

EA02-027

FORD

1/16/04

**FORD LETTER TO ODI
ATTACHMENT C**

BOOK 1 OF 2

PART 3 OF 4

1483291273-4R

EA92-027.1 0589

Action Detail

VIN: 1FMCU041X1KC22339	Year: 2001	Model: ESCAPE	Case: 1483291273
Name: [REDACTED]	Owner Status: Original	WSD: 2001-07-11	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: CHAPMAN FORD SALES, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 01431	
Action Desc: FINAL CASE DISPOSITION			
Odometer: 15328 MI	Comm Type: OTHER		
Action Date: 06/05/2003	Action Time: 12:10:46:007	Action Data: No	
Analyst Name: GENNIFER PACE	Analyst: GPACE5		

COMMENT 8: CASE CLOSED ON 6/5/03. INFORMATION PROVIDED BY THE DEALER AND FSE INDICATES NO DEFECT WITH VEHICLE. REQUEST FOR REFUND DENIED.

Further Review 5/20
of Case.

Internet Stalling Concern

Wait for Email from 6/5
FSE - Jim Cipraro.

Ford Motor Company

Consumer Affairs

SENT VIA FACSIMILE

June 5, 2003

Robert Silverman
Attorney at Law
30 East Butler Pike
Ambler, PA 19002

Re: [REDACTED]
2001 Ford Escape
VIN: 1FMCU941X1KC22339

Dear Mr. Silverman:

This letter is in response to your letter dated May 5, 2003 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,




Jennifer Pace
Consumer Affairs

Ford Motor Company
Executive Offices
16800 Executive Plaza Drive
Mail Drop 3NE-B
Dearborn, MI 48128



Fax Cover Sheet

To: Robert Silverman	From: Gennifer Pace (313) 845-8287
Fax: 215-540-8817	Pages: 2
Phone: 215-540-8888	Date: 6/5/03
Re:  2001 Ford Escape VIN: 1FMCU041X1KC22339	

Urgent For Review Please Comment Please Reply Please Recycle



CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	QID#	STATUS
22	06/05	12:24	215 540 8817	EC-S	00'25"	002	235	OK

Ford Motor Company
 Executive Offices
 16000 Executive Plaza Drive
 MSB Drop 300-B
 Dearborn, MI 48126



Fax Cover Sheet

To	Robert Silverman	From	Gerrita Pace (313) 845-6287
Fax	215-540-8817	Pages	2
Phone	215-540-8888	Date	6/5/03
Re	2001 Ford Escape VIN: 1FMCU041X1KC22339		

Urgent Fax Review Please Comment Please Reply Please Recycle





KIMMEL & SILVERMAN

PC

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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AMBLER, PA 19002

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P (215) 340-8888
F (215) 340-8817

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AMY D. COX
LOUIS DOBI, JR.
SHANNON M. RYAN
DANA TARQUINI
MAYLEE M. MEEKING
LINDSEY D. HOFFMAN

May 30, 2003

VIA TELEFAX ONLY
(313) 845-5555

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

RE: [REDACTED] v. Ford Motor Company
2001 Ford Escape
VIN: 1FMCU041X1KC22339
Zip Code: 19133
Selling Dealer: Chapman 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 6/6/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS:vas

ENG2-027.1 0503

*Jim Mulberger
Svr. Mgr.*

STANDARD CLAIMS LIST

AWS Online Report

14

Run Date: 19-MAY-2003
Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC	PREF	BASE	SUFF	VRT	VRG	CCC	CD
1FMCU041X1KC22339	M1	T/M1	T/F	T/W/E	T/EF	T/F	AJ	T/DJ	T/LD	12-06-01	11-07-01	116019	USA	12 *	1F06	1L8Z	8A080	BB	S09	VE3	G29	42
AWS Claim Key:		9138861	Doc #:	49903401	Trx Code:	1	Labor Hrs:	3	Labor Cost:	57.37	Material Cost:	53.29	Total Cost:	110.66								
Dir Cd-Sub Cd:		01431-*	Name:	CHAPMAN FORD SALES, INC.	Ph:	215-6987800	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-JUN-2002	DIST (Dist):	8119							
Cust Comments:		BATTERY LIGHT IS ON																				
Tech Comments:		1 PRES TEST REPLACE COOLANT RECOVERY BOTTLE G29 42,8A080.																				
1FMCU041X1KC27339	M1	T/M1	T/F	T/W/E	T/EF	T/F	AJ	T/DJ	T/LD	12-06-01	11-07-01	116019	USA	16 *	2004 *	12A650 *	S11	V42	D21	42		
AWS Claim Key:		11344235	Doc #:	50824581	Trx Code:	S07	Labor Hrs:	5	Labor Cost:	35.85	Material Cost:	0	Total Cost:	35.85								
Dir Cd-Sub Cd:		01431-*	Name:	CHAPMAN FORD SALES, INC.	Ph:	215-6987800	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	24-OCT-2002	DIST (Dist):	10916							
Cust Comments:		STALLS OUT WILL RESTART																				
Tech Comments:		D21 42 12A650 RT RUN OASIS PERFORM TSB 02 11 6 SBDS TEST ROAD TEST REPROGRAM PCM																				
1FMCU041X1KC22339	M1	T/M1	T/F	T/W/E	T/EF	T/F	AJ	T/DJ	T/LD	12-06-01	11-07-01	116019	USA	21 *	2E03	2L8Z	9E926	AB	S11	V42	D21	42
AWS Claim Key:		13667978	Doc #:	51794801	Trx Code:	S07	Labor Hrs:	2	Labor Cost:	143.41	Material Cost:	195.86	Total Cost:	339.27								
Dir Cd-Sub Cd:		01431-*	Name:	CHAPMAN FORD SALES, INC.	Ph:	215-6987800	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	26-MAR-2003	DIST (Dist):	14749							
Cust Comments:		STALLS ON STOPPING AND ACCEL																				
Tech Comments:		D21 42 9E926 PER FORM TSB 0231 REPAIR PER TSB 022301 REP TBI, DIFFE SENSOR, RCC RELAY, IAC VALVE R0598245 182482 10916M REPROGRAM PCM																				
1FMCU041X1KC22339	M1	T/M1	T/F	T/W/E	T/EF	T/F	AJ	T/DJ	T/LD	12-06-01	11-07-01	116019	USA	22 *	1H03 *				SXX	V00	*	*
AWS Claim Key:		14108299	Doc #:	52034301	Trx Code:	02M01	Labor Hrs:	3	Labor Cost:	21.51	Material Cost:	42.59	Total Cost:	64.1								
Dir Cd-Sub Cd:		01431-*	Name:	CHAPMAN FORD SALES, INC.	Ph:	215-6987800	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	29-APR-2003	DIST (Dist):	15328							
Cust Comments:		CHECK ENGINE LIGHT ON																				
Tech Comments:		02M01 P0401 DIFFE BAD WDS TEST REPLACE DIFFE SENSOR																				
1FMCU041X1KC22339	M1	T/M1	T/F	T/W/E	T/EF	T/F	AJ	T/DJ	T/LD	12-06-01	11-07-01	116019	USA	23 *	2G04 *	12A650 *	S11	V44	E29	42		
AWS Claim Key:		14245966	Doc #:	52072501	Trx Code:	S07	Labor Hrs:	3	Labor Cost:	215.12	Material Cost:	0	Total Cost:	355.12								
Dir Cd-Sub Cd:		01431-*	Name:	CHAPMAN FORD SALES, INC.	Ph:	215-6987800	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	03-MAY-2003	DIST (Dist):	15625							
Cust Comments:		CK ENGINE LIGHT IS ON POPPING NOISE SEE JEROME																				
Tech Comments:		E29 42 12A651 P031D DIAG TRACE LOCATE AND REPAIR IN WIRE LOGM REMOVE TERMINALS IN PCM CONN FOUND GREY AND YELLOW WIRE 2																				

1 Day

5-8 Days

(Jim Cipirano FSE)

1 Day

6 Days

Dad Wire

ENR-827.1 0304

Any comments? You can contact



webmaster

EP92-027.1 0005

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMCU041X1KC22139	Vehicle Line:	T/M1 - ESCAPE/TRIBUTE/MARINER LHD (01-04)	Body Style:	*
Model Year:	2001	Market Derivat:	T/F-	Navis Eng Serial No:	951251087
Vehicle Type:	T	Drive Code:	T/F - 4 WBL L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAD
Inv. Dealer:	01431	Body Cab Style:	- 5 DOOR LIGHT TRUCK	Transmission:	T/DJ - 4 SPD AUTO TRANS NAAD CDM
Vehicle Status Code:	800	Version/Series:	T/F - 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:	AF - KANSAS CITY PLANT BUILD
Country:	USA - #####	Prod Date:	12-JUN-2001

SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	116019 - *
Country:	USA - #####	Selling Dir St/Prov:	PA
		Buyer St/Prov:	PA
Arrival Date:	11-JUL-2001	Red Carpet Lease:	*
Sale Date:	11-JUL-2001	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	11-JUL-2001	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	11-JUL-2001	Reacquired Vehicle:	* Vehicle Export Flag: N

E002-627.1 0906

VOC/EOC:

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

U041K02233910337P6 V 2 1066051 2X E 29469 63 H63 285 5 483A2H 160019 2 FL A H2364 3 2 11

PCK 0 91429 F

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Antilo Dip:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	* - [N/A]	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNFIA - MED. TOREADOR CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STROCKSTE/CLK
Calibration Code:	0M11A30A	Sound System:	AB - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Sump Tandem Axle:	
Color(Trim):	000ZV -	Tire Manufacturer:	AP -
Delivery Type:	0	Tire Brand:	A308453 -
Driveshaft Code:	D	Tire Size:	D3JLJ - P235/70R-16 OWL A-S
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: A3084532201 RF: A3084532201
 LR: A3084532201 RR: A3084532201
 LE: * RE: *

SPARE: HYBA185777 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/C - T/C
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Surface:	HKS
ESP Plan Year:	* Engine Family:	1FMXT0381F6
ESP Signature Date:		

Any comments? You can contact

EM92-927-1 0987



webmaster

EP02-027.1 0608

**CUSTOMER
SATISFACTION
PROGRAM
02M01**
**Certain vehicles equipped with a tube-
mounted EGR Pressure Sensor - Additional
EGR Pressure Sensor Warranty Coverage**


Frank M. Ligon
Director
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

December 2002

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Customer Satisfaction Program 02M01: Certain vehicles equipped with a tube-mounted EGR Pressure Sensor - Additional EGR Pressure Sensor Warranty Coverage

OASIS: Yes

OWNER LIST: No

PROGRAM TERMS: This additional coverage program will add 2 years or 24,000 miles whichever occurs first, to the base warranty coverage for the tube mounted EGR Pressure Sensor. This coverage will automatically transfer to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Certain 2000 and 2001 model year vehicles equipped with a tube-mounted EGR Pressure Sensor (8J460). Refer to OASIS for specific vehicle eligibility.

TIME AND MILEAGE LIMITS

Warranty Type	Current Warranty Coverage	Total Warranty Coverage
Federal	3 Years/36,000 Miles	5 years/60,000 Miles
California Emissions*	3 Years/50,000 Miles	5 Years/74,000 Miles
Lincoln	4 Years/50,000 Miles	6 Years/74,000 Miles

* California emissions include vehicles certified for sale in California and registered in California, Maine, Massachusetts, New York or Vermont.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Vehicles experiencing a problem with the tube mounted EGR Pressure Sensor may exhibit a Malfunction Indicator Light (MIL) along with one or more of Diagnostic Trouble Codes (DTC) P0401, P0402, P1400, or P1401.

A very small percentage of vehicles may also exhibit a MIL with the following symptoms:

- Hesitation/Surge
- Stall with restart

Any of these conditions will not cause engine damage or failure, but may decrease the customer's satisfaction with their vehicle.

SERVICE ACTION

It is recommended for vehicles exhibiting any of the conditions listed above and equipped with a tube mounted EGR Pressure Sensor, that the dealer retrieve continuous DTC prior to any other diagnostics.

Dealers are to install a new tube mounted EGR Pressure Sensor at no charge to the owner of the vehicle, ONLY if one or more of these continuous DTC are present:

- P1400 - DPF EGR Sensor Circuit Low Voltage Detected
- P1401 - DPF EGR Sensor Circuit High Voltage Detected
- P0401 - EGR Flow Insufficient Detected
- P0402 - EGR Flow Excessive Detected

A failed DPFE will only exhibit one or more of the DTC listed above. This program will not cover any other continuous DTC present.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

QUESTIONS?

Claims Information:1-800-423-8851
Other (Dealer Only) Program Questions:1-800-325-5821



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Published By: Recall/Service Programs Department
Ford Customer Service Division

**CUSTOMER SATISFACTION PROGRAM
02M01**

Additional information

Dealer Q&A

Dealer Bulletin



- Dealer Letter
- Att I: Administrative Info
- Att II: Labor/Parts Info
- Att III: Technical Info

Ford Owner Letter



Lincoln Mercury Owner Letter



Click on  above for a printable view of the item selected.

Printable View (38 KB)	
Article No. 02-23-1	<ul style="list-style-type: none"> • DRIVEABILITY - INTERMITTENT ENGINE QUIT OR IDLE DIP - NO DIAGNOSTIC TROUBLE CODES (DTCs) PRESENT - VEHICLES EQUIPPED WITH 3.0L DURATEC ENGINE ONLY
Publication Date: November 12, 2002	

FORD: 2001-2003 ESCAPE

Article 02-11-6 is being republished in its entirety to update the Model Year and Calibration Information.

ISSUE:

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

ACTION:

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

SERVICE PROCEDURE

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

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

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

- Transmission in Park.
 - Engine at idle at approximately 750 RPM
 - Engine temperature should be at least 190° F (88° C)
 - All accessories and the engine cooling fan should be off
1. Determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then reset back to 0% duty cycle while FTP holds at approximately 2.8 volts. If the duty cycle does not increase within 5 minutes, turn on the headlights and the AC with the blower on high. The duty cycle should start increasing within 5-10 minutes. Do not replace the EVAPVM valve if the duty cycle functions correctly. If the duty cycle stops increasing and remains at 85-100% while FTP holds at approximately 2.8 volts,

replace the EVAPVM valve with part number YL8Z-9C916-AA. Verify corrective action then proceed to Step 2.

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

2. Disconnect the vent line in the evaporative emissions system from the check valve side (for reference check valve part # is YL8U-9C916-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases, can cause the condition to occur. Verify corrective action then proceed to Step 3.
3. Inspect the Idle Air Control (IAC) Valve. If the valve is not part number 1L8E-9F715-AA, replace with part number 1L8Z-9F715-AA which will also require latest calibration level given in Step 4 or 5.

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

Verify that IAC duty cycle is between 32-40% with no purge flow (EVAPVM duty cycle is 0%) and fuel trims (SHRTFT1, SHRTFT2, LONGFT1, LONGFT2) are less than 15%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2L9Z-9E928-AB. If the fuel trims are above 15%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trims drop to below 15%, replace the MAF sensor with part number 1L2Z-129579-BARM. If fuel trims stay above 15%, check for vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 4.

4. For vehicles sold in the U.S. and Canada perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A850-AXD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A850-AXD for 2001, 2U7A-12A850-CZB for 2002 or 3L8A-12A850-BC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 5.
5. For vehicles sold in Mexico perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A850-AZD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as WDS should show latest calibration level as 1U7A-12A850-AZD for 2001MY, 2U7A-12A850-CPB for 2002MY or 3L8A-12A850-CC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 6.
6. If the Electronic Engine Control (EEC) relay has stamped lettering, proceed to Step 7 now. If the EEC relay has white lettering printed on the top surface, replace with a new Hella service relay that is all black and has stamped lettering on the top surface. Both the new Hella service relay and the old relay have the same part number (FOAZ-14N069-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-078-00-1 Connector C1016, 700-06-00-37 Battery Junction Box. Proceed to Step 7.
7. For 2001 and 2002 vehicles, inspect the DPFE sensor part number. If DPFE sensor is part number 2F1E-9J460-AA, proceed to Step 8 now. If the DPFE sensor is part number YF1E-9J460-AD, check for a white dot on the sensor housing (Note: White dot can be anywhere on housing). If there is a white dot, proceed to Step 8 now. If there is not a white dot, replace the DPFE with part 2F1Z-9J460-AA. Proceed to Step 8.
8. Ensure the Mass Air Flow (MAF) sensor gasket is properly installed and not blocking the air stream by disconnecting the airbox and looking inside the airbox towards the MAF sensor. If

- gasket is damaged, replace with part YL8Z-9E931-CA. Proceed to Step 9.
9. Verify the PCM harness integrity by removing the module from the COWL and moving the PCM harness around while the engine is running. If any abnormalities are observed, repair/replace the harness. Proceed to Step 10.
10. Inform the customer that significant weight (approximately 8 oz. or more) hanging from the key ring while the keys are in the ignition may move the ignition cylinder out of the Run position and stop the engine. When this occurs, all gauges immediately shut off (fuel reads "E", tachometer goes to zero, speedometer goes to zero immediately). It is recommended that the customer attach fewer keys to the key ring that retains the vehicle ignition key.

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

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

AUTHORIZED MODIFICATIONS	
<input type="checkbox"/>	
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:	
Reprogrammed Powertrain Control Module (PCM) Per TSB 02-23-1	
THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE, BY EPA AND CARB.	
DEALER NUMBER: _____	DATE: _____
CHANGE AUTHORITY:	
FPS 8262 978 FORD MOTOR COMPANY PRINTED IN U.S.A.	

PART NUMBER	PART NAME
1L8Z-9F716-AA	IAC - Idle Air Control Valve
2L8Z-9E926-AB	Throttle Body
1L2Z-12B579-BARM	MAF - Mass Air Flow Sensor
YL8Z-9E931-CA	Gasket - Mass Air Flow Sensor
FOAZ-14N069-A	EEC Relay
2F1Z-9J480-AA	DPFE Sensor
YL8Z-9C915-AA	EVAPVM Valve

OTHER APPLICABLE ARTICLES:

NONE

SUPERSEDES:

02-11-6

WARRANTY STATUS:

INFORMATION ONLY

OASIS CODES:

807000, 807400, 807500, 807600, 807700, 811000, 811500, 814000, 814500, 814800

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

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January 2003

02ND01

Mr. Joe Ayman
123 Main Street
Anytown, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Lincoln Mercury, we care about quality. That's why we pay close attention to all the details that increase your driving satisfaction - even the parts of your vehicle you may not be familiar with. This letter is to inform you about a no-charge extended warranty coverage program for one such part.

Extended coverage is here for you.

A component of your vehicle's engine emission control system has recently been improved upon, and Lincoln Mercury would like to extend the long-term benefits of this improvement to you by providing a no-charge warranty extension program number 02ND01.

Which part of your vehicle is covered?

Specifically, this program extends the warranty on your vehicle's Tube Mounted EGR Pressure Sensor (part number 8J480) for an additional 2 years or 24,000 miles, whichever occurs first. If your sensor (8J480) requires replacement during this period, your Lincoln Mercury dealer is authorized to replace it at no charge to you.

What are we asking you to do?

Please keep this letter in a safe place as a reminder. If your sensor (8J480) should require replacement - and your vehicle is within the indicated time/mileage limitations - your dealer will replace this part at no cost to you.

If you do not already have a servicing dealer, you can access www.qualitycare.lincolnmotor.com to find the dealer nearest you.

If you have already paid for this service...

If you paid to have this service performed before the date of this letter, you may be eligible for a refund. Simply give your paid, original receipt for the replacement of the Tube Mounted EGR Pressure Sensor (8J480) to your dealer. To avoid delays, do not send receipts to Lincoln Mercury. Failure of the sensor (8J480) will not have an impact on any other component of your vehicle. Therefore, refunds will only be granted for the replacement of the Tube Mounted EGR Pressure Sensor (8J480).

Any Questions?

If you have any questions, you can call the Lincoln Mercury Customer Relationship Center toll free, at (800) 521-4140 or (800) 222-5952 (TDD for persons with hearing impairments). One of our representatives will be happy to assist you. Office hours are 8 a.m. to 11 p.m. Monday through Friday, and 8 a.m. to 5 p.m. Saturday (EST).

Quality Care service has your back! - top to bottom, inside and out.

We stand committed with our dealers to helping your vehicle maintain peak performance. And, although you may never use it, we hope this extended warranty coverage helps you feel confident behind the wheel, knowing Quality Care service is always there for you.



KIMMEL & SILVERMAN
PC

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

30 EAST BUTLER PIKE
AMBLER, PA 19002

1-800-LENNY LAW
P (215) 540-8888
F (215) 540-8817

www.lennylaw.com

CASE: 078
1483291273
Region: 16

LINDA C. HERRITT
JOSEPH A. RAPPEN
IAN BENZ PEIKIN
AMY D. COX
LOUIS DOBI, JR.
MANNON M. RYAN
DANA TARQUINI
AYLEE M. WERKINS
NORAY D. HOFFMAN

May 5, 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
2001 Ford Escape
VIN: 1FMCU041X1KC22339
Zip Code: 19133
Selling Dealer: Chapman Ford

Dear Mr. Kirksey:

Please take notice that I represent the captioned individual in her 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 Chapman Ford for chronic stalling conditions.

Vince Kirksey
May 5, 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 5/26/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,



Robert M. Silverman

RMS:vas

ESP / Recall Information

VIN: 1FMCU041X1KC22339

Contract: 1 Of

Status: Active

ESP Purchase Details

Purchaser: [REDACTED]

Expiration Date: 2007-07-11

Expiration Miles: 80,000

Plan Type: USA NEW 72/80,000 PREMIUMCARE W/ROADSIDE Plan Year: 2001

Selling Dealer: CHAPMAN FORD SALES, INC.

ASSISTANCE

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Recall Information

Campaign					
Number	Type	Description	Status	Status Date	Dealer Code
02M01	O	EGR PRES SEN	COMPLETE	2003-04-29	01431

ER02-027.1 0010

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	B	A1	01431	F16019

Dealer Name: CHAPMAN FORD SALES, INC.
Dealer Address: 9371 ROOSEVELT BLV
 PHILADELPHIA PA 19114
Dealer Main Phone: 215-698-7000 **Dealer Service Phone:** 215-678-3638

Position	Employee Name
DEALER/PARTNER	PATRICIA CHAPMAN
DEALER/PARTNER	RANDY CHAPMAN
GENERAL MANAGER	NICHOLAS IERVOLINO
PARTS MANAGER	GENE ANGELINO
PARTS MANAGER	THOMAS JONES
SALES MANAGER	THOMAS BORAH
SALES MANAGER	BRIAN FERRARO
SALES MANAGER	MICHAEL CECCONI
SALES MANAGER	FRED SHAPLEY
SERVICE MANAGER	JAMES MULBERGER

Service Hours 8:00 A.M. - 6:00 P.M. MONDAY - FRIDAY
Directions
Trained Y
Additional Information LEVEL 10 DEALERSHIP

Donette Boykin (CSM)

Action Detail

VIN: 1FMCU041X1KC22339	Year: 2001	Model: ESCAPE	Case: 1483291273
Name: [REDACTED]	Owner Status: Original	WBD: 2001-07-11	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: CHAPMAN FORD SALES, INC.	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 01431	
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND			
Odometer: 15328 MI	Comm Type: FAX		
Action Date: 05/07/2003	Action Time: 13:25:28:367	Action Data: Yes	
Analyst Name: CHERIE LEICH	Analyst: GLEICH		

COMMENTS: ***** ATTORNEY DEMAND ***** FAX RECEIVED 5-5-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC STALLING CONDITIONS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Customer Info

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

EP02-027.1 0522

VIN
1FMGLD41X1KC22339

Year Model
2001 ESCAPE
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

ER02-027.1 0023

Pace, Gennifer (G.)

From: Pace, Gennifer (G.)
Sent: Tuesday, May 20, 2003 3:02 PM
To: Boykin, Danetta (D.A.)
Subject: Open Legal Case
Importance: High

Hi Dee Dee:

I have a legal case for review in your market area. And would like to know if you have had any involvement. Please provide any and all information you have regarding this customer. Thank you in advance for your assistance.

VIN: 1EMCLD1X1KC72338	Year: 2001	Model: ESCAPE	Case: 1483281273
Name: [REDACTED]	Owner Status: Original	WSD: 2001-07-11	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: CHAPMAN FORD SALES, INC.	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 01431	
Odometer: 16328 MI	Comm Type: FAX		
Action Date: 05/07/2003	Action Time: 13:25:28:387	Action Date: Yes	
Analyst Name: CHERIE LEICH	Analyst: CLEICH		

COMMENTS: ***** ATTORNEY DEMAND ***** FAX RECEIVED 5-5-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC STALLING CONDITIONS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Legal Analyst - Philadelphia Region
Ford Motor Company - Consumer Affairs
(313) 846-8287 ph.
(313) 846-8886 fax.
cpaca5@ford.com

Pace, Gennifer (G.)

From: Pace, Gennifer (G.)
Sent: Tuesday, May 20, 2003 3:38 PM
To: Cipriano, Jim (J.)
Subject: Open Legal Case
Importance: High

Hi Jim:

I have an open legal case at Chapman Ford and I understand you have had some involvement with this vehicle. Please provide any and all information you have regarding this customer. As this information is required for the legal file. Thanks!

VIN: 1FMCU041X1KC22339	Year: 2001	Model: ESCAPE	Case: 1483291273
Name: [REDACTED]	Owner Status: Original	WSD: 2001-07-11	
Symptoms Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: CHAPMAN FORD SALES, INC.	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 01431	
Odometer: 15328 MI	Comm Type: FAX		
Action Date: 05/07/2003	Action Time: 13:25:28:367	Action Date: Yes	
Analyst Name: CHERIE LEICH	Analyst: CLEICH		

COMMENTS: *****ATTORNEY DEMAND***** FAX RECEIVED 5-5-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC STALLING CONDITIONS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Legal Analyst - Philadelphia Region
 Ford Motor Company - Consumer Affairs
 (313) 845-8287 ph.
 (313) 845-8866 fax.
gpaca50@ford.com

1342953466

ER62-827.1 8828

All Action Details for Issue

Edit

VIN: 1FMCU041X2KA27360 Year: 2002 Model: ESCAPE Case: 1342953461
 Name: [REDACTED] Owner Status: Original WSD: 2001-09-29
 Symptom Desc: STALL/QUITS AT IDLE 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: 01314 INDEPENDENCE FORD INC Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 24100 MI Comm Type: FAX
 Analyst Name: LEICH,CHERIE Analyst: CLEIGH
 Action Date: 08/27/2003 Action Time: 11.39.37.536 Action Data: Yes

Comments *****ATTORNEY DEMAND***** FAX RECEIVED 8-28-03. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC STALLING CONDITIONS, ELECTRICAL CONCERNS, HEATER DEFECT, MOLDING DEFECTS, TEMPERATURE CONTROL MALFUNCTION AND CD PLAYER DEFECTS. 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	2155408868

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 01314 INDEPENDENCE FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 24100 MI Comm Type: OTHER
 Analyst Name: CATHERINA PAPALIA Analyst: CPAPALIA
 (CPAPALIA)
 Action Date: 08/28/2003 Action Time: 09:44.05:522 Action Data: Yes

Comments KIMMEL & SILVERMAN

Data Element Name	Data Value
CONTACT PERSON	NONE

Action: OFFER
 Dealer: 01314 INDEPENDENCE FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 24100 MI Comm Type: FAX
 Analyst Name: CATHERINA PAPALIA Analyst: CPAPALIA
 (CPAPALIA)
 Action Date: 09/04/2003 Action Time: 10.46.12.866 Action Data: Yes

Comments LPA REVIEWED CASE AND DUE TO THE PREVIOUS REPAIR HISTORY FORD HAS DECIDED TO OFFER THE CUSTOMER A PREMIUM CARE ESP. LPA SENT OFFER LETTER TO CUSTOMER'S ATTORNEY.

Data Element Name	Data Value
PROJECTED \$ AMOUNT	0

Action: CUSTOMER REJECTS OFFER- CLOSE CASE

Dealer: 01314 INDEPENDENCE FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 24100 MI

Comm Type: FAX

Analyst Name: CATHERINA PAPALIA (CPAPALIA)

Analyst: CPAPALIA

Action Date: 09/08/2003

Action Time: 09.54.53.405

Action Date: Yes

Comments CUSTOMER'S ATTORNEY SEND REJECTION LETTER OF EOP THAT WAS OFFERED.

Data Element Name

Data Value

ANSWER Y/N

YES

ENR2-027.1 0026



KIMMEL & SILVERMAN

PC

ROBERT M. SILVERMAN *
CRAD THOM KIMMEL **

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

30 EAST BUTLER PIKE
AMHERST, PA. 19002

1-800-LIMON LAW
P (215) 340-8888
F (215) 340-8817

www.kimmel.com

September 5, 2003

JACQUELINE C. HERRITT
ROBERT A. RAPIEN
VIVIAN BENZ PEKIN
AMY D. COX
LOUIS DOBI, JR.
SHANNON M. RYAN
DANA TARQUINI
LINDSAY D. HOFFMAN
BRIAN T. GOLDENFARB
TAMBY J. SCHMITT

VIA TELEFAX ONLY

Ms. Catherine Paplia-Reid / Ms. Cherie Leich
FORD MOTOR COMPANY
P.O. Box 6248
MD 3NE-B
Dearborn, MI 48126

██████████
2002 Ford Escape
VIN: 1FMCU041X2KA27360
Zip Code: 17866
Selling Dealer: Independence Ford

Dear Ms. Paplia-Reid and Leich:

Please accept this letter as confirmation that my client rejects your offer of The PremiumCare Extended Service Plan (ESP). As you indicated this is your clients' bottom line, I have no choice but to place this matter in suit as soon as possible.

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.

Very truly yours

Robert M. Silverman

RMS/vrs



CASE:
1342953461
Region: 16

ROBERT M. SILVERMAN *
CRAND THOR KIMMEL **

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

30 EAST BUTLER, SUITE
AMBLER, PA 19002

1-800-LIBSON LAW
P (215) 540-8888
F (215) 540-8817

www.lansolaw.com

AMY D. COX
LOUIS DEEM, JR.
SHANNON M. RYAN
DANA TARQUINI
LINDSAY D. HOFFMAN
BRIAN T. GOLDENFARB
TAMMY J. SCHMITY

August 26, 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: 1FMCU041X2KA27360
Zip Code: 17866
Selling Dealer: Independence Ford

Dear Mr. Kirksey:

Please take notice that I represent the captioned individual in her 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 Independence Ford for chronic stalling condition, electrical problems, heater defect, molding defects, temperature controls malfunction and CD player defects.

Vince Kirksey
August 26, 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 9/15/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,



Robert M. Silverman

RMS:vaa

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 28-AUG-2003
 Note: All Costs are in US Dollars

4x for stalling see NPF

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VPG	CCC	CD
1FMCU041X2KA27360	M1	T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	17-08-01	29-09-01	116568	USA	3	*	2B03	*	97715	*	S11	V42	D21	42
AWS Claim Key:	<u>419237</u>	Doc #:	07748701	Trx Code:			S07	Labor Hrs:	1.6	Labor Cost:		\$3.9	Material Cost:	0	Total Cost:		\$3.9						
Dir Cd-Sub Cd:	01314*	Name:	INDEPENDENCE FORD, INC.	Ph:	570-7841414	St:	PA	City Cd:	USA	Reg Cd:	NA	Expr Date:	12-DEC-2001	DIST(Mile):	3079								
Cost Comments:	CUSTOMER STATES YELLOW CHECK ENGINE LIGHT COMES ON GOING DOWN LONG HILLS AND BRAKE LIGHT COMES ON ALSO OIL LIGHT COMES ON OCCASIONALLY																						
Tech Comments:	I PERFORMED WDS DIAGNOSIS FOR TROUBLE CODES NONE KEY ON ENGINE OFF AND KEY ON ENGINE RUNNING TESTS BOTH PASS. ROAD TESTED 20 MILES NO DUPLICATION OF CONDITION RAN OASIS SINCE A 2N																						
1FMCU041X2KA27360	M1	T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	17-08-01	29-09-01	116568	USA	5	*	2G04	*	12A650	*	S11	V41	D36	42
AWS Claim Key:	<u>684037</u>	Doc #:	07980001	Trx Code:			S07	Labor Hrs:	1.6	Labor Cost:		\$3.9	Material Cost:	0	Total Cost:		\$3.9						
Dir Cd-Sub Cd:	01314*	Name:	INDEPENDENCE FORD, INC.	Ph:	570-7841414	St:	PA	City Cd:	USA	Reg Cd:	NA	Expr Date:	31-JAN-2002	DIST(Mile):	4529								
Cost Comments:	CUST STATES COMING DOWN HILL ON DECELERATION ENGINE SHUTS OFF. THEN STARTS. HAPPENED 3 TIMES IN 4 MONTHS																						
Tech Comments:	ROAD TEST UNABLE TO DUPLICATE. RBC NGS TESTS FOR CODES. CALLED HOTLINE. CK SSM AND OASIS. FOLLOWED SSM 15589 PER HOTLINE. REFLASH PCM. RBC REFLAY OK. EVAP LINE ORG TESTED 53 MILES NEVER EXPERIENCED ANY PROBLEM AT THIS TIME. MT ADDITIONAL LABOR ON HOTLINE CALLS. ADDITIONAL ROAD TESTS TO DUPLICATE CONDITION																						
1FMCU041X2KA27360	M1	T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	17-08-01	29-09-01	116568	USA	6	*	7V01	*	12A581	*	S11	V42	D21	42
AWS Claim Key:	<u>1235128</u>	Doc #:	08106404	Trx Code:			S07	Labor Hrs:	2.5	Labor Cost:		131.1	Material Cost:	0	Total Cost:		131.1						
Dir Cd-Sub Cd:	01314*	Name:	INDEPENDENCE FORD, INC.	Ph:	570-7841414	St:	PA	City Cd:	USA	Reg Cd:	NA	Expr Date:	26-FEB-2002	DIST(Mile):	5411								
Cost Comments:	CUST STATES VEHICLE STALLED OUT RESTARTED HAPPENED AT MARION HEIGHTS HILL SATELLITE DISHES ARE. WRITE UP A JOB AIR FORM TO HELP TECHNICIAN PIN POINT PROBLEM																						
Tech Comments:	COULD NOT VERIFY VISUAL INSPECT WIRING. WRAPPED CRANKSHAFT AND MAF SENSOR WITH FOIL. ATTEMPTED TO RECALIBRATE PCM. CALLED HOTLINE STATED CALIBRATION SHOULD BE 2002. INCORRECT. HAD TO USE 2001 CALIBRATION TO CALIBRATE PCM. ALSO ADVISED TO CHECK GROUNDS, CONNECTORS, VENTS. GAVE VEHICLE BACK TO OWNER. NO PROBLEMS SINCE. MT ADDITIONAL LABOR. TECHNICIAN HAD 63 ACTUAL HRS. ON VEHICLE. REQUEST 2.5																						
1FMCU041X2KA27360	M1	T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	17-08-01	29-09-01	116568	USA	9	*	7M01	*	18806	*	S09	V81	A16	42
AWS Claim Key:	<u>1865656</u>	Doc #:	07740004	Trx Code:			2	Labor Hrs:	.6	Labor Cost:		32.16	Material Cost:	0	Total Cost:		32.16						
Dir Cd-Sub Cd:	01314*	Name:	INDEPENDENCE FORD, INC.	Ph:	570-7841414	St:	PA	City Cd:	USA	Reg Cd:	NA	Expr Date:	18-JUN-2002	DIST(Mile):	9445								
Cost Comments:	CUSTOMER STATES CD PLAYER WONT WORK																						
Tech Comments:	VERIFIED CONCERN. CD PLAYER WILL NOT EJECT OR PLAY. REMOVE UNIT FOR REPLACEMENT OR REPAIR UNDER ACD ELO WARRANTY CLAIM #587148 TO FORD REPAIR FACILITY. REPLACE UNIT AFTER REPAIRS																						

ENR2-077.1 0832

1FMCU041X2KA27360 MI T/M1 T/F T/W/E T/F/T T/F AJ T/DJ T/LD 17-08-01 29-09-01 116568 USA 9 * 6E10 * 78A2187 * S08 V83 SS0 33
 AWS Claim Key: 1865055 Doc #: 06740005 Trx Code: 2 Labor Hrs: .2 Labor Cost: 10.72 Material Cost: 0 Total Cost: 10.72
 Dir Cd-Sub Cd: 01314 * Name: INDEPENDENCE FORD, INC. Pk: 570-7841414 St: PA Ctry Cdt: USA Reg Cd: NA Repr Date: 18-JUN-2002 DIST(Mile):9645 (1)
 Cust Comments: CUST STATES PLASTIC MULDG ON BOTTOM OF LF SEAT LOOSE
 Tech Comments: LEFT FRONT SEAT TRIM ON BOTTOM SIDE OF SEAT LOOSE.. REMOVE AND REINSTALL TRIM PANEL SEAT COVER.

1FMCU041X2KA27360 MI T/M1 T/F T/W/E T/F/T T/F AJ T/DJ T/LD 17-08-01 29-09-01 116568 USA 9 * 7A01 * 18C813 * S09 V81 A07 42
 AWS Claim Key: 2156150 Doc #: 5F714808 Trx Code: 2 Labor Hrs: 0 Labor Cost: 0 Material Cost: 248.05 Total Cost: 248.05
 Dir Cd-Sub Cd: 67701 * Name: VISTEON AFTERMARKET-U.S. Pk: * St: MI Ctry Cdt: USA Reg Cd: NA Repr Date: 18-JUN-2002 DIST(Mile):9645
 Tech Comments: REQUESTING DEALER'S WA CODE 01314

1FMCU041X2KA27360 MI T/M1 T/F T/W/E T/F/T T/F AJ T/DJ T/LD 17-08-01 29-09-01 116568 USA 11 * 2G02 1L2Z 128E79 BARM S11 V42 D21 42
 AWS Claim Key: 2255457 Doc #: 08995701 Trx Code: S07 Labor Hrs: 5.2 Labor Cost: 278.68 Material Cost: 125.66 Total Cost: 414.34
 Dir Cd-Sub Cd: 01314 * Name: INDEPENDENCE FORD, INC. Pk: 570-7841414 St: PA Ctry Cdt: USA Reg Cd: NA Repr Date: 31-JUL-2002 DIST(Mile):11597
 Cust Comments: CUST STATES STALL GOING DOWN LARGE HILLS.
 Tech Comments: UNKNOWN CONCERN NEVER VERIFIED PER FORD T.A.R. CASE #2BDD00 03 REPLACED MASS AIR FLOW SENSOR AND D.P.F.E. ALSO PER FORD FIELD ENGINEER WE DRILLED OUT AIR BLEED HOLES FOR THE ENDS OF THE THROTTLE BODY TO SET THE BASE IDLE IN GEAR AT 510 S 20 RPMs. REMOVED THROTTLE BODY TO PERFORM PROCEDURE. FOLLOWED TSB 02 11 06 PROCEDURE. MT LABORS ON TSB PROCEDURES. CUSTOMER VERY CONCERNED ABOUT VEHICLE. *Vehicle repaired (4)*

1FMCU041X2KA27360 MI T/M1 T/F T/W/E T/F/T T/F AJ T/DJ T/LD 17-08-01 29-09-01 116568 USA 11 * 7A06 * 19E819 * S09 V79 C02 42
 AWS Claim Key: 2255458 Doc #: 08995702 Trx Code: 2 Labor Hrs: .6 Labor Cost: 32.15 Material Cost: 0 Total Cost: 32.15
 Dir Cd-Sub Cd: 01314 * Name: INDEPENDENCE FORD, INC. Pk: 570-7841414 St: PA Ctry Cdt: USA Reg Cd: NA Repr Date: 31-JUL-2002 DIST(Mile):11597 (1)
 Cust Comments: CUST STATES AC NOT BLOWING COLD AC VENT TEMP 60 DEGREES ON MAX AC CLUTCH CYCLING OFTEN LOW
 Tech Comments: FREON LEVEL RECOVER FREON EVAC SYSTEM AND RECHARGE WITH DYE RAN SYSTEM AND CHECKED WITH BLACK LIGHT NO LEAKS FOUND TIGHTEN ALL CONNECTIONS, VISUAL CHECK SEALS. CENTER VENT 45 DEGREES NORMAL.

1FMCU041X2KA27360 MI T/M1 T/F T/W/E T/F/T T/F AJ T/DJ T/LD 17-08-01 29-09-01 116568 USA 13 * 7A01 2L8Z 17S26 AA S09 V16 W86 42
 AWS Claim Key: 2276423 Doc #: 09511604 Trx Code: E83 Labor Hrs: .3 Labor Cost: 16.06 Material Cost: 33.03 Total Cost: 49.11
 Dir Cd-Sub Cd: 01314 * Name: INDEPENDENCE FORD, INC. Pk: 570-7841414 St: PA Ctry Cdt: USA Reg Cd: NA Repr Date: 19-OCT-2002 DIST(Mile):14265 (1)
 Cust Comments: CUST STATES CK REAR WIPER STREAKS AND DOES NOT WIPE REAR WINDOW CLEAN
 Tech Comments: VISUAL CHECK. WIPER ARM WEAK AND NOT LAYING PRESSURE ON GLASS CAUSING WIPER TO MOSS. BLADE FRAVED. REMOVE AND REPLACE ARM AND BLADE. SUBMISSION DELAY PART NOT AVAILABLE. COMPLETED REPAIR 11 1 02 AT 15008 MILES

1FMCU041X2KA27360 MI T/M1 T/F T/W/E T/F/T T/F AJ T/DJ T/LD 17-08-01 29-09-01 116568 USA 18 * 5V10 2L8Z 2162 AA S10 V21 L63 D8
 AWS Claim Key: 5295614 Doc #: 10212503 Trx Code: B84 Labor Hrs: .2 Labor Cost: 10.72 Material Cost: 10.92 Total Cost: 21.64
 Dir Cd-Sub Cd: 01314 * Name: INDEPENDENCE FORD, INC. Pk: 570-7841414 St: PA Ctry Cdt: USA Reg Cd: NA Repr Date: 22-FEB-2003 DIST(Mile):18953
 Cust Comments: BRAKE FLUID LEAK FROM MASTER CYLINDER
 Tech Comments: DEFECT IN MASTER CYLINDER BRAKE RESEVOIR CAP. DEFECT IN GASKET. REMOVE AND REPLACE PER SEM MESSAGE. SUBMISSION DELAY PART NOT AVAILABLE. COMPLETED 4 5 03 AT 20700 MILES MT LABOR TO REPLACE NOT PUBLISHED

1FMCU041X2KA27360 MI T/M1 T/F T/W/E T/F/T T/F AJ T/DJ T/LD 17-08-01 29-09-01 116568 USA 21 * 7A03 * 19712 * S09 V79 C02 42

ENR2-827.1 8933

AWS Claim Key: 6732224 Doc #: 11039304 Trx Code: EB3 Labor Hrs: 1.1 Labor Cost: 61.62 Material Cost: 12.36 Total Cost: 73.98
 Dir Cd-Sub Cd: 01314- Name: INDEPENDENCE FORD, INC. Pk: 570-7841414 St: PA City: USA Reg Cd: NA Repr Date: 07-JUL-2003 DIST(Mile): 24100 (2)
 Cust Comments: CUSTOMER STATES AC DOES NOT SEEM COLD ON SHORT TRIPS
 Tech Comments: ROAD TEST SHORT RUN CENTER VENT WARM. ADD DYE TO SYSTEM TO CHECK FOR LEAKS. RECHARGE AND FLUSH SYSTEM. TIGHTEN CONNECTIONS. FOUND BUGS, DEBRIS IN CONDENSOR FINS. FLUSH. RECHECK TEMP. 36.38 DEGREES. MT. ADDITIONAL TIME ON DYE AND FLUSH AND CLEAN CONDENSOR

1FMCU041X2KA27360 MI TMI T/F T/WE T/EF T/F AJ T/DI T/LD 17-08-01 29-09-01 116568 USA 22 * 7ND8 YL8Z 19980 AB S09 V79 C20 01
 AWS Claim Key: 6732223 Doc #: 11039306 Trx Code: EB3 Labor Hrs: .4 Labor Cost: 22.19 Material Cost: 72.1 Total Cost: 94.39 (1)
 Dir Cd-Sub Cd: 01314- Name: INDEPENDENCE FORD, INC. Pk: 570-7841414 St: PA City: USA Reg Cd: NA Repr Date: 07-JUL-2003 DIST(Mile): 24100
 Cust Comments: CUSTOMER STATES ALL THREE DIALS FOR CLIMATE CONTROL ARE CRACKING
 Tech Comments: VISUAL CHECK CENTER CONTROL ASSEMBLY. 3 KNOBS BROKEN AND CRACKED. NOT SERVICED SEPARATELY. ORDERED CENTER ASSEMBLY. REMOVE RADIO, CENTER BEZEL, DETACH CABLES AND CONNECTORS TO REPLACE ASSEMBLY. BROKEN. SUBMISSION DELAY ON JOB 6 PART NOT AVAILABLE. COMPLETED JOB 6 ON 7 25 @ 24604 MILES

1FMCU041X2KA27360 MI TMI T/F T/WE T/EF T/F AJ T/DI T/LD 17-08-01 29-09-01 116568 USA 22 * 7S02 * 18N236 * S09 V17 A87 33
 AWS Claim Key: 6732262 Doc #: 11039307 Trx Code: EB3 Labor Hrs: .2 Labor Cost: 11.89 Material Cost: 0 Total Cost: 11.89 (2)
 Dir Cd-Sub Cd: 01314- Name: INDEPENDENCE FORD, INC. Pk: 570-7841414 St: PA City: USA Reg Cd: NA Repr Date: 07-JUL-2003 DIST(Mile): 24100
 Cust Comments: CUSTOMER ADDED CHECK POWER POINT BY CD PLAYER AND RADIO DOES NOT HOLD POWER WHATEVER IS PLUGGED IN DIES OUT
 Tech Comments: CHECKED POWER POINT ASSEMBLY. LOOSE SOCKET. REATTACH

Any comments? You can contact

webmaster

EA002-027.1 08/04

Customer Info

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

ENR2-027.1 0630

VIN
1FMCU041X2KA27360

Year Model
2002 ESCAPE
Open Issues Exdt

Vehicle List
Sales Type
INDIVIDUAL.RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

EM2-027.1 0030

ESP / Recall Information

VIN: 1FMCU041X2KA27360

No ESP information for this VIN

No Recall information for this VIN

EM2-027.1 0037

**OASIS RESULT:
1FMCU041X2KA27360**08/28/2003
10:49:26

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VEHICLE INFORMATIONVEHICLE DESCRIPTION
2002 ESCAPE
TRANSMISSION
CD4E AUTO TRANSAXLEBODY STYLE
4 DR XLT MPV 4X4
AXLE CODE
69ENGINE
3.0L EFI DOHCENGINE CALIBRATION
0M11A30A**GENERAL WARRANTY INFORMATION**WARRANTY START DATE
09/29/2001BUILD DATE
08/17/2001SALE MILEAGE
00019**WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE****VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY*****THIS VEHICLE HAD A CUDL CONTACT CLOSED WITHIN THE PAST 180 DAYS*****THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT****FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

07/07/2003 DEALER: Independence Ford, Inc.

WARRANTY CLAIM NUMBER: 110393

ODOMETER: 024100M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
19712	CORE ASY A/C COND	005	19700A	42	DOES NOT OPERATE PRO
OSP		001	MT18712		
YN 19		030			

ROAD TEST SHORT RUN CENTER VENT WARM..ADD DYE TO SYSTEM TO CHECK FOR LEAKS.. RECHARGE AND FLUSH SYSTEM..TIGHTEN CONNECTIONS...FOUND BUGS, DEBRIS IN CONDE NSOR FINS..FLUSH..RECHECK TEMP..36-38 DEGREES..MT ADDITIONAL TIME ON DYE AND FLUSH AND CLEAN CONDENSOR

07/07/2003 DEALER: Independence Ford, Inc.

WARRANTY CLAIM NUMBER: 110393

ODOMETER: 024100M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YLZ 1880AB	CONTROL A/C	001	1880A	01	BROKEN/CRACKED

VISUAL CHECK CENTER CONTROL ASSEMBLY..3 KNOBS BROKEN AND CRACKED..NOT SERVIC ED SEPARTATELY..ORDERED CENTER ASSEMBLY.. REMOVE RADIO, CENTER BEZEL, DETACH CABLES AND CONNECTORS TO REPLACE ASSEMBLY..BROKEN..SUBMISSION DELAY ON JOB 6 PART NOT AVAILABLE..COMPLETED JOB 6 ON 7-25-03 24004 MILES

07/07/2003 DEALER: Independence Ford, Inc.

WARRANTY CLAIM NUMBER: 110383

ODOMETER: 024100M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
18C28	SOCKET ASSY AUXILIAR	000	808A	03	LOOSE

CHECKED POWER POINT ASSEMBLY..LOOSE SOCKET..REATTACH

02/22/2003 DEALER: Independence Ford, Inc.

WARRANTY CLAIM NUMBER: 102125

ODOMETER: 018953M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
ZLZ 2482AA	CAP ASY MASTER CYL F	001	MT2182	04	FAILED GASKET/SEAL

DEFECT IN MASTER CYLINDER BRAKE RESEVOIR CAP..DEFECT IN GASKET..REMOVE AND R EPLACE PER SSM MESSAGE..SUBMISSION DELAY PART NOT AVAILABLE..COMPLETED 4-5-03 AT 20700 MILES MT LABOR TO REPLACE NOT PUBLISHED

10/18/2002 DEALER: Independence Ford, Inc.

WARRANTY CLAIM NUMBER: 086116

ODOMETER: 014265M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
ZLZ 17528AA	ARM ASY WSHIELD WIP	001	17528	03	DOES NOT OPERATE PRO
YLZ 17528AA	BLADE ASY WSHIELD W	001	17528		

VISUAL CHECK..WIPER ARM WEAK AND NOT LAYING PRESSURE ON GLASS CAUSING WIPER TO MISS..BLADE FRAYED..REMOVE AND REPLACE ARM AND BLADE..SUBMISSION DELAY P ART NOT AVAILABLE..COMPLETED REPAIR 11-1-02 AT 15008 MILES

END OF OASIS REPORT FOR 1FMCU041X2KA27360

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	18-PHILADELPHIA	H	A4	D1314	F16568
Dealer Name:	INDEPENDENCE FORD INC				
Dealer Address:	3101 COLUMBIA BOULEVARD BLOOMSBURG PA 17815				
Dealer Main Phone:	670-784-1414	Dealer Service Phone:	670-784-1414		

Position	Employee Name
CUST RELATIONS MGR	JAMES BRITTON
DEALERPARTNER	ROBERT WEISS
PARTS MANAGER	SUE K MOON
SALES MANAGER	JOHN WEYRAUCH
SERVICE MANAGER	DAVID KERR

Service Hours

Directions

Trained

Y

Additional Information

LSG ENROLLED TOWING: 717-784-1414

EM02-027.1 0048

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMCU041X2KA27360	Van Line:	T/M1 - ESCAPE (J204) (2001)	Body Shell:	*
Model Year:	2002	Market Derivat:	T/F - FORD DIVISION DERIVATIVE	Navis Reg Serial No:	035136087
Van Type:	T	Drive Code:	T/F - 4 WHEL L/R FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI
Inv. Dealer:	00553	Body Cab Style:	- 5 DOOR LIGHT TRUCK	Transmission:	T/D3 - 4 SPD AUTO TRANS
Vehicle Status Code:	800	Version/Series:	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 - #000000000	Plant:	AJ - KANSAS CITY PLANT BUILD
Country:	USA - #000000000	Prod Date:	17-AUG-2001

SALE INFORMATION:

Region:	NA - #000000000	Selling Dealer:	115565 *
Country:	USA - #000000000	Selling Dir St/Prov:	PA
		Buyer St/Prov:	PA
Arrival Date:	24-AUG-2001	Red Carpet Lease:	*
Sale Date:	29-SEP-2001	Fleet/Resell/Co. Lease:	R
Warranty Start Date:	29-SEP-2001	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	29-SEP-2001	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

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

0042K027360103 ? 4 2 20P2662 FF E 20469 63 N63 225 5 483A2N 1685420 2 0A M3 4 3 2 11

FMC200 420A 142A 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Anti Lock:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Passr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PN0AA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER

Calibration Code:	0M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspension Axle:	
Color(Trim):	0006TH -	Tire Manufacturer:	AP -
Delivery Type:	0	Tire Brand:	08453 -
Driveshaft Code:	D	Tire Size:	E3JLJ - P235/70R-16 DWL A-S
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF:	AJ084533001	RF:	AJ084533001
LR:	AJ084533001	RR:	AJ084533001
LI:	*	RI:	*

SPARR: HYBAIR83001 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO; MOUNT VERNON; ILLINOIS; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Codes:	* * *
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	JDM
ESP Plan Year:	* Engine Family:	2FMXT03#1P6
ESP Signature Date:		

Any comments? You can contact



webmaster

7/2



2003

1687211831 SDR-CTNCENNA

EP02-027.1 8643

Requested does from attorney.

10:43 11/25
9:58 11/13
1:39 11/25
9:23 12/13 requested does

This vehicle terminates as a vehicle during the registration period, releases the title fee, or notifies DMV to deactivate or transfer the vehicle registration.

Registration Date 05/11/04	Issue Date 04/19/01	Plate Number 2H88004	Plate Type PASS	Expiration Date 05/31/04
Color WHI	Model Yr 2001	Tag Number 74542980	Veh. Identification Number 1FVWU04L12K070106	Color WHI
Vehicle Use PRIVATE	Vehicle Make VOLVO	Vehicle Body 4D SUV	Vehicle Use PRIVATE	
Purchase Date 05/18/01	Ev 3289	GVWR GVWR	Feet FEET	AXES 2

[REDACTED]

MISS VA

300

INVT
CHA

LIST# 2126276

VIRGINIA MOBILE VEHICLE REGISTRATION
This and other forms are provided to the motor vehicle user to complete the registration process.

Attest
Commissioner
Department of Motor Vehicles

VIRGINIA MOBILE VEHICLE REGISTRATION
This and other forms are provided to the motor vehicle user to complete the registration process.

Attest
Commissioner
Department of Motor Vehicles

BUYERS UNDER
 NO. 003240

CLINCH MOTORS, Inc.
 P. O. Box 98 Telephone (843) 788-9995
 ST. PAUL, VIRGINIA 24082

STOCK NO.
 104106

DATE OF SALE MAY 18, 2001

PURCHASER'S NAME		HOME ADDRESS	
COMPURCHASER NAME		CITY, STATE, ZIP	
PLEASE ENTER MY ORDER FOR THE FOLLOWING:		COUNTY	
<input type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO		HOME PHONE	
<input type="checkbox"/> BUSINESS PHONE		BUS. PHONE	
YEAR	MAKE	MODEL	TYPEDOORS
2001	FORD	ESCAPE XLT	4D
COLOR		WHITE	
MILEAGE	VIN	IN SERVICE DATE	
85KA	1FHYU04131KB70106		
PRICE INCLUDING FREIGHT, HANDLING & DELIVERY			23101.00
TOTAL PURCHASE PRICE			23101.00
PROCESING FEE FOR CONSUMER SERVICES			N.A.
3% VA. TITLE TAX			693.83
DEALER'S BUSINESS LICENSE TAX			N.A.
LICENSE FEE			26.50
TITLE FEE			18.00
			36.50
TOTAL DELIVERED PRICE			
SUBMITTED WITH ORDER			(1) N.A.
ALLOWANCE FOR USED CAR TRADE-IN AS APPRAISED			N.A.
APPROXIMATELY			N.A.
BALANCE OWING TO			
AS IS SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #10 ON REVERSE SIDE)			
DATE	SIGNATURE		
DESCRIPTION OF TRADE-IN			
YEAR	MAKE	MODEL	COLOR
TYPEDOORS			
TAX NO.			
TOTAL DOWN PAYMENT: (1+2+3+4)			N.A.
EXTENDED SERVICE CONTRACT INCLUDING TAX OF			N.A.
BALANCE DUE ON DELIVERY			23894.53

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE. By executing this Order, Purchaser acknowledges he has read all of its terms and has received a fully completed copy. Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail installment sale, this contract is not effective unless financing is obtained on terms satisfactory to the parties, and the credit terms disclosure statement set out above is fully completed. Until made effective, this order is not binding and purchaser may cancel and recover deposit.

NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

SECURITY AGREEMENT: Purchaser hereby grants Seller, its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this agreement, and such security interest shall remain in effect until all sums due hereunder have been paid in full.

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY:

This sale is conditioned upon approval of your proposed retail installment sale contract as submitted to or through the dealer. If that proposed retail installment sale contract is not approved under the terms agreed to with the dealer, you may cancel this sale and any down payment and/or trade-in you submitted will be returned to you, provided that any vehicle delivered to you by the dealer pursuant to this agreement is returned to the dealer in the same condition as delivered to you, normal wear and tear excepted, within twenty-four hours of written or oral notice to you of the credit denial.

Signature (1) _____ Social Security Number _____
 Signature (2) _____ Social Security Number _____

This Order is not valid unless signed and accepted by the Dealer or his authorized representative.

Date: MAY 18, 2001

Approved: *Frank [Signature]*
 Dealer or Authorized Representative

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKY DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRG CD	PRG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DRS1 (Miles)			
1FMYU04131KB70106	TMI	TF	TWE	TEF	TF	AJ	TDJ	TLD	08-MAY-2001	18-MAY-2001	147562	USA	1	6N01	010805	YLKZ	78101A04	HAE	B64	34	585			
AWS Claim Key:		1901466	Trx Code:		1	Labor Hrs:		4																
Dlr Cd-Sub Cd:		02076-*	Name:		CLINCH MOTORS INC			Ph:		276-7625535	St:		VA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		08-JUN-2001	Doc #:	00699801
Cust Comments:		RIGHT REAR DOOR MOULDING FITS POORLY																						
Tech Comments:		REPLACED RIGHT REAR OUTER DOOR MOULDING																						
1FMYU04131KB70106	TMI	TF	TWE	TEF	TF	AJ	TDJ	TLD	08-MAY-2001	18-MAY-2001	147562	USA	11	7C03	180107	FOAZ	14N089	A	D21	42	8296			
AWS Claim Key:		1479591	Trx Code:		507	Labor Hrs:		1.4																
Dlr Cd-Sub Cd:		02076-*	Name:		CLINCH MOTORS INC			Ph:		276-7625535	St:		VA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		29-MAR-2002	Doc #:	02516601
Cust Comments:		ENGINE STALLS ON DECELERATION GOING DOWNHILL																						
Tech Comments:		RAN OASIS AND FOUND ECM ISSUES ON QUITTING CONCERN CKD MPC NEAR ON PCM HAD 161 REPROGRAM PCM WITH LATER CALIBRATION DISCONNECTED THE VENT LINE AND BLEW THROUGH IT WITH AIR CKD RELAY AND REPLACED BEC RELAY WITH FOAZ 14N089 A AND RETURNED TO CUSTOMER																						
1FMYU04131KB70106	TMI	TF	TWE	TEF	TF	AJ	TDJ	TLD	08-MAY-2001	18-MAY-2001	147562	USA	12	2G02	031403	1L2Z	128579	BARM	D21	42	8726			
AWS Claim Key:		1479596	Trx Code:		507	Labor Hrs:		2																
Dlr Cd-Sub Cd:		02076-*	Name:		CLINCH MOTORS INC			Ph:		276-7625535	St:		VA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		18-APR-2002	Doc #:	02519501
Cust Comments:		ENGINE STALLS ON DECELERATION GOING DOWNHILL																						
Tech Comments:		PREVIOUSLY PERFORMED MERGE ON REPROGRAMMING COMPUTER BLOWING AIR THROUGH VAP LINES AND NEW RELAY CONTACTED FORD HOTLINE AND WAS ADVISED TO REPLACE MASS AIR FLOW SENSOR DUE TO A POSSIBILITY OF TWO WAY RADIO TOWERS REPLACED MASS AIRFLOW SENSOR AND RETURN TO CUSTOMER																						
1FMYU04131KB70106	TMI	TF	TWE	TEF	TF	AJ	TDJ	TLD	08-MAY-2001	18-MAY-2001	147562	USA	16	2603	030402	2LKZ	98926	AB	D21	42	10888			
AWS Claim Key:		1052532	Trx Code:		507	Labor Hrs:		3																
Dlr Cd-Sub Cd:		02076-*	Name:		CLINCH MOTORS INC			Ph:		276-7625535	St:		VA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		28-AUG-2002	Doc #:	02541701
Cust Comments:		CK ENGINE STALLS AND DIES AT TIMES																						
Tech Comments:		FOUND TSB UP IT 06 MONITOR PID ON IAC DUTY CYCLE PERCENTAGE WAS HIGHER THAN SPECS 40PCT AND TSB SAID BETWEEN 52 40PCT I HAD ALREADY REPROGRAMMED PCM ON PREVIOUS REPAIR FOUND NECC TO REPLACE THROTTLE BODY AND EVAP VM VALVE AND PER TSB AFTER REPLACING WENT INTO DATA LOGGER WITH WDS AND DUTY CYCLE ON IAC WA 3																						

ERR2-027.1 0049

113M170411KH70106 T9M1	TR	T/WE	T/EP	TR	AI	T/D8	T/ED	08- MAY- 2001	1E- MAY- 2001	147562	USA	25	1803	03X00X	2F1Z	99460	AA	D21	43	17693
AWS Claim Key:	14928915	Trx Code:	S07	Labor Hrs:	23															
Dir Cl-Sub Cl:	02076*	Name:	CLINCH MOTORS INC	Ph:	276-7625535	St:	VA	City Cl:	USA	Reg Cl:	NA	Repr Date:	03-JUN-2003	Doc #:	01582101					
Cost Comments:	ENGINE STALL ON DECELERATION																			
Tech Comments:	CUSTOMER COMPLAINS THt VEHICLE STALLED ONCE IN THE LAST TEN MONTHS DIDNt RAN CRUISE AND FOUND THE 02 23 01 AND SPENT A TIME EARNING THROUGH ALL STEPS AS NOTED AND FOUND NECESSARY TO REPLACE IAC VALVE DPFE SENSOR AND REPROGRAMMED PCM WITH LATEST CALIBRATION																			

4

DN02-027.1 0847

APPLICATION FOR SERVICE CONTRACT
Ford and Non-Ford New and Used Vehicle Plans



0 2 0 7 3 - 2
 Code (including check digit)

CONTRACT TYPE: New Used

4 Y U 0 4 1 3 1 K 8 7 U F 1 0 6
 Vehicle Identification Number (17 Digits)

0 3 2 9 0 2
 Signature Date
 (Purchase Date)

0 5 1 0 0 1
 In-Service Date
 (Warranty Start Date)

Is vehicle being registered Dealer Certified (Ford/Mercury/Lincoln Assured/Non-Ford)? Yes No

PLAN INFORMATION

NEW ESP PLANS

- PowertrainCARE BaseCARE
 - ExtraCARE PremiumCARE
 - RentalCARE
 - Quality Care Maintenance Protection Plan (Normal Schedule)
 - Quality Care Maintenance Protection Plan (Optional Schedule)
- Deductible for the above plans is \$30, unless deductible option is purchased.
 Deductible for the above plans is \$5.

USED ESP PLANS

- Used plans must be purchased at time of vehicle sale.
- Used PowertrainCARE Used BaseCARE
 - Used ExtraCARE Used PremiumCARE
 - Used RCL PremiumGUARD Used RCL ExtraGUARD
- Deductible for the above plans is \$100, unless deductible option is purchased.
 Deductible for the above plans is \$50.

NEW PLAN OPTIONS

- \$0 Deductible Disappearing Deductible
- \$100 Deductible \$250 Deductible (75,000 or 100,000 mile plans only)
- First Day Rental (2-Day Rental for Quality Care Maintenance Protection Plan)

USED PLAN OPTIONS

- Disappearing Deductible \$50 Deductible
- \$200 Deductible

PLAN PERIOD

Plan Months/Distance
 7 2 0 6 0 0 0 0
 Plan Months Plan Distance (no tenths)

Quality Care Maintenance Protection Plan Months/Distance
 Plan Months Plan Distance (no tenths)

EXPIRATION INFORMATION

New Plans: The expiration of all New Vehicle Plans is calculated from the Original Factory Listed MSRP (MSRP) and zero miles. Used Plans: For vehicles purchased on Ford, Lincoln and Mercury vehicles prior to the expiration of the original factory listed warranty, this contract provides coverage from the expiration of the original factory listed warranty, up to the earlier of the Expiration Date or Expiration Distance indicated below. For contracts purchased on Non-Ford vehicles, this contract provides coverage from the Signature Date and Starting Distance up to the earlier of the Expiration Date or Expiration Distance indicated below.

0 5 1 0 0 1
 Expiration Date

0 0 8 2 9 6 4 6 C N J 0
 Starting Distance Expiration Distance
 (no tenths) (no tenths)

Plan Coverage Cost
 Finance Price \$ 490.00
 Finance options & overhead \$ 22.28
 Sales Tax \$ 1012.28
 Total Price \$ 1524.56

- FMCC financed: Yes No
 - Lienholder: SOUTHWESTERN BELCO. FED. CP60ET-UNION--ROANOKE, VA 24012
 - Time Payment Plan 6-Month 10-Month
 - Is this a police vehicle: Yes No (If yes, refer to Police Price Sheet.)

Additional Cost Features

- Diesel Commercial Business Use
- SHO, Turbo, Rotary, Supercharger, 4-Wheel/Hi Wheel Drive, Snow Plow
- New plan purchased after 12 months / 12,000 miles from WSD, whichever occurs first. (Not applicable for RentalCARE)

Non-Ford Vehicle Information
 Must be completed to register

1. Vehicle Make: _____ Year: _____
 2. Model: _____
 3. Transmission Auto Manual
 4. Drive Axle Front Rear 4x4

CUSTOMER INFORMATION

The purchase of a motor vehicle service contract is not required in order to purchase or obtain financing for a motor vehicle.
 CONTRACT IS VOID & REFUNDABLE. This contract is non-assignable. The contract purchaser is the owner of the contract. Contract Provisions will be issued in contract purchaser's name.

First Name (Print) _____ M.I. _____ Last Name/Company Name (Print) _____
 WISE VA _____
 Street Address _____ (Bldg./Apt. Number) _____ City _____ State _____ Zip Code _____
 "This Period" section starts upon acceptance of this agreement by ESP Headquarters. Contract Provisions will be mailed to me at the address above.

3-25-02
 Date

NOTE: This is an Application for Contract only. Coverage is not valid until accepted by ESP Headquarters.

DEALER INFORMATION

CLINCH MOTORS, INC. PO BOX 88 ST. PAUL, VA 24283
 as Name Dealership Address
 (276) 762-5135 Dealership Phone Number
 (276) 762-0437 Dealership Fax Number

Register contract via ESPB and retain copy in customer's file at dealership.

ADMINISTRATOR: Ford Extended Service Plan Service Contract Admin. Unit P.O. Box 6048, Dearborn, MI 48121 1-800-521-4144

PROVIDER: Ford or Ford Motor Service Company P.O. Box 8048, Dearborn, MI 48121 1-800-521-4144

PROVIDER IN FLORIDA ONLY: The American Road Insurance Co. (A Stock Insurance Company) P.O. Box 6048, Dearborn, MI 48121 Certificate of Authority #08073

EA82-027.1 8648

1. MEMBER INFORMATION

DATE OF ADVANCE: 05/21/01
 MEMBER ACCOUNT NUMBER: 88396180
 SOCIAL SECURITY NUMBER: 229907190
 HOME TELEPHONE NUMBER: [REDACTED]

LOAN ACCOUNT
88396181



SOUTHWESTERN TELCO
FEDERAL CREDIT UNION
1430 Henninger Rd.
Roanoke, VA 24012
Phone: (540) 503-1867

MEMBER NAME: [REDACTED] (LAST) (FIRST) (MIDDLE)
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED]
 ZIP: [REDACTED]
 CHECK BOX IF NEW ADDRESS ON FILE:
 DATE WRITTEN: 05/21/01
 PURPOSE OF ADVANCE: NEW CAR
 SECURITY OFFERED BY ART: FORD ESCAPE XLT 2001

2. CHANGES SINCE LAST ADVANCE

LIST ALL OTHERS (e.g., Bank, Mortgage, Auto, Shop, Cards, Credit Union, Agency, etc.) ATTACH ADDITIONAL SHEET IF NECESSARY

PRESENT BALANCE: \$ 23838.53
 MONTHLY PAYMENT: [REDACTED]
 SEE DETAIL SHEET ATTACHED

OTHER EMPLOYER: [REDACTED] (NAME AND ADDRESS OF NEW EMPLOYER)
 NEW POSITION: [REDACTED]
 UNMARRIED MARRIED SEPARATED

DATE HIRED: [REDACTED] MONTHLY SALARY \$: [REDACTED]
 PHONE NO.: [REDACTED]
 SOURCE OF OTHER INCOME: [REDACTED] OTHER MONTHLY INCOME: \$ [REDACTED]

3. SECURITY OFFERED

IN ADDITION TO THE PLEDGE OF SHARES IN YOUR LOAN/SHARE CREDIT AGREEMENT, THE FOLLOWING PROPERTY SECURES THE ADVANCE:
 PROPERTY: FORD ESCAPE XLT 2001
 MODEL: [REDACTED] YEAR: [REDACTED] I.D. NUMBER: 1FMYU64131K878186
 TYPE: [REDACTED] VALUE: \$21,011.00

OTHER PROPERTY: [REDACTED]
 NAME OF SOURCE: [REDACTED] TYPE OF PROPERTY: [REDACTED]
 ACCOUNT NO.: [REDACTED] LOCATION OF PROPERTY: [REDACTED]

4. PAYMENT TERMS

EARLY PAYMENT FINE: [REDACTED] ANNUAL PERCENTAGE RATE: [REDACTED]
 ADVANCE AMOUNT: \$ 23,838.53
 PAYMENT FREQUENCY: WEEKLY
 PAYMENT DATE: 05/21/01
 TOTAL PAY ALL ACCR: \$ 23,838.53

CO-BORROWER'S NAME
KENNETH BALYER

5. SIGNATURES REQUIRED

BY SIGNING BELOW OR UNDER THE ENCLOSURE ON THE ADVANCE PROCEEDS CHECK YOU AGREE:
 • TO MAKE AND BE BOUND BY THE TERMS OF THE SECURITY AGREEMENT.
 • THAT EVERYTHING IN SECTION 2 IS A COMPLETE LISTING OF ALL YOUR DEBTS AND OBLIGATIONS.
 • THAT THE CREDIT UNION WILL RELY ON THE INFORMATION IN SECTION 2 TO MAKE A DECISION ON THE ADVANCE.
 • TO MAKE PAYMENTS AS OUTLINED IN SECTION 4.
 • TO THE TERMS SET FORTH BELOW IF ANY ONE OR MORE ITEMS ARE CHECKED.

IF YOU ARE NOT A BORROWER BUT AN OWNER OF THE COLLATERAL, SIGN BELOW AND CHECK THE APPLICABLE BOX.

YOU ARE EMPLOYED
 YOU ARE RECEIVING BENEFITS FOR THE AMOUNT OF \$ [REDACTED]
 THE CHANGE IN THE TERMS OF YOUR LOAN/SHARE AGREEMENT IS SUBJECT TO A TRANSFER

SIGNATURE: [REDACTED] DATE: [REDACTED]
 SIGNATURE: [REDACTED] DATE: [REDACTED]

6. BORROWER/UNION USE ONLY

REQUIRE: BY MAIL THROUGH OFFICE
 TRANSACTION: FIRST ADVANCE RENEWAL CHANGE
 DEPOSIT ACCT. NUMBER: [REDACTED]
 CREDIT SECURITY: CREDIT LIFE LIFE LIFE
 APPROVED BY: [REDACTED]
 PLACE/DEPARTMENT NO.: [REDACTED] LOAN NUMBER: [REDACTED]

DEALER 47D 562 1FHTU04131KB70106
VIN

	BOOKING TOTAL PRICE	INCENT
U040 ESCAPE XLT 4X4	21210 00	19810 00
2001 MODEL YEAR		
Y2 OXFORD WHITE CLEARCOAT		
12 W GRAPE-FRESH CLT/ SPT ROCK		
991 3.0L DURATEC V6 ENGINE	1480 00	1332 00
444 4-SPEED AUTOMATIC O/D TRANS	WC	WC
T63 P235/70R16 OWL ALL-SEASON	WC	WC
153 FRONT LICENSE PLATE BRACKET	WC	WC
43M POWER MOONROOF W/SHADE	585 00	527 00
TRAILER TOWING, CLASS II		
548 WHEEL, 16 IN. 5-SPOKE CAST ALUM	WC	WC
924 PRIVACY GLASS	275 00	248 00
TOTAL VEHICLE & OPTIONS	23590 00	21917 00
DESTINATION & DELIVERY	540 00	540 00
SCHEDULE A (MEMO)	.00	
TOTAL FOR VEHICLE	24090 00	
10 U.S. GAL GAS FACTORY		19 00
PRICED DORA		
BATCH-ID 1D30104126 W RM 2X		
PRICE LEVEL 140300794	VIN: 1FHTU04131KB70106	
SHIPPING WEIGHT 3269 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.

FDAPLMDA ASSESSMENT	INVOICE TOTAL	LESS HOLD BACK FOR DEALER ACCOUNT	LESS APPROX. PLANNING COST FOR DEALER ACCOUNT	LESS SALES TAX, LICENSE & FRI. CHRG.	A PLAN
125.00	22601.00	706.00		21895.00	21493.00
706.00	70.00	2107.00	.00	636.00	19510.00

SOLD TO
Clinch Motors Inc 47D562
P.O. BOX 85
St Paul VA 24283

TO	TS	STATE	
1	6	VA	RS8P
DATE BY PREPARED	ITEM NUMBER	TRM	TRM1
04/30/01	47-0303	12	07

SHIP TO (IF OTHER THAN ABOVE)
SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO. 1FHTU04131KB70106
FINAL ASSEMBLY POINT KANSAS CITY
FINAL COMPANY AND/OR BANK Ford Motor Credit 000001
1KB70106 1F U04 10010430 010430 1D301 N 140 47D562
THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY
DEALER'S COPY 1

2601.00 KUI

FORM 477.1 0859

APPLICATION FOR SERVICE CONTRACT
Ford and Non-Ford New and Used Vehicle Plans



2 0 7 3 - 8
 Code (Including check digit)

CONTRACT TYPE: New Used

1 F M Y U O 4 1 3 1 K B 7 U F 1 0 6
 Vehicle Identification Number (17 Digits)

0 3 2 8 0 2
 Signature Date (Purchase Date)

0 5 1 3 0 1
 In-Service Date (Warranty Start Date)

Is vehicle being registered Quality Certified (Ford/Non-Ford/Used/Non-Ford)? Yes No

PLAN INFORMATION

NEW ESP PLANS

- PowertrainCARE BaseCARE
- ExtraCARE PremiumCARE
- Deductible for the above plans is \$20, unless deductible option is purchased.
- RentalCARE
- Quality Care Maintenance Protection Plan (Normal Schedule)
- Quality Care Maintenance Protection Plan (Optional Schedule)
- Deductible for the above plans is \$5.

NEW PLAN OPTIONS

- \$0 Deductible Disappearing Deductible
- \$100 Deductible \$200 Deductible (75,000 or 100,000 mile plans only)
- First Day Rental (2-Day Rental for Quality Care Maintenance Protection Plan)

USED ESP PLANS

Used plans must be purchased at time of vehicle sale.

- Used PowertrainCARE Used BaseCARE
- Used ExtraCARE Used PremiumCARE
- Deductible for the above plans is \$100, unless deductible option is purchased.
- Used RCL PremiumGUARD Used RCL ExtraGUARD
- Deductible for the above plans is \$20.

USED PLAN OPTIONS

- Disappearing Deductible \$50 Deductible
- \$200 Deductible

PLAN PERIOD

Plan Month/Distance

7 2 0 6 0 0 0 0
 Plan Month Plan Distance (no tenths)

Quality Care Maintenance Protection Plan Month/Distance

Plan Month Plan Distance (no tenths)

EXPIRATION INFORMATION

New Plans: The expiration of all New Vehicle Plan is calculated from the Original Factory Limited Warranty Start Date (M/C) and zero miles. Used Plans: For systems purchased on Ford, Lincoln and Mercury vehicles prior to the expiration of the original factory limited warranty, the covered provider coverage from the expiration of the original factory limited warranty, up to the earlier of the Expiration Date or Expiration Distance indicated below. For systems purchased on Non-Ford vehicles, the covered provider coverage from the Expiration Date and Starting Distance up to the earlier of the Expiration Date or Expiration Distance indicated below.

0 5 1 8 0 2
 Expiration Date

0 0 8 2 9 6 0 0 C 0 0
 Starting Distance (no tenths) Expiration Distance (no tenths)

Plan Coverage Cost
 Purchase Price \$ 990.00
(includes options & exchange)
 Sales Tax \$ 22.28
 Total Price \$ 1012.28

FMCC Financed: Yes No
 Lienholder: SOUTHWESTERN BELCO FED. CREDIT UNION ROANOKE, VA 24012
 Time Payment Plan 5-Month 10-Month
 Is this a police vehicle: Yes No (If yes, refer to Police Price Sheet.)

Additional Cost Features
 Fleet Commercial Business Use
 BHC, Turbo, Rotary, Supercharger, 4-Wheel/All Wheel Drive, Snow Plow
 New plan purchased after 12 months / 12,000 miles from WSD, whichever occurs first. (Not applicable for RentalCARE)

The following vehicles are not eligible for coverage: Ford, Chevrolet, GMC, Buick, Oldsmobile, Pontiac, or any other vehicle, including other GM, Saturn, Cadillac, Buick, Oldsmobile, or electric vehicles, and vehicles equipped with snow chains except as follows: New Ford/Jeep/Mercury vehicles purchased with Snow Plow Package BSC or BSN or BZT (7700 Payload Group V4) are eligible for ESP New PowertrainCARE, BaseCARE, ExtraCARE, and PremiumCARE service contract plans with Plan Distance of less than 100,000 miles. The following vehicles are GMV eligible for ESP New Vehicle PowertrainCARE and BaseCARE plans with \$50 deductible: Incomplete Ford vehicles with the last three VIN positions of 3FC, 1FD (USDA) body type B4, E4 or S24, 2FC, 2FD, 2FC, 2FD or 3FE. Incomplete Non-Ford vehicles are not eligible for coverage.

Non-Ford Vehicle Information
 Must be completed to register

- Vehicle Make: _____
- Model: _____ Year: _____
- Transmission Auto Manual
- Drive Axis Front Rear 4x4

CUSTOMER INFORMATION

The purchase of a motor vehicle service contract is not required in order to purchase or obtain financing for a motor vehicle.
 CONTRACT PURCHASER: The contract purchaser is the owner of the contract. Contract Provisions will be issued in contract purchaser's name.
 First Name: _____ Last Name: _____ (PRINT)
 Street Address: _____ City: _____ State: VA Zip Code: _____

Telephone: _____
 Date: 3-29-02
 NOTE: This is an Application for Contract only. Coverage is not valid until accepted by ESP Headquarters.

DEALER INFORMATION

CLINCH MOTORS, INC. PG BOX 86 ST. PAUL, VA 24283
 Dealership Address: _____
 Dealership Signature: _____ (278) 762-5436 Dealership Phone Number: _____
 Dealership Fax Number: _____

Register contract via ESPS and retain copy in customer's file at dealership.

ADMINISTRATOR:
 Ford Extended Service Plan
 Service Contract Admin. Unit
 P.O. Box 8048, Dearborn, MI 48121
 1-800-521-4144

PROVIDER:
 Ford or Ford Motor Service Company
 P.O. Box 8048, Dearborn, MI 48121
 1-800-521-4144

PROVIDER IN FLORIDA ONLY:
 The American Road Insurance Co.
 (A State Insurance Company)
 P.O. Box 8048, Dearborn, MI 48121
 Certificate of Authority #05078

Ford Customer Service Division
Suite 349, MD 30339
Dearborn, MI 48129-4207
Phone: 313-845-6870
Fax: 313-845-6002

Ford Motor Company
Litigation Prevention

Fax

To:	J. Marty Adkins	From:	Jeff Schwagle
Fax:	(540) 879-4267	Date:	November 25, 2003
Phone:	(540) 879-0668	Pages:	1
Re:	Rhonda Salyer	CC:	

Urgent For Review Please Comment Please Reply Please Recycle

-Comments: Dear Mr. Adkins,

We are in receipt of the documents that you had mailed to our office dated 11/14/2003. The documents that you have sent in do not seem to include a copy of your clients' registration. If possible, please fax a copy of the registration to my attention at (313) 845-6688.

Respectfully,

Jeff Schwagle
Consumer Affairs

In (5) times on staffing
TSB - a
*not her concern
*only if concern
is present

FAX TRANSMITTAL SHEET

**ADKINS, ELKINS & HUNNICUTT
ATTORNEYS AT LAW
P. O. BOX 626
NORTON, VIRGINIA 24273
TEL: (276) 679-0696 FAX: (276) 679-4267**

The information contained in this fax transmittal is privileged and confidential. Intended for the addressee only. If you are neither the intended recipient nor the employee or agent responsible for delivering this message to the intended recipient, any disclosure of this information in any way or taking of any action in reliance on this information is strictly prohibited. If you have received this fax in error, please notify the person transmitting the information immediately.

J. MARTY ADKINS**JEFFERY L. ELKINS****JOSEPH F. HUNNICUTT****DATE: DECEMBER 2, 2003****PAGES: 2****FAX NUMBER: 313-845-5668****TO: JEFF SCHWAGE
FORD MOTOR COMPANY****FROM: J. MARTY ADKINS****MESSAGE: PER YOUR REQUEST, PLEASE FIND ENCLOSED A COPY OF THE
REGISTRATION FOR [REDACTED]****IF YOU NEED ANYTHING FURTHER, PLEASE CONTACT MY OFFICE.**

5486794267, 1 0053

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
25	11/25	13:15 915406794267	---S	00'00"	000	065	BUSY

Ford Customer Service Division
 Suite 340, MD 30329
 Dearborn, MI 48126-4207
 Phone: 313-646-8870
 Fax: 313-644-8082

**Ford Motor Company -
 Litigation Prevention**

Fax

To:	J. Marty Adkins	From:	Jeff Schwagle
Fax:	(540) 678-4287	Date:	November 25, 2003
Phone:	(540) 678-0836	Pages:	1
Fax:	[REDACTED]	CC:	

Urgent For Review Please Comment Please Reply Please Recycle

Comments: Dear Mr. Adkins,

We are in receipt of the documents that you had mailed to our office dated 11/14/2003. The documents that you have sent in do not seem to include a copy of your client's registration. If possible, please fax a copy of the registration to my attention at (313) 646-8888.

Respectfully,

Jeff Schwagle
 Consumer Affairs

Adkins, Elkins & Hunnicutt

A Professional Corporation Incorporated Under the Name Adkins, Elkins & Hunnicutt, P.C.

Attorneys at Law
630 Park Avenue, N.W.
P.O. Box 626
Norton, Virginia 24273

Prev. Opened
11-20-02
Case: 11037211831
Region: 47
Rochele

J. Marty Adkins
Jeffrey L. Elkins
Joseph F. Hunnicutt

276
Tel: (840) 679-0606
Fax: (540) 679-4267
E-Mail: adh@adkins.com

November 14, 2003

Ford Motor Company
P.O. Box 6248, MD 3NE-B
Dearborn, MI 48126

RE: [REDACTED] 2001 ESCAPE
VIN#: 1FMYU04131KB70106

3
NOV 24 AM 1:20

CONSUMER AFFAIRS
SECTION

Dear Sir:

Enclosed please the following documentation per your request:

- (1) Buyers Order;
- (2) Security Agreement;
- (3) Down payment receipt; and
- (4) Service contract.

Please review these documents and contact my office with a settlement offer as soon as possible.

If you should have any questions or need any additional information, please feel free to contact my office.

Sincerely,

ADKINS, ELKINS & HUNNICUTT



J. Marty Adkins

JMA/adh
Enclosure

CLINCH MOTORS, Inc.
 U.S. 66 P.O. Box 86
 ST. PAUL, VA 24253-0086
 (840) 782-8535

RECEIPT

No 09811

RECEIVED OF



DATE 5-19-01

01 Escape Down Pymt

DOLLARS \$ 4840.53

DETAIL	ACCOUNT	NOTE	HOW PAID	
AMOUNT DUE	4840 53		CASH	
AMOUNT PAID			CHECK	✓ # 4862
			CREDIT CARD	
			DRAFT	
BALANCE DUE			MONEY ORDER	

By

LB

Thank You

THIS DOCUMENT HAS AN ARTIFICIAL WATERMARK PRINTED ON THE BACK. THE FRONT OF THE DOCUMENT HAS A MICRO-PRINT SIGNATURE LINE. A SERIES OF THREE RETURNED WILL INDICATE A COPY.



SOUTHWESTERN TELCO
FEDERAL CREDIT UNION
2530 HERSHBERGER ROAD N.W.
BOCA RATON, VIRGINIA 24072-2228

98-1075
985

4405850877
DATE 05/21/81

AMOUNT OF CHECK **23,830.53**

PAY TO THE ORDER OF **TWENTY THREE THOUSAND EIGHT HUNDRED THIRTY DOLLARS AND 53 CENTS**

CLINCH MOTOR INC

RE [REDACTED]

James M. Robinson
AUTHORIZED SIGNATURE
VOID AFTER 90 DAYS

PAYABLE THRU
FIRSTAR BANK OF MINNESOTA N.A.
ST. PAUL, MN

⑆096016765⑆00440 58508776⑆

[Faint, mostly illegible text, possibly a routing slip or internal memo]

CHQ. # [REDACTED]
below [REDACTED]
face of \$ [REDACTED]
following var [REDACTED]
Var: 200] for 63Kape
⑆⑆ IFM JMO 4121E-R 10104
Type 88 dated 23830.53 \$/dof
Amount: 23830.53
Please record item info
@ DMV

Printed on behalf of:

Clinch Motors Inc
16600 Riverside Drive
St Paul, VA 24283

April 23, 2002

03078

Wise, VA

2002113000548

Thank you for your purchase of the Ford Extended Service Plan (ESP).

YOUR ESP COVERAGE

The following information about your Extended Service Plan has been entered into Ford's computer system network. Please verify your coverage below and contact the selling dealer for any corrections.

Plan Type:	ExtraCARE
Date/Distance Expiration:	06-18-2007 or 90,000 miles
Deductible Per Eligible Repair Visit:	\$50
Vehicle Identification Number:	1FMYU04131KB70106-01

WHEN YOU NEED A REPAIR

- Take your vehicle to your selling dealer or any Ford or Lincoln-Mercury dealership (either in the United States or Canada).
- The dealership will use your Vehicle Identification Number (VIN) to verify your ESP coverage through the Ford computer system network.

IF YOU NEED ASSISTANCE

To locate the nearest Ford or Lincoln-Mercury dealership, owners may contact the Ford Customer Assistance Center at (800) 392-FORD.

Lincoln owners may call (800) 521-4140.

FOR ADDITIONAL INFORMATION

Your personalized Ford ESP Contract Provisions are enclosed. (For Florida customers who purchased coverage prior to December 1, 1994, your contract was provided to you at the time of sale as part of the ESP registration policy-Mechanical Breakdown Policy). The Contract Provisions explain the benefits, time and mileage coverage, and exclusions of the plan you have purchased.

We believe having Ford ESP on your vehicle should help provide you with peace of mind when it comes to your vehicle's service needs. On your next visit to your dealership, please take a minute to review your vehicle's ESP coverage with a Service Advisor.

We recommend you keep a copy of this letter with your Owner's Manual and other vehicle information.

Ford Extended Service Plan Headquarters

All Action Details for Issue

Print

VIN: 1FMYU04191KBZ0108 Year: 2001 Model: ESCAPE Case: 1687211831
 Name: [REDACTED] Owner Status: Original WBO: 2001-05-18
 Symptom Desc: STALL/QUITS DECELERATION 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: 02078 CLINCH MOTORS INC Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 17883 MI Comm Type: MAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 07/25/2003 Action Time: 10.28.33.317 Action Data: Yes

Comments *****ATTORNEY DEMAND***** DATE STAMPED 6-30-03. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED MULTIPLE TIMES FOR A STALLING CONDITION. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	ADKINS, ELKINS & HUNNICUTT
ATTORNEY NAME	J. MARTY ADKINS
ATTORNEY PHONE NUMBER	2788780686

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 02078 CLINCH MOTORS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 17883 MI Comm Type: PHONE
 Analyst Name: Analyst: LTURN32
 TURNER,LATISIA
 Action Date: 07/28/2003 Action Time: Action Data: Yes
 08.29.13.222

Comments ***LPA CALLED AND INFORMED ATTORNEY THAT I RECEIVED THE CORRESPONDENCE, WILL INVESTIGATE AND REPORT MY FINDINGS ASAP.

Data Element Name	Data Value
CONTACT PERSON	ATTORNEY

Action: MANAGEMENT APPROVAL OF OFFER
 Dealer: 02078 CLINCH MOTORS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 17883 MI Comm Type: OTHER
 Analyst Name: WHITE,TAMELA Analyst: TWHITE11
 (T.J.)
 Action Date: 07/31/2003 Action Time: Action Data: No
 15.48.54.118

Comments **APPROVAL TO OFFER REFUND**

EA02-027.1 0859

Action: OFFER

Dealer: 02078 CLINCH MOTORS INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 17883 MI

Comm Type: FAX

Analyst Name:
TURNER,LATISIA

Analyst: LTURN32

Action Date: 08/04/2003

Action Time:
14.57.22.872

Action Date: Yes

Comments ***LPA MADE A GOODWILL OFFER FOR A VEHICLE REFUND.

Data Element Name

Data Value

PROJECTED \$ AMOUNT

000

Action: FINAL CASE DISPOSITION

Dealer: 02078 CLINCH MOTORS INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 17883 MI

Comm Type: MAIL

Analyst Name: SCHWAGLE,JEFF
(J.)

Analyst: JSCHWAGL

Action Date: 09/08/2003

Action Time:
11.08.53.245

Action Date: No

Comments *** LPA COMMENTS *** - ATTORNEY HAS MAILED ACCEPTANCE OF OFFER TO REPURCHASE VEHICLE

Action: UPDATE/ADDCO CASE

Dealer: 02078 CLINCH MOTORS INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 17883 MI

Comm Type: OTHER

Analyst Name: SCHWAGLE,JEFF
(J.)

Analyst: JSCHWAGL

Action Date: 11/20/2003

Action Time:
13.15.08.882

Action Date: No

Comments *** LPA COMMENTS *** - LPA REQUESTED DOCUMENTATION FROM ATTORNEY TO COMPLETE REFUND OFFER; ATTORNEY HAS NOT REPLIED - LPA HAS SINCE BEEN UNABLE TO REACH ATTORNEY - LPA RECOMMENDS NO FURTHER ACTION PENDING FURTHER CONTACT FROM ATTORNEY

EP02-027.1 0608

All Action Details for Issue

Print

VIN: 1FMYU04131K070106 Year: 2001 Model: ESCAPE Case: 1057211831
 Name: [REDACTED] Owner Status: Original WSD: 2001-05-18
 Symptom Desc: STALL/QUITS DECELERATION 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: 02078 CLINCH MOTORS INC Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 17883 MI Comm Type: MAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 07/25/2003 Action Time: 10.28.33.317 Action Data: Yes

Comments *****ATTORNEY DEMAND*****
 CLIENT'S VEHICLE HAS BEEN SERVICED MULTIPLE TIMES FC
 CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data V
NAME OF LAW FIRM	ADKINS
ATTORNEY NAME	J. MAR
ATTORNEY PHONE NUMBER	2786794

you can actually close sales & Boost due to attorney fees registar non response to buyers.

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 02078 CLINCH MOTORS INC Origin D PREVEN
 Odometer: 17883 MI Comm Type: P
 Analyst Name: TURNER,LATISIA Analyst: LTURN
 Action Date: 07/28/2003 Action Time: 08.29.13.222

Comments ***LPA CALLED AND INFORMED ATI INVESTIGATE AND REPORT MY FINDINGS ABAI

Data Element Name
CONTACT PERSON

finance contract copy of title if paid off account # requested 9/19 2:12

Action: MANAGEMENT APPROVAL OF OFFER
 Dealer: 02078 CLINCH MOTORS INC
 Odometer: 17883 MI Comm Type: O
 Analyst Name: WHITE,TAMELA Analyst: TWHIT (T.J.)
 Action Date: 07/31/2003 Action Time: 15.48.54.118 Action Data: No

Comments **APPROVAL TO OFFER REFUND**

ENR2-027.1 0081

Action: OFFER

Dealer: 02076 CLINCH MOTORS INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 17883 MI

Comm Type: FAX

Analyst Name:
TURNER,LATISIA

Analyst: LTURNES2

Action Date: 08/04/2003

Action Time:
14.57.22.872

Action Data: Yes

Comments ***LPA MADE A GOODWILL OFFER FOR A VEHICLE REFUND.

Data Element Name

Data Value

PROJECTED \$ AMOUNT

000

Action: FINAL CASE DISPOSITION

Dealer: 02076 CLINCH MOTORS INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 17883 MI

Comm Type: MAIL

Analyst Name: SCHWAGLE,JEFF
(J)

Analyst: JSCHWAGL

Action Date: 09/09/2003

Action Time:
11.08.53.245

Action Data: No

Comments *** LPA COMMENTS *** - ATTORNEY HAS MAILED ACCEPTANCE OF OFFER TO REPURCHASE VEHICLE

ES02-027.1 0002

FAX TRANSMITTAL SHEET

ADKINS, ELKINS & HUNNICUTT
ATTORNEYS AT LAW

P. O. BOX 626

NORTON, VIRGINIA 24273

TEL: (276) 679-0696 FAX: (276) 679-4267

The information contained in this fax transmittal is privileged and confidential intended for the addressee only. If you are neither the intended recipient, nor the addressee or agent responsible for delivering this message to the intended recipient, any disclosure of this information in any way or taking of any action in reliance on this information is strictly prohibited. If you have received this fax in error, please notify the person transmitting the information immediately.

J. MARTY ADKINS

JEFFERY L. ELKINS

JOSEPH F. HUNNICUTT

DATE: 10/31/03 # OF PAGES: 2

FAX NUMBER: 313-845-5668

DESTINATION: Ford Motor Credit

ATTENTION: Lakesia Jones

FROM: J. Marty Adkins

MESSAGE:

2002-027.1 0003

Adkins, Elkins & Hunnicutt

A Professional Corporation Incorporated Under the Laws of the State of Virginia, F.C.

Attorneys at Law
630 Park Avenue, N.W.
P.O. Box 626
Norton, Virginia 24273

J. Marty Adkins
Jeffrey L. Elkins
Joseph F. Hunnicutt

Tel. (540) 679-0696
Fax. (540) 679-4387
E-Mail: adh@adkins.net

October 30, 2003

Lakesia Turner
Ford Motor Company
P.O. Box 6248, MD 3NE-B
Dearborn, MI 48126

RE: [REDACTED]
2001 ESCAPE; VIN: 1FMYU04131KB70106

Dear Ms. Turner:

Please provide me with an update as to the status of this claim.

Sincerely,

ADKINS, ELKINS & HUNNICUTT



J. Marty Adkins

JMA/adh

Cc: [REDACTED]

ER02-027.1 0004

Adkins, Elkins & Hunnicutt

A Professional Corporation Incorporated Under the Name Adkins, Elkins & Hunnicutt, P.C.

Attorneys at Law

630 Park Avenue, N.W.

P.O. Box 626,
Norton, Virginia 24273

CONSUMER AFFAIRS
SECTION

J. Marty Adkins
Jeffery L. Elkins
Joseph F. Hunnicutt

Tel. (540) 679-0696
Fax (540) 679-4267
E-Mail: adh@adkel.com

3 NOV -4 NO 59

October 30, 2003

Lakesia Turner
Ford Motor Company
P.O. Box 6248, MD 3NE-B
Dearborn, MI 48126

RE: [REDACTED]
2001 ESCAPE; VIN: 1FMYU04131KB70106

Dear Ms. Turner:

Please provide me with an update as to the status of this claim.

Sincerely,

ADKINS, ELKINS & HUNNICUTT



J. Marty Adkins

JMA/adh

Cc: [REDACTED]

Adkins, Elkins & Hunnicutt

A Professional Corporation Incorporated Under the Name Adkins, Elkins & Hunnicutt, P.C.

Attorneys at Law
630 Park Avenue, N.W.
P.O. Box 626
Norton, Virginia 24273

CONSUMER AFFAIRS
SECTION

J. Marty Adkins
Jeffery L. Elkins
Joseph F. Hunnicutt

3 AUG 18
Tel (776) 679-0696
Fax (776) 679-4267
E-Mail adh,nehms@adkins.com

August 7, 2003

Lakesia Turner
Ford Motor Company
P.O. Box 6248, MD 3NE-B
Dearborn, MI 48126

RE: [REDACTED]
2001 ESCAPE
VIN: 1FMYU04131KB70106

Dear Ms. Turner:

Enclosed please find the Authorization you requested. Be advised that the vehicle is financed with Southwestern Telco Federal Credit Union, 1430 Herahberger Road, NW, Roanoke, Virginia 24012, (540) 563-1957.

Thank you for your cooperation in this matter.

Sincerely,

ADKINS, ELKINS & HUNNICUTT


J. Marty Adkins

JMA/adh

Enclosure

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] WISE VA [REDACTED]
Country: USA Language: EN
Call Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: RSALYER@NAXS.COM

ER02-BZ7.1.0067

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
10-SDR	47-CINCINNATI	U	A8	02076	F47562

Dealer Name: CLINCH MOTORS INC
 Dealer Address: 16600 RIVERSIDE DRIVE
 ST PAUL VA 242830066

Dealer Main Phone: 540-782-5535 Dealer Service Phone: 540-762-5535

Position	Employee Name
PARTS MANAGER	JOHN HELBERT
SERVICE MANAGER	STEVEN R SULLIVAN

16800 Executive Plaza Drive
MIWA-8, RM812
Dearborn, MI 48126

Phone: 313-845-4837
Fax: 313-845-6868

Ford Motor Company

Fax

To: J. Marty Adkins

From: Lakesia Turner

Fax: 278-678-4267

Date: August 4, 2009

Phone:

Pages: 3

Re: [REDACTED]

CC:

Urgent For Review Please Comment Please Reply Please Recycle

*Comments:

Action Detail

VIN: 1FMYU04131K870106	Year: 2001	Model: ESCAPE	Case: 1687211831
Name: [REDACTED]	Owner Status: Original	WSD: 2001-05-18	
Symptom Desc: STALL/QUITS DECELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: CLINCH MOTORS INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 02076	
Action Desc: MANAGEMENT APPROVAL OF OFFER			
Odometer: 17893 MI	Comm Type: OTHER		
Action Date: 07/31/2003	Action Time: 15:48:54:117	Action Date: No	
Analyst Name: WHITE, TAMELA (T.J.)	Analyst: TWHITE11		
COMMENTS: **APPROVAL TO OFFER REFUND**			

EMR2-827.1 0678

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1PMYU04131KB70106	Vehicle Line:	T/M1 - ESCAPE (U004) (2001)	Eng Serial No:	899493087
Model Year:	2001	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Vehicle Type:	T	Drive Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer:	G2076	Body Cab Style:	T/WB - 5 DOOR LIGHT TRUCK	Transmission:	T/D3 - 4 SPD AUTO TRANS NAAD CDM
		Version/Series:	T/EP - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 08-MAY-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147562 - *
Country: USA - ##### Selling Dtr Sd/Prov: VA
Buyer Sd/Prov: VA

Arrival Date: 18-MAY-2001 Seal Carped Lower: *
Sale Date: 18-MAY-2001 Fleet/Retail/Cs. Lease: R
Warranty Start Date: 18-MAY-2001 Modified Vehicle: *
Orig Warranty Date: 18-MAY-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U041KB70106103377 V 1 1900303 DC E M69 63 563 265 5 B05A0X (70562 1 YZ A LZA 4 2 2 1

1PMY3 6 * 91498 7

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Deck:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [N/A]	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNYW3 - OXFORD WHITE SOLID CC

E902-827.1 0871

Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radios:	AQ - ELETR PREMIUM AM/FM STROACSTE
Calibration Code:	0M11A30A	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Steering Traction Axle:	/
Color(Trim):	000ZY -	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D3JUH - P235/70R-16 BSW A-S
Drivetrain Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF: A3084431601 RF: A3084431601
 LR: A3084431601 RR: A3084431601
 LI: * RI: *
 SPARE: HY8A1R81301

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	F	Emission Code:	T/B - T/B
ESP Coverage(Miles):	060	Emission Cert Type:	5
ESP Coverage(Time):	072	Emission Data Build:	HKS
ESP Plan Year:	2001	Engine Family:	LFMXT0301F6
ESP Signature Date:	29-MAR-2002		

EM3-027.1 0672

Action Detail

VIN: 1FMYU04131KB70106	Year: 2001	Model: ESCAPE	Case: 1687211831
Name: [REDACTED]	Owner Status: Original	WBD: 2001-05-18	
Symptom Desc: STALL/QUITS DECELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: CLINCH MOTORS INC	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 02076	
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND			
Odometer: 17683 MI	Comms Type: MAIL		
Action Date: 07/25/2003	Action Time: 10:28:33:317	Action Date: Yes	
Analyst Name: LEIGH,CHERIE	Analyst: CLEICH		

COMMENTS: ***** ATTORNEY DEMAND ***** DATE STAMPED 8-30-03. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED MULTIPLE TIMES FOR A STALLING CONDITION. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Adkins, Elkins & Hunnicutt

A Professional Corporation Incorporated Under the Name Adkins, Elkins & Hunnicutt, P.C.

Attorneys at Law
630 Park Avenue, N.W.
P.O. Box 626
Norton, Virginia 24273

CASE:
1687211831
Region: 47
LAK2317

VIN#

msg 7/2/03 9:00am
7-25-03

Tel (276) 679-0696
Fax (276) 679-0267
E-Mail: adkins@adkins.com

June 23, 2003

3 JUN 30 PM 5:50

CONSUMER AFFAIRS
SECTION

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
P.O. Box 6248
Detroit, MI 48121

RE: [REDACTED]
2001 FORD ESCAPE XLT

IFMYU 041314873: 71:

Dear Sir or Madam:

Please be advised that our firm has been retained by [REDACTED] to represent her interests with regard to her purchase of a 2001 Ford Escape. There has been numerous problems with the Ford Escape and it has been in the service department at Clinch Motors, Inc. for repairs numerous times since her purchase. The vehicle continues to have numerous problems (i.e. engine stalls on deceleration). Attempts have been made to repair the vehicle, all of which were unacceptable. These problems constitute a danger and my client is uncomfortable driving the vehicle.

This situation is not one to be taken lightly as this is a major consumer purchase and requires a substantial amount of consumers' wages. My client, as a consumer, is requesting that she be refunded her money along with damages and attorney fees.

Please have the customer service representative or someone from your legal department contact me at the above address and telephone number upon receipt of this letter.

Sincerely,

ADKINS, ELKINS & HUNNICUTT

J. Marty Adkins
J. Marty Adkins

JMA/adh
cc: [REDACTED]

ENTER CAMPAIGN NUMBER--> 02M01 VIN--> 1FMYU04131KB70106 TYPE OF SEARCH: A
MODEL YEAR: 01 DEFECT: EGR PRES SEN BODY STYLE: 4 DR KLT MPV 4X4

NEW STATUS CODE: _____ CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: _____ SUPP CODE :
REPAIR DATE: _____ DEALER P/A: _____ KIT CODE : AA
MICRO REF: _____ CLAIM NUM: _____ OASIS DATE : 03-01-11
DELETE REASON: _____ VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: _____ IND: MATCH CODE: 2

CURRENT: 1 47 403 ASSIGNED: 03-01-06 SOURCE: PX EXTRACT DATE: 03-01-06
***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
M RELEASED FOR MAILING	03-01-11							
H AWAITING MAILING	02-12-05							

DELETE REASON:
F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS
F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)
I037-NO MORE DATA TO DISPLAY LPREL87

T35-02 23 01

ESP / Recall Information

VIN: 1FMYU04131KB70108

Contract: 1 07

Status: Active

ESP Purchase Details

Purchaser:

Expiration Date: 2007-05-18

Plan Type: USA NEW 7280,000 EXTRACARE W/ROADSIDE ASSISTANCE

Plan Year: 2001

Expiration Miles: 60,000

Selling Dealer: CLINCH MOTORS INC

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credit:

Recall Information

Number	Type	Campaign		Status	Status Date	Dealer Code
		Description	Status			
02M01	O	EGR PRES SEN	RELEASED FOR MAILING		2003-01-11	F47403

ENR2-827.1 8876

Turner, Lakesia (L.)

To: Lee, Jason (J.)

Subject: [REDACTED]

Jason, I am in receipt of an Attorney Demand for the above mentioned customer. Please advise as to any information you have regarding this customer's concern.

VIN: 1FMYU04131KB70106	Year: 2001	Model: ESCAPE	Case: 1667211831
Name: [REDACTED]	Owner Status: Original	WSD: 2001-05-18	
Symptom Desc: STALL/QUITS DECELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: CLINCH MOTORS INC	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 02078	
Odometer: 17693 MI	Comm Type: MAIL		
Action Date: 07/25/2003	Action Time: 10:28:33:317	Action Data: Yes	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****ATTORNEY DEMAND***** DATE STAMPED 8-30-03. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED MULTIPLE TIMES FOR A STALLING CONDITION. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE

Lakesia Turner

Ford Motor Company-FCSD
Cincinnati Legal Analyst
(P)313-845-4637 (F)313-845-5668



VIN
1FMYL04131KB70106

Year Model
2001 ESCAPE
Open Issue Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

EM02-027.1 0070

VEHICLE DETAIL

VIN: 1FMYU04131KB70106	Engine: MOD 3.0L DOHC EFI NA V8 G7NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: OXFORD WHITE SOLID GC
Year: 2001	Calibration: 0M11A30A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axle Ratio:
WheelBase: 103	Warranty Start Date: 5/18/2001
GCWR:	Vehicle Build Date: 5/8/2001
PEP Code:	

Selling Dealers Name: CLINCH MOTORS INC

Selling Dealers P & A Code: 02078

Selling Dealers Sales Code: F47582

Selling Dealers Main Phone: 540-782-5535 Selling Dealers Service Phone: 540-782-5535

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 4 1 K B 7 0 1 0 8 1 0 3 3 7 P V 1 1 0 D 0 3 0 3 9 C E M 4 6 9 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 90 1 2 3 4 5 6 7 8 9 100
5 6 3 2 8 5 6 8 S 3 A B N 4 7 U 5 8 2 1 Y Z A 1 2 A 4 3 2 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 Y 3 0 P 9 1 4 V A F
1 2 3 4 5 6 7 8 9 160
    
```

EP02-027.1 0079

REPAIR HISTORY

06/03/2003 DEALER: Clinch Motors Inc

WARRANTY CLAIM NUMBER: 015821

ODOMETER: 017693M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2F1Z 8J480AA	SENSOR ASY EGR PR VL	001	1288003	42	DOES NOT OPERATE PRO
1L3Z 9F718AA	VALVE-AIR BYPASS	001	1288008		
		000	0T12880		

CUSTOMER COMPLAINS THT VEHICLE STALLED ONCE IN THE LAST TEN MONTHS DDDR4 - RAN OASIS AND FOUND TSB 02 23 01 AND SPENT M TIME RUNNING THROUG H ALL STEPS AS NOTED AND FOUND NECESSARY TO REPLACE IAC VALVE DPFE S ENSOR AND REPROGRAMMED PCM WITH LATEST CALIBRATION

08/28/2003 DEALER: Clinch Motors Inc

WARRANTY CLAIM NUMBER: 025417

ODOMETER: 010688M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
Y1CZ 9C159AA	PURGE REGULATION VLV	001	128800	42	DOES NOT OPERATE PRO
2L3Z 9C828AB	BODY ASY-AIR CHARGE	001	1288003		
		000	128800K1		
		000	8888A		

FOUND TSB 02-11-06 MONITOR PID ON IAC DUTY CYCLE - PERCENT AGE WAS HIGHER THAN SPECS 42PCT AND TSB SAID BETWEEN 32-40P CT - I HAD ALREADY REPROGRAMMED PCM ON PREVIOUS REPAIR FOUND NECC TO REPLACE THROTTLE BODY AND EVAP VM VALVE AND PE R TSB AFTER REPLACING WENT INTO DATA LOGGER WITH WDS AND DU

END OF OASIS REPORT FOR 1FMYU04131KB70106

ERR2-827.1 09/03

**OASIS RESULT:
1FMYU04131KB70106*****308 480 377* TECH HOTLINE
CONTACT ID EXPIRES IN 5 DAYS
FOR 1FMYU04131KB70106**07/29/2003
08:48:03

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 ESCAPE	BODY STYLE 4 DR XLT MPV 4X4	ENGINE 3.0L EFI DOHC	ENGINE CALIBRATION 0M11A30A
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 89		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 05/18/2001	BUILD DATE 05/08/2001	SALE MILEAGE 00005
--	---------------------------------	------------------------------

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

**02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000
MILES, WHICH EVER OCCURS FIRST, TO THE BASE WARRANTY.**

EXTENDED COVERAGES

**0768 - USA NEW 7280,000 EXTRACARE W/ROADSIDE ASSISTANCE
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: RHONDA SALYER
OPTIONS:
EXPIRATION DATE: 05/18/2007
DISTANCE: 60,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 02076
ESP CONTRACT START DATE: 05/18/2001**

REPAIR HISTORY

05/03/2003 DEALER: Clinch Motors Inc

WARRANTY CLAIM NUMBER: 015821

ODOMETER: 017893M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	ESTIMATION CODE	CONDITION DESC
2F1Z 6J40AA	SENSOR ASY EGR PR VL	001	12850D3	42	DOES NOT OPERATE PRO
1L8Z 9P75AA	VALVE-AIR BYPASS	001	12850D8		
		000	MT12850		

**CUSTOMER COMPLAINS THT VEHICLE STALLED ONCE IN THE LAST TEN MONTHS DDDR4
- RAN OASIS AND FOUND TSB 02 23 01 AND SPENT M TIME RUNNING THROUGH H ALL
STEPS AS NOTED AND FOUND NECESSARY TO REPLACE IAC VALVE DPFE S ENSOR AND
REPROGRAMMED PCM WITH LATEST CALIBRATION**

08/28/2002 DEALER: Clinch Motors Inc

WARRANTY CLAIM NUMBER: 025417

ODOMETER: 010888M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL&Z 8C818AA	PURGE REGULATION VLV	001	128500	42	DOES NOT OPERATE PRO
YL&Z 8E828AB	BODY ASY-AIR CHARGE	001	1289003		
		000	1289001		
		000	8028A		

FOUND TSB 02-11-08 MONITOR PID ON IAC DUTY CYCLE - PERCENTAGE WAS HIGHER THAN SPECS 42PCT AND TSB SAID BETWEEN 32-40P CT - I HAD ALREADY REPROGRAMMED PCM ON PREVIOUS REPAIR FOUND NECC TO REPLACE THROTTLE BODY AND EVAP VM VALVE AND PER TSB AFTER REPLACING WENT INTO DATA LOGGER WITH WDS AND DU

► SYMPTOM CODE INFORMATION

607000 - DRIVEABILITY STALLS/QUITS

SPECIAL SERVICE MESSAGES

18189 ESCAPE 3.0L - PCV HOSE BLOW OFF
 SOME 2001-2002 ESCAPE EQUIPPED WITH A 3.0L 4V DURATEC ENGINE, MAY EXHIBIT PCV HOSE DISENGAGED AT THE UPPER INTAKE MANIFOLD IN THE EVENT OF AN ENGINE BACKFIRE. IF THIS OCCURS INSPECT THE PCV HOSE FOR DAMAGE. IF THE PCV HOSE IS DAMAGED OR THE JOINT SEAL IS QUESTIONABLE REPLACE THE PCV HOSE WITH A NEW YL&Z-8C858-AA HOSE. IF THERE IS NO DAMAGE TO THE PCV HOSE, RECONNECT THE HOSE USING W625858-S301 HOSE CLAMP, ENSURING THE CLAMP IS ENGAGED OVER THE PCV CONNECTION LIP.

TECHNICAL SERVICE BULLETINS

02-23-01 2001-2003 ESCAPE - DRIVEABILITY - INTERMITTENT ENGINE QUIT OR IDLE DIP - NO DIAGNOSTIC TROUBLE CODES (DTCS) PRESENT

02-21-02 1999-2002 VARIOUS VEHICLES - FUEL - FUEL PRESSURE RELIEF VALVE DISCONTINUED - 2.0L ENGINE

END OF OASIS REPORT FOR 1FMYU04131KB70108

EM02-027.1 0802

**OASIS RESULT:
1FMYU04131KB70106**

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▶ VEHICLE INFORMATIONVEHICLE DESCRIPTION
2001 ESCAPE
TRANSMISSION
CD4E AUTO TRANSAXLEBODY STYLE
4 DR XLT MPV 4X4
AXLE CODE
88ENGINE
3.0L EFI DOHCENGINE CALIBRATION
0M11A30A**▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE
05/18/2001BUILD DATE
05/08/2001SALE MILEAGE
00005**▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE*****THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT****▶ FIELD SERVICE ACTIONS****02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000
MILES, WHICH EVER OCCURS FIRST, TO THE BASE WARRANTY.****▶ EXTENDED COVERAGES****0758 - USA NEW 7200,000 EXTRACARE W/ROADSIDE ASSISTANCE
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: RHONDA SALYER
OPTIONS:
EXPIRATION DATE: 05/18/2007
DISTANCE: 60,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 02078
ESP CONTRACT START DATE: 05/18/2001**

E982-827.1 0983

-->

ENTER CAMPAIGN NBR ==> 02M01 VIN ==> 1FMYU04131KB70106
 DEFECT : EGR PRES SEN BODY STYLE DESC: 4 DR KLT MPV 4X4
 RESP DEALER : 147403 BEGINNING MAILED DATE: 03-01-15 YY-MM-DD
 RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 03-01-25 YY-MM-DD
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
 LAST NAME : SALYER INITIALS: RL
 STREET ADDR1 : 9323 ADWELL RD
 ADDR2 : ST/PRV: VA
 CITY : WISE CTRY:
 ZIP/POSTAL CODE: 242936513 N-A SOURCE: P N-A EFF DATE: 02-05-02 YY-MM-DD

RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD
 RELEASE DESC : ENDING MAILED DATE : YY-MM-DD
 CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:
 LAST NAME : INITIALS:
 STREET ADDR1 :
 ADDR2 : ST/PRV:
 CITY : CTRY:
 ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD

F1-INQUIRY F3-EXIT F4=QUIT F5=G150 F7-FIRST PAGE F8-NEXT PAGE F9=G140
 I048-LAST PAGE LPREL87

OASIS RESULT:
1FMYU04131KB70106
***410 543 686* TECH HOTLINE**
CONTACT ID EXPIRES IN 5 DAYS
FOR 1FMYU04131KB70106

 07/31/2003
 10:54:34

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VEHICLE INFORMATION
VEHICLE DESCRIPTION
 2001 ESCAPE

BODY STYLE
 4 DR XLT MPV 4X4

ENGINE
 3.0L EFI DOHC

ENGINE CALIBRATION
 0M11A30A

TRANSMISSION
AXLE CODE

03

WARRANTY INFORMATION
WARRANTY START DATE
 05/18/2001

BUILD DATE
 05/08/2001

SALE MILEAGE
 00006

WARNING MESSAGES
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT
FIELD SERVICE ACTIONS
02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000
MILES, WHICH EVER OCCURS FIRST, TO THE BASE WARRANTY.
EXTENDED COVERAGES
0758 - USA NEW 72/60,000 EXTRACARE W/ROADSIDE ASSISTANCE
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: RHONDA SALYER
OPTIONS:
EXPIRATION DATE: 05/18/2007
DISTANCE: 60,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 02078
ESP CONTRACT START DATE: 05/18/2001
REPAIR HISTORY

06/03/2003 DEALER: Clinch Motors Inc

WARRANTY CLAIM NUMBER: 015821
ODOMETER: 017893M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2F12 8J480AA	SENSOR ASY EGR PR VL	001	128003	42	DOES NOT OPERATE PRO
1D12 8F718AA	VALVE-AIR BYPASS	001	128003		
		000	MT12880		

CUSTOMER COMPLAINS THT VEHICLE STALLED ONCE IN THE LAST TEN MONTHS DDDR4
- RAN OASIS AND FOUND TSB 02 23 01 AND SPENT M TIME RUNNING THROUG H ALL
STEPS AS NOTED AND FOUND NECESSARY TO REPLACE IAC VALVE DPFE S ENSOR AND
REPROGRAMMED PCM WITH LATEST CALIBRATION

08/28/2002 DEALER: Clinch Motors Inc

WARRANTY CLAIM NUMBER: 025417

ODOMETER: 010888M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL8Z-8C910AA	PURGE REGULATION VLV	001	12500D	42	DOES NOT OPERATE PRO
2L8Z-8E220AB	THROTTLE BODY ASY-AIR CHARGE	001	12500D		
		000	12500DX1		
		000	0925A		

FOUND TSB 02-11-08 MONITOR PID ON IAC DUTY CYCLE - PERCENTAGE WAS HIGHER THAN SPECS 42PCT AND TSB SAID BETWEEN 32-40P CT - I HAD ALREADY REPROGRAMMED PCM ON PREVIOUS REPAIR FOUND NECC TO REPLACE THROTTLE BODY AND EVAP VM VALVE AND PER TSB AFTER REPLACING WENT INTO DATA LOGGER WITH WDS AND DU

SYMPTOM CODE INFORMATION

499000 - ENGINE BASIC ENGINE

SPECIAL SERVICE MESSAGES

- 16527 2001-2003 TAURUS/SABLE, ESCAPE - 3.0L DURATEC - TICKING NOISE FROM LEFT CYLINDER HEAD WITH WARM ENGINE**
SOME 2001-2003 ESCAPE, TAURUS/SABLE VEHICLES EQUIPPED WITH A 3.0L DURATEC ENGINE WITH LESS THAN 5000 MILES ACCUMULATED, MAY EXHIBIT A TICKING NOISE FROM THE LEFT CYLINDER HEAD WITH THE ENGINE AT OPERATING TEMPERATURE. TO DIAGNOSE, WITH THE ENGINE RUNNING AND WARM USE A PRY BAR TO INCREASE AND DECREASE TENSION ON THE WATER PUMP BELT. IF NOISE CHANGES, TURN THE ENGINE OFF, REMOVE THE LEFT VALVE COVER (BELT AND CAM SEAL DO NOT NEED TO BE REMOVED), LOOSEN THE BOLTS RETAINING #8L INTAKE CAMSHAFT CAP (2ND FROM THE WATER PUMP) BUT DO NOT REMOVE CAP. USING 2 LARGE SCREWDRIVERS OR PRY BARS SHIFT THE CAP TO THE LEFT SIDE OF THE ENGINE TOWARDS THE EXHAUST CAM. HOLD CAP IN SHIFTED POSITION AND HAVE AN ASSISTANT RETORQUE THE CAP TO 8NM (72 LB-IN). RETEST, PERFORM PROCEDURE AGAIN IF NOT SUCCESSFUL THE FIRST TIME.
- 16118 2001-2003 ESCAPE 3.0L - THROTTLE BODY SERVICE REPLACEMENT / TRANSMISSION VENT HOSE BRACKET INSTRUCTIONS**
IF REPLACING A THROTTLE BODY ON A 2001-2003 ESCAPE EQUIPPED WITH A 3.0L ENGINE, REMEMBER TO REMOVE THE TRANSMISSION VENT HOSE SECURING BRACKET BOLT AND POSITION THE TRANSMISSION VENT HOSE AND BRACKET ASIDE. WHEN NEW THROTTLE BODY IS INSTALLED, RE-POSITION TRANSMISSION VENT HOSE AND BRACKET AND INSTALL THE BOLT AND TIGHTEN TO 10 NM (89 LB-IN).
- 16159 ESCAPE 3.0L - PCV HOSE BLOW OFF**
SOME 2001-2002 ESCAPE EQUIPPED WITH A 3.0L 4V DURATEC ENGINE, MAY EXHIBIT PCV HOSE DISENGAGED AT THE UPPER INTAKE MANIFOLD IN THE EVENT OF AN ENGINE BACKFIRE. IF THIS OCCURS INSPECT THE PCV HOSE FOR DAMAGE. IF THE PCV HOSE IS DAMAGED OR THE JOINT SEAL IS QUESTIONABLE REPLACE THE PCV HOSE WITH A NEW YL8Z-8C858-AA HOSE. IF THERE IS NO DAMAGE TO THE PCV HOSE, RECONNECT THE HOSE USING W525859-S301 HOSE CLAMP, ENSURING THE CLAMP IS ENGAGED OVER THE PCV CONNECTION LIP.
- 14691 CYLINDER HEAD IDENTIFICATION DURATEC ENGINES -SERVICE TIP**
WHEN SERVICING A TAURUS/SABLE, CONTOUR/MYSTIQUE, ESCAPE, OR COUGAR, EQUIPPED WITH A V-6 DURATEC ENGINE, IDENTIFICATION OF A SPECIFIC CYLINDER AND/OR CYLINDER BANK MAY NOT BE ALWAYS NOTED. CYLINDER NUMBER ONE (1) IS LOCATED ON THE PASSENGER SIDE/BULKHEAD SIDE. CYLINDER NUMBER FOUR(4) IS ON THE PASSENGER SIDE/RADIATOR SIDE. IDENTIFICATION OF THE CYLINDER BANKS IS AS FOLLOWS: BANK 1 (CYLINDERS 1,2,3) BULKHEAD SIDE BANK 2 (CYLINDERS 4,5,6) RADIATOR SIDE.

E862-827.1 0805

TECHNICAL SERVICE BULLETINS

- 02-21-13** 1992-2003 VARIOUS VEHICLES - ENGINE - STRAIGHTEDGE PROCEDURE FOR CHECKING CYLINDER HEAD AND BLOCK FLATNESS
-
- 02-21-02** 1999-2002 VARIOUS VEHICLES - FUEL - FUEL PRESSURE RELIEF VALVE DISCONTINUED - 2.0L ENGINE
-
- 02-11-04** ENGINE - NEW GASKET REMOVER/CLEANER AND SERVICE TIPS FOR ALUMINUM HEADS AND BLOCKS: IF PETROLEUM RESIDUES ARE LEFT BEHIND NEITHER THE MLS GASKET NOR RTV WILL ADHERE TO METAL AND BOND PROPERLY AS DESIGNED. REFER TO THE TSB FOR DETAILS.
-
- 02-01-09** ENGINE - ENGINE OIL - RECOMMENDED APPLICATIONS FOR SAE 5W-20 AND SAE 5W-30 MOTOR OILS - GASOLINE AND FLEXIBLE FUEL VEHICLES ONLY: ALL 2001 AND 2002 VEHICLES WHERE SAE 5W-20 IS SPECIFIED SHOULD BE SERVICED AT THE RECOMMENDED OIL CHANGE INTERVALS USING SAE 5W-20. REFER TO THE TSB FOR DETAILS.
-
- 01-24-06** ENGINE - ENGINE OIL SYSTEM PRIMING PROCEDURES - SERVICE TIPS: PRIOR TO STARTING A NEW, OVERHAULED OR REMANUFACTURED ENGINE, THE OIL PUMP AND OIL SYSTEM SHOULD BE PRIMED TO ELIMINATE THE POSSIBILITY OF OIL STARVATION AT START-UP. REFER TO THE TSB FOR DETAILS.
-
- 01-04-03** FUEL, CLIMATE CONTROL, ENGINE, - FUEL ODOR - FUEL SMELL FROM PASSENGER COMPARTMENT THROUGH VENTS - VEHICLES EQUIPPED WITH 3.0L 4-VALVE DURATEC ENGINE ONLY - UPDATED LOWER INTAKE MANIFOLD GASKETS: IF FUEL ODOR CONDITION IS VERIFIED AND NO FUEL LEAKS ARE FOUND, REPLACE THE LOWER INTAKE GASKETS.
-

END OF OASIS REPORT FOR 1FMYU04131KB70106

ER02-027.1 0087

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHG#	STATUS
08/04	15:13	5486794267	EC-S	00'34"	003	101	OK

1000 Executive Plaza Drive
 NORMAN, OK 73069
 Norman, OK 73069

Phone: 313-945-4257
 Fax: 313-948-0888



Fax

To:	J. Marty Adkins	From:	Lakshmi Turner
Fax:	275-678-4287	Date:	August 4, 2003
Phone:		Pages:	3
Sent:	Mr. Rhonda Salyer	CC:	

Urgent
 For Review
 Please Comment
 Please Reply
 Please Reply

-Comments-

1688752632 KANSAS CITY

ER62-927.1 68BIB

Action Detail

VIN: 1FMYU04192KB75781 Year: 2002 Model: ESCAPE Case: 1688752632
Name: [REDACTED] Owner Status: Original WSD: 2002-02-05
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 Dealer: WOODHOUSE FORD, INC.
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 03423
Action Desc: FINAL CASE DISPOSITION
Odometer: 6428 MI Comm Type: FAX
Action Date: 01/06/2003 Action Time: 08:43:22:837 Action Date: No
Analyst Name: Amy Groege (ADROEGE) Analyst: ADROEGE

COMMENTS: THE CUSTOMER UTILIZED THE DSB PROCESS IN 11-02. THE DSB DECLINED THE CUSTOMER'S REQUEST FOR ASSISTANCE. LPA SUPPORTS THE DECISION OF DSB. NO FURTHER ACTION REQUIRED.

Ford Motor Company

COPY

Consumer Affairs

January 6, 2003

Mr. Jeffrey Wagner
Attorney at Law
1243 Golden Gate Drive
Papillion, NE 68046

RE: [REDACTED]
2002 Escape
VIN: 1FMYU04192KB75781

Dear Mr. Wagner:

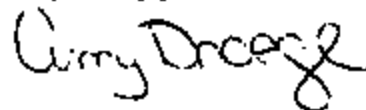
We are writing in response to your letter of December 16, 2002.

We are sorry to learn of your client's dissatisfaction with the decision made by the Dispute Settlement Board (DSB). The Board's decision was made only after careful and complete review of information submitted by your client, the dealership and Ford Motor Company representatives.

The DSB finding is final and not subject to negotiation. We trust that you understand, in order to maintain its effectiveness, we must adhere to this policy. Ford Motor Company is bound by this determination whether it favors the consumer, dealer or Company. Your client may elect to pursue other remedies that are available under State or Federal law.

We regret the circumstances that prompted your correspondence but appreciate the time taken to bring this matter to our attention.

Respectfully yours,



Amy Droege
Consumer Affairs



Ford Motor Company-Consumer Affairs
16500 Executive Plaza Drive
PO Box 8248, MD 3NE-B
Dearborn, MI 48128

Ford Motor Company

Fax

To: Jeffrey Wagner

From: Amy Droge

Fax: 402-592-9889

Pages: 2 (including cover page)

Phone: 402-592-2800

Date: 1/8/03

Re: [REDACTED]

CC:

Urgent For Review Please Comment Please Reply Please Recycle

• Comments:

Droege, Amy (A.S.)

From: Napoli, Donna (D.M.)
Sent: Thursday, January 02, 2003 6:34 PM
To: Droege, Amy (A.S.)
Subject: RE: Open legal case in your market

Hi Amy-

I talked with the service manager and he confirmed to me that the vehicle was fixed. He said the Escape has not stalled since they fixed it and the customer is unhappy because DSB would not buy it back. I know this is pretty much everything stated already in CuDL, but it was confirmed by the service manager that the vehicle was fixed. Hope this helps, sorry I do not have any more details.

Donna Napoli
CSM
Omaha Market
Kansas City Region
Phone: 913-541-4858

---Original Message---

From: Droege, Amy (A.S.)
Sent: Friday, December 20, 2002 8:18 AM
To: Napoli, Donna (D.M.)
Subject: Open legal case in your market

Hi Donna,

Our office has received a legal case for our handling. If you have previously been involved with this customer and would like to provide some insight, please respond to this note. Any information would be helpful in rendering a decision. Thanks!

Customer: [REDACTED]
Cudl: 1688752632

Vehicle: 2002 Escape
VIN: 1FMYU04192KB75781

Dealership: Woodhouse Ford
P&A Code: 03423

Concern: The attorney states that the vehicle has a stalling concern.

Respectfully,

Amy Droege
Legal Analyst
Ford Motor Company- Consumer Affairs
Phone: 313-390-9957
Fax: 313-847-3669
Email: ADroege@Ford.com

SCHIRBER LAW OFFICES, P.C.
1243 Golden Gate Drive
Papillion, NE 68046

MICHAEL N. SCHIRBER
JEFFREY A. WAGNER, P.C.

TELEPHONE
(402) 592-2000
FACSIMILE
(402) 592-7149

December 16, 2002

1688752632
AVA Code: 03453
53 | Kansas City
BI
Amy

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

2002 DEC 19 A 9 51

CUSTOMER
RELATIONSHIP
CENTER

VIA CERTIFIED MAIL RETURN RECEIPT REQUESTED

Re: Our Clients: [REDACTED]
Your Vehicle ID #: 1FMYU04192KB757B1
Year Make, Model: 2002 Ford Escape


This office has been retained by [REDACTED] to represent them regarding the 2002 Ford Escape they leased from Woodhouse Ford-Chrysler, Inc. This vehicle has a consistent history stalling thereby making the vehicle defective. This defect is such that it places the life of my clients and the lives of those around them in jeopardy when the problem occurs. Since the [REDACTED] leased the vehicle on February 05, 2002 the vehicle has been out of service for 48 days in an attempt by the dealer to repair the problem.

The [REDACTED] presented this problem to the Dispute Settlement Board, Case #1688752632 and received the decision of the board on November 22, 2002. The Winsors have decided not to accept the decision of the Board.

Pursuant to Neb. Rev. Stat. § 60-2704 you are provided with this written notice on the behalf of [REDACTED] of the defect in the vehicle and the previous opportunities Ford has had to correct the defect. The [REDACTED] further make demand upon Ford Motor Company to replace the vehicle or to accept return of the vehicle from them and refund to the [REDACTED] the full amount due under their lease including all sales taxes, license fees, and registration fees less any reasonable

allowance for their use of the vehicle. Failure to respond to this letter within 14 days of receipt will be deemed non-compliance by Ford Motor Company with the [REDACTED] demands and the appropriate legal action will then be taken.

Responses to this letter should be directed to the undersigned.


Jeffrey A. Wagner
[REDACTED]

Woodhouse Ford-Chrysler, Inc.

CONSUMER AFFAIRS

	DATE	TIME	TD/FROM	MODE	MIN/SEC	PGS	CHDN	STATUS
25	12/28	18:09	4025929889	EC-S	00'25"	002	002	OK

Ford Motor Company-Consumer Affairs
 10000 Executive Plaza Drive
 PO Box 5046, MD 305-B
 Dearborn, MI 48126

Ford Motor Company

Fax

To	Jeffrey Wagner	From	Amy Drozga
Fax	402-592-8888	Pages	2 (including cover page)
Phone	402-592-2800	Date	12/28/02
Re	[REDACTED]	CR:	

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

• Comments:

Ford Motor Company

Consumer Affairs

*Sent Via Fax

December 20, 2002

Mr. Jeffrey Wagner
Attorney at Law
1243 Golden Gate Drive
Papillion, NE 68046

RE: [REDACTED]
2002 Escape
VIN: 1FMYU04192KB75781

Dear Mr. Wagner:

I am in receipt of your letter dated December 16, 2002. A review of your client's claim has been initiated and I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 390-9957 or by fax at (313) 845-5669.

Respectfully yours,

Amy Droegge

Amy Droegge
Consumer Affairs



Ford Motor Company-Consumer Affairs
16500 Executive Plaza Drive
PO Box 8248, MD 3NE-B
Dearborn, MI 48126

Ford Motor Company

Fax

To: Jeffrey Wagner

From: Amy Droege

Fax: 402-592-9669

Pages: 2 (including cover page)

Phone: 402-592-2800

Date: 12/20/02

Re: [REDACTED]

CC:

Urgent For Review Please Comment Please Reply Please Recycle

• Comments:

Droege, Amy (A.S.)

From: Droege, Amy (A.S.)
Sent: Friday, December 20, 2002 9:18 AM
To: Napoli, Donna (D.M.)
Subject: Open legal case in your market

Hi Donna,

Our office has received a legal case for our handling. If you have previously been involved with this customer and would like to provide some insight, please respond to this note. Any information would be helpful in rendering a decision. Thanks!

Customer: [REDACTED]
Cudl: 1688752832

Vehicle: 2002 Escape
VIN: 1FMYU04192KB75781

Dealership: Woodhouse Ford
P&A Code: 03423

Concern: The attorney states that the vehicle has a stalling concern.

Respectfully,

Amy Droege
Legal Analyst
Ford Motor Company- Consumer Affairs
Phone: 313-390-9957
Fax: 313-845-5669
Email: ADroege@ford.com

Dealer Information

FCSD Region **Sales Region** **Sales Zone** **Market** **F&A Code** **Sales Code**
 53-KANSAS CITY 53-KANSAS CITY C B1 03423 F53507

Dealer Name: WOODHOUSE FORD, INC.
Dealer Address: 2548 SOUTH HIGHWAY 30
 BLAIR NE 68008

Dealer Main Phone: 402-428-4128 **Dealer Service Phone:** 402-428-4128

Position	Employee Name
DEALER/PARTNER	ROBERT B WOODHOUSE
GENERAL MANAGER	GERARD T HUGHES
PARTS MANAGER	LINDELL L SMITH
PARTS & SERVICE DIRECTOR	JEROME MILLER
SALES MANAGER	PATRICK J ORR
SERVICE MANAGER	CHAD A RIEGE

Service Hours 7:30 TO 5:30 M-F/8:00-5:00 SAT
Directions NEBR 193 @ US 30 SOUTH OF BLAIR
Trained Y
Additional Information TOWING: 402-428-4001 HIPNAR'S TOWING

Action Detail

VIN: 1FMYU04192K975781	Year: 2002	Model: ESCAPE	Case: 1688752632
Name: [REDACTED]	Owner Status: Original	WSD: 2002-02-05	
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: OPEN	Dealer: WOODHOUSE FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 03423	
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND			
Odometer: 8429 MI	Comm Type: MAIL		
Action Date: 12/19/2002	Action Time: 15:38:18:787	Action Data: Yes	
Analyst Name: SMITH,ERIKA (E.L.)	Analyst: ESMITH88		

COMMENTS: *****ATTORNEY DEMAND***** DATE STAMPED 12/19/02 *****ATTORNEY ALLEGES CLIENT'S VEHICLE HAS A STALLING CONCERN. *****ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

EM82-827.1 6781

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
12/19/2002 OPEN	[REDACTED] LEGAL - OTHER ATTORNEY DEMAND	1FMYU04192KB75781 1688752632	2002 ESCAPE	07
11/26/2002 CLOSED	[REDACTED] DSB-REF'D PURCH PRICE RQST-DLR CANT REPAIR	1FMYU04192KB75781 1688752632	2002 ESCAPE	06
10/18/2002 INQUIRY	[REDACTED] DSB-APPLICATION INCOMPLETE; RETD TO CUST	1FMYU04192KB75781 1688752632	2002 ESCAPE	01
9/26/2002 CLOSED	[REDACTED] DSB - APPLICATION REQUEST	1FMYU04192KB75781 1688752632	2002 ESCAPE	04
9/25/2002 CLOSED	[REDACTED] PROD/COMP DUR/PERF - REGIONAL ASSISTANCE	1FMYU04192KB75781 1688752632	2002 ESCAPE	02
9/24/2002 CLOSED	[REDACTED] PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04192KB75781 1688752632	2002 ESCAPE	02

Action Detail

VIN: 1FMYU04192KB75781

Year: 2002

Model: ESCAPE

Case: 1688752832

Name: [REDACTED]

Owner Status: Original

WSD: 2002-02-05

Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Primary Phone: [REDACTED]

Reason Desc: DSB-REFD PURCH PRICE RQST-OLR CAN

Secondary Phone: [REDACTED]

Issue Type: 06 DSB

Issue Status: CLOSED

Dealer: WOODHOUSE FORD, INC.

Origin Desc: DEMARS

P & A Code: 03423

Action Desc: RECORD DETAILS BOARD DECISION - NO FURTHER ACTION

Odometer: 5379 MI

Comm Type: EMAIL

Action Date: 11/26/2002

Action Time: 16:45:38:797

Action Date: Yes

Analyst Name: DEMARS,ANGELIQUE

Analyst: A-DEMARS



COMMENTS: BOARD DENIES CUSTOMER'S REQUEST AS IT FINDS THAT THE CONCERN IS RESOLVED. PER CUSTOMER'S LETTER, PRESENTATION, AND P. 11, AND CUSTOMER HAS BEEN ADEQUATELY COMPENSATED FOR THE TIME WITHOUT THE VEHICLE.

EM02-027.1 0763

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] PAPILLION NE [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: Fac: [REDACTED]
Preferred Contact Time: Email: [REDACTED]

ERR2-827.1 8784

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU04192KB75781	2002	ESCAPE	INDIVIDUAL RTL	Original Owner	Casie Warranty History
1FTRW08L72KD74611	2002	F-SERIES	INDIVIDUAL RTL	Original Owner	Casie Warranty History
 1FTRX18L2YKA20225	2000	F-SERIES	INDIVIDUAL RTL	Original Owner	Casie Warranty History
 1FTR14A5SPA43044	1996	RANGER	INDIVIDUAL RTL	Original Owner	Casie Warranty History

EN02-027.1 0705

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU0M192KB71781	Year Line:	T/M1 - ESCAPE (J204) [2001]	Eng Serial No: *	
Model Year:	2002	Market Derivat:	T/F - FORD DIVISION DERIVATIVE	Body Style: *	
Year Type:	T	Drive Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engines:	T/LD - MOD 3.0L DOHC EFI
Inv. Dealer:	03423	Body Cab Style:	T/WB - 5 DOOR LIGHT TRUCK	Transmission:	T/D1 - 4 SPD AUTO TRANS
Vehicle Status Code:	Y	Version/Series:	T/EP - FORD SERIES		

BUILD INFORMATION:

Region: NA - #0000#0000 Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - #0000#0000 Prod Date: 29-JAN-2002

SALE INFORMATION:

Region: NA - #0000#0000 Selling Dealer: 153507 - *
Country: USA - #0000#0000 Selling Div/Biz/Prov: NE
Buyer Bz/Prov: NE

Arrival Date: 01-FEB-2002 Red Carpet Lease: *
Sale Date: 05-FEB-2002 Fleet/Rent/Co. Lease: R
Warranty Start Date: 05-FEB-2002 Modified Vehicle: * Vehicle Count Flag: Y
Orig Warranty Date: 05-FEB-2002 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0042KB1578110335 6 4 2 29L7001 1R R 489861 363 2X5 8 8R3ABW 53C507L 4 CK 223 4 3 2 -12 -

TRX988 6 410A 9149E

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 - DRV MANUAL FOLD, POWER ADJUST
Audio Type:	* - [N/A]	Mirror(Pass Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	P86PW - DARK SHADOW GREY CC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Servic):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	2M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Steer Tandom Axle:	
Color(Trim):	0002X -	Tire Manufacturer:	* -
Delivery Type:	0	Tire Brand:	4B044B08 -
Driveshaft Code:	D	Tire Size:	D3JUL - P235/70R-16 OWL A-T
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LJ: 4B04B083902 RP: 4B04B083902
LR: 4B04B083902 RR: 4B04B083902
LI: * RH: *
SPARE: HYL1R40202 DOT Plant Manufacturer: 48 - GOODYEAR CANADA, INC.; KAPANEE, ONTARIO

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* * *
ESP Coverage(Mile):	* Emission Cert Type:	3
ESP Coverage(Time):	* Emission Decal Suffix:	JPD
ESP Plan Year:	* Engine Family:	ZFMXU0301F7
ESP Signature Data:		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 12-18-02
 Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DEL	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QKT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FMYU04192KB75781	M1	T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	29-01-02	05-02-02	153507	USA	J	*	2E03	YLSE	9E926	DA	S11	V44	E29	42
AWS Claim Key:	1185492	Doc #:	199474A	Trx Code:	507	Labour Hrs:	1	Labour Cost:	59.3	Material Cost:	218.33	Total Cost:	277.63										
Dir Cd-Sub Cd:	03423 *	Name:	WOODHOUSE FORD, INC.	Ph:	402-4264126	St:	NE	City Cd:	USA	Reg Cd:	NA	Repr Date:	19-APR-2002	DIST(Mkt):1E24									
Cost Comments:	ON TWO OCCASIONS IN LAST COUPLE DAYS WHILE DRIVING VEH HAS DIED WILL START UP CUST DID NOT OIL LIH																						
Tech Comments:	HOOK UP WDS AND RUN TEST BAR MAP SENSOR AND THROTTLE BODY AND IAC CK ALL GROUNDS AND CONNECTIONS ALLOK TEST DROVE AND VEH RUNS PROPERLY ALSO RAN EVAP TEST PER ROUTINE.																						
1FMYU04192KB75781	M1	T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	29-01-02	05-02-02	153507	USA	B	*	2G05 *	RECAL *			S11	V42	D21	42
AWS Claim Key:	2998978	Doc #:	0051271	Trx Code:	1	Labour Hrs:	5	Labour Cost:	30.3	Material Cost:	0	Total Cost:	30.3										
Dir Cd-Sub Cd:	03423 *	Name:	WOODHOUSE FORD, INC.	Ph:	402-4264126	St:	NE	City Cd:	USA	Reg Cd:	NA	Repr Date:	05-SEP-2002	DIST(Mkt):5014									
Cost Comments:	AT SLOW SPEEDS VEH STALLS OUT ONCE YOU COAST TO A STOP VEH WILL RESTART NO WARNING LIGHTS NOTICED																						
Tech Comments:	WDS DIAG NEW UPDATE FOR PCM COMING OUT TO FIX PROBLEM REFLASH PCM WITH LATEST CALIBRATION																						
1FMYU04192KB75781	M1	T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	29-01-02	05-02-02	153507	USA	J1	*	6J02	2W4Z	5426412	BA	S06	V07	L17	42
AWS Claim Key:	3680651	Doc #:	0111841	Trx Code:	1	Labour Hrs:	4	Labour Cost:	24.24	Material Cost:	95.06	Total Cost:	119.3										
Dir Cd-Sub Cd:	03423 *	Name:	WOODHOUSE FORD, INC.	Ph:	402-4264126	St:	NE	City Cd:	USA	Reg Cd:	NA	Repr Date:	03-DEC-2002	DIST(Mkt):6428									
Cost Comments:	AT TIMES PASS REAR DOOR LOCK IS INOP																						
Tech Comments:	INSPECT AND REPLACE THE LATCH ASSY																						
1FMYU04192KB75781	M1	T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	29-01-02	05-02-02	153507	USA	L1	*	2G04 *	12A650 *			S11	V42	D21	42
AWS Claim Key:	3130430	Doc #:	1761621	Trx Code:	507	Labour Hrs:	0	Labour Cost:	431.67	Material Cost:	0	Total Cost:	431.67										
Dir Cd-Sub Cd:	03423 *	Name:	WOODHOUSE FORD, INC.	Ph:	402-4264126	St:	NE	City Cd:	USA	Reg Cd:	NA	Repr Date:	18-DEC-2002	DIST(Mkt):6429									
Cost Comments:	INTERMITTENT CONCERN THAT HAD NO FIX CUST REFUSED TO DRIVE VEH AND STUART TILLER AGREED TO PAY 1 LEASE PAYMENT FOR CLST IN THIS TIME PERIOD																						
Tech Comments:	PAYMENT OF 1 LEASE PAYMENT TO CLST FOR CONCERN THAT HAD NO FLX AT THIS TIME THAT STUART TILLER AGREED TO MAKE FOR CUST SATISFACTION																						

Any comments? You can contact

ENR2-027.1 0708



webmaster

ENR2-027.1 0769

**OASIS RESULT:
1FMYU04192KB75781**

12/29/2002
09:18:24

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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 69		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 02/05/2002	BUILD DATE 01/29/2002	SALE MILEAGE
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WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDLIMORS LEGAL CONTACT

THIS VEHICLE HAD A CUDLIMORS CONTACT CLOSED WITHIN THE PAST 180 DAYS

FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

12/10/2002 DEALER: Woodhouse Ford, Inc.

WARRANTY CLAIM NUMBER: 178182

ODOMETER: 006429M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
13A888	PROCESSOR ASSY	000	03L	42	DOES NOT OPERATE PRO

PAYMENT OF 1 LEASE PAYMENT TO CUST FOR CONCERN THAT HAD NO FIX AT THIS TIME TH AT STUART TILLER AGREED TO MAKE FOR CUST SATISFACTION

12/03/2002 DEALER: Woodhouse Ford, Inc.

WARRANTY CLAIM NUMBER: 011184

ODOMETER: 006428M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2W42 84284128A	LATCH RR DR	001	274088	42	DOES NOT OPERATE PRO
		000	274088		

INSPECT AND REPLACE THE LATCH ASSY

09/06/2002 DEALER: Woodhouse Ford, Inc.

WARRANTY CLAIM NUMBER: 005127

ODOMETER: 005014M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
RECAL	ECC PROCESSOR RECAL	000	MT1800E	42	DOES NOT OPERATE PRO
		000	MT1800E1		
		000	1280004		

WDS DIAG NEW UPDATE FOR PCM COMING OUT TO FIX PROBLEM REFLASH PCM WITH LATE ST CALIBRATION

04/19/2002 DEALER: Woodhouse Ford, Inc.

WARRANTY CLAIM NUMBER: 159474

ODOMETER: 001824M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1L2Z 12B8786ARM	SENSOR IEC MASS AIR	001	128000	42	DOES NOT OPERATE PRO
Y1L2 SENSOR	BODY AIR CHARGE	001	8920A		
YF1Z 8F718AA	VALVE AIR BYPASS	001	1280009		
		000	1280028		
		000	12800X1		

HOOK UP WDS AND RUN TEST R&R MAF SENSOR AND THROTTLE BODY AND IAC CK ALL GROUND S AND CONNECTIONS ALLOK TEST DROVE AND VEH RUNS PROPERLY ALSO RAN EVAP TEST PE R HOTLINE.

END OF OASIS REPORT FOR 1FMYU04192KB75781

ESP / Recall Information

VIN: 1FMYU04192KB75781

No ESP information for this VIN

No Recall information for this VIN

E992-927.1 8712