

EA02-027

FORD

1/16/04

**FORD LETTER TO ODI
ATTACHMENT C**

BOOK 2 OF 2

PART 2 OF 4



2003

0444620063 SAN FRANCISCO

ERR2-927.1 9542

Action Detail

VIN: 1FMCU031X2KD41878 Year: 2002 Model: ESCAPE Case: 444620063
Name: [REDACTED] Owner Status: Original WSD: 2002-07-13
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: RAZZARI FORD
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 07820
Action Desc: FINAL CASE DISPOSITION
Odometer: 7484 MI Comm Type: MAIL
Action Date: 02/04/2003 Action Time: 10:22:23.273 Action Date: No
Analyst Name: Amy Droege (ADROEGE) Analyst: ADROEGE
COMMENTS: THE VEHICLE IS REPAIRED. THE REQUEST FOR A REFUND HAS BEEN DECLINED.

EM02-027.1 0843

Ford Motor Company

COPY

Consumer Affairs

February 4, 2003

****Sent Via Fax and U.S. Mail**

Mr. William McGee
Attorney at Law
16855 West Bernardo Drive, Suite 380
San Diego, CA 92127

RE: William Wheatley
2002 Escape
VIN: 1FMCU031X2KD41978

Dear Mr. McGee:

This letter is in response to your letter dated January 16, 2003 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to comply with your request for a refund at this time.

Thank you for the opportunity to review this concern.

Respectfully,

Amy Droege

Amy Droege
Consumer Affairs



Ford Motor Company-Consumer Affairs
18000 Executive Plaza Drive
PO Box 6248, MD 3NE-B
Dearborn, MI 48128

Ford Motor Company

Fax

To: William McGee	From: Amy Droege
Fax: 858-485-8783	Pages: 2 (including cover page)
Phone: 858-485-8332	Date: 2/4/03
Re: William Wheatly	CC:

Urgent For Review Please Comment Please Reply Please Recycle

• **Comments:**

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHD#	STATUS
03	02/04	10:47	8584859763	SC-B	00'25"	002	122	OK

Ford Motor Company-Consumer Affairs
 10000 Riverchase Plaza Drive
 PO Box 8046, MD 3046-B
 Dearborn, MI 48128

Ford Motor Company

Fax

To: **William McGee** From: **Amy Drozga**

Fax: **858-485-0703** Pages: **2 (including cover page)**

Phone: **858-485-8332** Date: **2/4/03**

Re: **William Winsty** CC:

Urgent For Review Please Comment Please Reply Please Reply

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STANDARD CLAIMS LIST

AWS Online Report

Run Date: 1/28/03
 Note: All amounts 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	TLS	QRT	WCC	PREF	BASE	SUFF	VAT	VFG	CCC	CD
1FMCU031XKD41978	M1	TMI	TIF	TWE	TIF	TIA	AJ	TDI	TLD	23-04-02	13-07-02	172411	USA	6	*	6J08	*	782600	*	806	V07	L18	33
AWS Claim Key:		3935242	Doc #:	16491604	Trx Code:		2	Labor Hrs:		5	Labor Cost:		37.5	Material Cost:		0	Total Cost:		37.5				
Dir Cd-Sub Cd:		07920	Name: RAZZANI FORD				Pl:		209-3833673	St: CA		City:	USA	Reg Cd:		NA	Regr Date:		17-DEC-2002	DIST(UNIT):7484			
Tech Comments:		CHECKED FOR CUSTOMER COMPLAINT FOUND THAT HANDLE IS LOOSE PULLED HANDLE OFF AND PULLED SCREWS OUT REINSTALLED THEM OK AT THIS TIME																					
1FMCU031XKD41978	M1	TMI	TIF	TWE	TIF	TIA	AJ	TDI	TLD	23-04-02	13-07-02	172411	USA	6	*	3893	ILR2	9F715	AA	S11	V48	P67	42
AWS Claim Key:		4196730	Doc #:	16491605	Trx Code:		807	Labor Hrs:		1.5	Labor Cost:		112.5	Material Cost:		44.55	Total Cost:		157.05				
Dir Cd-Sub Cd:		07920	Name: RAZZANI FORD				Pl:		209-3833673	St: CA		City:	USA	Reg Cd:		NA	Regr Date:		17-DEC-2002	DIST(UNIT):7484			

Any comments? You can contact



webmaster

EM02-027.1 0047

Update This Information In Stars

		Dealer Detail			
PCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
72-SAN FRANCISCO	72-SAN FRANCISCO	N	A3	07920	F72411
Dealer Name:		RAZZARI FORD			
Dealer Address:		1234 AUTO CENTER DRIVE MERCED CA 95340			
Dealer Main Phone:		209-383-3873	Dealer Service Phone:		209-383-3873

Position	Employee Name
CUST RELATIONS MGR	DOTTY DUGRET
DEALER/PARTNER	TIM RAZZARI
PARTS MANAGER	TIM L LOCKARD
SALES MANAGER	EDOUARD LAPLANTE
SERVICE MANAGER	CESAR FLORES

@dealership
 Stalling issue
 in reverse only 1 time
 very intermittent
 PSE
 replace pro converter, trans
 1 repair attempt (2 times NPF)

E002-027.1 0049

Pawelek, Eileen (E.M.)

From: Gardner, Jaclyn (J.S.)
Sent: Monday, January 27, 2003 9:55 AM
To: Pawelek, Eileen (E.M.)
Subject: RE: Attorney Demand

Hello Eileen,

I did have contact with this customer over the last two weeks. He brought the vehicle in stating that it dies at idle. The dealership called technical hotline and drove the vehicle for approximately 100 miles. I spoke with the customer twice telling him that we were unable to duplicate his concern and asked him to continue working with Razzari. Razzari then put a tracker on his vehicle and I was recently told that they did record one staul.

I am currently in training in Detroit and I do not have my file. Cesar, the Service Manager, has been working with this customer closely and will be able to answer many questions.

Please let me know if you have any more questions.

Jaclyn
925-351-5596

-----Original Message-----
From: Pawelek, Eileen (E.M.)
To: Gardner, Jaclyn (J.S.)
Cc: Pawelek, Eileen (E.M.)
Sent: 1/24/03 12:21 PM
Subject: Attorney Demand

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

William Wheatley--Razzari Ford--2002 Escape--1FMCU031X2KD41978--concerns with stalling; states three repair attempts.

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

485 (658)
9961
FOX
McGee

=>

1 of 1

Rpt#: 3ABBQ027 NHL Rpt: 01/02/2003 Odom: 7,843 M
Rvwid: File: Folder: Atchmnts: 0 Print Smg/Disp Detail(P/D):

Vehicle: 2002 ESCAPE 4X2,XLT,MPV 1FMCU031X2KD41978 Bld: 04/23/2002

Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3600F2.73C A/C: YES

Dealer Id: 07920 Razzari Ford Ph#: [REDACTED]

State: California City: Merced Orig/Caller: [REDACTED]

Symptom: 6 07 4 91 DRVABL,STALL/QUITS,AT IDLE,COLD ENGINE

Addl Sym: INT STALL ON ENGAGEMENT St: CCRG/EPRC: Rvwid: Dt:

Fix: Caus. Comp: -- -- Condition Code:

Hotliner: MPRICE28 Phone: 313 317-9133 Regn Cd: 72 San Francisco - 72

Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T

REPAIR TECH STS THAT ENGINE STALLS INTERMITTENTLY ON TRANSMISSION ENGAGEMENT,
SEEMS TO OCCUR MORE IF HE SHIFTS IMMEDIATELY AFTER STARTUP, NO CODES,
PERFORMED TSB, REPLACED IAC, UPDATED PCM, SEEKING KNOWNS

RECOMM TSB 02-23-01 01-03 ESCAPE-INTERM DECEL STALL/RESTART-RPL TSB 02-11-06
ADV TECH TO CHECK G104/105, JACK DRIVE WHEELS OFF THE GROUND AND RETES
T

REPAIR 01/02/2003 05:24PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr

F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return

I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPRRL49

-->

Rpt#: 3ABBQ027 NHL Rpt: 01/02/2003 Odom: 7,843 M
Rvw: File: Folder: Attachmnts: 0 Print Svy/Disp Detail(P/D):

Vehicle: 2002 ESCAPE 4X2,XLT ,MPV 1FMCU031X2KD41978 Bld: 04/23/2002

Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES

Dealer Id: 07920 Razzari Ford Ph#: [REDACTED]

State: California City: Merced Orig/Caller: [REDACTED]

Symptom: 6 07 4 91 DRVABL,STALL/QUITS,AT IDLE,COLD ENGINE

Addl Sym: INT STALL ON ENGAGEMENT St: CCRG/EPRC: Rvw: Dt:

Fix: Caus. Comp: -- Condition Code:

Hotliner: MPRICE28 Phone: 313 317-9133 Regn Cd: 72 San Francisco - 72

Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T

REPAIR 01/02/2003 05:24PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE

TECH IS CALLING BACK AND HAS CHECKED THE GROUNDS. HE HAS NOT BEEN
ABLE TO DUPLICATE THE CONCERN TO SEE IF THE TCC IS AT FAULT. THERE IS
NO WATER INTRUSION IN THE CJB AS WELL. THE CONCERN ONLY HAPPENED ONCE
TODAY. SEEKING FURTHER ASSISTANCE.

RECOMM ADVISED THE TECH OF NO OTHER KNOWN FOR THE CONCERN. TRY TO DUPLICATE
IT AGAIN AND TAKE A RECORDING OF THE EVENT.

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 AddFldr

F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return

10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPRBL49

CSQI002

CGIS Indicator Summary

02/03/03 10:50:10

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1 of 1

Rpt#: 3ABBO027 NHL Rpt: 01/02/2003 Odom: 7,843 M
Rvwd: File: Folder: Atchmnts: 0 Print Smy/Disp Detail(F/D):

Vehicle: 2002 ESCAPE 4X2,XLT,MPV 1FMCU031X2KD41978 Bld: 04/23/2002

Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES

Dealer Id: 07920 Razzari Ford Ph#: [REDACTED]

State: California City: Merced Orig/Caller: [REDACTED]

Symptom: 6 07 4 91 DRVABL,STALL/QUITS,AT IDLE,COLD ENGINE

Add Sym: INT STALL ON ENGAGEMENT St: CCRG/EPAC: Rvwd: Dt:

Fix: Caus. Comp: -- -- Condition Code:

Hotliner: MPRICE28 Phone: 313 317-9133 Regn Cd: 72 San Francisco - 72

Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T

IT AGAIN AND TAKE A RECORDING OF THE EVENT.

REPAIR 01/23/2003 02:25PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
TECH IS CALLING BACK AND HAS TAKEN SOME RECORDINGS OF THE VEHICLE. HE
IS STILL NOT SEEING ANYTHING TO CAUSE THE STALLING CONCERN. THE
CONCERN IS STILL INT HE WILL PUT THE TRANS FROM NEUTRAL TO REVERSE AND
AFTER DOING IT FOR ABOUT 15 MIN IT MIGHT STALL ONCE. SEEKING FURTHER
ASSISTANCE.

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL49

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1 of 1

Rpt#: 3AB80027 NHL Rpt: 01/02/2003 Odom: 7,843 M
 Rvwd: File: Folder: Atchmnts: 0 Print Sm/Disp Detail(P/D):
 Vehicle: 2002 ESCAPE 4X2,XLT ,MPV 1FMCU031X2KD41976 Bld: 04/23/2002
 Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
 Dealer Id: 07920 Razzari Ford Ph#:
 State: California City: Merced Orig/Caller:
 Symptom: 6 07 4 91 DRVABL,STALL/QUITS,AT IDLE,COLD ENGINE
 Addl Sym: INT STALL ON ENGAGEMENT St: CCRG/EPRC: Rvwd: Dt:
 Fix: Caus. Comp: -- -- Condition Code:
 Hotliner: MPRICE28 Phone: 313 317-9133 Regn Cd: 72 San Francisco - 72
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

ASSISTANCE.

RECOMM ADVISED THE TECH TO WATCH THE ENGINE RPM AND THE TSS PIDS. IF THE PID RPMS MATCH DURING THE STALL THEN SUSPECT TORQUE CONVERTER LOCKING UP.

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0018-BOTTOM OF DATA LPREL49

**OASIS RESULT:
1FMCU031X2KD41978**

01/28/2003
12:18:24

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▶ **VEHICLE INFORMATION**

VEHICLE DESCRIPTION 2002 ESCAPE	BODY STYLE 4 DR XLT MPV 4X2	ENGINE 3.0L EFI DOHC	ENGINE CALIBRATION 2M11A30A
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 96		

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 07/13/2002	BUILD DATE 04/23/2002	SALE MILEAGE 00193
--	---------------------------------	------------------------------

▶ **WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY
 (A) (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) (13) (14) (15) (16) (17) (18) (19) (20) (21) (22) (23) (24) (25) (26) (27) (28) (29) (30) (31) (32) (33) (34) (35) (36) (37) (38) (39) (40) (41) (42) (43) (44) (45) (46) (47) (48) (49) (50) (51) (52) (53) (54) (55) (56) (57) (58) (59) (60) (61) (62) (63) (64) (65) (66) (67) (68) (69) (70) (71) (72) (73) (74) (75) (76) (77) (78) (79) (80) (81) (82) (83) (84) (85) (86) (87) (88) (89) (90) (91) (92) (93) (94) (95) (96) (97) (98) (99) (100) (101) (102) (103) (104) (105) (106) (107) (108) (109) (110) (111) (112) (113) (114) (115) (116) (117) (118) (119) (120) (121) (122) (123) (124) (125) (126) (127) (128) (129) (130) (131) (132) (133) (134) (135) (136) (137) (138) (139) (140) (141) (142) (143) (144) (145) (146) (147) (148) (149) (150) (151) (152) (153) (154) (155) (156) (157) (158) (159) (160) (161) (162) (163) (164) (165) (166) (167) (168) (169) (170) (171) (172) (173) (174) (175) (176) (177) (178) (179) (180) (181) (182) (183) (184) 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▶ **FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

▶ **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

▶ **REPAIR HISTORY**

12/17/2002 DEALER: Razzari Ford

WARRANTY CLAIM NUMBER: 164916 ODOMETER: 007484M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESG
782800	HANDLE DR INSIDE	000	23043A	33	LOOSE
		000	23043A2		

CHECKED FOR CUSTOMER COMPLAINT FOUND THAT HANDLE IS LOOSE PULLED HANDLE OFF A ND PULLED SCREWS OUT REINSTALLED THEM OK AT THIS TIME

12/17/2002 DEALER: Razzari Ford

WARRANTY CLAIM NUMBER: 164916 ODOMETER: 007484M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESG
1L8Z 9F715AA	VALVE-AIR BYPASS	001	12880D	42	DOES NOT OPERATE PRO
		000	12880CX1		
		000	9350B		
		000	12880D80		
		000	12880D81		
		000	12880D84		
		000	12880D83		

E002-827.1 0034

END OF OASIS REPORT FOR 1FMCU031X2KD41978

EM2-027.1 0055

Customer Info

Customer: [REDACTED]
Address: [REDACTED] MODESTO CA [REDACTED]
Country: USA Language: EN

[REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: [REDACTED]

EM02-027.1 0000

VIN
1FMCU031X2KD41878

Year Model
2002 ESCAPE
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Costs
Warranty History

EN02-027, 1 0057

ESP / Recall information

VIN: 1FMCU031X2KD41878

No ESP information for this VIN

No Recall information for this VIN

ER02-027.1 0000

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/21/2003 ACKNOWLED	[REDACTED] LEGAL - OTHER ATTORNEY DEMAND	1FMCU031X2KD41978 444820063	2002 ESCAPE.	07

EM22-027.1 0608

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMCU031X2KDM1978	Vehicle Line:	T/M1 - ESCAPE (U204) (2001)	Body Shell:	4
Model Year:	2002	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	365838086
Vehicle Type:	T	Drive Code:	T/A - 2.WHL L/R FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC BFT NA V6 G*NAAD
Inv. Dealer:	02651	Body Cab Style:	- 5 DOOR LIGHT TRUCK	Transmission:	T/DJ - 4 SPD AUTO TRANS NAAD CDAE
Vehicle Status Code:	800	Version/Strikes:	T/EF - FORD SERIES		

Trace Eng Serial No:
 -----1-----2-----3-----4-----5-----6-----7-----8-----

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - #####	Plant:	AJ - KANSAS CITY PLANT BUILD
Country:	USA - #####	Prod Date:	23-APR-2002

SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	172411 - *
Country:	USA - #####	Selling Div St/Prov:	CA
		Buyer St/Prov:	CA
Arrival Date:	30-APR-2002	Res Carpet Lender:	*
Sale Date:	13-JUL-2002	Fleet/Retail/Co. Lessor:	R
Warranty Start Date:	13-JUL-2002	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	13-JUL-2002	Reacquired Vehicle:	* Vehicle Export Flag: N

EQ02-827.1 0900

VOC/EOC:

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

UD32ND4197810337 4 C 2 0405277 TC X 2M95 63 M 3 285 5 483A2N 72M012L IV L2 M12 4 3 2 11

FXC004 6 220A 914CA 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Audio Radio:	* - [N/A]	Mirrors(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Audio Type:	* - [N/A]	Mirrors(Passg Side):	B4 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNKLU - TRUE BLUE PEARL C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Servicy):	* - [N/A]	Radio:	MJ - AM/FM STEREO CD CHANGER/CLK
Calibration Code:	2M11A30A	Sound System:	A6 - ALIENORPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Steep Traction Axle:	
Color(Trim):	000B1 -	Tire Manufacturer:	AJ -
Delivery Type:	0	Tire Brand:	A308 453 -
Drivetrain Code:	D	Tire Size:	D3RU - P235/70R-16 OWL 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: A308_4531302 BR: A308_4531302
 LR: A308_4531302 BR: A308_4531302
 LE: * RE: *

SPARE: HYALIR21302 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO; MOUNT VERNON; ILLINOIS; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* - *
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	J12
ESP Plan Year:	* Engine Family:	2FMXT0301F7
ESP Signature Date:		

Any comments? You can contact

ESP02-027.1 0001



webmaster

EP02-027.1 0002

CSQI002

CGIS Indicator Summary

01/28/03 12:22:53

==>

1 of 1

Rpt#: 3ABBO027 NHL Rpt: 01/02/2003 Odom: 7,843 M
Rvwid: File: Folder: Atchmnts: 0 Print Smy/Disp Detail(P/D):

Vehicle: 2002 ESCAPE 4X2,XLT ,MPV 1FMCU031X2KD41978 Bld: 04/23/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 07920 Razzari Ford Ph#: (209) 363-3673

State: California City: Merced Orig/Caller:
Symptom: 6 07 4 91 DRVABL,STALL/QUITS,AT IDLE,COLD ENGINE

Addl Sym: INT STALL ON ENGAGEMENT St: CCRG/EPRC: Rvwid: Dt:
Fix: Caus. Comp: -- -- Condition Code:

Hotliner: MPRICE28 Phone: 313 317-9133 Regn Cd: 72 San Francisco - 72
Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T

REPAIR TECH STS THAT ENGINE STALLS INTERMITTENTLY ON TRANSMISSION ENGAGEMENT,
SEEMS TO OCCUR MORE IF HE SHIFTS IMMEDIATELY AFTER STARTUP, NO CODES,
PERFORMED TSB, REPLACED IAC, UPDATED PCM, SEEKING KNOWNS

RECOMM TSB 02-23-01 01-03 ESCAPE-INTERM DECEL STALL/RESTRT-RPL TSB 02-11-06
ADV TECH TO CHECK G104/105, JACK DRIVE WHEELS OFF THE GROUND AND RETES
T

REPAIR 01/02/2003 05:24PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return

10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL49

Rpt#: 3ABBQ027 NHL Rpt: 01/02/2003 Odom: 7,843 M
Rvwd: File: Folder: Attchmnts: 0 Print Sm/Disp Detail(P/D):

Vehicle: 2002 ESCAPE 4X2, KLT, MPV 1FMCU031X2KD41978 Bld: 04/23/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 07920 Razzari Ford Ph#: (209) 383-3673

State: California City: Merced Orig/Caller: [REDACTED]
Symptom: 6 07 4 91 DRVABL, STALL/QUITS, AT IDLE, COLD ENGINE

Addl Sym: INT STALL ON ENGAGEMENT St: CCRG/EPRC: Rvwd: Dt:
Fix: Caus. Comp: Condition Code:

Hotliner: MPRICE28 Phone: 313 317-9133 Regn Cd: 72 San Francisco - 72
Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T
REPAIR 01/02/2003 05:24PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE

TECH IS CALLING BACK AND HAS CHECKED THE GROUNDS. HE HAS NOT BEEN
ABLE TO DUPLICATE THE CONCERN TO SEE IF THE TCC IS AT FAULT. THERE IS
NO WATER INTRUSION IN THE CJB AS WELL. THE CONCERN ONLY HAPPENED ONCE
TODAY. SEEKING FURTHER ASSISTANCE.

RECOMM ADVISED THE TECH OF NO OTHER KNOWNS FOR THE CONCERN. TRY TO DUPLICATE
IT AGAIN AND TAKE A RECORDING OF THE EVENT.

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 AddFldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPRRL49

CSQI002

CQIS Indicator Summary

01/28/03 12:23:14

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1 of 1

Rpt#: 3ABBO027 NHL Rpt: 01/02/2003 Odom: 7,843 M
Rvw: File: Folder: Atchmnts: 0 Print Smy/Disp Detail(P/D):

Vehicle: 2002 ESCAPE 4X2,XLT ,MPV 1FMCU031X2KD41978 Bld: 04/23/2002

Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES

Dealer Id: 07920 Razzari Ford Ph#: (209) 383-3673

State: California City: Merced Orig/Caller: [REDACTED]

Symptom: 6 07 4 91 DRVABL,STALL/QUITS,AT IDLE,COLD ENGINE

Addl Sym: INT STALL ON ENGAGEMENT St: CCRG/EPRC: Rvw: Dt:

Fix: Caus. Comp: -- -- Condition Code:

Hotliner: MPRICE28 Phone: 313 317-9133 Regn Cd: 72 San Francisco - 72

Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T

IT AGAIN AND TAKE A RECORDING OF THE EVENT.

REPAIR 01/23/2003 02:25PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
TECH IS CALLING BACK AND HAS TAKEN SOME RECORDINGS OF THE VEHICLE. HE
IS STILL NOT SEEING ANYTHING TO CAUSE THE STALLING CONCERN. THE
CONCERN IS STILL INT HE WILL PUT THE TRANS FROM NEUTRAL TO REVERSE AND
AFTER DOING IT FOR ABOUT 15 MIN IT MIGHT STALL ONCE. SEEKING FURTHER
ASSISTANCE.

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL49

CSQI002

CQIS Indicator Summary

01/28/03 12:23:27

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1 of 1

Rpt#: 3ABB0027 NHL Rpt: 01/02/2003 Odom: 7,843 M
 Rvw: File: Folder: Atchmnts: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2002 ESCAPE 4X2,XLT ,MPV 1FMCU031X2KD41978 Bld: 04/23/2002
 Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
 Dealer Id: 07920 Razzari Ford Ph#: (209) 383-3673
 State: California City: Merced Orig/Caller: [REDACTED]
 Symptom: 6 07 4 91 DRVABL,STALL/QUITS,AT IDLE,COLD ENGINE
 Addl Sym: INT STALL ON ENGAGEMENT St: CCRG/EPRC: Rvw: Dt:
 Fix: Caus. Comp: -- -- Condition Code:
 Hotliner: MPRICE28 Phone: 313 317-9133 Regn Cd: 72 San Francisco - 72
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

ASSISTANCE.

RECOMM ADVISED THE TECH TO WATCH THE ENGINE RPM AND THE TSS PIDS. IF THE
 PID RPMS MATCH DURING THE STALL THEN SUSPECT TORQUE CONVERTER LOCKING
 UP.

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0018-BOTTOM OF DATA LPREL49

Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Friday, January 24, 2003 12:22 PM
To: Gardner, Jaclyn (J.S.)
Cc: Pawelek, Eileen (E.M.)
Subject: Attorney Demand

Hi Jaclyn,

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

Thankst

William Wheatley--Razzari Ford--2002 Escape--1FMCU031X2KD41978--concerns with stalling; states three repair attempts.

Eileen Pawelek

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

The Law Offices of
William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su.380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9763

E-mail: Experts4u@aol.com

January 18, 2003

Ford Motor Company
Consumer Affairs - Litigation Prevention Department
PO Box 6248, MD 3NE-B
Dearborn, MI 48126-4207

Re: William Wheatley III
2002 Ford Escape
VIN: 1FMCU031X2KD41978

Dear Gentlemen:

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

William Wheatley III purchased his new 2002 Ford 2002 (A copy of the purchase contract is enclosed for you understandably excited and proud about his rugged new he had made a quality choice for his driving enjoyment anticipation and excitement, however, have turned to dismay to numerous unsuccessful repair attempts which have caused to him. This is not what Mr. Wheatley was promised nor is his new 2002 Ford Escape.

The subject vehicle has suffered from several serious defects and nonconformities to warranty, the most serious and potentially life threatening is that the vehicle will stall unexpectedly. This concern has had three (3) separate repair visits to an authorized Ford dealer with no permanent fix. Ford Service Engineering is well aware of the stalling problems with the 2001/2002 Ford Escapes, including, but not limited to, the introduction of a TSB for stalling concerns. Ford Motor Company, by virtue of checking their own Warranty Repair History Online reports alone, should have contacted my client out of this defective and unsafe vehicle long before this.

CASE
44620063
Region 12
E1122.1
JAN 21 11:33
AFFAIRS

about July 13,
was
that
ley's
due
vehicle
raised
As of
Cable
1/12

All this in 7 months and less than 8,100 miles! (The repair documentation in our client's possession is enclosed for your review and consideration.)

William Wheatley III has understandably lost his confidence in this problematic and obviously unsafe vehicle. As Ford Motor Company is aware, Mr. Wheatley is not required to live with this problematic vehicle and is herein demanding his entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

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

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

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

The Lemon Law goes on to state:

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

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

(d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code §1794 (emphasis added).

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

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

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

Down payment	\$3,400.00
Monthly payments (6 @ \$431.00*)	2,586.00
Less use of 7,291 miles	(1,529.74)
Attorney's fees	<u>2,500.00</u>

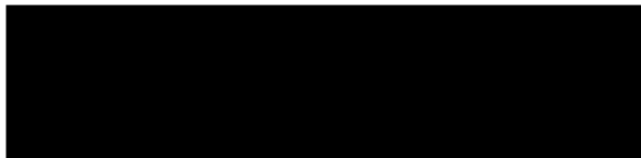
*Subject to verification/adjustment

SUBTOTAL: \$6,956.26

In addition, it will be required that Ford Motor Company satisfy the outstanding balance owing to the lien holder of the subject vehicle, Ford Motor Credit. Please give this demand the serious consideration it deserves. If I do not hear from you by February 16, 2003, I shall assume that Ford Motor Company is denying its obligations under the law and William Wheatley III will be left with no choice but to initiate legal proceedings.

January 16, 2003
Page 4

Thank you for your prompt attention to this matter.



Enclosures
cc: William Wheatley III

ESTIMATED

1. License Fee \$ 297.00(A)

2. Registration/Transfer/Titling Fee \$ N/A(B)

3. Sales Tax Fee \$ N/A(C)

4. **CALIFORNIA TIRE FEE*** \$ 5.00(D)

5. Other \$ N/A(E)

Total Official Fees (A through E) \$ 212.00(F)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column 4 + b)
Total Premiums \$ N/A(G)

4. Bring Certification Fee Paid to State \$ N/A(H)

5. Subtotal (F) through (H) \$ 212.00(I)

6. Total Downpayment

A. Gross Trade-in: Yr _____ Make _____
Model _____ Color _____
VIN: _____
\$ N/A(J)

B. Less Prior Credit or Lease Balance \$ N/A(K)

C. Net Trade-in (A less B) (Indicate if a negative number) \$ N/A(L)

D. Downpayment \$ N/A(M)

E. Manufacturer's Rebate \$ 1888.00(N)

F. Other \$ N/A(O)

G. Cash \$ 2400.00(P)

Total Downpayment (C through G) \$ 4488.00(Q)

7. **Total Amount Financed (I less Q)**
(Negative, enter zero on line 8 and enter the amount less than zero as a positive number on line 10 above)
\$ 2254.00(R)

8. See item 9, next part of these amounts.

payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

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

Date _____

Date _____ Co-Buyer Signature _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (gap cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in item 14. See your gap contract for details on the protection it provides.

Buyer _____

Co-Buyer _____

SELLER ASSISTED LOAN

YOU MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THE RETAIL PURCHASE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount \$ N/A

Interest Charge \$ N/A

Total \$ N/A

Payable in N/A

Installments of \$ N/A

Number of \$ N/A

Term of Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

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

SENDER'S SERVICE CONTRACT (optional) You have purchased a service contract with the following company for the term shown below for the price shown in item 1P.

Company: N/A

Term: _____

Price: _____

HOW THIS CONTRACT CAN BE CHANGED.

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

_____ X _____

Co-Buyer Initials

NOTICE OF RESCISSION RIGHTS

Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back of this contract shall be rescinded if Seller is unable to assign this contract to a financing institution.

Buyer _____

Co-Buyer X _____

Amount Financed, item 7, is paid in full on or before N/A. Yes _____

SELLER'S INITIALS _____

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

WARNING:

YOUR EXISTING POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE DEALER'S NET INVESTMENT IN THE VEHICLE. THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

IF YOU ARE UNWARE OF THE EXISTING COVERAGE OR THE COVERAGE YOU OBTAIN THROUGH THE DEALER, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

DO NOT SIGN THIS CONTRACT UNLESS YOU UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

_____ X _____

Notice to buyer:

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change for the seller to make a unilateral change.

Co-Buyer Signature X _____

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had

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

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETE COPY OF THIS CONTRACT.

ER62-627.1 8873

1. Year

2. Cash

3. Total Downpayment (C through G)

4. *Optional, enter zero on line 6 and enter the amount less than zero as a positive number on the 10 above

5. Amount Financed (E less F)

*Seller may keep part of these amounts.

\$ N/A

\$ 3400.00

\$ 4400.00

\$ 22854.56

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A

Finance Charge \$ N/A

Payable in N/A

Payments of \$ N/A

Amount Due is shown in Item 6D.

AUTO BROKER FEE DISCLOSURE

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

Name of autobroker receiving fee, if applicable:

N/A

OPTIONAL GAP CONTRACT A gap contract (deficit contract) is not required to obtain credit and will be provided unless you sign below and agree to pay the cost. If you choose to buy a gap contract, the cost is set in Item 14. See your gap contract for details on this provision.

Term: None / N/A

Buyer: [Redacted]

SELLER'S SERVICE CONTRACTS Which with the financing company the term shown below for the price shown in Item 1 Company: N/A

Title: [Redacted]

Buyer: [Redacted]

NOTICE: I, CHANG TH [Redacted] agree between you and us relating to this contract. A change to the contract must be in writing and I you and we must sign it. No oral changes binding.

X [Redacted] Co-Buyer Initials

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract

Buyer X [Redacted] Co-Buyer X [Redacted]

OPTION: You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A Year. SELLER'S INITIALS

THE WHARVE PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT

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

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

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed or payment terms unless you agree in writing to this change. You do not have to agree to any change for the seller to make a unilateral change.

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

THERE IS NO COOLING OFF PERIOD

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

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

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

Buyer Signature X [Redacted] 7/13/2008 Buyer Signature X [Redacted] Date

Co-Buyer Signature X [Redacted] for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner whose name is on the title has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X [Redacted] Address [Redacted]

Seller Signature X [Redacted] ETRD / MS700 Date 07/13/2008 Title MANAGER

REGISTRATION NO. 182-CA 100
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CUSTOMER/TRADER COPY



Ford Credit
 P.O. BOX 238801
 LAS VEGAS NV 89123-8801

Account Number: FR A332 NH4R
 Payment Due Date 11/12/2002
 TOTAL AMOUNT DUE \$431.00

If Payment Received AFTER 11/22/2002
 Please Pay: \$452.55

\$

--	--	--	--	--	--	--	--

ENTER TOTAL AMOUNT PAID IN THE BOX ABOVE

AT 01 010006 070766 74 A*30GT
 [Barcode]

MODesto CA [Redacted]

REMIT TO:
 FORD CREDIT FR A332 NH4R
 PO BOX 7266 FR
 PASADENA CA 91106-7266

[Barcode]

DO NOT WRITE BELOW THIS LINE

5104659417373725548745900043100105

RAZZARI

SERVICE HOURS
MON - FRI 7:00 AM TO 5:30 PM
SAT 8:00 AM TO 4:00 PM

1900 AUTO CENTER DRIVE, MERCED, CA 95340
(209) 383-3873

RA308948

E.P.A. #CAL000091914

59875	DAVID HARBOR	1752	5714	12/20/02	41578
			7,484	TRUE BLUE/	41578
MODESTO, CA				02/POND TRUCK/ESCAPE/UT 4DR FWD XLT	193
				07/13/02	
				1 F N C U 0 3 1 X 2 K D 4 1 9 7 8	
				12/17/02	REPRINT# 1

VERIFIED CONCERN, DID IT ONE TIME ONLY, UNABLE TO DUPLICATE CONCERN SINCE PERFORMED ETC TESTS; ROAD PASSED; CONTROLS PASSED, ROAD PASSED, FUEL PRESSURE OK, NOS DISPLAY MONITOR/RECOMM ALL PIDS NORMAL, RAN OASIS, FOUND SB 2-23-02; PERFORMED INSPECTION AS PER TSB, CHECKED EVAP SYSTEM OK, CHECKED IAC VALVE, (NEED TO REPLACE) AND REPROGRAMMED PCM (CALIBRATION); REPLACED IAC VALVE, RETEST OK. THIS SERVICE REPAIR WAS QUALITY CHECKED BY HUGO C.

PP NUMBER	DESCRIPTION	UNIT PRICE	QTY	TOTAL PRICE
				0.00
				0.00
				7.10
	1.0 FIVE QT. MOBIL MOTOR OIL	7.100	1.000	7.10
				7.10
				2.05
	H1. WASTE OIL REMOVAL	154314	1.000	2.05
				2.05

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE AND ALL OF THE WORK DESCRIBED THEREIN. I HAVE READ AND UNDERSTAND THE STATUS OF MY VEHICLE AND VEHICLE READY FOR PICK UP AND HAVE A GOOD WILLINGNESS TO PAY THE BILL.

MON - FRI NO CARS RELEASED AFTER 5:00 PM
CUSTOMER COPY: NO CARS RELEASED AFTER 5:00 PM

ER82-827.1 8578



RAZZARI

SERVICE HOURS
MON - FRI 7:30 AM TO 5:30 PM
SAT 8:00 AM TO 4:00 PM

1300 AUTO CENTER DRIVE, MERCED, CA 95340
(209) 383-8673

3.A.2. #AD085068

E.P.A. #CAL00091914

59875	PAUL KOUTSOUBOS	4507	6331	01/14/03	41578
			8,091	TRUE BLUE/	
	02/FORD TRUCK/ESCAPE/UT 4DR FWD XLT			07/13/02	193
	1 F M C U 0 3 1 X 2 K D 4 1 9 7 8				
				01/06/03	

RECHECK SAE FILE
ENGINE KEEPS STALLING WHEN COLD NOW STALL WHILE DRIVING
TOO DIED ABOUT 4 TIMES OVER THE WEEKEND
ROADTEST 1 TIMES FOR APPROX 10 MILES. UNABLE TO DUPLICATE
EITHER THE STALLING OR THE LACK OF POWER CONCERN.
TESTED FOR TEST. PASSED. MONITORED FUEL OK.
TEST. NOT TRUING TIME FOR ABOUT 30 MILES AND DID NOT
DUPLICATE CONCERN. DRIVING IN TRAFFIC.
SEVERAL ATTEMPTS TO VERIFY CUSTOMER CONCERN.
CUSTOMER WAS UNABLE TO DUPLICATE CONCERN ON TEST.
DRIVE WITH TECHNICIAN.

JOB # 1 TOTAL LABOR & PARTS 9.00

SEND	LINE	QTY	DATE	DESCRIPTION	INTERNAL
	725821		02/14/03	TAP	9.00
TOTAL - SUBLET					9.00

COMMENTS

YOU MAY RECEIVE A FORD SERVICE IN THE NEAR
FUTURE. IF THERE IS ANY REASON FOR A SERVICE
PLEASE CALL US AT 383-8673. WE WILL
BE HAPPY TO RESOLVE ANY CONCERNS YOU MAY HAVE.
PLEASE RECALL YOUR FUTURE BUSINESS
THANK YOU.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL DISC	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE	0.00

BRUMMER ANGELA 2003

0602981833 KANSAS CITY

E982-027.1 8878

Droege, Amy (A.S.)

From: Droege, Amy (A.S.)
Sent: Thursday, July 17, 2003 8:22 AM
To: Napoli, Donna (D.M.)
Subject: Potential Issue-Brummer

Hi Donna,

FYI-

Our office received a product liability contact from the CRC for our handling. The customer, Angela Brummer, was driving her 2001 Escape and alleges that the vehicle stalled and the vehicle behind her hit in the rear. The other driver's insurance carrier is processing a claim for the customer and provided medical expenses. I explained that the customer needs to continue working thru the insurance company and explained subrogation. Ms. Brummer stated she was not worried about the repair/medical claim but she no longer wants the vehicle. She is seeking refund for the vehicle. I declined her request for a refund. I thought you may want to be aware of this issue.

Customer: [REDACTED]

Cudi: [REDACTED]

Vehicle: 2001 Escape
VIN: 1FMCU04101KD91169

Please contact me with any questions! Thank!

Respectfully,

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

Ford Motor Company

COPY

Consumer Affairs

Sent Via US Mail

July 14, 2003

[REDACTED]
Omaha, NE [REDACTED]

RE: 2001 Escape
VIN: 1FMCU04101KD91169

[REDACTED]
Thank you for contacting us regarding your 2001 Escape.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Amy Droege
Consumer Affairs



Action Detail

VIN: 1FMCU04101K001189	Year: 2001	Model: ESCAPE	Case: 602881633
Name: [REDACTED]	Owner Status: Original	WBD: 2000-08-31	[REDACTED]
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP			
Reason Desc: LEGAL - ACCIDENT / FIRE			
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: JEFF SCHRIER FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION			
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 43000 MI	Comm Type: PHONE	P & A Code: 07160	
Action Date: 07/14/2003	Action Time: 14:02:33:483	Action Data: No	
Analyst Name: DROEGE, AMY	Analyst: ADROEGE		

COMMENTS: THE OTHER VEHICLE'S INSURANCE CARRIER HAS PROCESSED A CLAIM FOR THE VEHICLE. THE REQUEST FOR ASSISTANCE HAS BEEN DECLINED.

EX02-827.1 0052

STANDARD CLAIMS LIST

AWS Online Report

Consumer Affairs

Run Date: 10-11-2003
 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	PRBF	BASE	SUFF	VRT	VFG	CCC	CD
1FMCU04101KD91169	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	27-06-00	31-08-00	153024	USA	2	*	*	*	*		SXX	V00	*	*
AWS Claim Key:		182101	Doc #:	262047A	Trx Code:	00S27	Labr Hrs:	2	Labr Cost:	12.63	Material Cost:	0	Total Cost:	12.63									
Dir Cd-Sub Cd:		07160-*	Name:	JEFF SCHRIER FORD, INC.	Plc:	402-8966000	St: NE	City:	USA	Reg Cd:	NA	Repr Date:	02-OCT-2000	DIST(Mile):1712									
Cmt Comments:		00S27 RECALL																					
Tech Comments:		1712 PERFORMED RECALL 0027A FUEL LINE INSPECTION THERE ARE NO LEAKS AT THIS TIME. Recall																					
1FMCU04101KD91169	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	27-06-00	31-08-00	153024	USA	2	*	2JH	*	NPF	*	S11	V44	D50	E2
AWS Claim Key:		452829	Doc #:	262047B	Trx Code:	1	Labr Hrs:	.6	Labr Cost:	37.88	Material Cost:	0	Total Cost:	37.88									
Dir Cd-Sub Cd:		07160-*	Name:	JEFF SCHRIER FORD, INC.	Plc:	402-8966000	St: NE	City:	USA	Reg Cd:	NA	Repr Date:	02-OCT-2000	DIST(Mile):1712									
Tech Comments:		D8D EBC TEST NPF NO CPB.																					
1FMCU04101KD91169	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	27-06-00	31-08-00	153024	USA	2	*	6Y20	*	P17TIRE	*	SXX	V00	B6*	E2
AWS Claim Key:		445317	Doc #:	262047C	Trx Code:	P17	Labr Hrs:	2	Labr Cost:	12.63	Material Cost:	0	Total Cost:	12.63									
Dir Cd-Sub Cd:		07160-*	Name:	JEFF SCHRIER FORD, INC.	Plc:	402-8966000	St: NE	City:	USA	Reg Cd:	NA	Repr Date:	02-OCT-2000	DIST(Mile):1712									
Tech Comments:																							
1FMCU04101KD91169	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	27-06-00	31-08-00	153024	USA	6	*	*	*	*		SXX	V00	*	*
AWS Claim Key:		292011	Doc #:	272788A	Trx Code:	00S49	Labr Hrs:	.6	Labr Cost:	37.88	Material Cost:	38.22	Total Cost:	76.10									
Dir Cd-Sub Cd:		07160-*	Name:	JEFF SCHRIER FORD, INC.	Plc:	402-8966000	St: NE	City:	USA	Reg Cd:	NA	Repr Date:	12-FEB-2001	DIST(Mile):7674									
Cmt Comments:		COMPLETE 00S49 RECALL WIPERS																					
Tech Comments:		7674 RECALL 00S49 WIPER PIVOT ARM .9 RECALL PERFORMED VEHICLE HAD ONE PIVOT POINT DISCONNECTED WITH NO TAB Recall																					
1FMCU04101KD91169	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	27-06-00	31-08-00	153024	USA	8	*	7M61	YL4Z	18A86	AA	S09	V81	A07	42
AWS Claim Key:		1840060	Doc #:	276725A	Trx Code:	1	Labr Hrs:	1	Labr Cost:	63.13	Material Cost:	48.48	Total Cost:	111.61									
Dir Cd-Sub Cd:		07160-*	Name:	JEFF SCHRIER FORD, INC.	Plc:	402-8966000	St: NE	City:	USA	Reg Cd:	NA	Repr Date:	30-MAR-2001	DIST(Mile):9336									
Cmt Comments:		INSTALL SCF ANTENNA MAST.																					
Tech Comments:		BROKE ANTENNA TOOK A PILLAR TRIM OFF AND INNER FINDER WELL REPLACED ANTENNA THE REASSEMBLED.																					
1FMCU04101KD91169	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	27-06-00	31-08-00	153024	USA	9	*	2D03	*	9E455	*	S11	V41	D36	V3
AWS Claim Key:		1536347	Doc #:	280091A	Trx Code:	S07	Labr Hrs:	2.8	Labr Cost:	176.76	Material Cost:	0	Total Cost:	176.76									

Ford Motor Company

PO Box 8248, MD 3NE-B, Dearborn, Michigan 48128 USA

ENR2-827.1 0003

Dir Cd-Sub Cd: 07160-0 Name: JEFF SCHRIER FORD, INC. Ph: 402-8966000 St: NE City: USA Reg Cd: NA Repr Date:02-MAY-2001 DIST(Mile):6989
 Cust Comments: CHECK ENGINE CUST STATES SURGES
 Tech Comments: 6989 WDS TESTING 15650R,E1,E2,E3,E18,E20,E24,E30 E1 X1 VACUTEST REPAIR VAC LEAK AT UPPER INTAKE RETEST WPI

11MCT04101K191169 MI TMI T/F T/W E T/EP T/F AJ T/DJ T/LD 27-06-00 31-08-00 153024 USA 18 * 7T03 YLHZ 2C190 AA S10 V21 H19 42
 AWS Chain Key: 6251372 Doc #: 305569A Trx Code: EE3 Labor Hrs: 1 Labor Cost: 65.21 Material Cost: 26.64 Total Cost: 91.82
 Dir Cd-Sub Cd: 07160-0 Name: JEFF SCHRIER FORD, INC. Ph: 402-8966000 St: NE City: USA Reg Cd: NA Repr Date:14-FEB-2002 DIST(Mile):24079
 Cust Comments: CHECK A B S LIGHT ON.
 Tech Comments: 24079 ELEC DIAG WARR DIAG SHOWED FAULTY RH REAR SPEED SENSOR. REMOVE AND REPLACED SPEED SENSOR. CLEARED DTC CODE. RECHECK ABS OK.

11MCT04101K191169 MI TMI T/F T/W E T/EP T/F AJ T/DJ T/LD 27-06-00 31-08-00 153024 USA 22 * 2E03 YFIZ 9F715 AA S11 V42 D21 42
 AWS Chain Key: 9279823 Doc #: 313516A Trx Code: S07 Labor Hrs: 1.9 Labor Cost: 126.77 Material Cost: 44.55 Total Cost: 171.32
 Dir Cd-Sub Cd: 07160-0 Name: JEFF SCHRIER FORD, INC. Ph: 402-8966000 St: NE City: USA Reg Cd: NA Repr Date:14-JUN-2002 DIST(Mile):28310
 Cust Comments: CHECK STATES VEHICLE HAS DIED TWICE WHILE DRIVING WAS ON GAS IN TOWN DRIVING WHEN IT HAPPENED YESTERDAY.
 Tech Comments: 28310 CHECKED THE FUEL PRESSURE. 60 PSI AT IDLE CHECKED FOR FUEL PRESSURE BLEED DOWN IT HELD. RAN A MONITOR TEST ON THE FUEL PRESSURE WHILE DRIVING IT MAINTAINED PRESSURE. RAN A PID MONITOR TEST ON THE IAC AND ENGINE SPEED THE ENGINE IDLE WAS DROPPING BELOW 600 RPM. REPLACED THE IAC DUE TO A INTERMITTANT FAULTY IAC. ROAD TEST. RAN ANOTHER PID MONITOR TEST. THE ENGINE RPM NEVER DROPPED

11MCT04101K191169 MI TMI T/F T/W E T/EP T/F AJ T/DJ T/LD 27-06-00 31-08-00 153024 USA 22 * 6B07 * 715E202 * S06 V09 J04
 AWS Chain Key: 9279824 Doc #: 313516B Trx Code: E84 Labor Hrs: 1 Labor Cost: 66.72 Material Cost: 0 Total Cost: 66.72
 Dir Cd-Sub Cd: 07160-0 Name: JEFF SCHRIER FORD, INC. Ph: 402-8966000 St: NE City: USA Reg Cd: NA Repr Date:14-JUN-2002 DIST(Mile):28310
 Cust Comments: CHECK SUNROOF SOMETIMES WILL NOT CLOSE HAVE TO KEEP PUSHING BUTTON TO GET IT TO WORK.
 Tech Comments: 28310 ADJUSTED THE GLASS RUN LUBBED THE TRACK THE SUNROOF OPENS AND CLOSERS NORMAL AT HIS TIME

11MCT04101K191169 MI TMI T/F T/W E T/EP T/F AJ T/DJ T/LD 27-06-00 31-08-00 153024 USA 22 * 1F03 2F1Z 90460 AA S11 V44 E29
 AWS Chain Key: 9279825 Doc #: 313516C Trx Code: S07 Labor Hrs: 1.6 Labor Cost: 106.74 Material Cost: 42.59 Total Cost: 149.33
 Dir Cd-Sub Cd: 07160-0 Name: JEFF SCHRIER FORD, INC. Ph: 402-8966000 St: NE City: USA Reg Cd: NA Repr Date:14-JUN-2002 DIST(Mile):28310
 Cust Comments: CHECK ENGINE LIGHT ON.
 Tech Comments: 28310 12650D 12650DK1 12650DM5 12650DM9 12650DM0 12650DM1 12650DM4 EEC TEST. RETRIEVED DTC P0401. RAN A KOER TEST CHECKED FOR VACUUM AT THE EGR VALVE. THERE IS VACUUM. RAN A PID MONITOR TEST ON THE DPFE SENSOR. THE VOLATAGE WAS 0.14. PULLED VACUUM ON THE EGR VALVE MANUALLY. LOOKED FOR A VOLTAGE CHANGE. THERE WAS NONE. REPLACED THE DPFE DUE TO A FAULTY SENSOR. CLEARED THE DTC. RESET

Any comments? You can contact

webmaster

Grand Motor Company

PO Box 8240, MD 3NE-B, Darroton, Michigan 48128 USA

888-827-1888

Action Detail

VIN: 1FMCU04101KD91189

Year: 2001

Model: ESCAPE

Case: 602881833

Owner Status: Original

WSD: 2000-08-31

Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Reason Desc: LEGAL - ACCIDENT / FIRE

Issue Type: 07 LEGAL

Issue Status: OPEN

Dealer: JEFF SCHRIER FORD, INC.

Origin Desc: US CONCERN CASE BASE

P & A Code: 07180

Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Odometer: 43000 MI

Comm Type: PHONE

Action Date: 07/09/2003

Action Time: 15:34:31:953

Action Date: Yes

Analyst Name: LAVERNE

Analyst: LMCGARRE

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

COMMENTS: CUSTOMER SAYS: -THE VEH KEEPS STALLING -THE FUEL PUMP HAS BEEN REPLACED ABOUT 5 TIMES -CUST WAS TOLD THEY CANNOT GET OUT OF THE LEASE BECAUSE THEY WILL BE STUCK WITH IT -CUST WAS IN AN ACCIDENT MAY 21ST, THERE HAVE BEEN THREE NEAR ACCIDENTS - THE VEH STALLED AND THE DRIVER BEHIND HER WENT INTO HER -NO POLICE REPORT FILED THE OTHER DRIVER'S INSURANCE COMPANY IS PAYING FOR THE REPAIR, HER INSURANCE COMPANY HAS NOT BEEN CONTACTED -VEH IS CURRENTLY AT THE DLR HAVING THE STALLING CONCERN LOOKED AT AGAIN, DAMAGES FROM THE ACCIDENT HAVE NOT BEEN FIXED YET -CUST STATES SHE IS NOT CLAIMING ANYTHING FROM THAT AT THIS POINT JUST WANTS OUT OF THE LEASE PER CUSTOMER, DEALER SAYS: JEFF SCHRIER FORD CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Acc. 5/21/03

Driving alone

Omanzi, NE

been stalling over time (recall for concern?)

* Jeff Schrier Ford *

cell 402-578-3394

5 times stalling since owning,

@ stop entering onto street, accel, stalled, car behind hit in rear

Neck sore, chirp

Ins. repairing vehicle & med.

Want out lease of vehicle . . . refuse to drive

E082-827.1 8803


Ford Motor Company

Customer: [REDACTED]
Address: [REDACTED] OMAHA NE [REDACTED]
Country: [REDACTED] Language: EN
Call Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

EM02-027.1 0000





VIN	Year	Model	Salvage Type	Owner Status	Vehicle Info
1FMCU04101K091189	2001	ESCAPE	INDIVIDUAL RTL	Original Owner	Open Issues
 1ZVPT20C6M5103148	1991	PROBE	INDIVIDUAL RTL	Original Owner	Warranty History
		No Open Issues			No Open Issues
					No Warranty History

Consumer Affairs

ERR2-027.1 0057



Ford Motor Company

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
7/8/2003 OPEN	[REDACTED] LEGAL - ACCIDENT / FIRE	1FMCU04101KD91168 602981833	2001 ESCAPE	07
7/2/2003 CLOSED	[REDACTED] PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMCU04101KD91168 602981833	2001 ESCAPE	02

EM02-027.1 0000

Ford Motor Company
Vehicle Information Report

GENERAL VEHICLE INFORMATION:

Consumer Affairs

VIN:	1FMCU04101KDP1169	Val. Line:	T/M1 - ESCAPE (U204) (2001)	Body Style:	*
Model Year:	2001	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	*
Val. Type:	T	Drive Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI
Inv. Dealer:	07160	Body Cab Style:	- 5 DOOR LIGHT TRUCK	Transmission:	T/DI - 4 SPD AUTO TRANS
Vehicle Status Code:	800	Variant/Series:	T/EP - FORD SERIES		

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - #00000000	Plant:	AJ - KANSAS CITY PLANT BUILD
Country:	USA - #00000000	Prod Date:	27-JUN-2000

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 153024 - *

Country: USA - #00000000 Selling Dir St/Prov: NE

Buyer St/Prov: NE

Arrival Date: 30-AUG-2000 Red Carpet Lease: *

Sale Date: 31-AUG-2000 Fleet/Sale/CCA, Lease: R

Warranty Start Date: 31-AUG-2000 Modified Vehicle: * Vehicle Count Flag:

Orig Warranty Date: 31-AUG-2000 Re-equipped Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U041KDP116910337 6 P 2 22R2000 2C E M46B 63 NE3 205 5 48 A2M 530024 1 UA M1364 2 11

FNCD 1 01196 F Y

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GYW Code:	
Alternator Amp Rating:	C	GYW Class Code:	C
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Asst Radio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Asst Type:	* - [N/A]	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/PM STROCKSTRCLK

ER02-027.1 0000



Calibration Code: 0M11A30A
 Color(Account): * - [N/A]
 Color(Trim): * - [N/A]
 Delivery Type: 0
 Drivetrain Code: D
 Front Seat: * - [N/A]
 Fuel Type: * - [N/A]

Ford Motor Company

AUDIO/PHONE SOUND SYSTEM
 Tire Manufacturer: * -
 Tire Brand: * -
 Tire Size: D3JLD - P235/70R-16 OWL A-8
 Traction Control: * - [N/A]
 Wheel Base:

TIRE DOT INFORMATION:

Consumer Affairs

LF: * RP: *
 LR: * RR: *
 LI: * RE: *
 SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B
 ESP Coverage(Miles): * Emission Cert Type: 5
 ESP Coverage(Time): * Emission Test Method: HKS
 ESP Plan Year: * Engine Family: LFMXT0301F6
 ESP Signature Date:

Any comments? You can contact



webmaster

ENR2-027.1 0881



**OASIS RESULT:
1FMCU04101KD91169***Ford Motor Company*07/10/2003
08:04:43

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▶ **VEHICLE INFORMATION**

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

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE	BUILD DATE	SALE MILEAGE
08/31/2000	08/27/2000	00010

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

**03/001 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**

**0898 - EXPIRED
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME: VALUED CUSTOMER2711
OPTIONS:
EXPIRATION DATE: 10/15/2001
DISTANCE: 999,999
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 48991
ESP CONTRACT START DATE: 03/15/2001**

▶ **REPAIR HISTORY****NO REPAIR HISTORY ON VEHICLE****END OF OASIS REPORT FOR 1FMCU04101KD91169**

E002-027.1 0802





**CUSTOMER
SATISFACTION
PROGRAM
02M01**

Certain vehicles equipped with a tube-mounted EGR Pressure Sensor - Additional EGR Pressure Sensor Warranty Coverage

Frank M. Ugon
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 (0J460). 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, ~~if one or more~~ 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

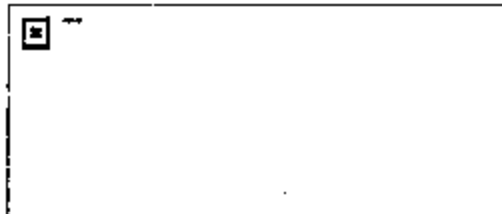
A failed DPFE will only exhibit one or more of the DTC listed above. This program will not cover any other continuous DTC present.

ATTACHMENTS

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

QUESTIONS?

Claims Information:1-800-423-8861
Other (Dealer Only) Program Questions:1-800-325-8821



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Ford Customer Service Division

EC02-027.1 0004



DUTT RANJAN 2003

1426892953 LOS ANGELES

ENC-027.1 8095

Standard Claims List For Model Year 2001

VIN	VEH LINE	MRY DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRB CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TR	WCC	CPSG_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FMRU0141KA14605	T/M1	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	21-DEC-2000	14-JAN-2001	172010	USA	6	6Y05	000001	*	MAINT	*	A9*	82	3628	
AWS Claim Key:		2050342	Trx Code:		07138	Labor Hrs:		7														
Dir Cd-Sub Cd:		07922*	Name:		SOUTH CITY FORD	Ph:		650-8717070	St:	CA	City Cd:		USA Reg Cd:	NA	Repair Date:		21-JUN-2001	Disc #:		058634301		
Cust Comments:		CUSTOMER REQUESTS 3000 MILE SERVICE PERFORM LOP, ROTATE TIRES AND INSPECT BRAKES... MFL...NDI																				
Tech Comments:		SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE PERFORMED 3K SERVICE AS PER OEM. PERFORMED LOP, INSPECTED TIRE S AND ROTATED TIRES.																				
1FMRU0141KA14605	T/M1	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	21-DEC-2000	14-JAN-2001	172010	USA	9	6Y05	000001	*	MAINT	*	A9*	82	9688	
AWS Claim Key:		4289161	Trx Code:		07138	Labor Hrs:		7														
Dir Cd-Sub Cd:		07923*	Name:		VISTA FORD	Ph:		818-8847600	St:	CA	City Cd:		USA Reg Cd:	NA	Repair Date:		04-OCT-2001	Disc #:		05898151		
Cust Comments:		10,000 MILE SERVICE MA																				
Tech Comments:		06 MAINT 1000 MILES (1600 KMS) MAINT.																				
1FMRU0141KA14605	T/M1	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	21-DEC-2000	14-JAN-2001	172010	USA	15	6Y05	000001	*	MAINT	*	A9*	82	14505	
AWS Claim Key:		1857204	Trx Code:		07138	Labor Hrs:		1														
Dir Cd-Sub Cd:		05492*	Name:		BUERGE FORD	Ph:		310-8202631	St:	CA	City Cd:		USA Reg Cd:	NA	Repair Date:		05-APR-2002	Disc #:		251520A		
Tech Comments:		15K MAINT SERVICE, LOP, AIR FILTER, CHECK HOSES AND BELTS, TIRE ROTATION																				
1FMRU0141KA14605	T/M1	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	21-DEC-2000	14-JAN-2001	172010	USA	15	5V02	060301	YL8Z	2001	BA	HDS	14	14505	
AWS Claim Key:		1857205	Trx Code:		EM	Labor Hrs:		1.6														
Dir Cd-Sub Cd:		05492*	Name:		BUERGE FORD	Ph:		310-8202631	St:	CA	City Cd:		USA Reg Cd:	NA	Repair Date:		05-APR-2002	Disc #:		251520B		
Tech Comments:		CHECK BRAKES PERAL FEELS SOFT WHEN STOPPING																				
1FMRU0141KA14605	T/M1	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	21-DEC-2000	14-JAN-2001	172010	USA	21	6Y05	000001	*	MAINT	*	A9*	82	20047	
AWS Claim Key:		1082342	Trx Code:		07138	Labor Hrs:		7														
Dir Cd-Sub Cd:		05492*	Name:		BUERGE FORD	Ph:		310-8202631	St:	CA	City Cd:		USA Reg Cd:	NA	Repair Date:		27-SEP-2002	Disc #:		261724A		
Tech Comments:		PERFORM 20K MILE SERVICE																				
1FMRU0141KA14605	T/M1	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	21-DEC-2000	14-JAN-2001	172010	USA	33	1R03	*	*	*	*	*	*	29310	
AWS Claim Key:		15998738	Trx Code:		02801	Labor Hrs:		3														
Dir Cd-Sub Cd:		07923*	Name:		VISTA FORD	Ph:		818-8847600	St:	CA	City Cd:		USA Reg Cd:	NA	Repair Date:		16-SEP-2003	Disc #:		05483951		
Cust Comments:		COST STATES CHK ENG LITE STAYS ON																				
Tech Comments:		10 EEC TEST /0401; REPLACE DPF SENSOR PER PROGRAM 02801																				

E992-927.1 0808

STARBUCKS	TMI	T/F	T/WE	T/SP	T/A	AJ	T/DO	L/D	21-DEC-2000	14-JAN-2001	172010	USA	33	7813	180103 *	14405 *	839	X2	29310			
AWS Claim Key:		16035522	Trx Code:		583	Labor Hrs:		1.1														
Mr. Cd-Sub Cd:	07923-*	Name:		VISTA FORD		Ph:		818-8847600	St:		CA	City Cd:		USA Reg Cd:		NA	Rcpt Date:		16-SEP-2003	Doc #:		054K2933
Cust Comments:		CUST STATES AIR BAG WARN LITE STAYS ON																				
Tech Comments:		CHECK AIRBAG SYSTEM CODE B183; PINPOINT TEST; TRACE AND REPAIR BAD CONNECTION AT RIGHT FRONT SEAT BELT BUCKLE.																				

EMR2-027.1 0887

08/27/2003

All Action Details for Issue

Print

VIN: 1FMCU03141KA14805 Year: 2001 Model: ESCAPE Case: 1426892963
 Name: [REDACTED] Owner Status: Original WSD: 2001-01-14
 Symptom Desc: SERVICE BRAKE INOP/INEFFECT FRONT AND REAR Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 05492 BUERGE FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 30000 MI Comm Type: PHONE
 Analyst Name: DECHAUSAY JACINTA Analyst: JDECHAUS
 Action Date: 10/22/2003 Action Time: 11.43.58.965 Action Data: Yes

Comments CUSTOMER SAYS: -WHILE ON HIS WAY TO WORK THIS MORNING THE VEH STOPPED FUNCTIONING.
 ==ACCIDENT OCCURRED: 10/22/2003 ==ALLEGES: WHILE ON HIS WAY TO WORK THE VEH STOPPED
 FUNCTIONING, THE TRANSMISSION HAD NO ENGAGEMENT, THE BRAKE DID NOT WORK, AND CAUSED HIM TO
 REAR END ANOTHER VEH. ==LOCATION:SANTA MONICA BLVD ==A POLICE REPORT WAS NOT FILED ==A
 CLAIM HAS NOT BEEN FILED WITH HIS INSURANCE COMPANY @ THE TIME OF THE CALL, BUT WILL BE ==NO
 INJURIES SUSTAINED PER CUSTOMER, DEALER SAYS: -(BUERGE FORD) CAC ADVISED: - I WILL FORWARD THIS
 INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT
 YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.
 INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 05492 BUERGE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 30000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 10/23/2003 Action Time: 17.30.18.195 Action Data: Yes

Comments SPOKE WITH CUSTOMER WIFE LEFT MESSAGE

Data Element Name	Data Value
CONTACT PERSON	

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER
 Dealer: 05492 BUERGE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 30000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 10/24/2003 Action Time: 10.08.40.915 Action Data: No

Comments LPA SPOKE WITH THE CUSTOMER HE ADVISED HE WAS DRIVING DOWN THE ROAD VEERED TO THE
 RIGHT AT A FORK I THE ROAD..THE POWER SHUT OFF..HE HAD NO BRAKES AD RAN INTO THE REAR OF
 ANOTHER VEHICLE..UNIT WAS TAKEN TO THE DEALERSHIP WAS REPAIRED..CUSTOMER DOES NOT WANT THE
 VEHICLE SAYS IS DANGEROUS..LPA ADVISED WILL CONTACT DEALER TO REVIEW WILL RECONTACT THE
 CUSTOMER..

Action: SUPERVISOR REFERRAL FOLLOW-UP

Dealer: 05482 BUERGE FORD

Odometer: 30000 MI

Analyst Name: GRAHAM SCOTT ANTHONY

Action Date: 10/24/2003

Comm Type: PHONE

Analyst: GANTHONY

Action Time: 10.51.12.663 Action Date: No

Origin Desc: MANUAL - PHONE CSR

Comments CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED BY SUPERVISORS ONLY.) - SUP GRAHAM 2268 - RESPONDING TO CUSTOMER'S REQUEST TO SPEAK WITH SUPERVISOR; LEGAL DEPT. IS HANDLING CUSTOMER, NO CONTACT REQUIRED FROM CRC - CLOSING CASE.

Action: INFORMATION CALL/FAX WITH DEALER

Dealer: 05482 BUERGE FORD

Odometer: 30000 MI

Analyst Name: VALMA SANDERS
(VSANDERS)

Action Date: 10/24/2003

Comm Type: PHONE

Analyst: VSANDERS

Action Time:
17.26.18.839Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Action Date: No

Comments LPA ATTEMPTED TO CONTACT SM, PAT P. LEFT VOICEMAIL MSG

Action: INFORMATIONAL CALL/FAX WITH OTHER PARTY

Dealer: 05482 BUERGE FORD

Odometer: 30000 MI

Analyst Name: VALMA SANDERS
(VSANDERS)

Action Date: 10/27/2003

Comm Type: PHONE

Analyst: VSANDERS

Action Time:
18.01.18.182Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Action Date: No

Comments CUSTOMER INSURANCE COMPANY CALLED SAID THEY WILL SUBROGATE FOR THE DAMAGE TO THE OTHER UNIT..LPA ADVISED INSURANCE COMPANY OF SUBROGATION ADDRESS...

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND

Dealer: 05482 BUERGE FORD

Odometer: 30000 MI

Analyst Name: VALMA SANDERS
(VSANDERS)

Action Date: 10/28/2003

Comm Type: OTHER

Analyst: VSANDERS

Action Time:
10.16.09.670Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Action Date: No

Comments LPA RECEIVED RO'S OF REPAIR FOR THE LOSS OF POWER..DEALER HAS REPAIRED THE UNIT..BRAKES INSPECTED..NO PROBLEM FOUND WITH THE BRAKES..CUSTOMER WAS SEEKING A REPLACEMENT UNIT..LPA WILL DENY ASSISTANCE..CUSTOMER'S INSURANCE COMPANY HAS STARTED SUBROGATION PROCESS FOR DAMAGE TO OTHER UNIT..WILL ADVISE CUSTOMER TO REMAIN IN CONTACT WITH HIS INSURANCE COMPANY



COPY

Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

Sent Via U.S Mail

November 3, 2003

[REDACTED]
Los Angeles, CA [REDACTED]

RE: 2001 Ford Escape
VIN: 1FMCU03141KA14605

[REDACTED]
Ford Motor Company has reviewed your claim. Invoices provided by the dealership confirm that the vehicle has been repaired. Our understanding is that this concern was resolved on October 23, 2003.

Thank you for contacting us.

Respectfully yours,

Valma Sanders
Consumer Affairs



Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED]
Address: [REDACTED] LOS ANGELES CA [REDACTED]
Country: USA Language: EN
[REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

VIN
1FMCU03141KA14605

Year Model
2001 ESCAPE
No Open Issues

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Costs
Warranty History

VEHICLE DETAIL

VIN: 1FMCJ03141KA14805	Engine: MOD 3.0L DOHC EFI NA V8 B*MAAG
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: MEDIUM WEDGEWOOD G/C
Year: 2001	Calibration: 0M11A30A
Pay Load:	Max Towing Weight:
GVWR: 04200	Axis Ratio:
WheelBase: 103	Warranty Start Date: 1/14/2001
GCWR:	Vehicle Build Date: 12/21/2000
PEP Code:	

Selling Dealers Name: PENINSULA FORD OF BURLINGAME

Selling Dealers P & A Code: 03655

Selling Dealers Sales Code: F72010

Selling Dealers Main Phone: 850-344-1111 Selling Dealers Service Phone: 850-344-1111

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
U0 3 1 KA 1 4 8 0 5 1 0 3 3 7 P 6 H 2 1 6 L 1 3 0 2 NK E 2 4 9 6 8 3
1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 70 1 2 3 4 6 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
6 6 3 2 K 5 5 0 S 3 A 2 N 7 Z J 0 1 0 4 LD A 1 2 A 6 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 6 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 C 4 8 9 1 4 C A E
1 2 3 4 5 6 7 8 9 160
    
```

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
71-LOS ANGELES	71-LOS ANGELES	C	C1	05492	F71029

Dealer Name: BUERGE FORD
 Dealer Address: 11800 SANTA MONICA
 W LOS ANGELES CA 90025

Dealer Main Phone: 310-820-2631 Dealer Service Phone: 310-820-2631

Position	Employee Name
CUST RELATIONS MGR	MARK RAYMOND
DEALER/PARTNER	John R Buerge
GENERAL MANAGER	JAMES C BUERGE
PARTS MANAGER	KEVIN J BEGANE
PARTS MANAGER	CARL HAUCK
SALES MANAGER	HENRY A FORD
SALES MANAGER	RAY SCHOFIELD
SALES MANAGER	RICHARD W LITTON
SALES MANAGER	MAZIN M SIAM
SALES MANAGER	MARC EVANS
SERVICE MANAGER	PAT PATTERSON

ESP / Recall Information

VIN: 1FMCU03141KA14605

Contract: 1 Of

Status: Active

ESP Purchase Details

Purchaser: [REDACTED]

Expiration Date: 2005-01-14

Plan Type: USA 2001 NEW 48/80,000 QUALITY CARE
MAINT-NORMAL

Plan Year:
2001

Expiration Miles: 61,000

Selling Dealer: PENNSULA FORD OF
BURLINGAME

Rental:

Deductible:

Towing
Allowance:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Recall Information

Number	Type	Campaign		Status Date	Dealer Code
		Description	Status		
00L12	L	TIRE	FORGED COMPLETION	2001-11-21	AUTOC
02M01	D	EGR PRES SEN	COMPLETE	2003-09-16	07923

OASIS RESULT:
1FMCU03141KA14605
10/28/2003
18:17:40

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 ESCAPE	BODY STYLE 4 DR XLT MPV 4X2	ENGINE 3.0L EFI DOHC	ENGINE CALIBRATION 0M11A30A
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 88		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 01/14/2001	BUILD DATE 12/21/2000	SALE MILEAGE 00003
--	---------------------------------	------------------------------

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 HAS AN OPEN CUDL INFORMATIONAL CONTACT

THIS VEHICLE HAD A CUDL CONTACT CLOSED

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

0716 - USA 2001 NEW 48/99,000 QUALITY CARE MAINT-NORMAL
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME: RANJAN DUTT
OPTIONS:
EXPIRATION DATE: 01/14/2005
DISTANCE: 81,000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 03855
ESP CONTRACT START DATE: 01/14/2001

REPAIR HISTORY

09/18/2003 DEALER: Vista Ford

WARRANTY CLAIM NUMBER: 054839 ODOMETER: 029310M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2F1Z 6J400AA	SENSOR ASY EGR PR VL	001	02M01B		

10 EEC TEST - P0401; REPLACE DPFE SENSOR PER P ROGRAM 02M01

09/16/2003 DEALER: Vista Ford

WARRANTY CLAIM NUMBER: 054839 ODOMETER: 029310M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
14408	WIRING ASY REAR LAMP	000	14098D	X2	CONNECTION POOR/NOT
		000	14200A		

CHECK AIRBAG SYSTEM - CODE B1881; PINPOINT TEST; TRACE AND REPAIR BAD
CONNECTION AT RIGHT FRONT SEAT BELT BUCKLE.

END OF DASH REPORT FOR 1FMCU03141KA14605

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	M	Emission Code:	T/C - T/C
ESP Coverage(Miles):	0d1	Emission Cert Type:	5
ESP Coverage(Time):	048	Emission Desc Suffix:	HMA
ESP Reg Year:	2001	Engine Family:	1FMOCT0301P5
ESP Signature Date:	14-JAN-2001		

BLERGE BODY SHOP, I
2126 STONER AVENUE • WEST LOS ANGELES, CA 90025
(310) 820-2831 EXT. 2700

ORIGINAL ESTIMATE	REVISED ESTIMATE
\$	\$

NOTICE TO CONSUMERS: READ IMPORTANT INFORMATION ON BACK.
I acknowledge receipt and full approval of an invoice in the original estimate price.

DATE	TIME	PLATE NO.	INVOICE NO.
23OCT03		KR14605 T236	23OCT03

YEAR	MAKE	MODEL	PLATE NO.	INVOICE NO.
2001	FORD	ESCAPE	323-462-2B22	14JAN05 7434 4018

SALES	SALES
30506	4PPE772

SERVICE ADVISOR: GARY HAZEL

CHECK BRAKES TOWED IN
BE:
WARRM REFER TO LINE 0
1849 MEJTA, JOSE LIC#: 1849
WPS4 0.00
FC: PARTS COUNTR
CLAIM TYPE
AUTH CODE
1849
OK MAINT
IE:
WARRM PERFORMED 30K MAINT
1849 MEJTA, JOSE LIC#: 1849
WPS4 0.00
REPLACED FILTER
OIL
ADJUSTMENT ENGINE
OIL SACS
FARIANE ELEMENT
ASSEMBLY ENGINE 1849
EPI...
ASSEMBLY
AND...
TO...

LABOR AMOUNT		OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE TIME
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND RECEIPT OF VEHICLE
LEBS		
SALES TAX		
PLEASE PAY THIS AMOUNT		CUSTOMER SIGNATURE

QualityCare
at your service

BAR MARGINE

EP02-027.1 0910

BLERGE BODY SHOP, 2125 STONER AVENUE • WEST LOS ANGELES, CA 90025 (310) 820-2631 EXT. 2700

ORIGINAL ESTIMATE REVISED ESTIMATE \$ **WARRANTY**



NOTICE: SEE THE REVERSE SIDE FOR WARRANTY INFORMATION ON BACK. I acknowledge notice and full approval of all work to be done on the original estimated price.

OLLYWOOD CA

VICE ADVISOR: GARY MAZEL

2300T03	KAJ4603	T236	2300T03
2001 FORD ESCAPE	323-462-2822	14 JAN 08	7434 4018
30506	4PPE772		

TRANS IN REPAIR
 GPK FRONT BRAKES 1000
 1000 HSLIA, JDM LIME 1000
 YBK REAR BRAKES 1000
 1000 HSLIA, JDM LIME 1000
 FCI PARTS COUNTY
 CLAIM TYPE:
 AUTH CODE:
 (849)
 CK ENGINE STALLED BUT
 REPROGRAMMED PCM
 2006 WPP4 9.00
 FCI PARTS COUNTY
 CLAIM TYPE:
 AUTH CODE:
 8886

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE TIME.

I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND RECEIPT OF VEHICLE.

PLEASE PAY THIS AMOUNT CUSTOMER SIGNATURE

QualityCare
 at your service

BLERGE WARRANTY

EMC-627.1 0913



800 SANTA MONICA BLVD. • WEST LOS ANGELES, CA 90025

PHONE (310) 820-2631 Ext. 2300

www.buerga.com

ADDITIONAL COST	AUTHORIZED BY	<input type="checkbox"/> IN PERSON	DATE	TIME	REASON
		<input type="checkbox"/> PHONE			

PAGE 04

BUERGE FORD

3108203944

14:46

10/27/2003

NO. **1FA14605** STOCK NO. **1FNCU02141FA14605** TAG NO. **448805** COLOR **BLUE** LOCATION **FORT BELLEVILLE** PAGE 1 OF 1

NAME: [REDACTED] ADDRESS: [REDACTED] CITY/STATE/ZIP: **HOLLYWOOD CA**

BILL TO: [REDACTED]

ENGINE NO. [REDACTED]

RELEASE OUT: **3000**

Customer Initial: [REDACTED] Date: [REDACTED] Service Advisor: [REDACTED]

TIME REQUESTED: **WATER**

HOME PHONE: **323-442-2821**

BUSINESS PHONE: **310-477-8300**

E MAIL ADDRESS: [REDACTED]

DATE: **11 DEC 03**

METHOD OF PAYMENT: **SD**

MINIMUM DUES: [REDACTED]

THMS

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. PARTS REMOVED WILL BE DISCARDED UNLESS INDICATED OTHERWISE. SWE USCARD

OR TYPE LABEL INSTRUCTIONS AND DESCRIPTION:

PRIME ITEM

WARRM 1.8L 30K MAINT

WARRM STALLED ON WHEEL DRIVING

3600 TEST ON PUMP PARTS REPRODUCTION

FRONT OF HEAD COPY

BOOKED BY: **[Signature]**

CUSTOMER CALLED BY: **[Signature]**

DATE: **11/30/03**

PAGE 04

3108203944

OCT 27 2003 17:11

310820944

WARRANTY PERIOD
MILES, WHICH EXCEEDS THE BASE WARRANTY
ADDITIONAL SERVICE
MILES, WHICH EXCEEDS THE BASE WARRANTY

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONFINED TO
PLEASE REFER TO DEALER LETTER FOR PROPER CARE
WARRANTY START DATE 01/14/2001 BUILD DATE
LESS THAN TWO DEALER APPROVED AND APPROVED WARRANTY
VERIFY DATE OF INSTALLATION, YOU ARE RESPONSIBLE FOR

STANDARD DEDUCTIBLE: \$ USD

OWNER NAME: [unclear]

OPTIONS:

EXPIRATION DATE: 1/14/2001

RENTAL:

CONTRACT SELLER: [unclear]

LEASING CONTRACT: [unclear]

SEE MORE INFO...
FOR 2 FOR

OASIS

18/11/2003 14:46 PPE029818E

**BUERGE FORD
SERVICE DEPARTMENT
FAX**

DATE 10-27-03

ATTENTION Velma

FROM Pat Ditterson

PHONE 310-820-2631 X

FAX 310-820-3944

OF PAGES 6

**11800 SANTA MONICA BL
WLA, CA 90025
310-820-2631**

EM02-027.1 0015

<p>Article No. 02-23-1</p>	<p>● DRIVEABILITY - INTERMITTENT ENGINE QUIT OR IDLE DIP - NO DIAGNOSTIC TROUBLE CODES (DTCs) PRESENT - VEHICLES EQUIPPED WITH 3.0L DURATEC ENGINE ONLY</p>
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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.

*Printed in
10/23/03
Chrysler Tech Dept*

ACTION:

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

SERVICE PROCEDURE

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

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

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

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

1. Determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then reset back to 0% duty cycle while FTP holds at

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

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

2. Disconnect the vent line in the evaporative emissions system from the check valve side (for reference check valve part # is YL8U-9C915-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases, can cause the condition to occur. Verify corrective action then proceed to Step 3.
3. Inspect the Idle Air Control (IAC) Valve. If the valve is not part number 1L8E-8F715-AA, replace with part number 1L8Z-8F715-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 (SHORTFT1, SHORTFT2, LONGFT1, LONGFT2) are less than 15%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2L8Z-9E826-AB. If the fuel trims are above 15%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trims drop to below 15%, replace the MAF sensor with part number 1L2Z-12B579-BARM. If fuel trims stay above 15%, check for vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 4.

4. For vehicles sold in the U.S. and Canada perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A850-AXD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A850-AXD for 2001, 2U7A-12A850-CZB for 2002 or 3L8A-12A850-BC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 5.
5. For vehicles sold in Mexico perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A850-AZD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as WDS should show latest calibration level as 1U7A-12A850-AZD for 2001MY, 2U7A-12A850-CPB for 2002MY or 3L8A-12A850-CC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 6.
6. If the Electronic Engine Control (EEC) relay has stamped lettering, proceed to Step 7 now. If

the EEC relay has white lettering printed on the top surface, replace with a new Hella service relay that is all black and has stamped lettering on the top surface. Both the new Hella service relay and the old relay have the same part number (FOAZ-14N089-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-07B-00-1 Connector C1018, 700-08-00-37 Battery Junction Box. Proceed to Step 7.

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

PCM CALIBRATION INFORMATION						
Application	Old Part Number (-12A680-)	Tear Tag	New Part Number (-12A680-)	Old Calibration	New Calibration	NGS/NDS Qualifier
2001 3.0L - Escape	1U7A-AXB	ATF3	1U7Z-AXD	0M11A30512	0M11A30512	WDS B21.3 Release or Later
2001 3.0L - Escape	1U7A-AZB	ESG3	1U7Z-AZD	0M11B30512	0M11B30512	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-CZA	NSF1	2U7Z-CZB	2M11A30510	2M11A30510	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-CPA	PVN1	2U7Z-CPB	2M11B30510	2M11B30510	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-BA	BAR2	3L8Z-BC	3M11A30510	3M11A30511	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-CA	CAS2	3L8Z-CC	3M11B30510	3M11B30511	WDS B21.3 Release or Later

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



THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:	
<i>Reprogrammed Powertrain Control Module (PCM) Per TSB 02-23-1</i>	
THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE, BY EPA AND CARB.	
DEALER NUMBER:	DATE:
CHANGE AUTHORITY:	
FPO 8282 878 FORD MOTOR COMPANY PRINTED IN U.S.A.	

PART NUMBER	PART NAME
1LBZ-8F715-AA	IAC - Idle Air Control Valve
2LAZ-8E928-AB	Throttle Body
1L2Z-12B579-BARM	MAF - Mass Air Flow Sensor
YL8Z-8E931-CA	Gasket - Mass Air Flow Sensor
FOAZ-14N089-A	EEC Relay
2F1Z-9J480-AA	DPFE Sensor
YL8Z-8C915-AA	EVAPVM Valve

OTHER APPLICABLE ARTICLES:

NONE

SUPERSEDES:

02-11-8

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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**OASIS RESULT:
1FMCU03141KA14605**

***116 545 793* TECH 10/27/2003
HOTLINE CONTACT ID
EXPIRES IN 5 DAYS 16:54:57
FOR
1FMCU03141KA14605**

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VEHICLE INFORMATION

VEHICLE DESCRIPTION	BODY STYLE	ENGINE	ENGINE CALIBRATION
2001 ESCAPE	4 DR XLT MPV 4X2	3.0L EFI DOHC	0M11A30A
TRANSMISSION	AXLE CODE		
CD4E AUTO TRANSAXLE	96		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE	BUILD DATE	SALE MILEAGE
01/14/2001	12/21/2000	00003

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

FIELD SERVICE ACTIONS

**G2M01 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.**

<http://www.fordtechservice.dealerconnection.com/vdirs/spubs/newoasis/oareq.asp?vin=1F...> 10/27/03

EXTENDED COVERAGES

0715 - USA 2001 NEW 48/60,000 QUALITY CARE MAINT-NORMAL
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME: RANJAN DUTT
OPTIONS:
EXPIRATION DATE: 01/14/2005
DISTANCE: 61,000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 03855
ESP CONTRACT START DATE: 01/14/2001

REPAIR HISTORY

09/16/2003 DEALER: Vista Ford

**WARRANTY CLAIM
 NUMBER: 054839**

ODOMETER: 029310M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2F1Z 9J460AA	SENSOR ASY EGR PR VL	001	02M01B		

**10 EEC TEST - P0401; REPLACE DPFE SENSOR PER P
 ROGRAM 02M01**

09/16/2003 DEALER: Vista Ford

**WARRANTY CLAIM
 NUMBER: 054839**

ODOMETER: 029310M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
14405	WIRING ASY REAR LAMP	000	14056D	X2	CONNECTION POOR/NOT
		000	14200A		

**CHECK AIRBAG SYSTEM - CODE B1881; PINPOINT TEST;
 TRACE AND REPAIR BAD CONNECTION AT RIGHT FRONT
 SEAT BELT BUCKLE.**

SYMPTOM CODE INFORMATION

607000 - DRIVEABILITY STALLS/QUITS

<http://www.fordtechservice.dealerconnection.com/vdirs/spubs/newoasis/oareq.asp?vin=1F...> 10/27/03

SPECIAL SERVICE MESSAGES

16112 1994-2002 OBD II EQUIPPED CARS & TRUCKS, DIFFICULT TO DIAGNOSE P0171 AND P0174 DTC OCCURRENCES
SOME OBD II EQUIPPED VEHICLES MAY EXHIBIT A MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED WITH DTCS P0171 OR P0174 IN MEMORY. TO SERVICE, FOLLOW PC/ED DIAGNOSTICS AS DIRECTED. IF NO FAULT IS FOUND, INSPECT THE PCV RUBBER COMPONENTS FOR DETERIORATION, SUCH AS ELBOW CONNECTORS AT INTAKE MANIFOLD PORTS OR THE PCV VALVE ITSELF. REPLACE ONLY THE AFFECTED PCV COMPONENT(S) AS NEEDED. VERIFY ENGINE OIL CONDITION AND CHANGE INTERVAL. ADVISE OWNER THAT MAINTAINING THE MANUFACTURER'S RECOMMENDED OIL CHANGE INTERVALS WILL GUARD AGAINST RUBBER COMPONENTS' DETERIORATION. THIS CONDITION COULD BE MORE PREVALENT ON HIGH MILEAGE VEHICLES.

15159 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 W525858-S301 HOSE CLAMP. ENSURING THE CLAMP IS ENGAGED OVER THE PCV CONNECTION LIP.

TECHNICAL SERVICE BULLETINS

02-23- 2001-2003 ESCAPE - DRIVEABILITY - INTERMITTENT ENGINE
01 QUIT OR IDLE DIP - NO DIAGNOSTIC TROUBLE CODES
(DTC8) PRESENT

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

607400 - DRIVEABILITY STALLS/QUITS AT IDLE

<http://www.fordtechservice.dealerconnection.com/vdirs/spubs/newoasis/oareq.asp?vin=1F..> 10/27/03

SPECIAL SERVICE MESSAGES

**15159 ESCAPE 3.0L - PCV HOSE BLOW OFF
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE**

TECHNICAL SERVICE BULLETINS

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

**BUERGE FORD
SERVICE DEPARTMENT
FAX**

DATE 10-27-03

ATTENTION Velma ..

FROM Pat Datterson

PHONE 310-820-2631 X

FAX 310-820-3944

OF PAGES ~~8~~ 9

** Additional Info on this Vehicle*

11800 SANTA MONICA BL

WLA, CA 90025

310-820-2631

FINDLEY JENNIFER 2003

1588331192 ATLANTA

2003-027.1 0028

COPY

Sent Via U.S. Mail

September 9, 2003

[REDACTED]
Sharpsburg, GA [REDACTED]

RE: 2001 Escape
VIN: 1FMYU04161KE85384

[REDACTED]

We have been unable to contact you by phone to obtain additional information to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 845-5681 as soon as possible between the hours of 8:00 a.m. and 4:00 p.m. Eastern Time.

Respectfully yours,

Celeste M. Jackson
Consumer Affairs

Print

VIN: 1FMYL04161KE85384 Year: 2001 Model: ESCAPE Case: 1588331182
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-10-21
 Symptom Desc: SERVICE BRAKE NOP/INEFFECTIVE
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01730 MIKE FITZPATRICK F-L-M Origin Desc: US CONCERN CASE BASE
 Odometer: 80000 MI Comm Type: PHONE
 Analyst Name: ARIEL SOLANO Analyst: ASOLANO1
 Action Date: 08/28/2003 Action Time: 16.29.12.412 Action Date: Yes

Comments CUSTOMER SAYS: I HAD AN ACCIDENT DATE: AUGUST 23 2003 -CUST FEELS THAT HER BRAKES FAILED WENT ALL THE WAY TO THE FLOOR AND DID NOT SLOW CAR DOWN -ACCIDENT HAPPENED ON FISHER RD IN SHARPSBURG, GEORGIA -NO POLICE REPORT FILED -VEH IS ALREADY REPAIRED I FEEL THAT FORD SHOULD COVER SOME OF THESE DAMAGES DONE TO MY CAR PARTS DAMAGED ARE THE BUMPER COVER HAS A HOLE THE GRILL WAS BUSTED THE IMPACT BAR BEHIND BUMPER WAS BENT THE TRANSMISSION PUMP WAS BUSTED THE RADIATOR WAS BUSTED THE AIRCONDITIONER WAS PUSHED BACK TOWARDS ENGINE *AIRBAGS DID NOT DEPLOY* ALSO SOME TIME BACK THE VEH HAD BEEN STALLING I FEEL THAT THIS IS NOT A SAFE VEH TO DRIVE PER CUSTOMER, DEALER SAYS: MIKE FITZPATRICK FORD LINCOLN MERCURY 238 BULLSBORO DRIVE NEWMAN, GA 30263 TEL: (770) 502-3673 FAX: (770) 253-2275 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01730 MIKE FITZPATRICK F-L-M Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 80000 MI Comm Type: PHONE
 Analyst Name: JACKSON,CELESTE (C.) Analyst: CJACKS84
 Action Date: 08/29/2003 Action Time: 14.04.50.544 Action Date: Yes

Comments LPA COMMENTS: LEFT V-MAIL MESSAGE REQUESTING A RETURN PHONE CALL.

Data Element Name	Data Value
CONTACT PERSON	V-MAIL

ERR2-827.1 88271

Action: UPDATE/ADDCO.CASE
Dealer: 01730 MIKE FITZPATRICK F-L-M
Odometer: 60000 MI
Analyst Name: JACKSON, CELESTE (C.)
Action Date: 08/03/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 15.00.03.768

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments LPA COMMENTS: LEFT V-MAIL MESSAGE REQUESTING A RETURN PHONE CALL

Action: FINAL CASE DISPOSITION
Dealer: 01730 MIKE FITZPATRICK F-L-M
Odometer: 60000 MI
Analyst Name: JACKSON, CELESTE (C.)
Action Date: 08/09/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 12.42.05.173

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments LPA COMMENTS: CALLED CUSTOMER AND NUMBER IS NOW NOT GOING THROUGH. NEED MORE INFORMATION LETTER SENT. UNABLE TO CONTACT CUSTOMER / NO CUSTOMER RESPONSE.

ENR2-027.1 08/28

Customer Info

Address: [REDACTED] SHARPSBURG GA [REDACTED]

Country: USA

Language: EN

Call Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

ENR2-827.1 8029

VIN: 1FMYU04161KE85384

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Date	Dealer Code
00L12	L	TIRE		FORCED COMPLETION	2001-11-21	AUTOC
00S49	S	WINDSHLD WIPE		COMPLETE	2001-01-10	00363
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	F21005

ENC-027.1 0030

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYJG0161KE2334	Vehicle Line:	T/M1 - ESCAPE (U204) (2001)	Eng Serial No:	589234087
Model Year:	2001	Market Derivat:	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 EPT NA V6 G*NAAO
Inv. Dealer:	0K243	Body Cab Style:	T/W6 - 5 DOOR LIGHT TRUCK	Transmission:	T/D8 - 4 SPD AUTO TRANS NAAD CDM
		Version/Series:	T/F - FORD SERIES		

BUILD INFORMATION:

Region: NA - #00000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 19-SEP-2000

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 121005 - *
 Country: USA - #00000000 Selling Div St/Prov: GA
 Buyer St/Prov: GA

Arrival Date: 27-SEP-2000 Red Carpet Lease: *
 Sale Date: 21-OCT-2000 Fleet/Lease/Co. Lease: R
 Warranty Start Date: 21-OCT-2000 Modified Vehicle: *
 Orig Warranty Date: 21-OCT-2000 Recognized Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

004KE2334103377P6 F 2 1401455 PD E 480 63 553 288 8 080A00 110000 2 VZ A 12A 4 3 2 1

1FMY6 E 914GA F 1

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]
Axis Radar:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Asie Type:	* - [N/A]	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR

ENR-927.1 0031

Battery Amp Rating:	A	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR PREMIUM AM/FM STROCSSTE
Calibration Code:	OM11A30A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Suspension Tanden Axle:	
Color(Trip):	000ZV -	Tire Brand:	AC - FIRESTONE
Delivery Type:	A	Tire Size:	D3JUF - P235/70R-16 OWL A-S
Drivetrain Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RP:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	5
ESP Coverage(Time):	*	Emission Descal Suffix:	HKS
ESP Plan Year:	*	Engine Family:	IFMXT0301P6
ESP Signature Date:			

EM02-027.1 0032

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	FLT CD	YES CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	INST (Miles)	
	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-SEP-2000	21-OCT-2000	121005	USA	3	5240	
AWS Claim Key:		301131	Trn Code:		00S49	Labor Hrs:		4														
Dlr Cd-Sub Cd:		00363-*	Name:		FORSYTH MOTOR COMPANY			Ph:	770-6846113	St:	GA	City Cd:		USA Reg Cd:		NA	Repr Date:	10-JAN-2001	Doc #:	06618401		
Cmt Comments:		RECALL 00S49																				
Tech Comments:		INSPECTION OF WIPER ARMS																				
	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-SEP-2000	21-OCT-2000	121005	USA	10	7D01	170101	YL82	13008	FA	L29	L2	5240	
AWS Claim Key:		2771468	Trn Code:		1	Labor Hrs:		1.1														
Dlr Cd-Sub Cd:		00363-*	Name:		FORSYTH MOTOR COMPANY			Ph:	770-6846113	St:	GA	City Cd:		USA Reg Cd:		NA	Repr Date:	02-AUG-2001	Doc #:	06827401		
Cmt Comments:		MOISTURE IN RIGHT FRONT HEADLIGHT																				
Tech Comments:		REPLACE ASSY NECESSARY TO REMOVE BUMPER TO INSTALL																				
	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-SEP-2000	21-OCT-2000	121005	USA	19	2E03	030403	YF1Z	9F715	AA	D21	42	31398	
AWS Claim Key:		8479088	Trn Code:		507	Labor Hrs:		1.3														
Dlr Cd-Sub Cd:		01730-*	Name:		MIKE FITZPATRICK F-L-M			Ph:	770-5023673	St:	GA	City Cd:		USA Reg Cd:		NA	Repr Date:	06-MAY-2002	Doc #:	08925451		
Cmt Comments:		ENG WILL CUT OFF WHILE DRIVING, ENG WILL CUT OFF WHEN YOU FIRST CRANK																				
Tech Comments:		IAC INOP WDS EPC TEST DATALOGER FUEL PRESS LEAK DOWN PP IAC AND REPLACE EBP/GRAM PCM FINAL CHECK TEST																				
	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-SEP-2000	21-OCT-2000	121005	USA	19	1P06	030304		8A080		C02	51	31398	
AWS Claim Key:		8530256	Trn Code:		884	Labor Hrs:		4														
Dlr Cd-Sub Cd:		01730-*	Name:		MIKE FITZPATRICK F-L-M			Ph:	770-5023673	St:	GA	City Cd:		USA Reg Cd:		NA	Repr Date:	06-MAY-2002	Doc #:	08925453		
Cmt Comments:		A/C IS NOT COOLING																				
Tech Comments:		NOTES**NO LEAKS FOUND,COOLING TO 31 DEG FIBRIN LEVEL LOW ADDED FREON AND RETEST NO LEAKS FOUND																				

E882-027.1 0033

Dealer Information

FCSD Region **Sales Region** **Sales Zone** **Market** **PSA Code** **Sales Code**
 21-ATLANTA 21-ATLANTA A A1 01730 F21565

Dealer Name: [REDACTED]

Dealer Address: [REDACTED]

NEWNAN GA [REDACTED]

Dealer Main Phone: [REDACTED]

Dealer Service Phone:

770-502-3673

Position	Employee Name
DEALER/PARTNER	STEVE RAYMAN
DEALER/PARTNER	MICHAEL J FITZPATRICK
PARTS MANAGER	MAURICE BLAYTON
SALES MANAGER	Marvin D BURDETTE
SALES MANAGER	FLOYD W HUDGINS
SALES MANAGER	ALAN R DAVIS
SERVICE MANAGER	DAVID HARDY

Service Hours

7:30 AM TO 6:00 PM M-F

Directions

Trained

Y

Additional Information

FMS:110-2663

ENR2-027.1 8934

the Antonio
SANTOS ANTONIO 2803
1343812403 NEW YORK
127-

EP02-027.1 0935



Consumer Affairs

September 03, 2003

PO Box 6248, MD 3NE-B
Dearborn, MI 48128 USA

*Sent Via Mail

[REDACTED]

Mineola, NY [REDACTED]

Re: 2002 Ford Escape
VIN#-1FMCU04112KB01927

[REDACTED]

Thank you for contacting us regarding your vehicle concern.

We sincerely regret the circumstances you described, however, a situation such as this is, typically handled by your insurance carrier. We asked that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

Furthermore, information provided by dealership indicated that two other vehicles sustained damages during the accident. Because multiple vehicles are involved in your vehicle claim, we will be unable to honor your request for assistance, and propose no further action.

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Leich, Cherie (C.A.)

From: dcpform@ford.com
Sent: Monday, August 25, 2003 2:44 PM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

CASE:
 134381244.3
 Region: 13
 Vinne

Dealer Request For Consumer Affairs Review

Dealership Name: Country Ford Ltd
Requesting Dealer: country Ford Ltd
Contact Person: Steven Alu
Telephone: 516-735-7406
Email Address: service@Countryfordltd.com
PA Code: 03856
Region: 13
City: Levittown
State: NY
Fax Number: 516-579-4577
WSD: 11/13/01
Vehicle Year: 2002
Vehicle Model: Escape
Vehicle VIN: 1FMCU04112KB01927
Mileage: 10000
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Mineola
State: NY
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: [REDACTED]
Date of Incident: [REDACTED]
County in which incident occurred: [REDACTED]
Is Alleging Defect: Y
Alleging defect detail: customer stated vehicle surged forward.
Police Report Filed: Y
Police Report detail: Sixth precinct Nassau County Police Department - Accident report #06-2709
Insurance Company Contacted: Y
Insurance Company Advice: to have owner forward papers to dealership
Insurance Company Contact Information: Allstate Att: Thomas Rascall 219 Mineola Blvd.
 Mineola, NY 11501 516-747-4444
Coach Builder: not applicable
Coach Builder State: AK
Resolution Sought Detail: vehicle has defect according to customer and wants repair made.
Comments: Dealership did not know whether manufacturer would want us to take vehicle in for inspection - will wait for response from rep.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

Customer Info

Customer: [REDACTED]
Address: [REDACTED] MINEOLA NY [REDACTED]
Country: [REDACTED] Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: [REDACTED] Fax:
Preferred Contact Time: [REDACTED] Email:

EM62-627.1 8938

Date	Origin	Description	Action List
08/28/03	CALGFD	OPEN LEGAL CONTACT - PRODUCT LIABILITY	

002-027.1 0039

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info Oasis Warranty History
1FMCU04112KB01827	2002	ESCAPE	INDIVIDUAL RTL	Original Owner	

Open Issues Exist

ER02-027.1 0049

VEHICLE DETAIL

VIN: 1FMCUD4112KB01927	Engine: MOD 3.0L DOHC EFI NA V6 G7NAAD
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: OXFORD WHITE SOLID C/C
Year: 2002	Calibration: 2M11A30A
Pay Load:	Max Towing Weight:
GVWR: 64520	Axle Ratio:
WheelBase: 103	Warranty Start Date: 11/13/2001
GCWR:	Vehicle Build Date: 10/26/2001
PEP Code: 420A	

Selling Dealers Name: COUNTRY FORD LTD

Selling Dealers P & A Code: 03858

Selling Dealers Sales Code: F13082

Selling Dealers Main Phone: 616-579-4591 Selling Dealers Service Phone: 616-735-7408

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 2 K 8 0 1 9 2 7 1 0 3 3 7 8 4 2 2 7 J 1 0 1 6 DF E 2 M 4 8 9 8 9
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
H 6 3 2 X 5 5 4 8 3 A 2 N 1 3 B 0 8 2 E 3 Y Z N 2 3 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 C 1 S 9 4 2 0 A 9 1 4 N Y
1 2 3 4 5 6 7 8 9 160
    
```

E082-027.1 0841

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	PEA Code	Sales Code
13-NEW YORK	13-NEW YORK	B	A1	03858	F13082
Dealer Name:		COUNTRY FORD LTD			
Dealer Address:		210 GARDINERS AVE LEVITTOWN NY 11756			
Dealer Main Phone:		516-578-4501	Dealer Service Phone:		516-735-7400

Position	Employee Name
CUST RELATIONS MGR	DIANE SCHAUDEL
DEALER/PARTNER	DAVID JACOBY
PARTS MANAGER	STEPHEN ALU
PARTS MANAGER	JOHN MUNRO
SALES MANAGER	MAURICE BRAVER
SALES MANAGER	MICHAEL W DUFF
SALES MANAGER	FREDERICK SCOPO
SERVICE MANAGER	TOM P LEAVEY

E902-027.1 0042

ESP / Recall Information

VIN: 1FMCU04112KB01927

No ESP information for this VIN

No Recall information for this VIN

ESP2-827.1 0043

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMCJ04112KB01927	Year Line: TMI - ESCAPE (L004) [2001]	Eng Serial No: 137139087
Model Year: 2002	Market Derivat: T/F - FORD DIVISION DERIVATIVE	Body Shell: *
Yeh Type: T	Drive Code: T/F - 4 WHE. L/H FULL TIME DRIVE	Engines: T/LD - MOD 3.0L DOHC EFI NA V6 G [®] NAAO
Inv. Dealer: 03856	Body Cab Style: T/WL - 5 DOOR LIGHT TRUCK	Transmission: T/DI - 4 SPD AUTO TRANS NAAO CD4E
	Version/Series: T/EF - FORD SERIES	

BUILD INFORMATION:

Region: NA - #00000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 26-OCT-2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 113082 - *
 Country: USA - #00000000 Selling Dir: S/Prov: NY
 Buyer S/Prov: NY

Arrival Date: 02-NOV-2001 Red Carpet Lease: *
 Sale Date: 15-NOV-2001 Fleet/Retail/Ca. Lease: R
 Warranty Start Date: 13-NOV-2001 Modified Vehicle: *
 Orig Warranty Date: 13-NOV-2001 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 0042N00192710337 6 4 2 2731016 DP E 2M469 63 H63 2K5 5 483A2N 138082E 3 YK M23 4 3 2 1
 1FMCJ89 420A 914RY 63

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: C	GVW Class Code: C
Audio Dblc: * - [N/A]	Instrumentation: * - [N/A]
Axis Ratio: * - [N/A]	Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST
Axis Type: * - [N/A]	Mirror(Passr Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A	Paint: FNYW3 - OXFORD WHITE SOLID CC

E082-027.1 89A4

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:	ZM11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Acct):	* - [N/A]	Suspension Axle:	
Color(Tire):	0002X -	Tire Brand:	AJ - MICHELIN
Delivery Type:	0	Tire Size:	D0JLJ - P235/70R-16 OWL A-S
Drivetrain Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L&R DRVPASS	Wheel Size:	
Fuel Type:	AF - UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF:	•	RF:	•
LR:	•	RR:	•
LI:	•	RI:	•
SPARE:	•		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	•	Emission Code:	* - *
ESP Coverage(Miles):	•	Emission Cert Type:	5
ESP Coverage(Time):	•	Emission Test Facility:	IPC
ESP Plan Year:	•	Engine Family:	ZFMXU0301F7
ESP Signature Date:			

EM02-027.1 03/03

All Action Details for Issue

Print

VIN: 1FMCU04112KB01827 Year: 2002 Model: ESCAPE Case: 1343812403
 Owner Status: Original WSD: 2001-11-13
 Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - ACCIDENT
 Issue Type: 07 LEGAL Issue Status: CLOSED
 Secondary Phone:

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 03858 COUNTRY FORD LTD Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 10000 MI Commn Type: EMAIL
 Analyst Name: LEICH,CHERIE Analyst: GLEICH
 Action Date: 08/28/2003 Action Time: 08.33.00.608 Action Data: No

Comments *****PRODUCT LIABILITY***** EMAIL RECEIVED 8-25-03. DEALER CONTACT:
 STEVEN ALL. CUSTOMER ALLEGES VEHICLE SURGED FORWARD CAUSING ACCIDENT. CUSTOMER REQUESTS
 CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 03858 COUNTRY FORD LTD Origin Desc: CONSUMER AFFAIRS - LITIGATION
 PREVENTION
 Odometer: 10000 MI Commn Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 08/28/2003 Action Time: 15.09.13.382 Action Data: Yes

Comments ***LPA COMMENTS*** LPA SPOKE WITH THE SM REGARDING THE CUSTOMER'S CONCERN. THE
 DEALERSHIP SAYS THE CUSTOMER IS ALLEGING A DEFECT CAUSED THEIR ACCIDENT. THE CUSTOMER HAS
 POSSESSION OF THE VEHICLE, AND THE INSURANCE COMPANY WAS NOT CONTACTED. NO INJURIES WERE
 SUSTAINED DURING THE ACCIDENT. * THE CUSTOMER IS REQUESTING FMC INVESTIGATE THE MATTER.

Data Element Name	Data Value
CONTACT PERSON	STEVEN ALU

Action: INFORMATION CALL/FAX WITH DEALER
 Dealer: 03858 COUNTRY FORD LTD Origin Desc: CONSUMER AFFAIRS - LITIGATION
 PREVENTION
 Odometer: 10000 MI Commn Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 09/04/2003 Action Time: 09.15.06.216 Action Data: No

Comments ***LPA COMMENTS*** LPA SPOKE WITH THE SM REGARDING THE CUSTOMER'S VEHICLE. THE SM
 SAYS THEY INSPECTED THE VEHICLE, AND DID FIND A STALLING WITH THE CUSTOMER'S VEHICLE. THE SM
 FEELS THE CUSTOMER'S VEHICLE STALLED, AND SHE PANIC RESTARTED THE VEHICLE AND THEN IT LUNGED
 FORWARD STRIKING TWO OTHER VEHICLES. NO INJURIES WERE SUSTAINED, AND ALL INSURANCE COMPANIES
 WERE CONTACTED. * THE CUSTOMER IS REQUESTING FMC REPAIR HER VEHICLE, AND THE OTHER VEHICLE
 INVOLVED.

ER02-027.1 0946

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Dealer: 03866 COUNTRY FORD LTD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 10000 MI Comm Type: MAIL
Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
(V.)
Action Date: 09/04/2003 Action Time: 09.30.09.740 Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE DEALERSHIP INDICATED THAT TWO OR THREE OTHER VEHICLES WERE INVOLVED IN THE CUSTOMER'S ACCIDENT. BECAUSE OTHER VEHICLE ARE INVOLVED, WE ASK THE CUSTOMER TO CONTINUE WORKING WITH THEIR INSURANCE CARRIER TO RESOLVE THE MATTER. IF THE INSURANCE COMPANY FEELS FMC IS LIABLE THEY WILL FILE A SUBROGATION CLAIM AGAINST US. NO FURTHER ACTION IS NEEDED AT THIS TIME.

ES02-027.1 0047

Moilre-Fuller, Michelle
1740672043

2003
San Francisco

EM02-027.1 0948

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	QDR	STATUS
38	10/21	14:58	8584859763	EC-S	00'24"	002	051	OK

Ford Motor Company-Consumer Affairs
 1600 Executive Plaza Drive
 PO Box 4346, ME 388-B
 Dearborn, MI 48128



Fax

To	William McGee	From	Amy Drudge
Fax	858-485-8763	Pages	2 (including cover page)
Phone	858-485-8332	Date	10/21/03
Re	Michelle Moore	CC	

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

• Comments:

Action Detail

VIN: 1FMYU04192KB30883 Year: 2002 Model: ESCAPE Case: 1740672043
Owner Status: Original WBD: 2002-01-12
Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: LARRY GEWERE FORD
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 07704
Action Desc: FINAL CASE DISPOSITION
Odometer: 25358 MI Comm Type: OTHER
Action Date: 10/21/2003 Action Time: 14:23:57:150 Action Date: No
Analyst Name: DROEGE,AMY Analyst: ADROEGE

COMMENTS: PER TEAM LEADER AND REVIEW OF THE FILE, THE REQUEST FOR ASSISTANCE HAS BEEN DECLINED.

Ford Motor Company

COPY

Consumer Affairs

Sent via Fax and U.S. Mail

October 21, 2003

Mr. William McGee
Attorney at Law
16855 West Bernardo Drive, Suite 380
San Diego, CA 92127

RE: Michelle Moliere
2002 Escape
VIN: 1FMYU04192KKB30663

Dear Mr. McGee:

This letter is in response to your letter dated September 9, 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,

Amy Droegge

Amy Droegge
Consumer Affairs



Ford Motor Company-Consumer Affairs
16900 Executive Plaza Drive
PO Box 6248, MD 3NE-8
Dearborn, MI 48128

Ford Motor Company

Fax

To: William McGee	From: Amy Droegge
Fax: 858-485-9783	Pages: 2 (including cover page)
Phone: 858-485-9332	Date: 10/21/03
Re: Michelle Mollers	CC:

Urgent For Review Please Comment Please Reply Please Recycle

• Comments:

The Law Offices of
William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92121
(858)485-9332, Fax: (858)485-9763
E-mail: Experts4u@aol.com

CASE: ^{11/15}
1740672043

Region: T2
Eileen
LITIGATION MRS.

3 SEP 12 AM 11:16

September 9, 2003

Ford Motor Company
Consumer Affairs – Litigation Prevention Department
PO Box 6248; MD 3NE-B
Dearborn, MI 48126-4207

Re: Michelle Moliere
2002 Ford Escape
VIN: 1FMYU04192KKB30663

Dear Gentlemen:

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

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

The subject vehicle has suffered from a serious defect and nonconformity to warrant which causes the vehicle to stall while being driven! Michelle Moliere has presented the subject vehicle to an authorized Ford dealer on five (5) separate occasions. Additionally, the vehicle has seen three (3) separate repair attempts for a defective fuel gauge condition, as well as five (5) separate occasions for automatic transmission/linkage/display system. Other substantial warranty non-conformities presently plague this unsafe and problematic vehicle. Copies of the warranty repair documentation is enclosed for your review.

Michelle Moliere is not required to live with this problematic and unsafe vehicle. Accordingly, Ms. Moliere is herein demanding her entitlement under the Song-Beverly

Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

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

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

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

The Lemon Law states that "a reasonable number of repair attempts" has been exceeded if, during the first 18,000 miles of use or 18 months of ownership, either: there have been four or more repair attempts for the same nonconformity; the vehicle has been in the shop 30 days or more; or, two repair attempts for the same nonconformity which may result in serious bodily injury or death. Our client's vehicle falls well within this standard

The Lemon Law goes on to state:

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

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

(d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code §1794 (emphasis added).

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

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

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

Down payment (less rebate)	\$3,848.87
Monthly payments (20 @ \$480.43)	9,208.60
2003/2004 license fees (pro-rata)	14.33
Less GAP insurance	(499.00)
Less use of 17,231 miles	(3,686.28)
Attorney's fees	<u>2,500.00</u>

SUBTOTAL: ... \$12,384.52

In addition, it will be required that Ford Motor Company satisfy the outstanding balance owing to the lien holder of the subject vehicle, WestAmerica Bank (An Authorization for the release of this information is enclosed for your use.)

Please give this demand the serious consideration it deserves. If I do not hear from you by October 5, 2003, I shall assume that Ford Motor Company is denying its obligations

September 9, 2003
Page 4

under the law and is leaving Michelle Mollere with no choice but to initiate formal legal proceedings.

Thank you for your prompt attention to this matter.

Very truly yours,



WILLIAM R. MCGEE

Enclosures
cc: Michelle Mollere

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Contract Number: 26634 R.O.B. Number: 2547474 Stock Number: 02589
Salesperson: JEFF EDWARD

Buyer's Name and Address: LARRY SWENKE FORD
771 East 10th St
Kobe, GA 35991

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

Table with columns: Make and Model, Year, Vehicle Identification Number, and Primary Lien For Which Purchased. Includes details for a 2002 Dodge Stratus.

FEDERAL TRUTH-IN-LENDING DISCLOSURES table. Columns include: Annual Percentage Rate (7.99%), Finance Charge (\$26234.81), Total of Payments (\$3150.96), and Total Cash Price (\$38999.83).

YOUR PAYMENT SCHEDULE WILL BE table. Columns: Number of Payments, Amount of Payments, and When Payments Are Due. Shows 48 payments of \$66.48 starting 02/11/2002.

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the full amount of the payment that is late. Prepayment: If you pay off all of your debt early, you may be charged a minimum finance charge. Security Interest: You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, my required, repayment to full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED table. Lists items such as Total Cash Price (\$23672.00), Cash Price of Motor Vehicle and Accessories (\$24988.00), Cash Price Vehicle (\$884.00), Cash Price Accessories (\$45.00), and Total Cash Price (\$29654.00).

STATEMENT OF INSURANCE NOTICE: No person is entitled as a condition of financing the purchase of a motor vehicle to purchase or require any insurance through a particular insurance company, agent or broker. Vehicle Insurance: N/A. Total Vehicle Insurance Premium: N/A. UNLESS A CHARGE IS INCLUDED IN THE AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE PAYMENT FOR EACH COVERAGE IS NOT PROVIDED IN THIS AGREEMENT. You may buy the physical damage insurance this contract requires (see below) from anyone you choose who is acceptable to us. You are not required to buy any other insurance. Buyer: [Signature] Co-Buyer: Seller:

Application for Optional Credit Insurance: Credit Life, Credit Disability, Credit Unemployment. Total Credit Insurance Premium: N/A. Home Office Address: N/A. Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment.

ER02-027-1 0057

Total Downpayment (C through G)

1848.87

If required, enter zero on line 6 and enter the amount less this zero as a positive number on line 10

28314.61

7. Amount Financed (B less G)

Buyer Signature

AUTO-BROKER FEE DISCLOSURE

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

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

OPTIONAL GAP CONTRACT

OPTIONAL GAP CONTRACT... If you choose to buy a gap contract, the cost is shown in Item 14. See your gap contract for details on the protection it provides.
Term 72 Months
Model EVERGREEN GAP

SERVICE CONTRACT

OPTIONAL: You want to purchase a service contract with the following company for the term shown below for the price shown in Item 17.

HOW THIS CONTRACT CAN BE CHANGED

This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are allowed.

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back of this Seller's contract apply. Seller is unable to assign this contract to a third party.

OPTIONAL: You may not finance this purchase with a loan. See Item 7. In full in full or cash. **SELLER'S INITIALS**

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

YOUR CURRENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, IF AVAILABLE. UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD. FOR ADVANCED FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. If you cannot resolve the complaint, you may file a complaint with the state attorney general or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change in financing or payment terms.

THERE IS NO COOLING-OFF PERIOD

California law does not provide for a cooling-off or rescission period for vehicle sales. Therefore, you cannot rescind this contract simply because you change your mind, decide the vehicle costs too much, or when you have purchased a different vehicle. After you sign here, you are only protected by legal recourse available under the law.

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

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

Buyer Signature: [Signature] Co-Buyer Signature: [Signature]

Date: [Date] Address: [Address]

THE MANAGER

CUSTOMER/TRUTH IN LENDING COPY

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE (\$10). RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE'S MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



REGISTRATION CARD VALID FROM: 01/14/2003 TO: 01/14/2004

MAKE	YR MODEL	YR 1ST SOLD	VEH CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
FORD	2002	2002	FX	120	11	4VNV264
VEHICLE ID NUMBER						
1FMYU04192KB30663						
STICKER ISSUED						
UC944632						
FR. EXP DATE: 01/14/2003						

REGISTERED OWNER
MOLIERE MICHELLE M
3804 TYBURN DR

NRM	AMOUNT DUE	AMOUNT RECD
\$ 43.00	CASH :	
	CHCK :	43.00
	CRDT :	

AMOUNT PAID
\$ 43.00

BEALE AFB
CA 95903

MAILING ADDRESS
WESTAMERICA BK
PO BX 1190

SUISUN CITY
CA 94585

H05 562 01 0004300 0029 CS H05 010303 11 4VNV264 661

ES02-027.1 0000

JUL-28-2003 MON 10:38 AM OPS FLIGHT

FAX NO. 8342608

P. 02

DATE PAID AND CHECK NO.
DATE DUE FEB 11-05 PAYMT 37

WESTAMERICA BANK
DEALER CENTER
P O BOX 1260
SUISUN CITY, CA 94585

PAYMT NO.
37

ACCOUNT NUMBER
752 9337961

DUE DATE AMOUNT DUE
FEB 11-05 \$460.43

APR 21-05 \$480.43
LATE FEE \$20.00

FOR INQUIRIES, PLEASE CALL
CUSTOMER SERVICE 1-800-848-1088

WESTAMERICA BANK (529)
DEALER CENTER
P O BOX 1260
SUISUN CITY CA 94585

⑆5072⑆402⑆ 752 9337961⑆

CUSTOMER MUST ACCOMPANY PAYMENT

SEP-04-2003 THU 04:03 PM

89/82/2083 14:14 8584859719

FAX NO.

LAW OFFICE WM MCGEE

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PAGE 04

*The Law Offices of
William R. McGee*

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

AUTHORIZATION RE: RELEASE OF LOAN/LEASE INFORMATION

MICHELLE MOORE hereby authorize WESTAMERICA BANK
(Client/Customer) (Name of lender/bank/credit union)

800-848-1088 to release to: FORD MOTOR CO. or its
(Phone number of lender/bank/credit union) (Vehicle Manufacturer)

representative, any requested information regarding my vehicle loan/lease,

Acct.# 752-9397961 including, but not limited to, the loan/lease pay-off
balance and the payment history.

Dated: 09/04/03 ✓

Michelle Moore ✓
Client/Customer Signature

SEP-04-2003 THU 04:04 PM
 SEP-02-2003 TUE 04:46 PM

FAX NO.
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IC12 09/02/03 INSTALLMENT LOAN 14.40.66 PAGE 01
 HISTORY INQUIRY
 CTL3 529 CTL3 000 LOAN # 7529337961 \$UFF 00

TRCD	AMOUNT	DATE	BUQ	DESCRIPTION	USER	NEW	BALANCE	D	PR	MG	PD	TR
70	323.68	02/05/02	000	NON-REGULAR PAYMENT	70		24,010.96	C	1	0	0	2
6401	117.74	02/05/02	000	INCR INT COLLECTED	64		26,010.96	C	1	0	0	2
6402	19.04	02/05/02	000	INCR INT COLLECTED	64		26,010.96	C	1	0	0	2
70	308.42	03/04/02	000	0203009836	70		25,702.54	C	1	0	0	2
6401	130.84	03/04/02	000	0203009836	64		25,702.54	C	1	0	0	2
6402	21.17	03/04/02	000	0203009836	64		25,702.54	C	1	0	0	2
70	313.54	04/03/02	000	0200108827	70		25,389.00	C	1	0	0	2
6401	143.65	04/03/02	000	0200108827	64		25,389.00	C	1	0	0	2
6402	23.24	04/03/02	000	0200108827	64		25,389.00	C	1	0	0	2
70	321.08	05/02/02	000	0101105713	70		25,067.92	C	1	0	0	2
6401	137.17	05/02/02	000	0101105713	64		25,067.92	C	1	0	0	2
6402	32.18	05/02/02	000	0101105713	64		25,067.92	C	1	0	0	2
70	296.80	06/03/02	000	0200607684	70		24,781.12	C	1	0	0	2
6401	140.45	06/03/02	000	0200607684	64		24,781.12	C	1	0	0	2
6402	24.18	06/03/02	000	0200607684	64		24,781.12	C	1	0	0	2
70	435.06	06/04/02	000	NON-REGULAR PAYMENT	70		24,326.06	C	1	0	0	2

PF1 - PAGE FWD

PA2 - RECB) WITH KEY

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 SEP-02-2003 TUE 04:46 PM

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IC12 09/02/03 INSTALLMENT LOAN 10.40.17 PAGE 02
 HISTORY INQUIRY
 CTL2 329 C/L2 000 LOAN # 7529337961 BUFF 00

TRCD	AMOUNT	DATE	SUC	DESCRIPTION	USER CODE	NEW BALANCE	D	---THIS---	IN
								PR MD PD YR	
70	455.06	06/04/02	000	NON-REGULAR PAYMENT	70	24,326.06	C	1 0 0 2	
6401	4.62	06/04/02	000	INCR INT COLLECTED	64	24,326.06	C	1 0 0 2	
6402	.75	06/04/02	000	INCR INT COLLECTED	64	24,326.06	C	1 0 0 2	
4201	.51	06/04/02	100	INCR INTEREST ACCR	42	24,326.06	D	1 0 0 1	
4202	.08	06/04/02	100	INCR INTEREST ACCR	42	24,326.06	D	1 0 0 1	
59	455.06	06/04/02	100	STOP PYMNT CK 751	59	24,781.12	U	1 0 0 2	
4401	4.62	06/04/02	100	STOP PYMNT CK 751	44	24,781.12	D	1 0 0 2	
4402	.75	06/04/02	100	STOP PYMNT CK 751	44	24,781.12	D	1 0 0 2	
70	350.25	07/01/02	000	NON-REGULAR PAYMENT	70	24,450.87	C	1 0 0 2	
6401	129.37	07/01/02	000	INCR INT COLLECTED	64	24,450.87	C	1 0 0 2	
6402	20.91	07/01/02	000	INCR INT COLLECTED	64	24,450.87	C	1 0 0 2	
70	306.96	07/30/02	000	020120892B	70	24,143.91	C	1 0 0 2	
6401	132.10	07/30/02	000	020120892B	64	24,143.91	C	1 0 0 2	
6402	21.37	07/30/02	000	020120892B	64	24,143.91	C	1 0 0 2	
70	277.93	09/03/02	000	010180277B	70	23,866.98	C	1 0 0 2	
6401	157.43	09/03/02	000	010180277B	64	23,866.98	C	1 0 0 2	

PF1 - PAGE FWD PF2 - PAGE BKWD PA2 - RESET WITH KEY

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 SEP-02-2003 TUE 04:45 PM

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YC12 09/02/03 INSTALLMENT LOAN 16.40.30 PAGE 07
 HISTORY INQUIRY
 CTL2 529 CTL3 000 LOAN # 752933741 SUFF 00

TRCD	AMOUNT	DATE	FLAGS	DESCRIPYION	USER	NEW	D	THIS	IN
					CODE	BALANCE	C	PR NO	PD TR
6401	157.43	09/03/02	000	0101802778	64	23,346.38	C	1 0 0	2
6402	25.47	09/03/02	000	0101802778	64	23,566.38	C	1 0 0	2
70	320.96	09/30/02	000	0100003282	70	23,545.42	C	1 0 0	2
6401	120.08	09/30/02	000	0100003282	64	23,545.42	C	1 0 0	2
6402	19.42	09/30/02	000	0100003282	64	23,545.42	C	1 0 0	2
70	282.07	11/04/02	000	0200307502	70	23,263.35	C	1 0 0	2
6401	183.53	11/04/02	000	0200307502	64	23,263.35	C	1 0 0	2
6402	24.83	11/04/02	000	0200307502	64	23,263.35	C	1 0 0	2
70	284.20	12/09/02	000	0102202290	70	22,979.15	C	1 0 0	2
6401	151.69	12/09/02	000	0102202290	64	22,979.15	C	1 0 0	2
6402	24.54	12/09/02	000	0102202290	64	22,979.15	C	1 0 0	2
70	341.06	01/02/03	000	0101504396	70	22,638.09	C	1 0 1	2
6401	102.79	01/02/03	000	0101504396	64	22,638.09	C	1 0 1	2
6402	16.62	01/02/03	000	0101504396	64	22,638.09	C	1 0 1	2
70	398.73	02/04/03	000	0100102901	70	22,339.36	C	1 0 1	2
6401	189.18	02/04/03	000	0100102901	64	22,339.36	C	1 0 1	2

PF1 = PAGE FWD PF2 = PAGE BKWD PF3 = RESET WITH KEY

IC12 09/02/03 INSTALLMENT LOAN 16.40.43 PAGE 04
 HISTORY INQUIRY
 CTL2 529 CTL3 000 LOAN # 7529297761 .SUFF 00

TRANSACTION	AMOUNT	DATE	FLAG	DESCRIPTION	USER	NEW	U	THIS	IN		
TRCD			BUC		CODE	BALANCE	C	PR	NO	PD	TR
4401	139.12	02/04/03	000	0100102901	64	22,339.24	C	1	0	1	2
4402	22.52	02/04/03	000	0100102901	64	22,339.24	C	1	0	1	2
70	020.22	03/05/03	000	NON-REGULAR PAYMENT	70	22,019.14	C	1	0	1	2
4401	120.69	03/05/03	000	INCR INT COLLECTED	64	22,019.14	C	1	0	1	2
4402	19.02	03/05/03	000	INCR INT COLLECTED	64	22,019.14	C	1	0	1	2
77	.57	03/05/03	030	DECR BAL ADJUSTMENT	77	22,019.57	C	1	0	1	0
70	242.20	04/03/03	000	NON-REGULAR PAYMENT	70	21,756.04	C	1	0	1	2
4401	118.96	04/03/03	000	INCR INT COLLECTED	64	21,756.04	C	1	0	1	2
4402	19.24	04/03/03	000	INCR INT COLLECTED	64	21,756.04	C	1	0	1	2
77	60.57	04/03/03	030	DECR BAL ADJUSTMENT	77	21,491.77	C	1	0	1	0
70	310.16	05/05/03	000	NON-REGULAR PAYMENT	70	21,385.61	C	1	0	1	2
4401	129.34	05/05/03	000	INCR INT COLLECTED	64	21,385.61	C	1	0	1	2
4402	20.93	05/05/03	000	INCR INT COLLECTED	64	21,385.61	C	1	0	1	2
77	.57	05/05/03	030	DECR BAL ADJUSTMENT	77	21,385.04	C	1	0	1	0
70	279.01	06/09/03	000	NON-REGULAR PAYMENT	70	21,066.03	C	1	0	1	2
4401	139.44	06/09/03	000	INCR INT COLLECTED	64	21,066.03	C	1	0	1	2

PF1 - PAGE FWD PF2 - PAGE BKWD PA2 - RESET WITH KEY

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IC12 09/02/03 INSTALLMENT LOAN 16.40.85 PAGE 05
 HISTORY INQUIRY
 CTL2 529 CTL3 000 LOAN # 7929337061 BUFF 00

TRCD	AMOUNT	DATE	FLD9	DESCRIPTION	USER	NEW	BALANCE	D	PR	HO	PD	TR
6401	137.44	06/09/03	000	INCR INT COLLECTED	64		21,086.03	C	1	0	1	2
6402	22.55	06/09/03	000	INCR INT COLLECTED	64		21,086.03	C	1	0	1	2
70	332.63	07/07/03	000	NON-REGULAR PAYMENT	70		20,753.40	C	1	0	1	2
6401	110.00	07/07/03	000	INCR INT COLLECTED	64		20,753.40	C	1	0	1	2
6402	17.00	07/07/03	000	INCR INT COLLECTED	64		20,753.40	C	1	0	1	2
77	.57	07/07/03	030	DECR BAL ADJUSTMENT	77		20,752.83	C	1	0	1	0
70	334.10	08/04/03	000	NON-REGULAR PAYMENT	70		20,418.73	C	1	1	1	2
6401	108.25	08/04/03	000	INCR INT COLLECTED	64		20,418.73	C	1	1	1	2
6402	17.51	08/04/03	000	INCR INT COLLECTED	64		20,418.73	C	1	1	1	2
77	1.14	08/04/03	030	DECR BAL ADJUSTMENT	77		20,417.59	C	1	1	1	0

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

**Article No.
02-23-1**

FORD: 2001-2003 ESCAPE

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

ISSUE

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

ACTION

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

SERVICE PROCEDURE

NOTE

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

NOTE

DUE TO THE INTERMITTENT NATURE OF THE CONDITION AND THE MULTIPLE POTENTIAL CAUSES OF THE CONDITION, THE COMPLETE

BULLETIN CHECKLIST AND ALL APPROPRIATE PART REPLACEMENTS SHOULD BE PERFORMED REGARDLESS OF WHETHER THE CONDITION CAN BE DUPLICATED BY THE TECHNICIAN.

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

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

1. Determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then reset back to 0% duty cycle while FTP holds at approximately 2.6 volts. If the duty cycle does not increase within 5 minutes, turn on the headlights and the AC with the blower on high. The duty cycle should start increasing within 5-10 minutes. Do not replace the EVAPVM valve if the duty cycle functions correctly. If the duty cycle stops increasing and remains at 95-100% while FTP holds at approximately 2.8 volts, replace the EVAPVM valve with part number YL3Z-9C315-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.

HOLD CHECK(S) AND/OR THIRD PARTY CHECKWRITER AGREEMENT

On this 12th day of JULY 2002 undersigned agree that although the check(s) listed below has been given to Dealership as of this date, Dealership shall not deposit the check(s) until the date(s) of deposit stated below, or next business day. It is further agreed that the check(s) must clear the bank upon which the check(s) is drawn on the date(s) of deposit listed below, and if the check(s) does not clear and/or otherwise is not honored on such date(s), Checkwriter(s) and/or Purchaser(s) shall pay, in addition to the dollar amount of the check(s), all damages, penalties, charges and/or fees provided for or authorized by law (including but not limited to California Civil Code Section 1718) to Dealership or its transferee.

Check Number(s)	Date(s) of Deposit	Dollar Amount(s)
521	01/12/2002	1000.00
522	02/09/2002	1000.00
	/ /	0.00
Total Dollar Amount \$		2000.00

The undersigned Purchaser(s) and Checkwriter(s) promise to pay Dealership or its transferee as a lessee to be designated, the Total Dollar Amount stated above payable on demand on or after the date(s) the check(s) does not clear and/or otherwise is not honored. Furthermore, the undersigned Purchaser(s) and Checkwriter(s) agree that Dealership and its transferee may discuss with and contact each person about any debt or obligation of the other person arising from this transaction. In addition, the undersigned Purchaser(s) and Checkwriter(s) acknowledge and agree that by signing this agreement they waive any right to confidentiality regarding their personal and employment information and records and hereby authorize the release of such information and records to Dealership or its transferee until all obligations arising from this transaction have been paid or satisfied in full.

2002 FORD ESCAPE XLT

Motor Vehicle Make, Model and Year

1FHYD04192KB30563

Vehicle Identification # (VIN) / Stock #

In the event it becomes necessary to enforce the terms of this Agreement, the prevailing party shall be entitled to collect all costs incurred including reasonable attorney's fees.

LARRY GERRIT FORD

Dealership
Authorized Representative of Dealership

NICHILLE HOLIERE

Checkwriter (if different from purchaser)
Purchaser
NICHILLE M. HOLIERE

Co-Purchaser

NOTE TO DEALERSHIP: If Purchaser(s) and Checkwriter(s) differ, both parties must sign. This Hold Check(s) Agreement applies to financed purchases only.

Deal #36834, Stock #22589



671 E. ONSTOTT ROAD
YUBA CITY, CA 95991
(530) 821-2121

BAR # AC 009481

EPA # CAD 800180398

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO. 14912	ADDRESS ALAN FINLEY	TAX NO. 9125 3336	INVOICE DATE 02/06/03	INVOICE NO. FDC540236
	LAUNCH RATE 17,231	LICENSE NO.	COLOR SATIN SILVE	STOCK NO. 22589
BEALE AFB, CA	YEAR / MAKE / MODEL 02/FORD TRUCK/ESCAPE/4DR 4WD XLT		DELIVERY DATE 01/12/02	DELIVERY MILE
	VEHICLE ID. NO. 1FMYU04192K830663		BILLING ORIGIN NO.	PRODUCTION DATE
	F.T.S. No.	P.O. No.	R.D. DATE 02/04/03	
PHONE	PHONE	COMMENTS	MO: 17239	

JOB# 1 CHARGES

LABOR
J# 1 10F0Z ** DRIVEABILITY ** HOURS: TECH(S):9088 WARRANTY
 CUSTOMER STATES THROTTLE STICKS BURING IDLE.
 TECH INSPECTED FOR CONCERN--COULD NOT DUPLICATE CONCERN
 CK'D FOR TSB'S & FOUND NO TSB'S IN SYSTEM

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 48F0Z ** STEERING/SUSP ** HOURS: TECH(S):9088 WARRANTY
 CUSTOMER STATES THE GEAR SHIFT WILL REAR DRIVE WHEN REAR
 IN NEUTRAL.
 CK GEAR INDICATOR & FOUND GEAR INDICATOR WORKING
 PROPERLY-

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 00F00FFS FIRST FREE SERVICE HOURS: 0.10 TECH(S):9088 INTERNAL
 FIRST FREE SERVICE LUBE OIL AND FILTER
 PERFORMED LUBE OIL AND FILTER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	FLAZ-5731-8D	FILTER ASY-OIL		INTERNAL
	6	XO-5W20-QSP	ENGINE OIL SAE		INTERNAL
				TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CON'DL NO		
	1HWF	1ST FREE SVC- HM		INTERNAL	
				TOTAL - MISC	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FDCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 60F0Z ** TRIM INTERIOR ** HOURS: TECH(S):9088 WARRANTY
 CUSTOMER STATE FOAM (BETWEEN DASH AND WINDSHIEL IS COMING
 OUT.
 ADJUSTED FOAM ON DASH-

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX FDCS JOB# 4 TOTAL 0.00



871 E. ONSTOTT ROAD
YUBA CITY, CA 95691
(530) 821-2121
www.geweke.com

BAR # AG 009491

EPA # CAD 500100398

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Customer No. 14912	ADVISOR ALAN FINLEY	TAD No. 9125 3739	INVOICE DATE 06/24/03	INVOICE No. FOCS47642
	CAR/MYTH	USAGE No. 24,244	ORDER SATIN SILVE	STOCK No. 22589
BEALE AFB, CA	YEAR/MAKE/MODEL 02/FORD TRUCK/ESCAPE/4DR 4WD XLT		DELIVERY DATE 01/12/02	DELIVERY MILES
	VEHICLE I.D. No. 1 FMYU04192KB30663		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. No.	P.Z. No.	R.S. DATE 06/17/03	
COMMENTS				

NO: 24247

JOB# 1 CHARGES

LABOR
CUST STATES THE PRNDL INDICATOR IS OFF - IN REVERSE IT WILL READ NEUTRAL - ALL BEARS READ THE WRONG GEAR
TECH INSPECTED & FOUND THE TRANS RANGE SENSOR FAULTY
TECH REPLACED THE TRANS RANGE SENSOR - & RETESTED - GOOD

QTY	PT NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	2LXZ-9628-AB	BOY ASY-AIR IN		
1	YLXZ-7753-AA	SENSOR ASY-TRN		
			TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
CUST STATES THE THROTTLE STICKS UPON ACCELERATION IS FAIRLY CONSISTENT - SEEMS TO JUMP DURING ACCO
TECH INSPECTED & FOUND THE THROTTLE BODY STICKING
TECH REPLACED THE THROTTLE BODY - TECH RETESTED VEHICLE OK GOOD

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
CUST STATES THE FUEL GAGE GETS STUCK AT THE 1/2 OR 3/4 MARK AFTER FILLING UP
TECH TRIED TO VERIFY CONCERN - RAN INFO ON ANY TSB'S - NONE FOUND
TECH COULD NOT VERIFY OR DUPLICATE CONCERN

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FDCS JOB# 3 TOTAL 0.00



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EAR # AC 009481

EPA # CAD 060160388

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

STORER No. 14912	ADVISOR ALAN FINLEY	YAS No. 9125	INVOICE DATE 06/24/03	INVOICE No. FOCS47642
	LABOR RATE	LICENSE No.	SALES TAX 24,244	COLOR SATIN SILVE
	YEAR / MAKE / MODEL 02 / FORD TRUCK / ESCAPE / 4DR 4WD XLT		DELIVERY DATE 01/12/02	STOCK No. 22589
	VEHICLE ID. No. 1FMYU04192KB30863		BILLING DEALER No.	DELIVERY MILE
	P.O. No.	P.O. No.	R.O. DATE 06/17/03	PRODUCTION DATE
COMMENTS				NO: 24247

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

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

THANK YOU FOR YOUR BUSINESS



871 E. ONSTOTT ROAD
YUBA CITY, CA 95991
(530) 821-2121

BAR # AC 009481

EPA # CAD 00150308

NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK.

STOCK NO. 14912	ADVISOR DAREN HEFFLEY	YAS No. 2938	INVOICE DATE 07/26/03	INVOICE No. FOCS49486
	UNION RATE	LICENSE No.	DEALER 24,610	COLOR SATIN SILVE
BEALE AFB, CA	YEAR / MAKE / MODEL 02 / FORD TRUCK / ESCAPE / 4DR 4WD XLT		DELIVERY DATE 01/22/02	DELIVERY MILES
	VEHICLE No. 1 F M Y U 0 4 1 9 2 K B 3 0 6 6 3		SELLER DEALER No.	PRODUCTION DATE
	F.T.E. No.	P.O. No.	A.S. DATE 07/18/03	
COMMENTS				NO: 24645

JOB# 1 CHARGES
LABOR
JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00
1 18FDZ... WARRANTY
CUST STATES THROTTLE HARD TO PUSH PERIODICALLY
UNABLE TO VERIFY

JOB# 2 CHARGES
LABOR
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00
2 30FDZ... WARRANTY
CUST STATES SHIFTS INDICATOR READS OFF FROM ACCUM BEAR
UNABLE TO VERIFY

JOB# 3 CHARGES
LABOR
JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00
3 10FDZ... WARRANTY
CUST STATES ENGINE DIES AFTER ACCEL THEN STOP/SOMETIMES
DIES WHEN DRIVING AT AROUND 35MPH
UNABLE TO VERIFY

JOB# 4 CHARGES
LABOR
JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00
4 51FDZ... WARRANTY
CUST STATES AFTER PULLING TANK/SLOW TO ROAD FALL-DS HIN
UNABLE TO VERIFY

JOB# 5 CHARGES
LABOR
JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00
5 21FDZ... WARRANTY
CUST STATES A/C SHELLS BAG ALL THE TIME
CLEANED DUCT SYSTEM

JOB# 6 CHARGES
LABOR
JOB# 6 JOURNAL PREFIX FOCS JOB# 6 TOTAL 0.00



871 E. ONSTOTT ROAD
YUBA CITY, CA 95991
(530) 821-2121

BAR # AC 008481

EPA # CAD 406-187386

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

STOCK NO. 14912	ADDRESS DAREN HEFFLEY 9605	TAX NO. 2938	INVOICE DATE 07/26/03	INVOICE NO. FOCS49-186
	LABOR RATE	LICENSE NO.	DEALER 24,610	STOCK NO. 22589
BEALE AFB, CA	YEAR / MAKE / MODEL 02 / FORD TRUCK / ESCAPE / 4DR 4WD XLT	DELIVERY DATE 01/12/02	DELIVERY MILEN	
	VEHICLE LO. NO. 1 F M Y U 0 4 1 9 2 K B 3 0 6 6 3	DELIVERY DEALER NO.	PRODUCTION DATE	
	P.T.E. No.	F.O. No.	R.D. DATE 07/18/03	
COMMENTS				MO: 24645

ABCR
6-11FDZ06 ENGINE NOISE (DAREN) @ 07/20/03 07:33
CUST STATES TICKING NOISE FROM ENGINE
UNABLE TO VERIFY

CS# 6 TOTALS
JOB# 6 JOURNAL PREFIX FOCI JOB# 6 TOTAL 0.00

REMARKS
DRIVE VEHICLE TO TRY TO VERIFY CUSTOMER CONCERNS. MORE TIME
NEED TO DO PINPOINT TESTS. CUSTOMER NEEDED VEHICLE BEFORE TESTS
WERE COMPLETE.
SERVICE MANAGER DRIVE VEHICLE AND WAS UNABLE TO DUPLICATE PROBLEMS.

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

THANK YOU FOR YOUR BUSINESS



1027532

506167

INVOICE

NOW & FOR GENERATIONS TO COME
FUTURE FORD
430 Auto Mall Drive
Riverside, California 92501-3022
BAR# AD-08417 EPA# CAD983394925

www.FutureFord.com
email: service@futureford.com

FOR YOUR CONVENIENCE
SERVICE HOURS - 7:00 A.M. TO 1:00 P.M.
CASHIER HOURS - 7:30 A.M. TO 1:00 P.M.
MONDAY THRU FRIDAY
SATURDAYS - 8:00 A.M. TO 4:00 P.M.
SUNDAYS 12:00 - 3:00 P.M.

BEALB AFB, CA

PAGE 2

SERVICE ADVISOR: 5429 LUIS LEGARDA

COLOR	YEAR	MAKE/MODEL	VIN	UNIT NO	LICENSE	ODMILEAGE	ROUTER	TAG #
SILVER	02	FORD ESCAPE	1FMYD04132XB0563	4VNV264	24719/24719	4238		
DATE	FROM DATE	TO DATE	TIME	DATE	TIME	DATE	TIME	DATE
29JUL2003			17:00	29JUL03				30JUL2003
LOC	FIN	REAR	OPTIONS					
			DLR:72206					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

C. CUSTOMER STATES THAT FUEL GAUGE DOES NOT READ FULL WHEN FILLING -
 CAUSE: INSPECT FUEL SENDER AND GAUGE CALIBRATION ALL CHECKED GOOD.
 FORD STATES THAT WITH KEY ON WHILE FILLING CAN TAKE UP TO 30 MIN TO SHOW
 MIN TO SHOW FULL.
 537 W94 0.00
 FC: PART#: COUNT:
 AUTH CODE:
 SEE LINE A

CUSTOMER STATES THAT FUEL GAUGE DOES NOT READ FULL WHEN FILLING -
 CAUSE: INSPECT FUEL SENDER AND GAUGE CALIBRATION ALL CHECKED GOOD.
 FORD STATES THAT WITH KEY ON WHILE FILLING CAN TAKE UP TO 30 MIN TO SHOW
 MIN TO SHOW FULL.
 537 W94 0.00
 FC: PART#: COUNT:
 AUTH CODE:
 INSPECT FUEL SENDER AND GAUGE CALIBRATION ALL CHECKED GOOD. FORD
 STATES THAT WITH KEY ON WHILE FILLING CAN TAKE UP TO 30 MIN TO SHOW
 FULL DUE TO ANTI SLOSH TECHNOLOGY. RECOMMEND THAT KEY B E LEFT OFF -
 STILL CAN TAKE UP TO 15 MIN TO ENG SYSTEM FULL.

E. CUSTOMER STATES THAT ENGINE MAKES A TICKING NOISE AT IDLE
 CAUSE: INSPECT FOR TICKING NOISE - CAN NOT VERIFY TICK ING NOISE. ONLY
 NOISE HEARD IS TICKING OF INJECTORS WHICH IS NORMAL.
 102 LIGHT ENGINE
 564 CORD, STEVEN LICH: 0047
 W94 0.00

DEAR CUSTOMER Your extended warranty plan paid \$ _____ towards this invoice. AN EXCELLENT INVESTMENT! It's never too late to see if your vehicle qualifies for an extended warranty. See a Finance Mgr. TODAY! THANK YOU FOR YOUR BUSINESS. <i>Future Ford</i>	ORIGINAL ESTIMATE 1	AUTHORIZED REVISED ESTIMATE 1	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE/DISC. SALES TAX	TOTALS (N/C)
	LABOR CHARGES ARE PER UNIT HOUR BASED UPON LABOR GUIDES AND OUR EXPERIENCE. NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK. I acknowledge receipt and oral approval of my customer and/or warranty work performed and/or charges in the original estimate price. I also acknowledge and approve all repairs as I signed and/or receipt of invoice. BAR# AD-08417		CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT	

1027632

506167

INVOICE

PAGE 3

SERVICE ADVISOR: 5429 LUIS LEGARDA

NOW 8 FOR GENERATIONS TO COME
FUTURE FORD
 650 Auto Mall Drive
 Roseville, California 95661-3022
 BAA# AD-086417 EPA# CAD9039625

www.futureford.com
 email: service@futureford.com

FOR YOUR CONVENIENCE
 SERVICE HOURS - 7:00 A.M. TO 12:00 A.M.
 CARRIER HOURS - 7:00 A.M. TO 12:00 A.M.
 MONDAY THRU FRIDAY
 SATURDAYS - 8:00 A.M. TO 4:00 P.M.
 SUNDAYS (810) 948-3400

BEALE AVE, CA

COLOR	YEAR	MAKE	MODEL	VIN	PLATE	MI	DATE
SILVER	02	FORD	ESCAPE	1PMYD04192KE30663	4VNV264	24719/24719	74239
29JUL2003				17:00	29JUL03		30JUL2003

LINE	OPCODE	TECH	TYPH	HOURS	LIST	NET	TOTAL
07:55				29JUL03		15:03	30JUL03

CLAIM TYPE:
 0047

HEARD IS TICKING OF INJECTORS WHICH IS NORMAL.

ALL PARTS ARE 'NEW' UNLESS INDICATED IN THE PART NUMBER SUPPLIED BY AN OEM OR PART NUMBER ARE REBUILT. ANY QUESTIONS PLEASE CHECK WITH YOUR SERVICE ADVISOR.
 THANK YOU



DEAR CUSTOMER
 Your extended warranty plan paid \$ _____ towards this invoice.
AN EXCELLENT INVESTMENT!

It's never too late to see if your vehicle qualifies for an extended warranty. See a Finance Mgr. **TODAY!**
THANK YOU FOR YOUR BUSINESS.
Future Ford

ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE	DESCRIPTION	TOTAL
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		FUELPT AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE/DISC.	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

REMOVE RECEIPT BEFORE DEPOSITING ENVELOPE IN EARLY BIRD/NITE OWL MAIL CHUTE. PLEASE REFER TO RECEIPT NUMBER WHEN CALLING ABOUT YOUR VEHICLE.



No. 0039502

TO OUR EARLY BIRD/NITE OWL CUSTOMERS

1. WRITE YOUR ORDER ON THIS ENVELOPE
2. LEAVE YOUR VEHICLE ON OUR LOT LOCKED
3. PLACE YOUR KEYS IN THIS ENVELOPE
4. TEAR OFF RECEIPT FROM FLAP OF ENVELOPE
5. PLACE ENVELOPE IN EARLY BIRD/NITE OWL SLOT

NAME	_____	License No.	4YNVZ64
ADDRESS	_____	Mileage	25358
CITY	Boale	Zip Code	_____
Home Phone	_____	Business Phone	_____
What time will you call for your vehicle?	_____	AM	PM
Year	02	Make & Model	Ford Escape
		Color	Silver

USE THIS HANDY CHECK LIST

- | | |
|--|---|
| <input type="checkbox"/> Lubrication | <input type="checkbox"/> Change Oil and Filter |
| <input type="checkbox"/> Adjust Brakes | <input type="checkbox"/> Change Transmission Oil |
| <input type="checkbox"/> Front End Alignment | <input type="checkbox"/> Check AC / Heating Systems |
| <input type="checkbox"/> Balance Wheels <input type="checkbox"/> Front <input type="checkbox"/> Rear | <input type="checkbox"/> Check Exhaust System |
| <input type="checkbox"/> Repack Front Wheel Bearings | <input type="checkbox"/> Check Steering and Shocks |
| <input type="checkbox"/> Flush Radiator - Add Antifreeze | <input type="checkbox"/> Aim Headlights |
| <input type="checkbox"/> Engine Tune Up | <input type="checkbox"/> _____ Mile Service |

Other Service Desired / Description of Problem

1. Car Stalling 2. Won't start on lot try 3. Jump gears
 4. Pops out of gear 5. Won't go into gear
 6. Doesn't indicate appropriate gear 7. engine ticks
 8. engine stalls while driving - have to stop & put in park
 Have a early Monday appointment w/ Allen (yellow)

TERMS AND CONDITIONS: UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delay caused by unavailability or delayed availability of parts or material for any reason; that you neither assign nor authorize any other person to assume for you any liability in connection with such repair, and you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause; and you shall be responsible for the above vehicle to assume the amount of repair thereon that you are liable for the purpose of issuing and/or registering such vehicle.



871 E. ONSTOTT ROAD
YUBA CITY, CA 95901
(530) 821-2121
www.geweke.com

BAR # AC 608481

EPA # CAD 108160308

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO. 14912	ASSISTANT VINCENT WARM	TAG NO. 2401	INVOICE DATE 08/26/03	INVOICE NO. POCS51658
	LABOR RATE 9656	SALES TAX 25,358	COLOR SATIN SILVE	STOCK NO. 22589
BEALE AFB, CA	VEHICLE MAKE / MODEL 02/FORD TRUCK/ESCAPE/4DR 4WD XLT	DELIVERY DATE 01/12/02	DEALER NO. 1 E M Y U 0 4 2 9 2 K R 3 0 6 6 3	PRODUCTION DATE
	VEHICLE I.D. No.	P.O. No.	P.O. DATE 08/25/03	
COMMENTS				MO: 25360

JOB# 1 CHARGES		JOB# 1 JOURNAL PREFIX FDCS JOB# 1 TOTAL		0.00
LABOR				
JOB 1 30F02	** AUTO TRANS **	HOURS: .	TECH(S): 9477	WARRANTY
CUSTOMER STATES GEAR SELECTOR GETS STUCK, WON'T INDICATE PROPER GEAR SELECTION AND POPS OUT OF GEAR, CHECK AND ADVISE, INSPECT, UNABLE TO VERIFY, NO PROBLEM FOUND.				
JOB# 2 CHARGES		JOB# 2 JOURNAL PREFIX FDCS JOB# 2 TOTAL		0.00
LABOR				
JOB 2 11F02	** MINOR ENGINE **	HOURS: .	TECH(S): 9477	WARRANTY
CUSTOMER STATES ENGINE WON'T START ON FIRST TRY, CHECK AND ADVISE, UNABLE TO VERIFY, NO PROBLEM FOUND.				
JOB# 3 CHARGES		JOB# 3 JOURNAL PREFIX FDCS JOB# 3 TOTAL		0.00
LABOR				
JOB 3 10F02	** DRIVEABILITY **	HOURS: .	TECH(S): 9477	WARRANTY
CUSTOMER STATES ENGINE STALLS WHEN DRIVING, NEED PUT IN PARK AND RESTART, CHECK AND ADVISE, UNABLE TO VERIFY, NO PROBLEM FOUND.				
JOB# 4 CHARGES		JOB# 4 JOURNAL PREFIX FDCS JOB# 4 TOTAL		0.00
LABOR				
JOB 4 12F0204	ENGINE NOISE	HOURS: .	TECH(S): 9477	WARRANTY
CUSTOMER STATES ENGINE MAKES TICK NOISE, CHECK AND ADVISE, UNABLE TO VERIFY, NO PROBLEM FOUND.				
COMMENTS EARLY BIRD, CUSTOMER NOTIFIED 08/26/03 11:21am VEHICLE READY FOR P/U.				



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YUBA CITY, CA 95991
(530) 821-2121
WWW.GEWEKE.COM

BAR # AC 008481

EPA # CAD 909190398

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER No. 14912	ADVISOR VINCENT WARM	TAX No. 9656 2401	INVOICE DATE 08/26/03	INVOICE No. FOCS51658
[REDACTED] BEALE AFB, CA	LABOR RATE	LICENSE No.	AMOUNT 25,358	COLOR SATIN SILVE
	YEAR / MAKE / MODEL 02 / FORD TRUCK / ESCAPE / 4DR 4WD XLT	DELIVERY DATE 01/12/02	DELIVERY No. 22589	DELIVERY No.
	VEHICLE No. 1FMYU04192KB30663	DELIVERY No.	DELIVERY No.	PRODUCTION DATE
P.T.E. No.	P.O. No.	R.O. DATE 08/25/03		
COMMENTS				NO: 25360

TOTALS		TOTAL LABOR.....	0.00
*****		TOTAL PARTS.....	0.00
* [] CASH [] CHECK CK NO. []		TOTAL SUBLET.....	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL S.O.G.....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL MISC CHG.....	0.00
*****		TOTAL MISC DISC.....	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS



00 00000 00000

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 09-OCT-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VSR SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PRDD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	FRWF	BASE	SUFF	VRT	VFG	CCC	CD
1FMYU04192KB30663	M1	T0M1	T0F	T0WE	T0EF	T0F	AJ	T0D1	T0LD	21-11-04	12-01-02	172408	USA	15	*	6L01	*	7804320	*	308	V71	R53	07
AWS Claim Key:		447344	Doc #: 04023604		Trs Code:		EM4	Labor Hrs:		2	Labor Cost:		15.82	Material Cost:		0	Total Cost:		15.82				
Dir Cd-Sub Cd:		07704	Name: LARRY GEWEKE FORD				Ph:		530-8212121	St: CA		City Cd:	USA	Reg Cd:		NA	Repr Date: 04-FEB-2003		DIST(Mile): 17231				
Tech Comments:		DIAG INSP FOUND FOAM OUT OF DASH READJUSTED IT BECK OK																					
1FMYU04192KB30663	M1	T0M1	T0F	T0WE	T0EF	T0F	AJ	T0D1	T0LD	21-11-01	12-01-02	172408	USA	18	*	3C04	YL8Z	7F293	AA	S11	V48	P99	42
AWS Claim Key:		636082	Doc #: 04764301		Trs Code:		EM7	Labor Hrs:		2.1	Labor Cost:		171.94	Material Cost:		24.04	Total Cost:		195.98				
Dir Cd-Sub Cd:		07704	Name: LARRY GEWEKE FORD				Ph:		530-8212121	St: CA		City Cd:	USA	Reg Cd:		NA	Repr Date: 17-JUN-2003		DIST(Mile): 24244				
Tech Comments:		TECH INSPECTED & FOUND THE TRANS RANGE SENSOR FAULTY TECH REPLACED THE TRANS RANGE SENSOR & RETESTED GOOD																					
1FMYU04192KB30663	M1	T0M1	T0F	T0WE	T0EF	T0F	AJ	T0D1	T0LD	21-11-01	12-01-02	172408	USA	18	*	2E03	2L8Z	9E926	AB	S11	V41	D36	42
AWS Claim Key:		636082	Doc #: 04764202		Trs Code:		EM7	Labor Hrs:		4	Labor Cost:		32.75	Material Cost:		104.69	Total Cost:		137.44				
Dir Cd-Sub Cd:		07704	Name: LARRY GEWEKE FORD				Ph:		530-8212121	St: CA		City Cd:	USA	Reg Cd:		NA	Repr Date: 17-JUN-2003		DIST(Mile): 24244				
Tech Comments:		TECH INSPECTED & FOUND THE THROTTLE BODY STICKING TECH REPLACED THE THROTTLE BODY TECH RETESTED VEHICLE OK GOOD ①																					
1FMYU04192KB30663	M1	T0M1	T0F	T0WE	T0EF	T0F	AJ	T0D1	T0LD	21-11-04	12-01-02	172408	USA	19	*	2E03	1L8Z	9F713	AA	S11	V41	D36	42
AWS Claim Key:		7151556	Doc #: 506167A		Trs Code:		EM7	Labor Hrs:		1.1	Labor Cost:		101.6	Material Cost:		53.45	Total Cost:		155.05				
Dir Cd-Sub Cd:		07749	Name: FULLER FORD				Ph:		916-7862673	St: CA		City Cd:	USA	Reg Cd:		NA	Repr Date: 29-JUL-2003		DIST(Mile): 24719				
Tech Comments:		CUSTOMER STATES THAT THROTTLE HAS A DELAY AT QC 630 ROAD TEST WITH NGS MONITOR ALL PIDS NORMAL AND CK ENGINE LIGHT OFF. VISUAL INSPECTION AND EEC TEST PASS. CAN NOT VERIFY ANY DEVIABILITY CONCERNS AT THIS TIME. RAN CASE FOR SYMPTOMS 6070 00 SEE TSB 02 23 01. PERFORMED DIAGNOSIS REPLACED IAC VALVE. REFLASHED PCM. ROAD TEST WITH MDN ITCR AGAIN AND RETEST BEC PASS. ②																					
1FMYU04192KB30663	M1	T0M1	T0F	T0WE	T0EF	T0F	AJ	T0D1	T0LD	21-11-01	12-01-02	172408	USA	20	*	3A88	*	NFF	*	S11	V48	P99	42
AWS Claim Key:		7161671	Doc #: 05165801		Trs Code:		EM4	Labor Hrs:		5	Labor Cost:		40.94	Material Cost:		0	Total Cost:		40.94				
Dir Cd-Sub Cd:		07704	Name: LARRY GEWEKE FORD				Ph:		530-8212121	St: CA		City Cd:	USA	Reg Cd:		NA	Repr Date: 25-AUG-2003		DIST(Mile): 25358				
Tech Comments:		DIAG INSP TRY TO INSP FOR CONCERN INSP FOR CODES ALL PASS INSP SHIFTER CABLE ALL OK AT THIS TIME																					

Any comments? You can contact

ERR-827.1 0861

webmaster

ENR2-077.1 0002

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
72-SAN FRANCISCO	72-SAN FRANCISCO	P	B3	07704	F72408
Dealer Name:		LARRY GEWEKE FORD			
Dealer Address:		871 EAST ONSTOTT RD YUBA CITY CA 95961			
Dealer Main Phone:		530-821-2121	Dealer Service Phone:		530-821-2121

Position	Employee Name
CUST RELATIONS MGR	JILL M WREN
DEALER/PARTNER	LARRY W GEWEKE
PARTS MANAGER	CARRYL E ANDROUS
PARTS & SERVICE DIRECTOR	Brad A Guynes
SALES MANAGER	JEFF T RAGER
SALES MANAGER	TONY L VANOVER
SALES MANAGER	MATTHEW T MOORE
SALES MANAGER	LES F BIDDLEMAN
SALES MANAGER	DAVID G CALLAWAY
SALES MANAGER	ROBERT V MERENDA

Jim Brad
 stalling issues
 lost @ Dealers
 8/25/03 - stall when driving
 not verify issues
 7/18/03 - engine dies @ acceleration, dyes
 not verify
 2) hard throttle - not ver
 3) shift reader - not ver
 4) fuel gauge - slow read
 5) a/c smell bad - verify
 cleaned duct system
 6) tick engine - not verify
 7/17/03 - shift not read prop.
 all gear read wrong - trans range faulty
 2) throttle stick @ acceleration
 rep. throttle body @
 3) fuel gauge stuck
 not verify

4 concerns
 gear shift stuck
 pop-out - NPV
 engine not start (7)
 Not dup.
 engine tick
 noise
 NPF

8/4/03
 throttle sticking @
 idle - not dup
 2) gear shift improp
 read - not ver
 3) trim concern

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMYU0H192KB00653	Vehicle Line:	D/M1 - ESCAPE (L200) (2001)	Body Style:	*
Model Year:	2002	Market Derivat:	T/F - FORD DIVISION DERIVATIVE	Trace Key Serial No:	097699087
Vehicle Type:	T	Drive Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G7NAAD
Inv. Dealer:	07704	Body Cab Style:	- 5 DOOR LIGHT TRUCK	Transmission:	TRV - 4 SPD AUTO TRANS NAAD CD4E
Vehicle Status Code:	800	Variant/Series:	T/E7 - FORD SERIES		

Trace Key Serial No:

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - 000000000	Plant:	AJ - KANSAS CITY PLANT BUILD
Country:	USA - 000000000	Prod Date:	21-NOV-2001

SALE INFORMATION:

Region:	NA - 000000000	Selling Dealer:	172408 - *
Country:	USA - 000000000	Selling Div/Prov:	CA
		Super SellProv:	CA
Arrival Date:	20-NOV-2001	Red Carpet Level:	*
Sale Date:	12-JAN-2002	Fleet/Retail/Ch. Lease:	R
Warranty Start Date:	12-JAN-2002	Modified Vehicle:	* Vehicle Count Flag
Orig Warranty Date:	07-DEC-2001	Reequiped Vehicle:	* Vehicle Export Flag: N

EM62-027.1 0000 0

VOC/EOC:

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

0042K03486310351 6 4 2 1803943 RW E 2 169 K3 563 285 5 093AMZ 727409L 4 TL 223 4 3 2 11

97092 100A 11CA E3

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio (Rels):	* - [N/A]	Instrumentation:	* - [N/A]
Audio Radio:	* - [N/A]	Mirror(Driver Side):	ES - DRV MANUAL FOLD, POWER ADJUST
Audio Type:	* - [N/A]	Mirror(Passg Side):	ES - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	* - [N/A]
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BUGHT
Brake Code(Service):	* - [N/A]	Radio:	MJ - AM/FM STEREO/CD CHANGER/CLK
Callibration Code:	2M11A30A	Sound System:	AE - AUDIO/PELLE SOUND SYSTEM
Color(Actual):	* - [N/A]	Steer Traction Axle:	
Color(Trial):	0002X -	Tire Manufacturer:	AP -
Delivery Type:	0	Tire Brand:	08433 -
Drivetrain Code:	D	Tire Size:	D3RL1 - P235/70R-16 OWL A-6
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Size:	

TIRE DOT INFORMATION:

LP: A3084534301 RP: A3084534301
 LR: A3084534301 RS: A3084534301
 LI: * Rb: *

SPARE: HYRA1R04401 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* - *
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	RPD
ESP Plan Year:	* Engine Family:	2F94XT030177
ESP Signature Date:		

Any comments? You can contact

EM82-027.1 0903



webmaster

ENR2-027.1 0905

<http://www.quality.ford.com:247/awa/cgi-bin/jlu/vchinfo.pl>

10/9/03

Droega, Amy (A.S.)

From: Droega, Amy (A.S.)
Sent: Thursday, October 02, 2003 11:33 AM
To: Isenberg, Jason (J.M.)
Subject: Open legal case in your market

Hi Jason,

Our office 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: Michelle Fuller Mollera
Cudl: 1740672043

Dealership: Larry Geweke Ford
P&A Code: 07704

Vehicle: 2002 Escape
VIN: 1FMYU04192KKB30663

Issue: The attorney states the vehicle stalls.

Respectfully,

Amy Droega
Legal Analyst
Ford Motor Company-Corporate Affairs
Email: ADroega@Ford.com
Phone: 313-390-9951
Fax: 313-845-6669

Action Detail

VIN: 1FMYU04182K530665

Year: 2002

Model: ESCAPE

Case: 1740872043

Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Issue Type: 07 LEGAL

Issue Status: ACKNOWLEDGE

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK

Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Odometer: 25358 MI

Comm Type: MAIL

Action Date: 08/12/2003

Action Time: 18:45:31-293

Analyst Name: LEICH,CHERE

Analyst: CLEIGH

Dealer: LARRY GEWEKE FORD

P & A Code: 07704

Action Data: Yes

COMMENT: ***** ATTORNEY DEMAND ***** DATE STAMPED 9-12-03. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR STALLING CONDITIONS, DEFECTIVE FUEL GAUGE, AND TRANSMISSION CONCERNS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

EP02-027.1 0006

Customer info

[Redacted]

Address: [Redacted]

CA [Redacted]

Country: USA

Language: EN

Cell Phone: [Redacted]

Pager:


Preferred Contact method:

Fax:

Preferred Contact Time:

Email: MVOJERE@COMCAST.NET

ES02-027.1 0000

 VIN
1FTZR15U2WPB11812
1FMYU041B2KB30863

Year Model
1998 RANGER
No Open Issues
2002 ESCAPE
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL
INDIVIDUAL RTL

Owner Status
Subsequent Owner
Original Owner

Vehicle Info
Oasis
Warranty History
Oasis
Warranty History

EM02-027.1 0000

ESP / Recall Information

VIN: 1FMYU04192KB30663

No ESP information for this VIN

No Recall information for this VIN

ENR2-827.1 0681

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
8/15/2003 ACKNOWLED	[REDACTED] LEGAL - OTHER ATTORNEY DEMAND	1FMYU04192KB30663 1740672043	2002 ESCAPE	07
7/23/2003 CLOSED	[REDACTED] DEALERSHIP-CUST ALLEGES POOR TMT BY DLR EMPL	1FMYU04192KB30663 1740672043	2002 ESCAPE	02

E062-027.1 0002

**OASIS RESULT:
1FMYU04192KB30663**

10/03/2003
11:28:00

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VEHICLE INFORMATION

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

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 01/12/2002	BUILD DATE 11/21/2001	SALE MILEAGE 00198
--	---------------------------------	------------------------------

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

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

08/25/2003 DEALER: Larry Geweke Ford

WARRANTY CLAIM NUMBER: 061668 ODOMETER: 025358M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
NPF	NO PROBLEM FOUND	000	NPF	02	PRECHT/PCBYAGSMAIN

DIAG INSP TRY TO INSP FOR CONCERN INSP FOR CODES ALL PASS INSP SHIFTER CABLE ALL OK AT THIS TIME

07/28/2003 DEALER: Future Ford

WARRANTY CLAIM NUMBER: 506167 ODOMETER: 024719M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1L2Z 8P715AA	VALVE AIR BYPASS	001	128800	42	DOES NOT OPERATE PRO
		000	12880048		
		000	12880071		
		000	12880084		
		000	12880081		

EMEC-027, 1 0003

ROAD TEST WITH NGS MONITOR - ALL PIDS NORMAL AND CK ENGINE LIGHT OFF. VISUAL INSPECTION AND EEC TEST PASS. CAN NOT VERIFY ANY DRIVABILITY CONCERNS AT THIS TIME. RAN OASIS FOR SYMPTOMS 8070 00 SEE TSB 02-23-01. PERFORMED DIAGNOSIS REPLACED IAC VALVE. REFLASHED PCM. ROAD TEST WITH MONITOR AGAIN AND RETEST EEC PASS.

08/17/2003 DEALER: Larry Geweke Ford

WARRANTY CLAIM NUMBER: 047642

ODOMETER: 024244M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
7L2Z 7F283AA	RANGE SENSOR - TRANS	001	7000P	43	DOES NOT OPERATE PRO
		000	7000P3		

TECH INSPECTED & FOUND THE TRANS RANGE SENSOR FAULTY TECH REPLACED THE TRANS RANGE SENSOR- & RETESTED- GOOD

08/17/2003 DEALER: Larry Geweke Ford

WARRANTY CLAIM NUMBER: 047642

ODOMETER: 024244M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2L2Z 8E283AB	THROTTLE BODY AIR CHARGE	001	982AA	43	DOES NOT OPERATE PRO

TECH INSPECTED & FOUND THE THROTTLE BODY STICKING TECH REPLACED THE THROTTLE BODY- TECH RETESTED VEHICLE OK GOOD

02/04/2003 DEALER: Larry Geweke Ford

WARRANTY CLAIM NUMBER: 040238

ODOMETER: 017231M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
7804320	PANEL ASY- INSTRUMENT	000	988A	07	IMPROPERLY ADJUSTED

DIAG INSP FOUND FOAM OUT OF DASH READJUSTED IT RECHECK

END OF OASIS REPORT FOR 1FMYU04192KB30663

E0302-027.1 0004