

PLEASE SEE IMPORTANT INFORMATION ON REVERSE SIDE

STORE HOURS
MON.-FRI.: 7:00 A.M. TO 6:00 P.M.
SATURDAY: 8:00 A.M. TO 5:00 P.M.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO COST TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

DATE:

ign

Joe MacPherson Ford

#2 AUTO CENTER DR. TUSTIN, CA 92782 (714) 832-3322

CUSTOMER NO. 18448	NAME GARY SEMAN	DOB NO. 17496 242	WORK DATE 05/31/02	WORK NO. FOCS44811
ADDRESS LADERA RANCH, CA	LICENSE NO. 4JOK625	WEIGHT 13,168	COLOR PEARL WHITE	STOCK NO.
	YEAR / MAKE / MODEL 02/FORD TRUCK/ESCAPE/4 DOOR UTILITY			
	VEHICLE ID. NO. 1FMYU03182KAS0711			
F.T.S. NO.		P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE 09/01/01
COMMENTS			DATE 05/31/02	MO: 13174

JOB# 9 TOTALS

JOB# 9 JOURNAL PREFIX	FOCS	JOB# 9 TOTAL	0.00
TOTALS			
*****		TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET...	0.00
* [] AMEX EXPRESS [] OTHER [] CHARGE *		TOTAL B.O.B....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

ELR. #AG126341
ELPA. #CA0000198214

"I acknowledge notice and oral approval of an increase in the original estimated price."

(signature or initials)

"By law you may choose another facility to perform any needed repairs or adjustments which the above check list indicates are necessary."

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12,000 MILES OR 18 MONTHS, WHICHEVER COMES FIRST.

PLEASE SEE IMPORTANT INFORMATION ON REVERSE SIDE

STORE HOURS
MON.-FRI: 7:00 A.M. TO 6:00 P.M.
SATURDAY: 8:00 A.M. TO 5:00 P.M.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO COST TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

X
DEALER, GENERAL MANAGER OF AUTHORIZED SERVICE CENTER

DATE: _____

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

LOWE'S

Tustin

#2 AUTO CENTER DR. TUSTIN, CA 92782 (714) 832-3300

CUSTOMER NO. 18448	AGENCY GENERAL ADVISOR 8710	IND NO. 459	WORK DATE 07/15/02	WORK NO. FOC:48087																
[REDACTED]	LABOR RATE 4100K625	RELEASE [REDACTED]	COACH PEARL WHITE	STOCK NO.																
LADERA RANCH, CA	YEAR / MAKE / MODEL 02/FORD TRUCK/ESCAPE/4 DOOR UTILITY	DELIVERY DATE	DELIVERY DATE	DELIVERY DATE																
	VEHICLE I.D. NO. 1FMYU03182KA50711	SELLING DEPT. NO.	PRODUCTION DATE 09/01/01																	
	P.R. NO.	R.G. NO.	P. D. DATE 07/15/02																	
JOB# 1 CHARGES LABOR CK & ADVISE VE ED			S.A.P. #AG120841 S.P.A. #CA0000186214 "I acknowledge notice and oral approval of an increase in the original estimate price." Signature or Initials																	
JOB# 1 TOTALS JOB# 2 CHARGES LABOR CUSTOMER STATES RIGHT FRONT DOOR WINDOW CLICKS WHEN CLOSING CK & ADVISE CUSTOMER WILL COME IN AT A LATER DATE			JOB# 1 JOURNAL PREFIX FDCS JOB# 1 TOTAL 0.00 JOB# 2 JOURNAL PREFIX FDCS JOB# 2 TOTAL 0.00 TOTALS <table border="0"> <tr><td>TOTAL LABOR....</td><td>0.00</td></tr> <tr><td>TOTAL PARTS....</td><td>0.00</td></tr> <tr><td>TOTAL SUBLET....</td><td>0.00</td></tr> <tr><td>TOTAL S.O.G....</td><td>0.00</td></tr> <tr><td>TOTAL MISC CHG.</td><td>0.00</td></tr> <tr><td>TOTAL MISC DISC</td><td>0.00</td></tr> <tr><td>TOTAL TAX.....</td><td>0.00</td></tr> <tr><td>TOTAL INVOICE \$</td><td>0.00</td></tr> </table>		TOTAL LABOR....	0.00	TOTAL PARTS....	0.00	TOTAL SUBLET....	0.00	TOTAL S.O.G....	0.00	TOTAL MISC CHG.	0.00	TOTAL MISC DISC	0.00	TOTAL TAX.....	0.00	TOTAL INVOICE \$	0.00
TOTAL LABOR....	0.00																			
TOTAL PARTS....	0.00																			
TOTAL SUBLET....	0.00																			
TOTAL S.O.G....	0.00																			
TOTAL MISC CHG.	0.00																			
TOTAL MISC DISC	0.00																			
TOTAL TAX.....	0.00																			
TOTAL INVOICE \$	0.00																			
THANK YOU FOR YOUR BUSINESS!! CUSTOMER SIGNATURE DUPLICATE INVOICE			STORE HOURS MON.-FRI.: 7:00 A.M. TO 8:00 P.M. SATURDAY: 8:00 A.M. TO 5:00 P.M. ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO COST TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD. <input checked="" type="checkbox"/> DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE:																	



33949 GAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 92675-4008
 (949) 240-7000
 www.capistranoford.com
 Service Hotline (949)240-1250

SERVICE OPEN TILL MIDNIGHT

CUSTOMER NO. 69091	NAME JOHN E COUCH	AGE 827	SEX 2886	DOB 02/12/03	INSURANCE FCS254446
ADDRESS LADERA RANCH, CA	VEHICLE NO. 02/FORD TRUCK/ESCAPE/XLT 2ND	YEAR 10712701	MAKE FORD	MODEL WHIT	TYPE 14
	VEHICLE ID NO. 1FMYU03182KA50711	SALES DEALER NO.	PRODUCTION DATE		
	F.I.C. NO.	F.O. NO.		02/11/03	

WORK ORDER

JOB 1 17F0Z ACCESSORY AND TRIM TECH(S):826 WARRANTY
 LE... MIRROR FRAY... NEEDS 3RD ONE DONE
 MIRROR SHAPING IS DIFFERENT FROM RF SIDE MIRROR
 ALSO IMAGES SEEN SMALLER THAN NORMAL
 REPLACED MIRROR

JOB 2 17F0Z1 ACCESSORY AND TRIM TECH(S):826 WARRANTY
 CUSTOMER STATES RF WINDOW INTERMIT SNAPS WHEN CLOSING
 WIND NOISE OCCURS WHEN WINDOW DOES NOT SNAP INTO PLACE
 REMOVE AND INSTALL TRIM PANEL LUBE REGULATOR ADJUST GLASS
 ROAD TESTED FOR NOISE AFTER REPAIR

JOB 3 17F0ZZ ACCESSORY AND TRIM TECH(S):826 WARRANTY
 CUSTOMER STATES...
 UNABLE TO...
 (Handwritten: ignore NPS)

JOB 4 13F0Z TUNE AND FUEL TECH(S):14 WARRANTY
 CUST STATES WHEN DRIVING ABOUT 40 TO 50 MPH AND WHEN 100
 TEST IN SPECS ACCESS OASIS SEE TSB 2 23 01 MONITOR PIDS AS
 PER TSB VALVES BELOW SPECS ON IAC W/ CONCERN INSTALL LATEST
 CALIB IN PER AS PER TSB RETEST OK REPLACE IAC W/ THROTTLE
 BODY AND OASIS BELOW SPECS

TOTAL - LABOR 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	Y1B2-17683-CAA	MIR ASY-RR VW		
JOB # 4	1	11B2-9F715-AA	VALVE ASY-THRO		
JOB # 4	1	21B2-9E926-AB	BOY ASY-AIR IN		
JOB # 4	1	Y1B2-9C916-AA	VALVE ASY-FL V		
JOB # 4	1	2F1Z-9J460-AA	SENSOR ASY-EGR		

TOTAL - PARTS 0.00

33949 GAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 92675-4008
 (949) 240-7000
 www.capistranoford.com
 Service Hotline (949)240-1250

BAR # AQ178871
 EPA # CA000081800

ABSOLUTELY NO CARS RELEASED AFTER SERVICE HOURS.

TRUCK RENTAL WE DO ACCEPT THE FOLLOWING:

WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECK

RENTAL CARS AVAILABLE
 PREFERRED RATES FOR OUR SERVICE CUSTOMERS
 FREE SHUTTLE SERVICE

IMPORTANT! REMOVE ALL PERSONAL PROPERTY AND LIABILITIES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

COMMENTS
 RENT CAR 20.00 A DAY AND NEEDS 30000

TECHNICIAN CERTIFICATION
 14 STEPHEN R. VANMETER 4451



33949 CAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 92675-4008
 (949) 240-7000
 www.capistranoford.com
 Service Hotline (949)240-1250

SERVICE OPEN TILL MIDNIGHT

CUSTOMER ID: 69091	NAME: JOHN E COUCH	AGE: 827	VEHICLE NO: 2886	DATE: 02/17/03	POC: 254446
ADDRESS: LADERA RANCH, CA	REGISTRATION: 1887.00	SALES TAX: 31,993	MODEL: FORD WHET	YEAR: 02	DELIVERY WEEK: 14
	VEHICLE DESCRIPTION: 02/FORD TRUCK/ESCAPE/XLT 2WD		DELIVERY DATE: 10/17/01	VEHICLE NO: 11	
	VIN: 1FMYU03182KA50711		DEALER NO:	PRODUCT NO:	
	TYPE NO:	PLATE NO:	DATE: 02/11/03		
REMARKS:					

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL B.O.B....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE _____



33949 CAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 92675-4008
 (949) 240-7000
 www.capistranoford.com
 Service Hotline (949)240-1250
 BAR # A0179671
 EPA # CAD000881269

ABSOLUTELY NO CARS RELEASED AFTER SERVICE HOURS.



WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS

RENTAL CARS AVAILABLE
 PREFERRED RATES FOR OUR SERVICE CUSTOMERS
 FREE SHUTTLE SERVICE

IMPORTANT! REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE



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 SAN JUAN CAPISTRANO, CA 92675-4008
 (949) 240-7000
 www.capistranoford.com
 Service Hotline (949)240-1250

SERVICE OPEN TILL MIDNIGHT

CUSTOMER NO. 69091	MODEL JOHN E COUCH	YEAR 827	VIN 1332	DATE 02/28/03	MODEL NO. F0C5255137
LADERRA RANCH, CA		REGISTRATION NO. 88-00	RELEASE NO. 0001-030	EXFORD WHITT	STOCK NO.
		MAKE/MODEL 02/FORD TRUCK/ESCAPE/XLT 2WD	DATE 10/12/01	DRIVER'S AGE 14	
		VIN 1FMYU03182KA50711	SALES ORDER NO.	PRODUCT CODE	
		KEYS	KEY NO.	02/18/03	9

- LABOR: 1-17P02 ACCESSORY AND TRIM TECH(S):826 WARRANTY
 LF ~~SEE SSN LABELS, SOP IS IN~~
 SEE SSN LABELS, SOP IS IN
 INSTALLED LFT MIRROR VIBRATION KIT AND ROAD TEST
 SOME VIBRATION IS NORMAL
- 2-17P02 INSTRACK. INSTALL ROOF RACK TECH(S):826 WARRANTY
 LEFT SIDE DRIP RAIL MOLDING ON ROOF POPPING UP IN REAR
 REPLACED LFT DRIP RAIL MLDG HTINE
- 3-103P02. BRAKES TECH(S):109 WARRANTY
 CUSTOMER STATES FRONT WHEEL TIRE OR BEARING NOISE WHILE
 DRIVING WITH RYTHM OF WHEELS
 TIRE NOISE RECC. AND REPLACE 4 TIRES CHECK ALIGNMENT IN
 5 TO 10K
- 4-17P021. ACCESSORY AND TRIM TECH(S):826 WARRANTY
 CUSTOMER STATES RATTLE OR SQUEAKING TYPE NOISE COMING FROM
 REAR CARGO AREA WHILE DRIVING
 ADJUST REAR HATCH ADJUST STRUTTER AND GLASS
- 5-17P022. ACCESSORY AND TRIM TECH(S):826 WARRANTY
 KEY IS STICKY HARD TO REMOVE
 WHEN IN OFF POSITION. VERIFIED ON SERVICE DRIVE BY JC.
 DRILLED OUT OLD IGN LOCK ACCESS COLUMN TO CLEAN OUT DEBRIS
 REPLACE IGN LOCK AND REPRN
- 6-17P02M08. CK MOLDINGS TECH(S):826 WARRANTY
 RF SEAT LOWER PLASTIC BEZEL LOOSE OUT OF PLACE
 ORDERED PART

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
LABOR	1	2L82-17696-AA	KIT HXR RR WH			WARRANTY
LABOR	1	YL82-7861729-AAA	MLDG ASY RF O/			WARRANTY
LABOR	1	X342-11562-AA	CYL ASSY STRG			WARRANTY
LABOR	0	YL82-7862184-GS0	SIDE SHIELD 1/			WARRANTY
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
					TOTAL - PARTS	0.00

33949 CAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 92675-4008
 (949) 240-7000
 www.capistranoford.com
 Service Hotline (949)240-1250

BAR # AG176671
 EPA # CA0000811180

ABSOLUTELY NO CARS RELEASED AFTER SERVICE HOURS.

WE RESERVE THE RIGHT TO REPAIR ANY PERSONAL OR OTHER



WE RESERVE THE RIGHT TO REPAIR ANY PERSONAL OR OTHER

RENTAL CARS AVAILABLE

PREPARED FOR OUR SERVICE CUSTOMERS
 FREE BOTTLE SERVICE

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

"By law, you may choose another licensed Smog Check Facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE



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 Service Hotline (949)240-1250

SERVICE OPEN TILL MIDNIGHT

ACCOUNT NO. 69091	NAME JOHN E COUCH	DOB 827	SSN 1332	DATE 02/26/03	PHONE FOC 255137
ADDRESS [REDACTED]	PRICE 88.00	MSRP 32,030	COLOR OXFORD WHIT	STOCK NO.	
LADERA RANCH, CA [REDACTED]	02/FORD TRUCK/ESCAPE/XLT 2WD		DATE 10/12/01	DELIVERY 14	
	VIN 1FMYU031B2KA50711		WARRANTY 02/18/03	PRODUCT IN DATE	
	KEYS	REG. NO.			
	COMMENTS				

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE _____



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 Service Hotline (949)240-1250
 BAR # AG178871
 EPA # CA000081889

ABSOLUTELY NO CARS RELEASED AFTER SERVICE HOURS.

TERMS: CASH. WE DO ACCEPT THE FOLLOWING:



WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS

RENTAL CARS AVAILABLE
 PREFERRED RATES FOR OUR SERVICE CUSTOMERS
 FREE SHUTTLE SERVICE

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

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SERVICE OPEN TILL MIDNIGHT

WORKORDER NO. 69091	NAME JOHN E COUCH	AGE 827	REG NO. 8671	DATE 05/09/03	PLATE FOC5262046
PRICE 88.00	DESCRIPTION	MESSAGE	COLOR FORD WHIT	STOCK NO.	
LADERRA RANCH, CA	02/FORD TRUCK/ESCAPE/XLT 2WD		DELIVERY DATE 10/12/01	DELIVERY MILES 14	
	VEHICLE ID NO. 1FMYU03182KA50711		DEALER NO.	PRODUCTION DATE	
	KEY NO.	P.O. NO.	05/01/03		
	COMMENTS				

LABOR

JP 1 17F0Z ACCESSORY AND TRIM TECH(5):975 WARRANTY
 RF SEAT BEZEL LOOSE, SOP IS IN BEZEL NOT DEFECTIVE, OUT OF PLACE. ACCESS SEAT FOR ACCESS TO RE INSTALL BEZEL BEZEL TIGHT AND IN PLACE AT THIS TIME.

JP 2 05F0Z FRONT END TECH(5):888 WARRANTY
 CUSTOMER REQUESTS FRONT END SERVICE. LEANING HEADLAMP CORRECTED AND REBALANCED. REPLACE REAR SHOCKS AND REAR TIRES BALANCED TIRES.

JP 3-17F0Z1 ACCESSORY AND TRIM TECH(5):11 WARRANTY
 CUSTOMER REQUESTS DOCUMENTATION THAT CUSTOMER STATED LF SIDE CREEPER BELT WITH 2 OWNER LOGS WHILE DRIVING ON FRY.

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 www.capistranoford.com
 Service Hotline (949)240-1250

BAR # AG179871
 EPA # GA000081888

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	2	YL82-18125-BA	SHK ABS ASY-AR			
JOB # 1	2	9002-1547013-0000	Z35/70R16			
TOTAL PARTS						0.00

RECOMMENDATIONS
 RECOMMEND FRONT BRAKE SERVICE, PADS APPROX. 3MM REMAINING, ROTOR ALSO ARE RECOMMENDED TO BE REPLACED. MINIMUM DISCARD SPECS FOR ROTORS ARE .856 OF AN INCH, RF-.877, LF-.860
 BRAKE JOB WITH MOTORCRAFT PADS-\$427.99+TX.
 BRAKE JOB WITH O.E. PADS-\$471.00+TX.
 CUSTOMER DECLINED

TECHNICIAN CERTIFICATION
 11 RICHARD B RADER 0342

TOTALS	TOTAL LABOR	0.00
	TOTAL PARTS	0.00
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

ABSOLUTELY NO CARS RELEASED AFTER SERVICE HOURS.

TERMS: CASH, WE DO NOT ACCEPT THE FOLLOWING:

WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECK

RENTAL CARS AVAILABLE
 PROMOTED RATES FOR OUR SERVICE CUSTOMERS
 FREE SHUTTLE SERVICE

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SERVICE OPEN TILL MIDNIGHT

ACCOUNT NO. 69091	SALES REP. JOHN E COUCH	827	EXT. NO. 8671	DATE OF SALE 05/09/03	INVENTORY # FOC5262470
	LEASE PRICE 38,700	LEASE NO.	LEASE 39,000	COLOR OXFORD WHIT	STOCK NO.
LADERA RANCH, CA	YEAR / MAKE / MODEL 02/FORD TRUCK/ESCAPE/XLT 2WD			DELIVERY DATE 10/12/01	DEPT # 14
	VIN 1FMYU03182KA50711			SELLER DEALER NO.	PRODUCT # 5307
	P.P.E. NO.			DATE OF REG. 05/07/03	REPRINT # 1

LABOR

JOB # 1 08FOZ FRONT END TECH(S): 808
 CUSTOMER STATES VEHICLE STILL SHAKING AND HAS ROARING NOISE FRONT STRUTS LEAKING AND CAUSED TIRES TO BECOMED CHOPPED AND CUPPED CAUSING NOISE. REPLACE FRONT STRUT ASSEMBLIES, FRONT TIRES AND CHECK ALIGNMENT AND SET TOE. BALANCED TIRES

JOB # 2 21FOZ SUBLET TECH(S): 11
 RENTAL
 2 DAYS RENTAL

JOB # 3 17FOZ ACCESSORY AND TRIM TECH(S): 975
 CUSTOMER STATES KEY GETS STUCK IN IGNITION WHEN TRYING TO REMOVE
 VERIFIED CONCERN
 DE BLINED ROUGH EDGE OFF OF KEY, OPERATING OK AT THIS TIME

WARRANTY

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 www.capistranoford.com
 Service Hotline (949)240-1250

BAR # AQ179571
 EPA # CA0000081800

PARTS	QTY	FF NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	YL82-18124-CB	SHK ABS ASY-FR		
JOB # 1	1	YL82-18124-CA	SHK ABS ASY-FR		
JOB # 1	2	9002-1547013-0000	216/70R16		
TOTAL - PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	ESP00D	ESP 50.00 DEDUCTIBLE ONLY	262470	50.00
TOTAL - MISC				50.00

TECHNICIAN CERTIFICATION: 11
 RICHARD B RADER 0342

PAY TO

[Signature]

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S.O.B.	0.00
TOTAL MISC CHG	50.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	50.00

CUSTOMER SIGNATURE

ABSOLUTELY NO CARS RELEASED AFTER SERVICE HOURS.

TERMS ON CAR, WE DO ACCEPT THE FOLLOWING:



WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECK

RENTAL CARS AVAILABLE
 PREFERRED RATES FOR OUR SERVICE CUSTOMERS
 FREE SHUTTLE SERVICE

IMPORTANT! REMOVE ALL PERSONAL PROPERTY AND LIABILITIES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

"By law, you may choose another loaned Smog Check facility to perform any needed repairs or equiptment that the Smog Check test indicates are necessary."

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SERVICE OPEN TILL MIDNIGHT

WORK ORDER NO. 69091	TECHNICIAN MICHAEL RIGGSBY	TECH ID 1028	TECH PHONE 9792	DATE 05/28/03	WORK CENTER FOC:264384
VEHICLE MAKE 88.00	VEHICLE MODEL 41-356	VEHICLE COLOR OXFORD WHIT	VEHICLE YEAR 10/12/01	VEHICLE MAKE	VEHICLE MODEL
LADERA RANCH, CA			02/FORD TRUCK/ESCAPE/XLT 2WD		
VIN 1FMYU03182KA50711			MILEAGE 14		
R.T. NO.			R.T. NO.		
R.T. NO.			R.T. NO. 05/28/03		

LABOR	DESCRIPTION	PRICE	WARRANTY			
SP 1 15P021	ELECTRICAL TECH(S):975					
	STEERING COLUMN ACCESS TO REPLACE IGNITION					
TOTAL - LABOR		0.00				
PARTS	QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	2542-11582-AA	CYL ASSY STRG			
TOTAL - PARTS						9.00
TOTALS						
TOTAL LABOR		0.00				
TOTAL PARTS		9.00				
TOTAL SUBLET		0.00				
TOTAL B.O.B.		0.00				
TOTAL MISC CHG.		0.00				
TOTAL MISC DISC		0.00				
TOTAL TAX		0.00				
TOTAL INVOICE \$		0.00				

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 www.capistranoford.com
 Service Hotline (949)240-1250

BAR # 80178671
 EPA # CA0008861100

CUSTOMER SIGNATURE

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TERMS: CASH. WE DO ACCEPT THE FOLLOWING:



WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECK

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 PREPARED AHEAD FOR OUR SERVICE CUSTOMERS
 FREE SHUTTLE SERVICE

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"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check result indicates are necessary."

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Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Wednesday, June 26, 2003 9:31 AM
To: Truka, Margo (M.Y.)
Cc: Pawelek, Eileen (E.M.)
Subject: Attorney demand

Hi Margo,

I'm handling an attorney demand letter for a Litigation Prevention case for the following customer. Please let me know if you've had any contact with them or would like to provide your input.

Thanks!

██████████-Capistrano Ford-2002 Escape-1FMYU03182KA50711--states eight times for shaking/vibrating mirror, two repairs for suspension, five times for ignition key and one time for stalling.

Eileen Pawelek

Senior Legal Analyst

Consumer Affairs

Phone: 313 845 5483

Fax: 313 845 6002

2003

1394891203 CINCINNATI

EA42-027.1 0459

REGISTRATION DATE			CLASS
MONTH	DAY	YEAR	
03	01	04	A

NOTIFICATION STATE OF WEST VIRGINIA

RENEWAL

The motorist's best or plate number assigned to the motorist is to be used for the registration renewal on this date

3AA661

1EMCLX31X3KD5807D

FORD	02	4300	AM42808
SW		KANA	081002

CROSS LANGE WV

[Redacted]

Bert Wolfe
 180 NORTH STATE PLACE - P.O. BOX 200
 CHARLESTON, WEST VIRGINIA 25301
 24-1871 MAIN OFFICE AND SHOWROOM

OFFICE USE ONLY
 P-U DATE REC'D
 P-T BY: *[Signature]*
 TITLE: *[Signature]*

PURCHASER'S NAME: ROY B HEPPINGS DATE OF ORDER: 05/28/02
 DATE DELIVERED: 05/28/02
 DEPT. NO: 89716 STOCK NUMBER: 12181
 CLERK NO: 573829

PLEASE ENTER MY ORDER AS FOLLOWS:

<input type="radio"/> ALL	YEAR	MAKE	MODEL	BODY STYLE	VEHICLE ID NO	PRICE
<input type="radio"/> USED	2002	FORD	ESCAPE	MP	1F1PCB1E1XND00070	28 MI186
<input type="radio"/> DEMO						
<input type="radio"/>	INTERIOR TYPE	INTERIOR COLOR	EXTERIOR COLOR	COLOR		

CASH PRICE OF VEHICLE: \$ 23970.00

The EXTENDED SERVICE PLAN has been explained to me. Yes No I do Do not wish to purchase the EXTENDED SERVICE PLAN.

Name of Plan: _____
 Price \$: _____ + Tax \$: _____ = \$: _____

Signed: _____

THE FORD BUYPASS PROGRAM has been explained to me. Yes No I do Do not wish to purchase FORD BUYPASS.

Price \$: _____ + Tax \$: _____ = \$: _____

Signed: _____

VEHICLE SALES PRICE: \$ 23970.00

PROPERTY - THE INSURANCE APPROVED THIS DEALER DOES NOT COVER LIABILITY FOR INJURY TO PERSONS OR DAMAGE TO PROPERTY OF OTHERS UNLESS SO INDICATED HEREON

EXPIRES DATE OF INSURANCE POLICY: <u>03</u>	DEALER INSTALLED ITEMS
NAME OF INSURANCE COMPANY: <u>ROY HEPPINGS</u>	CORROSION PROTECTION: <u>N.A.</u>
NAME OF INSURANCE AGENT: <u>W FLEISSMAN 304-778-3247</u>	ROAD SYSTEM - TYPE: _____
INSURANCE POLICY NUMBER: _____	MODEL NO: _____
YOUR TAG: <u>N.A.</u> LICENSE: <u>28.00</u> TITLE: <u>N.A.</u>	OTHER EXC FEES: <u>00.00</u> SALES TAX: <u>12.00</u>
TRAFFIC PER. F.L. <u>N.A.</u> LHM: <u>N.A.</u> ADD. VTY FEE: <u>0</u>	TOTAL CASH DELIVERED PRICE: <u>23970.00</u>
	WY 5% PRIVILEGE TAX: <u>699.00</u>
	TOTAL AMOUNT OF FEES: <u>28.00</u>
	(1) TOTAL AMOUNT DUE: <u>23998.00</u>
	(2) LESS TOTAL DOWN PAYMENT: <u>2213.00</u>
	NET BALANCE (1 MINUS 2): <u>21785.00</u>

NEGATIVE CREDIT: I am aware the balance used on my trade-in vehicle exceeds the balance allowed by Dealer and, as a result, I have requested that I receive a credit from my trade-in to be included in the cash price of the vehicle.

DOWN PAYMENT DUE: <u>2213.00</u> INCL: <u>000.00</u> WY'S RESERVE: <u>000.00</u>
ALLOWANCE FOR USED VEHICLE TRADE-IN AS APPROVED: <u>2213.00</u>
LESS BALANCE OWING TO: <u>CHEVY 2312-719.00</u>
PAYOFF AMOUNT VALID UNTIL: <u>05/28/02</u>

ACV 10000 DESCRIPTION OF TRADE-IN: _____

EXTENDED SERVICE PLAN: _____

WY 5% SALES TAX ON THE ABOVE PLAN: _____

The front and back of this Order comprise the entire agreement showing this purchase and no other agreement or understanding of any nature concerning same has been made or referred to, or will be made.

I have read the terms printed on the back hereof and agree to it as a part of this order the same as if it were placed there by agreement. I certify that I am 18 years of age, or older and having adequate knowledge receipt of a copy of this order.

This sale shall not be consummated, nor shall this form, with any check given for the purchase payment, in whole or in part, shall be provided to the Dealer upon which it is drawn and transport paid by the Dealer.

BUYER SIGNATURE: _____ DATE: _____

SELLER SIGNATURE: _____ DATE: _____

DATE OF PURCHASE: _____

CROSS LINES IN: _____

2062-827.1 0481

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMCU031XZKDS070	Vehicle Line:	T/M1 - ESCAPE/TRIBUTE/MARKER LTD	Eng Serial No:	417424086
Model Year:	2002	Market Derived:	TF -	Body Shell:	*
Veh Type:	T	Drive Code:	T/A - 2 WHL LH FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAD
Inv. Dealer:	D1928	Body Cab Style:	T/WE - 5 DOOR LIGHT TRUCK	Transmission:	T/DJ - 4 SPD AUTO TRANS NAAG CDME
		Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 13-MAY-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147204 - *
 Country: USA - ##### Selling Dlr St/Prov: WV
 Buyer St/Prov: WV

Arrival Date: 21-MAY-2002 Red Carpet Lease: *
 Sale Date: 25-MAY-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 25-MAY-2002 Modified Vehicle: *
 Orig Warranty Date: 25-MAY-2002 Resequenced Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0032KDS070103 7 6 C 2 17KCL01 ED T M980M3 B 3 2P5 5 4W3A2W 478204L 1 UA 583 4 3 5 1

1FMCU03 330A 914W 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Dist:	* - [N/A]	Instrumentation:	* - [N/A]
Asie Batic:	* - [N/A]	Mirror(Driver Side):	BE - DRV MANUAL FOLD, POWER ADJUST
Asie Typ:	* - [N/A]	Mirror(Passr Side):	BE - PASS MANUAL FOLD, POWER ADJUST

EPR2-027.1 B492

Battery Amp Rating:	A	Paint:	PN1UAA - EBONY SOLID CC
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Servic):	* - [N/A]	Radio:	PA - DUAL MEDIA MP3/CD RADIO
Calibration Code:	2M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Equip Transfer Axle:	
Color(Trim):	0002H -	Tire Brand:	AP - CONTINENTAL
Delivery Type:	0	Tire Size:	D3R1J - P235/70R-16 OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRVPASS	Wheel Base:	
Fuel Type:	AF - UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: A3084531702 RF: A3084531702
 LR: A3084531702 RR: A3084531702
 LI: * RI: *
 SPARE: HYEA1R81802

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* -	Emission Code:	* - *
ESP Coverage(Miles):	* -	Emission Cert Type:	5
ESP Coverage(Time):	* -	Emission Decal Suffix:	JEZ
ESP Plan Year:	* -	Engine Family:	2FMX1U30FF7
ESP Signature Date:			

ESP02-027.1 04/03

Standard Claims List For Model Year 2002

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRN CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF BASE	SUFF	CCC	CD	DIST (Miles)				
1FMCU031X2KD58070	T041	T/F	T/WB	T/EF	T/A	AJ	T/D	T/LD	13-MAY-2002	25-MAY-2002	147204	USA	2	1H03	030804	ZFLZ	9M60	AA	D21	12	2132			
AWS Claim Key:		1737023	Trx Code:		807	Labor Hrs:		3																
Dir Cd-Sub Cd:		01928-A	Name:			BERT WOLFE FORD, INC.	Ph:		304-3441661	St:		WV	City Cd:		USA	Reg Cd:		NA	Reg Date:		26-JUN-2002	Doc #:		189272A
Cust Comments:		CUST STATES THAT THE VEH STALLED OUT WHILE DRIVING AT ABOUT 45MPH IT RESTARTED RIGHT AFTER THIS HAPPENED																						
Tech Comments:		VERIFIED CONCERN REC TESTED REPLACED SENSOR INCP																						
1FMCU031X2KD58070	T041	T/F	T/WB	T/EF	T/A	AJ	T/D	T/LD	13-MAY-2002	25-MAY-2002	147204	USA	6	2B03	03X00X	ZL8Z	9E926	AB	D21	41	5369			
AWS Claim Key:		2420137	Trx Code:		807	Labor Hrs:		1																
Dir Cd-Sub Cd:		01928-A	Name:			BERT WOLFE FORD, INC.	Ph:		304-3441661	St:		WV	City Cd:		USA	Reg Cd:		NA	Reg Date:		14-NOV-2002	Doc #:		198830A
Cust Comments:		CUST STATES ENGL STALLS WHILE DRIVING HOT OR COLD ENGL DOES NOT MATTER																						
Tech Comments:		RPL THROTTLE BODY STICKING																						

ENR2-027.1 0464

DEALER 47E 204 | VIN 1FMCU031K2KD58070

	SUGGESTED RETAIL PRICE	AMOUNT
003C ESCAPE XLT MIDNIGHT 4X2	24430.00	22647.00
1002 MODEL YEAR		
UA BLACK CLEARCOAT		
5B BLACK SPORT SET LTR SURF		
KEY STANDARD EQUIPMENT		
.ORDER CODE J30A		
.LEATHER COMFORT GROUP		
.POWER MOONROOF WITH SHADE		
.P235/70/RX16 A/S OWL TIRES		
.16" BRIGHT ALUMINUM WHEELS		
.POWER 6-WAY DRIVERS SEAT		
OPTIONAL EQUIPMENT		
991 .3.0L DURATEC V6 ENGINE	NC	NC
444 .4-SPEED AUTOMATIC O/D TRANS	NC	NC
186 STEP BARS	275.00	248.00
TOTAL VEHICLE & OPTIONS	24765.00	22895.00
DESTINATION & DELIVERY	545.00	565.00
SCHEDULE A (MEMO)	.00	
TOTAL FOR VEHICLE	25310.00	
06 U.S. GAL GAS FACTORY		9.00
PRICED DORA		
WATCH-ID 2R03108515 W BR 2X		
PRICE LEVEL 25530001		
SHIPPING WEIGHT 3090 LBS.		
		VIN: 1FMCU031K2KD58070

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REBATES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FORD MOTOR COMPANY TO THE DEALER.

FDA/FMCA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS FINANCING COST FOR DEALER ACCOUNT	LESS INVOICE LESS HOLDBACK & FIN. COST	A & O PLAN
135.00	23604.00	741.00		22863.00	23617.60
	8.00	248.00	.00	733.00	22457.00

SOLD TO
 Bert Wolfe Ford Inc 47E204
 P.O. BOX 2869
 Charleston WV 25330

DATE INV. PREPARED	ITEM NUMBER	TRM	TRANSIT
05/03/02	47-C181	5B	07

SHIP TO (IF OTHER THAN ABOVE)
 SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO. 1FMCU031K2KD58070
 FINAL ASSEMBLY POINT KANSAS CITY
 FINAL COMPANY AND/OR BANK Ford Motor Credit 000001
 2KD58070 1F U03 20030504 020503 2R031 N 255 47E204
 THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY
 DEALER'S COPY 2 2604.00 KUI

ES92-027.1 2485

ER82-827.1 8488

WEST VIRGINIA SIMPLE INTEREST VEHICLE RETAIL INSTALLMENT CONTRACT

DATE 03/2

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) CROSS LANES, WV	CREDITOR (Seller Name and Address) BERT WELFE FORD PORSCHE ALBI INC. 1900 PATRICK ST. PLAZA CHARLESTON, WV 25312
---	--

You, the Buyer (and Co-Buyer, if any), hereby buy the vehicle described below for cash or on credit. The cash sale price is shown below as "Cash Sale Price." The price is shown below as "Total Sale Price." By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract.

Model	Year and Make	Model	GVW or Trunk (lbs.)	Vehicle Identification Number	Use for Which Purchased
NEW	2002 FORD	ESCAPE		1FMCU631R0D008878	<input checked="" type="checkbox"/> Personal <input type="checkbox"/> Agriculture <input type="checkbox"/> Commercial

Trade-in 00 2002 Year and Make 1.128.00 Gross Allowance 957.00 Amount Owng To be paid by Seller To be paid by you

1. Cash Sale Price \$ 2971.00 (1)

2. Down Payment
Third Party Finance Assigned to Creditor \$ 300.00
Cash Down Payment \$ 0.00
Deferred Down Payment Due \$ 0.00
Trade-in (description above) \$ 2817.00
Total Down Payment \$ 2513.00 (2)

3. Unpaid Balance of Cash Sale Price (1 minus 2) \$ 2458.00 (3)

4. Amounts paid on your behalf (Seller may be retaining a portion of these amounts)

To Public Officials
(I) for license, title & registration fees \$ 28.00
(II) for official fees \$ N.R. ; N.R.
(III) for taxes (not in Cash Sale Price) \$ 0.00

To Insurance Companies for:
Credit Life Insurance \$ N.R.
Credit Disability Insurance \$ N.R.

To DEALER for Processing Fee \$ 50.00

Total \$ 78.00 (4)

5. Amount Financed (\$ plus 4) \$ 2380.00 (5)

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf	The amount you will have paid when you have made all scheduled payments	The total cost of your purchase on credit, including your down payment of \$ <u>2513.00</u>
8.50%	4167.00	2380.00	2780.00	3093.00

When Payments are due monthly starting 03/11/02

Prepayment: If you pay off your debt early, you will not have to pay a penalty.

Late Payments: You will have to pay a late charge on the portion of each payment retained

VEHICLE INSURANCE MAY OBTAINED FROM A PERSON OF YOUR CHOICE.

LIABILITY INSURANCE COVERAGE I BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS INCLUDED.

CREDIT LIFE, CREDIT DISABILITY / OTHER OPTIONAL INSURANCE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY PREMIUM.

Credit Life Insurance

Credit Disability Insurance

Other Optional Insurance

Premium \$ 0.00 Insured \$ 0.00

Credit Life and Credit Disability insurance are the terms of the contract. The amount coverages are shown in a notice or agreement given to you today.

You are required to insure the vehicle. If a claim is shown below, the Creditor will try to buy coverage checked for the term etc. Coverage will be based on the cash value the vehicle at time of loss, but not more than the limits of the policy.

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	E	F1	01928	F47204

Dealer Name:	BERT WOLFE FORD INC		
Dealer Address:	1900 PATRICK STREET PLAZA CHARLESTON WV 25312		
Dealer Main Phone:	304-344-1801	Dealer Service Phone:	304-344-1601

Position	Employee Name
CUST RELATIONS MGR	PHIL PARSONS
GENERAL MANAGER	THOMAS J BOSTER II
PARTS MANAGER	RICHARD A LACY
SALES MANAGER	PAUL A JOHNSON
SALES MANAGER	ANGELA D HARSHBARGER
SALES MANAGER	JAMES MARKER
SALES MANAGER	GEORGE A ROBERTS
SERVICE MANAGER	JAMIE SIX

Jamie Six

ENR2-027.1 2465

BROWNE, FLEBOTTE, WILSON & HORN, P.L.L.C.

ATTORNEYS AND COUNSELORS AT LAW

800 W. MORGAN STREET, SUITE 1800

P.O. BOX 8847

DURHAM, NORTH CAROLINA 27702

(919) 688-7283

FAX (919) 688-6888

REPLY TO:

FAX TRANSMISSION

TO: Lakiesia Turner

DATE: 5-27-03

FAX#: (313) 845-5668

PAGES: 4
(Including the cover sheet)

FROM: [REDACTED]

SUBJECT: [REDACTED]

COMMENTS:

The information contained in this transmission is attorney/client privileged, and/or confidential or proprietary information intended only for the use of the individual named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver this document, please deliver this document to the intended recipient, you are hereby requested to call our firm immediately and inform us of the fact that this transmission has been received by someone other than its intended recipient. You are further notified that any improper dissemination of the information contained in this transmission may be actionable.

ER02-027.1 0470

URANVILLE COUNTY OFFICE
808 N. MAIN STREET
P.O. BOX 888
CARRBORO, N.C. 27522
TEL (919) 586-8881
FAX (919) 586-8885

CHARLOTTE OFFICE
CAMERON BROWN BUILDING, SUITE 1801
201 SOUTH MADDOWELL STREET
CHARLOTTE, N.C. 28204
TEL (704) 378-7771
FAX (704) 378-7788

WILKINSON COUNTY OFFICE
518 W. FAIRBANKS AVE.
GREENSBORO, N.C. 27402
TEL (336) 878-4488
FAX (336) 878-4888

Action Detail

VIN: 1FMCU031X2KD58070 Year: 2002 Model: ESCAPE Case: 1384891203
Name: [REDACTED] Owner Status: Original WSD: 2002-05-25
Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE Dealer: BERT WOLFE FORD INC
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK P & A Code: 01928
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Odometer: 1 MI Comm Type: MAIL
Action Date: 04/30/2003 Action Time: 10:58:09:600 Action Data: Yes
Analyst Name: CHERIE LEICH Analyst: CLEICH

COMMENTS: ***** ATTORNEY DEMAND ***** DATE STAMPED 4-29-03 ATTORNEY ALLEGES CLIENT'S
VEHICLE HAS BEEN SERVICED FOR STALLING AT HIGHWAY SPEEDS. ATTORNEY DEMANDS CONTACT FROM FORD
REPRESENTATIVE.

EM02-027.1 0471

CONSUMER AFFAIRS

	DATE	TIME	TEL/FROM	MODE	MIN/SEC	PGS	CMCH	STATUS
30	05/14	14:37	CASTELLE	G3-S	00'52"	000	121	OK

10000 Executive Plaza Drive
 MORRIS B. FORD BLDG
 Dearborn, MI 48126

Phone: 313-848-4637
 Fax: 313-843-6868



Fax

To:	[REDACTED]	From:	Lafayette Turner
Fax:	D10-683-8323	Date:	May 14, 2003
Phone:		Pages:	12
Re:	[REDACTED]	CC:	
<input type="checkbox"/> Urgent <input checked="" type="checkbox"/> For Review <input type="checkbox"/> Please Comment <input checked="" type="checkbox"/> Please Reply <input type="checkbox"/> Please Recycle			

Comments

16900 Executive Plaza Drive
MDRNE-B, RUM012
Dearborn, MI 48126

Phone: 313-845-4837
Fax: 313-846-5558

Ford Motor Company

Fax

To: [REDACTED]	From: Lakasia Turner
Fax: 919-883-8323	Date: May 14, 2003
Phone:	Pages: 12
Re: [REDACTED]	CC:
<input type="checkbox"/> Urgent <input checked="" type="checkbox"/> For Review <input type="checkbox"/> Please Comment <input checked="" type="checkbox"/> Please Reply <input type="checkbox"/> Please Recycle	

•Comments:

Action Detail

VIN: 1FMCU031X2KD58070

Name: [REDACTED]

Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Issue Type: 07 LEGAL

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: OFFER

Odometer: 1 MI

Action Date: 05/08/2003

Analyst Name: LAKESIA TURNER

Year: 2002

Owner Status: Original

Issue Status: DECISION

Comm Type: FAX

Action Time: 12:11:36:007

Analyst: LTURN32

Model: ESCAPE

WHD: 2002-05-25

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Dealer: BERT WOLFE FORD INC

P & A Code: 01928

Case: 1394881203

Action Date: Yes

COMMENTS: LPA HAS OFFERED THE CUSTOMER A GOODWILL REPLACEMENT.

EQ62-027.1 0474

**OASIS RESULT:
1FMCU031X2KD58070**04/29/2003
11:02:57

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▶ VEHICLE INFORMATIONVEHICLE DESCRIPTION
2002 ESCAPE
TRANSMISSION
CD4E AUTO TRANSAXLEBODY STYLE
4 DR XLT MPV 4X2
AXLE CODE
96ENGINE
3.0L EFI DOHCENGINE CALIBRATION
2M11A30A**▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE
05/25/2002BUILD DATE
05/13/2002

SALE MILEAGE

▶ WARNING MESSAGES**LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE*****THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT****▶ FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

11/14/2002 DEALER: Bert Wolfe Ford, Inc.

WARRANTY CLAIM NUMBER: 199830

ODOMETER: 005389M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
ZLWZ WERDAB	BODY ASY-AIR CHARGE	001	922A	41	STICKS/BINDS/GRABS

RPL THROTTLE BODY STICKING

06/26/2002 DEALER: Bert Wolfe Ford, Inc.

WARRANTY CLAIM NUMBER: 189272

ODOMETER: 002132M

E882-827.1 0478

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2F1Z 6J480AA	SENSOR ASY EGR PR VL	001	12850	12	IMPROPER ASSEMBLY
		000	12860		

VERIFIED CONCERN EEC TESTED REPLACED SENSOR INOP

END OF OASIS REPORT FOR 1FMCU031X2KD58070

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] CROSS LANES WV [REDACTED]
Country: USA Language: EN
Cell Phone: Paper:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

EN02-027.1.0477

VIN
1FMCU031X2KD58070

Year Model
2002 ESCAPE
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Case
Warranty History

EM62-827.1 0478

VEHICLE DETAIL

VIN: 1FMCU031X2KD58070	Engine: MOD 3.0L DOHC EFI NA V8 G*NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: EBONY SOLID C/C
Year: 2002	Calibration: 2M11A30A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axis Ratio:
WheelBase: 103	Warranty Start Date: 5/25/2002
GCWR:	Vehicle Build Date: 5/13/2002
PEP Code: 330A	

Selling Dealers Name: BERT WOLFE FORD INC

Selling Dealers P & A Code: 01928

Selling Dealers Sales Code: F47204

Selling Dealers Main Phone: 304-344-1601 Selling Dealers Service Phone: 304-344-1601

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
U 0 3 2 K D 5 8 0 7 0 1 0 3 7 8 C 2 1 7 D G 1 0 1 HD I M 4 9 6 N 8 3
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 100
N 3 2 P 5- 5 4 W 3 A 2 N 4 7 E 2 0 4 L 1 UA 5 B 3 4 3 5 1 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F M G X O 5 3 3 0 A 0 1 4 W V
1 2 3 4 5 6 7 8 9 160

```

EM02-027.1 0470

ESP / Recall Information

VIN: 1FMCU031X2KD58070

No ESP information for this VIN

No Recall information for this VIN

ENR2-027.1 0400


STAPLES copy&printcenter

Complimentary Fax Cover Sheet

To: Lakesia Turner Consumer Affairs	From: [REDACTED]
Fax # (313) 845-5669	Phone # [REDACTED]
Date: 6-11-03	<input checked="" type="checkbox"/> Urgent <input type="checkbox"/> Confidential <input checked="" type="checkbox"/> Confirm Receipt
Number of Pages: (Including Cover) 2	Reply Fax #: [REDACTED]

Message:

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JUN 11 2003 14:49

13047690233

PAGE 01

BROWNE, FLEBOTTE, WILSON & HORN, P.L.L.C.

Attorneys & Counselors at Law
300 West Morgan Street, Suite 1200
Fax Office Box 2247
Durham, North Carolina 27702
Telephone: (919) 688-7393
Facsimile: (919) 688-6323

FACSIMILE TRANSMITTAL SHEET

TO: Lakesia Turner, Consumer Affairs	FROM: [REDACTED]
COMPANY: Ford Motor Company	DATE: MAY 23, 2003
FAX NUMBER: 313-845-5668	TOTAL NO. OF PAGES INCLUDING COVER: 2
PHONE NUMBER:	SENDER'S REFERENCE NUMBER:
RE: [REDACTED] 2002 Ford Escape	YOUR REFERENCE NUMBER:

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

NOTES/COMMENTS:

Call to make
sure things

Detroit, MI

248-910-1437

248-358-2557

He 300

Cross Pointe 313-881-1144

18226 Mack Ave

Great Lakes Wireless
4:00-6:00

*The information contained in this transmittal is a
use of the individual named above. If the reader
documents, please deliver this document to the extent
that this communication has been received by someone
the informant*

*Intend only for the
to be delivered this
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or discrimination of*

BROWNE, FLEBOTTE, WILSON & HORN, P.L.L.C

ATTORNEYS AND COUNSELORS AT LAW

300 W. MORGAN STREET, SUITE 1800

P.O. BOX 2247

DURHAM, NORTH CAROLINA 27702

(919) 688-7393

FAX (919) 688-6528

CASE:

1394891203

Region: 47

Lakesia

CONSUMER AFFAIRS
APPLICATION

April 25, 2003

3 APR 29 AM 10:04

Ford Motor Company
Litigation Prevention
P.O. Box 43358
Detroit, Michigan 48243

Sent via Facsimile: (313) 446-9471

**RE: NOTICE ON NON-CONFORMITY
REQUEST FOR REVOCATION AND REFUND
FOR 2002 FORD ESCAPE PURCHASED BY**
[REDACTED]

Dear Sir:

Attached please find a demand letter delivered to Bert, Wolf, Ford of Charleston, West Virginia, on April 22, 2003. I have been instructed by Mr. Jeff Boster, the dealership manager, that this letter should be forwarded to your office. Please contact me at your earliest convenience to discuss this matter at (919) 688-7393 ext 255.

Sincerely,
BROWNE, FLEBOTTE, WILSON & HORN, P.L.L.C


Aaron Hemmings
Attorney at Law

ACH: kmd

cc: [REDACTED] Cross Lanes, West Virginia [REDACTED]

GRANVILLE COUNTY OFFICE
508 N. MAIN STREET
P.O. BOX 986
GRANVILLE, N.C. 27838
TEL (919) 888-3061
FAX (919) 888-6005

CHARLOTTE OFFICE
CAMERON BROWN BUILDING, SOUTH (SUITE)
601 SOUTH McDOWELL STREET
CHARLOTTE, N.C. 28204
TEL (704) 370-7771
FAX (704) 370-7708

GUILFORD COUNTY OFFICE
508 W. MOORE STREET
GREENSBORO, N.C. 27401
TEL (336) 370-4490
FAX (336) 370-4868

ES82-027.1 2483

BROWNE, FLEBOTTE, WILSON & HORN, P.L.L.C.

ATTORNEYS AND COUNSELORS AT LAW

800 W. MORGAN STREET, SUITE 1800

P.O. BOX 2847

DURHAM, NORTH CAROLINA 27708

(919) 688-7393

FAX (919) 683-8323

REPLY TO:
Aaron C. Hemmings
(919) 688-7393, Ext. 255
ahemmings@browneflebotte.com

April 22, 2003

Jeff Boster
Bert, Wolf, Ford
1900 Patrick Street Plaza
Post Office Box 269
Charleston, West Virginia 25330

[REDACTED]
(919) 682-4228

**RE: NOTICE OF NON-CONFORMITY
REQUEST FOR REVOCATION AND REFUND
FOR 2002 FORD ESCAPE PURCHASED BY**
[REDACTED]

Dear Mr. Boster:

On May 25, 2002, [REDACTED] purchased a 2002 Ford Escape from your dealership. As you are probably aware, within a week, the Escape was returned to your dealership because it had stalled while driving at a high rate of speed. Further, again on November 14, 2002, the Escape was returned to you for the same problem. A quick search on the Internet reveals that many Ford Escapes are stalling on consumers nationwide, creating a very serious safety hazard. Since [REDACTED] has returned the Escape to you for repairs in June, 2000 and November, 2000, the Escape has again stalled while driving. Accordingly, [REDACTED] can no longer operate her Ford Escape due to safety concerns for her and her newborn baby.

Therefore, please accept this letter as a Notice of Non-Conformity with the manufacturer's warranty. Since your dealership has attempted to correct this problem to no avail, pursuant to West Virginia Code 46A-6A-5, because the defect or condition is likely to cause death or serious bodily harm, it is clear that your attempt to resolve the defect on two occasions is a reasonable number of attempts. Therefore, this letter is a formal demand for revocation of the purchase agreement with [REDACTED] and a demand for a refund of the full purchase price pursuant to West Virginia Code 14A-6A-4.

Please contact me at your earliest convenience to discuss this matter at (919) 688-7393, Ext. 255.

Sincerely,
BROWNE, FLEBOTTE, WILSON & HORN, PLLC


Aaron C. Hemmings
Attorney at Law

ACH:gh
cc [REDACTED] Cross Lanes, West Virginia [REDACTED]

GRANVILLE COUNTY OFFICE
808 N. MAIN STREET
P.O. BOX 888
GREENSBORO, N.C. 27401
TEL (919) 888-8081
FAX (919) 888-3508

CHARLOTTE OFFICE
CAMERON BROWN BUILDING, SUITE 1801
801 SOUTH McDOWELL STREET
CHARLOTTE, N.C. 28204
TEL (704) 870-7771
FAX (704) 870-7788

GUILFORD COUNTY OFFICE
508 W. MCGEE STREET
GREENSBORO, N.C. 27401
TEL (888) 873-4480
FAX (888) 873-4488

ENR2-827.1 8484

Ford Motor Company

*Lit Prevent
5/19*

Jody C. Banciu
Manager
Consumer Litigation
(313) 390-4212
(313) 322-1460 - fax

Ford Motor Company
Three Parklane Boulevard
Suite 1600 West
Dearborn, Michigan 48128

May 15, 2003

Jeff Boster
Bert Wolfe Ford
PO Box 2869
1900 Patrick Street Plaza
Charleston, WV 25330

Re: [REDACTED] Demand Letter

Dear Mr. Boster:

On May 6, I received your request for indemnification of your dealership, in the above claim. Indemnification is only appropriate if a lawsuit has been filed. If your client is served with a lawsuit, you may forward a request for indemnification at that time.

✓ I have forwarded this demand letter to our Consumer Affairs section for their review and appropriate response. In the future, if a similar demand letter is received, you should submit a Request for Consumer Affairs Review form to Consumer Affairs rather than a request for indemnification to me.

Very truly yours,

Jody C. Banciu
Jody C. Banciu

via fax only

FORD DGC CONSLIT

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGES	CHG	STATUS
23	05/16	10:05	3407223	EC-S	00:33"	002	161	OK

Ford Motor Company

Office of the General Counsel

Ford Motor Company
Fordson Tower West
Suite 1500
Three Parklane Boulevard
Dearborn, Michigan 48120-8000

**PRIVILEGED AND CONFIDENTIAL
FAX TRANSMISSION
(313) 89-04212
(313) 822-1450 - fax**

TO: Jeff Hester
FAX NO: 304-840-7223
FILE NAME: [REDACTED] Demand Letter
FROM: Jody Bardin
DATE: May 15, 2003

NUMBER OF PAGES IN THIS TRANSMISSION
INCLUDING THIS COVER SHEET: 2

If you did not receive all of the pages or find that they are illegible, PLEASE CALL
BACK AS SOON AS POSSIBLE.

SPECIAL INSTRUCTIONS

IMPORTANT NOTICE

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Bert Wolfe

Ford

April 24, 2003



Ford Motor Company
Office of the General Counsel
Parklane Towers West-Suite 400
Dearborn, MI 48126

Dear Sirs:

I have enclosed a copy of a demand letter dated April 22, 2003 to make you aware of the allegations and demands made by [REDACTED] via her legal council.

Bert Wolfe Ford-Porsche-Audi Inc. is requesting indemnification in this matter should it escalate to a level that would require legal representation.

If you have any questions, please feel free to contact me at any time.

Sincerely,

Jeff Boster

Jeff Boster
General Manager

EP82-827.1 0487

BROWNE, FLEBOTTE, WILSON & HORN, P.L.L.C.
ATTORNEYS AND COUNSELORS AT LAW
800 W. MORGAN STREET, SUITE 1800
P.O. BOX 2247
DURHAM, NORTH CAROLINA 27702
(919) 688-7499
FAX (919) 688-6888

Previously Opened
4130103
Lakesia
Case: 1394891 203

REPLY TO:
Aaron C. H.
(919) 688-7393, Ext. 255
ahemrings@browneflebotte.com

April 22, 2003

Jeff Boster
Bert, Wolf, Ford
1900 Patrick Street Plaza
Post Office Box 269
Charleston, West Virginia 25330

(304) 342-4728

**RE: NOTICE OF NON-CONFORMITY
REQUEST FOR REVOCATION AND REFUND
FOR 2002 FORD ESCAPE PURCHASED BY**
[REDACTED]

Dear Mr. Boster:

On May 25, 2002, [REDACTED] purchased a 2002 Ford Escape from your dealership. As you are probably aware, within a week, the Escape was returned to your dealership because it had stalled while driving at a high rate of speed. Further, again on November 14, 2002, the Escape was returned to you for the same problem. A quick search on the Internet reveals that many Ford Escapes are stalling on consumers nationwide, creating a very serious safety hazard. Since [REDACTED] has returned the Escape to you for repairs in June, 2000 and November, 2000, the Escape has again stalled while driving. Accordingly, [REDACTED] can no longer operate her Ford Escape due to safety concerns for her and her newborn baby.

Therefore, please accept this letter as a Notice of Non-Conformity with the manufacturer's warranty. Since your dealership has attempted to correct this problem to no avail, pursuant to West Virginia Code 46A-6A-5, because the defect or condition is likely to cause death or serious bodily harm, it is clear that your attempt to resolve the defect on two occasions is a reasonable number of attempts. Therefore, this letter is a formal demand for revocation of the purchase agreement with [REDACTED] and a demand for a refund of the full purchase price pursuant to West Virginia Code 14A-6A-4.

Please contact me at your earliest convenience to discuss this matter at (919) 688-7393, Ext. 255.

Sincerely,
BROWNE, FLEBOTTE, WILSON & HORN, PLLC


Aaron C. Hemrings
Attorney at Law

ACH:gh
cc: [REDACTED] Cross Lanes, West Virginia [REDACTED]

IRANVILLE COUNTY OFFICE
506 N. MAIN STREET
P.O. BOX 888
GREENSBORO, N.C. 27402
TEL (919) 888-8081
FAX (919) 888-8508

CHARLOTTE OFFICE
CAMERON BROWN BUILDING, SUITE 1801
301 SOUTH MADOWELL STREET
CHARLOTTE, N.C. 28204
TEL (704) 870-7771
FAX (704) 870-7788

GUINNFORD COUNTY OFFICE
506 W. MOORE STREET
GREENSBORO, N.C. 27401
TEL (919) 873-4400
FAX (919) 873-4888

ER02-027.1 0488

0314021353 PHILADELPHIA

REC-027.1 0400

Ford Motor Company

Consumer Affairs

SENT VIA FACSIMILE

June 6, 2003

Mr. Robert M. Silverman
Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002

RE: [REDACTED]
2002 Ford Escape
VIN: 1FMYU04102KB77371

Dear Mr. Silverman:

This letter is in response to your letter dated April 21, 2003 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Catherina Papalia-Reid
Catherina Papalia-Reid
Consumer Affairs

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CDR	STATUS
07	06/06	11:56	215 548 BE17	EC-S	00'17"	001	005	OK

Ford Motor Company

Consumer Affairs

SENT VIA FACSIMILE

June 6, 2003

Mr. Robert M. Silverman
Kimmel & Silverman
30 East Butler Pike
Aurora, PA 19002

RE: [REDACTED]
2002 Ford Escape
VIN: 1FMYU04102KB77371

Dear Mr. Silverman:

This letter is in response to your letter dated April 21, 2003 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Catherine Papalia-Reid
Catherine Papalia-Reid
Consumer Affairs

CASE:
314021353
Region. 16



ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

30 EAST BUTLER PLACE
AMBLER, PA 19002

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
** ALSO MEMBER OF NEW YORK BAR
* ALSO MEMBER OF NEW JERSEY BAR

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LOUIS DOBI, JR.
SHANNON M. RYAN
DANA TARQUINI
MAYLES M. MEEKINS
LINDSAY D. HOFFMAN

April 21, 2003

VIA TELEFAX ONLY
(313) 845-5155

Fax Error Resend 5/14/03

Mr. Vince Kirkley
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford Motor Company
2002 Ford Escape
VIN: 1FMYU04102KB77371
Zip Code: 19473
Selling Dealer: Robin Ford

Dear Mr. Kirkley:

Please take notice that I represent the captioned individual in his claim against Ford. Please take the steps necessary to advise all Ford Personnel and dealership personnel that I am [REDACTED] counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter as an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Robin Ford for chronic engine stalling condition.

Vince Kirskey
April 21, 2003
Page -2-

Plaintiff hereby demands the statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal Ford Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 5/9/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS:vas

All Action Details for Issue

Print

VIN: 1FMYU04102K677371 Year: 2002 Model: ESCAPE Case: 314021353
 Name: [REDACTED] Owner Status: Original WSD: 2002-04-08
 Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 01398 ROBIN FORD Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 14350 MI Comm Type: FAX
 Analyst Name: CHERIE LEICH Analyst: GLEICH
 Action Date: 05/15/2003 Action Time: 08.43.21.948 Action Data: Yes

Comments *****ATTORNEY DEMAND***** FAX RECEIVED 5-14-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC ENGINE STALLING CONCERNS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	KIMMEL & SILVERMAN
ATTORNEY NAME	ROBERT M. SILVERMAN
ATTORNEY PHONE NUMBER	2156408888

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 01398 ROBIN FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 14350 MI Comm Type: OTHER
 Analyst Name: CATHERINA PAPALIA Analyst: CPAPALIA
 Action Date: 05/18/2003 Action Time: 10.59.28.594 Action Data: Yes

Comments KIMMEL & SILVERMAN

Data Element Name	Data Value
CONTACT PERSON	NONE

Action: FINAL CASE DISPOSITION
 Dealer: 01398 ROBIN FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 14350 MI Comm Type: FAX
 Analyst Name: CATHERINA PAPALIA Analyst: CPAPALIA
 Action Date: 06/05/2003 Action Time: 14.38.48.747 Action Data: No

Comments LPA REVIEWED CASE AND DUE TO THE PREVIOUS REPAIR HISTORY FORD HAS DENIED CUSTOMER'S REQUEST TO HAVE THE VEHICLE BOUGHT BACK. LPA SENT DENIAL LETTER TO CUSTOMER'S ATTORNEY.
 NFA

ERR2-027.1 0404

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 23-MAR-2003
 Your: All Costs - \$1,518 Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIEE	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROM DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC PREF	BASE	SUFF	VKT	VPG	CCC	CD		
1FMYU04102KB	M1	T/M1	T/F	T/WE	T/EP	T/F	AJ	T/M	T/LD	12-01-02	08-04-02	116023	USA	4 *	7F01	2L&Z	17526	AA	S09	V16	W06	42	
AWS Claim Key:	1836480	Doc #:	56342301	Trx Code:	1	Laber Hrs:	2	Laber Cost:	13.63	Material Cost:	25.79	Total Cost:	39.42										
Dir Cd-Sub Cd:	01396*	Name:	ROBIN FORD	Plc:	610-5863600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	09-JUL-2002									DIST(Mile):3841 (1)	
Cost Comments:	CHECK REAR WIPER NOT CLEARING WINDOW																						
Tech Comments:	REPLACED REAR WIPER ARM RETESTED OK																						
1FMYU04102KB	M1	T/M1	T/F	T/WE	T/EP	T/F	AJ	T/DJ	T/LD	12-02-02	08-04-02	116023	USA	3 *	6F33 *	5420530 *		S08	V74	T53	33		
AWS Claim Key:	2411049	Doc #:	56408101	Trx Code:	1	Laber Hrs:	2	Laber Cost:	13.63	Material Cost:	0	Total Cost:	13.63										
Dir Cd-Sub Cd:	01396*	Name:	ROBIN FORD	Plc:	610-5863600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-AUG-2002									DIST(Mile):6087 (1)	
Cost Comments:	CHECK PASSENGERS SIDE WEATHERSTRIPPING COMING LOOSE																						
Tech Comments:	SECURE LOOSE WEATHERSTRIPPING																						
1FMYU04102KB	M1	T/M1	T/F	T/WE	T/EP	T/F	AJ	T/DJ	T/LD	12-01-02	08-04-02	116023	USA	7 *	1F06	1L&Z	BA080	BB	S05	V83	G29	42	
AWS Claim Key:	3197985	Doc #:	56485501	Trx Code:	1	Laber Hrs:	5	Laber Cost:	34.09	Material Cost:	51.55	Total Cost:	85.64										
Dir Cd-Sub Cd:	01396*	Name:	ROBIN FORD	Plc:	610-5863600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	28-OCT-2002									DIST(Mile):4334 (1)	
Cost Comments:	CHECK COOLANT LIGHT COMES ON AND OFF																						
Tech Comments:	PERFORMED COOLING SYSTEM DIAG NO LEAK FOUND TRACED TO SHORTED OUT COOLING SENSOR REPLACED COOLING OVERFLOW BOTTLE RETESTED OK																						
1FMYU04102KB	M1	T/M1	T/F	T/WE	T/EP	T/F	AJ	T/M	T/LD	12-01-02	08-04-02	116023	USA	7 *	6F33	YLRZ	7E20530	BA	S07	V75	B63	33	
AWS Claim Key:	3197986	Doc #:	56485582	Trx Code:	1	Laber Hrs:	2	Laber Cost:	13.63	Material Cost:	47.28	Total Cost:	60.91										
Dir Cd-Sub Cd:	01396*	Name:	ROBIN FORD	Plc:	610-5863600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	28-OCT-2002									DIST(Mile):8334 (2)	
Cost Comments:	CHECK PASS SIDE WEATHER STRIPPING KEEPS COMING LOOSE																						
Tech Comments:	REPLACED WEATHER STRIPPING RETESTED OK																						
1FMYU04102KB	M1	T/M1	T/F	T/WE	T/EP	T/F	AJ	T/DJ	T/LD	12-01-02	08-04-02	116023	USA	12 *	7C05	POAZ	14N089	A	S11	V42	D27	42	
AWS Claim Key:	4942121	Doc #:	56660601	Trx Code:	S07	Laber Hrs:	1.8	Laber Cost:	122.71	Material Cost:	48.58	Total Cost:	171.29										
Dir Cd-Sub Cd:	01396*	Name:	ROBIN FORD	Plc:	610-5863600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-MAR-2003									DIST(Mile):12968 (1)	
Cost Comments:	CHECK VEH STALLS AT HIGHWAY SPEEDS																						

EM02-027.1 0403



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
** ALSO MEMBER OF NEW YORK BAR
* ALSO MEMBER OF NEW JERSEY BAR

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DANA TARQUINI
MAYLEB M. MEEKINS
LINDSAY D. HOFFMAN

June 3, 2003

VIA TELEFAX ONLY
(313) 845-5555

Mr. Vince Kirksey
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126


RE: [REDACTED] v. Ford Motor Company
2002 Ford Escape
VIN: 1FMYU04102KB77371
Zip Code: 19473
Selling Dealer: Robin Ford

Dear Mr. Kirksey:

Please accept this letter as confirmation that your client has made no offer in the above matter. Therefore, I have no choice but to place this matter in suit as soon as possible. Unless I hear from you, I will assume your offer remains unchanged. Although we may not be able to settle this case, I nevertheless appreciate the time you took to review the facts and discuss settlement with me.

Please be advised that suit will be filed if we have not reached a settlement on or before 6/9/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS:vas

Tech Comments: ROADTESTED VEH WDS DIAG BEC TEST DCL AND PINPOINT TEST CFR TEST REPLACED IDLE AIR CONTROL VALVE REPLACED PCM RELAY AS PER TSB# 02 23 01 REPROGRAM PCM ROADTESTED AFTER REPAIRS OK

CLAIM ID:	M1	T/M1	T/P	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	12-01-02	08-04-02	116023	USA	13 *	2604	YL8Z	9C915	AA	S11	V42	D21	42	
AWS Claim Key:	5486348	Doc #:	56712401	Trx Code:			S07	Labour Hrs:	2.4	Labour Cost:	163.61	Material Cost:	272.15	Total Cost:	435.76								
Dir Cd-Sub Cd:	01396-*	Name:	ROBIN FORD	Ph:	610-5863600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	24-APR-2003	DIST(Mile):	14320								
Cost Comments:	TOWED TO SHOP INTERMITTANT STALL AT HIGHWAY																						
Tech Comments:	WDS DIAG BEC TST DCL AND PINPOINT TEST CALLED FORD HOTLINE REPLACED THROTTLE BODY ASSEMBLY REPLACED MASS AIR FLOW SENSOR AND GASKET REPLACED DPFE SENSOR REPLACED EVAPVM VALVE UNABLE TO VERIFY CONCERN ON SERVAL ROAD TESTS NO CODES PRESENT CUST TO DRIVE VEH TO VERIFY REPAIR																						

2

CLAIM ID:	M1	T/M1	T/P	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	12-01-02	08-04-02	116023	USA	13 *	2094 *	12A650 *		S11	V43	D02	46		
AWS Claim Key:	5588035	Doc #:	56720401	Trx Code:			S07	Labour Hrs:	0	Labour Cost:	280	Material Cost:	0	Total Cost:	280								
Dir Cd-Sub Cd:	01396-*	Name:	ROBIN FORD	Ph:	610-5863600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-MAY-2003	DIST(Mile):	14150								
Cost Comments:	TOWED FOR EMERGENCY REPAIRS																						
Tech Comments:	TOWED TO SHOP FOR EMERGENCY REPAIRS																						

3

Any comments? You can contact



webmaster

ENR2-027.1 0487

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] SCHWENKSVILLE PA [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

EN02-027.1 0408

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FMYU04102KB77371	2002	ESCAPE	INDIVIDUAL RTL	Original Owner	Cost Warranty History
2FTHF30F1TCA54435	1996	F-SERIES	INDIVIDUAL RTL	Subsequent Owner	Cost Warranty History

EM02-527.1 0409

ESP / Recall Information

VIN: 1FMYU04102KB77371

No ESP information for this VIN

No Recall information for this VIN

EM62-027.1 0508

**OASIS RESULT:
1FMYU04102KB77371**

06/23/2003
14:54:03

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▶ **VEHICLE INFORMATION**

VEHICLE DESCRIPTION 2002 ESCAPE	BODY STYLE 4 DR XLT MPV 4X4	ENGINE 3.0L EFI DOHC	ENGINE CALIBRATION 2M11A30A
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 89		

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 04/08/2002	BUILD DATE 01/12/2002	SALE MILEAGE 00010
--	---------------------------------	------------------------------

▶ **WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

▶ **FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

▶ **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

▶ **REPAIR HISTORY**

05/01/2003 DEALER: Robin Ford

WARRANTY CLAIM NUMBER: 567204

ODOMETER: 014350M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
12A660	PROCESSOR ASSY	000	OSL	48	BURNED OUT

TOWED TO SHOP FOR EMERGENCY REPAIRS

04/24/2003 DEALER: Robin Ford

WARRANTY CLAIM NUMBER: 567124

ODOMETER: 014320M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL1Z BC915AA	PURGE REGULATION VLV	001	128500	42	DOES NOT OPERATE PRO
YL1Z BE81CA	RISKY A/C CLR INTAKE	001	12850085		
1L2Z 12B570EARM	SENSOR EEC MASS AIR	001	12850025		
2L1Z 9E92NAB	BODY ASY-AIR CHARGE	001	12850080		
2F1Z 9J460AA	SENSOR ASY EGR PR VL	001	12850081		
		000	12850084		
		000	12850088		
		000	12850022		
		000	8928A		

E982-827.1 0501

WDS DIAG EEC TST DCL AND PINPOINT TEST CALLED FORD HOTLINE REPLACED THROTTLE BODY ASSEMBLY RE PLACED MASS AIR FLOW SENSOR AND GASKET REPLACED DPFE SENSOR REPLACE D EVAPVM VALVE UNABLE TO VERIFY CONCERN ON SERVAL ROAD TESTS NO C ODES PRESENT CUST TO DRIVE VEH TO VERIFY REPAIR

03/17/2003 DEALER: Robin Ford

WARRANTY CLAIM NUMBER: 566606 ODOMETER: 012968M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
FOAZ 14N085A	RELAY ASSY	001	12800	42	DOES NOT OPERATE PRO
1L2Z 9F718AA	VALVE-AIR BYPASS	001	128003		
		000	128007		
		000	1280045		
		000	1280085		
		000	1280080		
		000	1280081		
		000	1280084		

ROADTESTED VEH WDS DIAG EEC TEST DCL AND PINPOINT TEST CFR TEST REPLACED IDLE AIR CONTROL VALVE RE PLACED PCM RELAY AS PER TSB# 02-23-01 REPROGRAM PCM ROADTESTED AFTER REPAIRS OK

10/28/2002 DEALER: Robin Ford

WARRANTY CLAIM NUMBER: 564855 ODOMETER: 008336M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1L2Z 9A5005B	COOLANT O/FLO BOTTLE	001	8080A	42	DOES NOT OPERATE PRO

PERFORMED COOLING SYSTEM DIAG NO LEAK FOUND TRACED TO SHORTED OUT COOLING SENSOR REPLACED COOLING OVERFLOW BOTTLE RE TESTED OK

10/28/2002 DEALER: Robin Ford

WARRANTY CLAIM NUMBER: 564855 ODOMETER: 008336M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL2Z 7B26308A	W/STRIP, DOOR CPNG	001	20530A	33	LOOSE

REPLACED WEATHER STRIPPING RETESTED OK

08/27/2002 DEALER: Robin Ford

WARRANTY CLAIM NUMBER: 564081 ODOMETER: 006087M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5420530	W/STRIP, DOOR CPNG	005	20530A	33	LOOSE

SECURE LOOSE WEATHERSTRIPPING

07/09/2002 DEALER: Robin Ford

WARRANTY CLAIM NUMBER: 563423 ODOMETER: 003881M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2L2Z 17525AA	ARM ASY W/SHIELD WP	001	17525B	42	DOES NOT OPERATE PRO

REPLACED REAR WIPER ARM RETESTED OK

END OF OASIS REPORT FOR 1FMYU04102KB77371

E902-027.1 02/02

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
18-PHILADELPHIA	18-PHILADELPHIA	A	B1	D1396	F16023

Dealer Name: ROBIN FORD
 Dealer Address: 100 NORTH MACDADE BLVD
 GLENOLDEN PA 19036

Dealer Main Phone: 610-588-3800 Dealer Service Phone: 610-588-3322

Position	Employee Name
DEALER/PARTNER	EDWARD I MORROW
DEALER/PARTNER	HARRY G MORROW
PARTS MANAGER	ANDREW J GRAJEK
SALES MANAGER	SCOTT R RINGENWALD
SALES MANAGER	WILLIAM F MACK
SERVICE MANAGER	STEVE M LAMONACA

Service Hours 7:30 AM TO 5:00 PM FAX: 610 683-3251

Directions

Trained Y

Additional Information LSG ENROLLED TOWING: 800-888-0080 HERBY'S TOWING 24 HOUR

E902-027.1 0503