

**EA02-027**

**FORD**

**1/16/04**

**FORD LETTER TO ODI**

**ATTACHMENT C**

**BOOK 2 OF 2**

**PART 1 OF 4**

# William L. Reinbrecht

Attorney at Law  
Licensed in Nebraska and Iowa  
8720 Frederick Street, Suite 105  
Omaha, NE 68124  
1 (402) 391-8484  
Fax: 1 (402) 391-1103  
E-mail: [wlr@quest.net](mailto:wlr@quest.net)

Previously seen  
10/10/01  
Call  
504821791

2001

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Deerborn, MI 48126

Atchley Ford, Inc.  
ATTN: JIM BAIER,  
Parts and Service Director  
3633 North 72<sup>nd</sup> St.  
Omaha, NE 68134

Ford Motor Credit  
ATTN: Curtis and Anita  
P.O. Box 152271  
Irving, TX 75015-2271

Re: **SARA R. BUCKENDAHL AND MELINDA WILSON**  
**2001 FORD ESCAPE 4-WHEEL DRIVE, VIN NUMBER:**  
**1FMYU04151KB81785**

Dear Sir or Madam:

This office represents Sara R. Buckendahl and Melinda K. Wilson with regard to the difficulties they have had with the Ford Escape noted above. As you are all aware, this vehicle has presented numerous and dangerous mechanical problems in that it stalls during operation, even at highway speeds, and has stranded these ladies on numerous occasions.

SECTION AFFAIRS  
1 NOV 15 PM 2:14

The purpose of this letter is to inform each of you that Sara R. Buckendahl and Melinda K. Wilson are now formally rescinding the purchase of this vehicle and the Agreement to Purchase due to the vehicles continued non-conformities, and its failure to perform in a reasonable manner.

The vehicle is now in the possession of Atchley Ford, Inc., in Omaha, Nebraska. It is the intention of my clients to allow Atchely Ford to keep this vehicle, and they intend to make no payments as they have received little or no benefit from this purchase. It is our position that neither Ford Motor Credit Company nor Ford Motor Company is entitled to any deficiency or allotment for milage driven. The vehicle now has less than 3000 miles on the odometer as it has been in the repair shop for a significant amount of time since the original purchase in May of this year.

Please provide written acknowledgement of this letter to my attention at the address noted above. Further, please have no direct contact with Sara R. Buckendahl or Melinda K. Wilson, as all contact and notice should be sent to my attention at the address noted above.

Very truly yours,

*William Reinbrecht* WLR 11/7/01  
William L. Reinbrecht

WLR:ngv  
cc: Sara R. Buckendahl  
cc: Melinda K. Wilson

SFCHADMA

Action Detail

10/31/01 15:44:20

==>

VIN: 1FMYU04151KB81785 Year: 2001 Model: ESCAPE  
Owner Status: ORIGINAL WSD: 05/10/01  
Name: [REDACTED]  
Print: Case: 504821791  
Symptom Desc: NO START ALL ENGINE TEMP  
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND  
Dealer: ATCHLEY FORD INC  
Issue Type: 07 LEGAL Issue Status: C CLOSED  
Comm Type: ML MAIL Odometer Reading: 1 MI  
Analyst: 8469CP CATHERIN PAPALIA Document Number:  
Action Date: 10/31/01 Action Data: Y Action Time: 15:44:06 EST  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
Action Desc: CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE  
Comments: LPA CLOSING CASE DUE TO NO RESPONSE FROM THE ATTORNEY.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData  
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP  
NO MORE COMMENTS AVAILABLE

LPREL73

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	QMR	STATUS
11	10/12	15:06	4023911103	G3-S	01'09"	002	078	OK

---

# **Facsimile Cover Sheet**

**TO:** *William L. Reinbrecht*

**COMPANY:** William L. Reinbrecht, Attorney At Law

**PHONE:** (402)391-8484 **FAX:** (402)391-1103

**RE:** Mr. Sara Buckendahl & Melinda Wilson

**FROM:** Catherine A. Papalia

**COMPANY:** Ford Motor Company

**PHONE:** 313-390-9957

**NUMBER OF PAGES:** 02

# **Facsimile Cover Sheet**

**TO:** *William L. Reinbrecht*

**COMPANY:** *William L. Reinbrecht, Attorney At Law*

**PHONE:** *(402)391-8484*    **FAX:** *(402)391-1103*

**RE:**        *Mr. Sara Buckendahl & Melinda Wilson*

**FROM:**     *Catherina A. Papalla*

**COMPANY:**    *Ford Motor Company*

**PHONE:**        *313-390-9957*

**NUMBER OF PAGES:** *02*

DEALER: F53022 ATCHLEY FORD INC  
 Address: 3633 N 72ND STREET  
 City: OMAHA  
 State/Prov: NE ZIP/Postal: 68134  
 Country: USA Trained: Y  
 Dlr Phone: 402 571 8801  
 Svc Phone: 402 571 8832  
 Svc Hours: 6:30 TO 6:30  
 Directions:

P&A Code: 07130  
 Sales Region: 53 KANSAS CIT  
 Sales Zone: C  
 FCSD Region: 53 KANSAS CIT  
 Market: B1  
 Market Area:

FAX: 402-571-2110

A

C POSITION	Employee Name
------------	---------------

CUST RELATIONS MGR	KOCSIS, LYNN R
DEALER/PARTNER	ATCHLEY, S.W. (WAYNE) W
FINANCE & INSUR MANAGER	WIDDERSHOVEN, MARLIN J
GENERAL MANAGER	FERRIS, FUD W
PARTS & SERVICE DIRECTOR	BATER, JAMES A
PARTS MANAGER	MUNDT, VERDELL R

F1-Help F2-IssueList  
 MORE RECORDS AVAILABLE

F7-Prev

F8-Next

F11-Menu

F12-Return

LFREL73

VIN: \_\_\_\_\_ CASE: 0504821791 HOME PHONE: \_\_\_\_\_  
LAST NAME: \_\_\_\_\_ ZIP/POSTAL: \_\_\_\_\_ CTRY: \_\_\_\_\_

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	OMAHA	NE		USA	

F1=Help F2=VehicleList  
F7=Prev F8=Next  
NO MORE RECORDS AVAILABLE

F4=UpdCustInfo  
F11=Menu

F5=AddCustIssue  
F12=Return

LPREL73





SFCHADMA

Action Detail

10/12/01 09:29:44

-->

VIN: 1FMYU04151KB81785 Year: 2001 Model: ESCAPE

Owner Status: ORIGINAL

WSD: 05/30/01

Name:

Prnt:

Case: 504821791

Symptom Desc: NO START ALL ENGINE TEMP

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Dealer: ATCHLEY FORD INC

Issue Type: 07

LEGAL

Issue Status: K ACKNOWLEDG

Comm Type: ML

MAIL

Odometer Reading: 1 MI

Analyst: CJONES CASSANDR JONES

Document Number:

Action Date: 10/10/01 Action Data: Y

Action Time: 14:11:12 EST

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Comments: \*\*\*\*\*ATTORNEY DEMAND LETTER\*\*\*\*\*

REC'10/10/01

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES THAT HIS CLIENTS VEHICLE HAS SEVERAL PROBLEMS.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData  
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP  
MORE COMMENTS AVAILABLE

LPREL73

SFCHADMA

Action Detail

10/12/01 09:30:11

VIN: 1FMYU04151KB81785 Year: 2001 Model: ESCAPE

Owner Status: ORIGINAL

WSP: 05/20/01

Name: [REDACTED]

Case: 504821791

Symptom Desc: NO START ALL ENGINE TEMP

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Dealer: ATCHLEY FORD INC

Issue Type: 07 LEGAL

Issue Status: R ACKNOWLEDG

Comm Type: ML MAIL

Odometer Reading: 1 MI

Analyst: CJONES CASSANDR JONES

Document Number:

Action Date: 10/10/01 Action Data: Y

Action Time: 14:11:12 EST

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Comments: PROBLEMS.

\*\*ATTORNEY DEMANDS THAT A FORD REPRESENTATIVE CONTACT HIM TO DISCUSS THIS MATTER.\*\*

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData  
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=EEP  
NO MORE COMMENTS AVAILABLE

LPREL73

SFCHREMA  
=>

Recall/ONP Information

10/12/01 09:31:05

VIN: 1FMYU04151KB81785  
WSD: 05/30/01

Year: 2001

Model: ESCAPE  
Build Date: 05/23/01

-----Campaign-----				Status	Dealer	
C	Number	Type	Description	Status	Date	Code
-----						

F1=Help F7=Prev F8=Next F11=Menu F12=Return  
NO DETAIL RECORDS FOUND

LPREL73

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU04151KBB7283	Ych Line:	T/M1 - ESCAPE (U204) (2001)	Eng Serial No:	916709087
Model Year:	2001	Market Derivat:	T/F - FORD DIVISION DERIVATIVE	Body Style:	*
Vch Type:	T	Drive Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engines:	T/LD - MOD 3.0L DOHC SFI
Inv. Dealer:	07130	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/DJ - 4 SPD AUTO TRANS
		Vehicle/Series:	T/TF - FORD SERIES		

## BUILD INFORMATION:

Region: NA - #\*\*\*\*\* Plant: AJ - KANSAS CITY PLANT BUILD  
 Country: USA - #\*\*\*\*\* Prod Date: 23-MAY-2001

## SALE INFORMATION:

Region: NA - #\*\*\*\*\* Selling Dealer: 13302Z - \*  
 Country: USA - #\*\*\*\*\* Selling Dir StProv: NE  
 Buyer StProv: NE

Arrival Date: 24-MAY-2001 Real Carpet Lamer: \*  
 Sale Date: 30-MAY-2001 Flwr/Retain/Cs. Lamer R  
 Warranty Start Date: 30-MAY-2001 Modified Vehicle: \*  
 Orig Warranty Date: 30-MAY-2001 Recquired Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

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

0041KBB178510337E V 2 2601117 PR E 489 63 563 265 5 B33ABW 530023 1 04 A (2A 1 3 2 1

19075 7 014NR F

## INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [N/A]	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNECC - VERMILION 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 STROCKSTE
Calibration Code:	QM11A30A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Stays Titanium Axle:	* - [N/A]
Color(Trim):	0002V -	Tire Brand:	* - [N/A]
Delivery Type:	D	Tire Size:	D3/JJ - P235/70R-16 OWL A-5
Drivetrain Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Size:	* - [N/A]
Rear Type:	* - [N/A]		

**TIRE DOT INFORMATION:**

LF: A3084531901 RF: A3084531901  
LR: A3084531901 RR: A3084531901  
LI: \* RJ: \*  
SPARE: HY8A1R81701

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	S
ESP Coverage(Time):	* Emission Decal Substr:	HKS
ESP Plan Year:	* Engine Family:	1F40XT0301F6
ESP Signature Date:		

Any comments? You can contact

webmaster

# STANDARD CLAIMS LIST

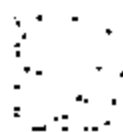
## AWS Online Report

Run Date: 12-OCT-2001

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VPG	CCC	CD
1FMYU04151KB81785	M1		T/M1 T/F	T/WD T/F	T/F	T/F	AJ	T/D1	T/LD	23-05-01	30-05-01	153022	USA	1	T10	3A88 *	NFF *			S13	V49	N12	82
AWS Claim Key:		2069780	Doc #: 21403701	Trx Code:		1	Labor Hrs:		3	Labor Cost:		19.72	Material Cost:		0	Total Cost:		19.72					
Dir Cd-Sub Cd:		07130.*	Name: ATCHLEY FORD INC	Ph:		402-5718801	St: NE		City Cd: USA	Reg Cd: NA		Repr Date: 18-JUN-2001	DIST(Mile):		2065								
Cust Comments:		WHILE DRIVING ON INTERSTATE THIS MORNING ENGINE STARTED TO LOSE POWER AND THEN STALLED TOOK ABOUT 45 MIN. TO RESTART																					
Tech Comments:		ROAD TEST TO INTERSTATE AND 30TH STREET, RSC TEST NO CODES, UNABLE TO DUPLICATE ANY LACK OF POWER.																					
1FMYU04151KB81785	M1		T/M1 T/F	T/WD T/F	T/F	T/F	AJ	T/D1	T/LD	23-05-01	30-05-01	153022	USA	2	T01	1A03 *	6005 *			S13	V46	D30	82
AWS Claim Key:		2227677	Doc #: 21713201	Trx Code:		1	Labor Hrs:		3.4	Labor Cost:		223.45	Material Cost:		13.94	Total Cost:		237.39					
Dir Cd-Sub Cd:		07130.*	Name: ATCHLEY FORD INC	Ph:		402-5718801	St: NE		City Cd: USA	Reg Cd: NA		Repr Date: 24-JUL-2001	DIST(Mile):		2039								
Cust Comments:		WHILE DRIVING ON CITY ROADS & INTERSTATE VEH LOOSES POWER THE CUSTOMER WILL PUSH PEDDLE TO THE FLO																					
Tech Comments:		R&R LOWER SPLASH SHIELD TO ACCESS GROUNDS G104 G105 UNDER BATTERY TRAY, REMOVE AND INSPECT CONNECTIONS, NO CORROSION																					
1FMYU04151KB81785	M1		T/M1 T/F	T/WD T/F	T/F	T/F	AJ	T/D1	T/LD	23-05-01	30-05-01	153022	USA	5	T04	1H03	YF1Z	9J460	AC	S13	V42	D21	42
AWS Claim Key:		4151120	Doc #: 22273901	Trx Code:		507	Labor Hrs:		.4	Labor Cost:		26.29	Material Cost:		86.1	Total Cost:		112.39					
Dir Cd-Sub Cd:		07130.*	Name: ATCHLEY FORD INC	Ph:		402-5718801	St: NE		City Cd: USA	Reg Cd: NA		Repr Date: 28-SEP-2001	DIST(Mile):		2497								
Cust Comments:		ENGINE LOOSE POWER WHILE DRIVING, ENGINE STALLS																					
Tech Comments:		DIAGNOSIS BY F.S.E. REPLACE PFE AND AIR BYPASS VALVE, TIGHTEN CONNECTION TO POWER RELAY.																					

Any comments? You can contact



webmaster

10/12 - currently, at the dealership, for some concern.

10/12 Per dealership, FSE inspected and not able to duplicate concern.  
 on 10/13 dealer unable to duplicate.

[http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvt=cccd2x&modelyr=2001&vin\\_cd=1FMYU04151KB81785](http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvt=cccd2x&modelyr=2001&vin_cd=1FMYU04151KB81785)

10/12/01

# William L. Reinbrecht

Attorney at Law  
Licensed in Nebraska and Iowa  
8720 Frederick Street, Suite 105  
Omaha, NE 68124  
1 (402) 391-8484  
Fax 1 (402) 391-1103  
E-mail: [pacwlr@qwest.net](mailto:pacwlr@qwest.net)

October 2, 2001

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Deerborn, MI 48126

Atchley Ford, Inc.  
ATTN: General Manager  
3633 North 72<sup>nd</sup> St.  
Omaha, NE 68134

Ford Motor Credit  
Account Number: ENA264BJF9  
P.O. Box 152271  
Irving, TX 75015-2271

VIA CERTIFIED UNITED STATES MAIL

Re: **SARA R. BUCKENDAHL AND MELINDA WILSON**  
**2001 FORD ESCAPE 4-WHEEL DRIVE, VIN NUMBER:**  
**1FMYU04151KB81785**

Dear Sir or Madam:

I have been retained by Melinda K. Wilson and Sara Buckendahl to aid them with regard to problems they are having with the 2001 Ford Escape noted above. As of today the car has been in the shop for repairs on no less than five separate occasions for the same problem. The problem has stranded Sara Buckendahl along a dozen different roadways when the vehicle simply chooses not to run.

050827791

53 Kansas  
City

Catherine



The vehicle has been out of service for a minimum of forty-five days. In my opinion, both of these facts fit this case within the Nebraska Lemon Law found at Nebraska Rev. Stat. § 60-1401 et. seq. and the Magnuson-Moss Warranty Act, found at 15 U.S.C. 2301 et. seq. Although we find that four repair attempts are more than adequate for this type of problem to form a predicate for any type of action that might be raised on behalf of these consumers, we are writing to provide a final opportunity to repair or remedy this situation.

Kindly respond to my attention at the address noted above within ten days of receiving this letter to inform these consumers and myself of how you wish to resolve this situation.

We look forward to hearing from you.

Very truly yours,



William L. Reinbrecht

WLR:ngv

cc: Sara Buckendahl

Melinda K. Wilson

*Ford Motor Company*

Consumer Affairs

Thursday, August 02, 2001

[REDACTED]  
[REDACTED]  
Omaha, NE [REDACTED]

RE: 2001 Ford Escape  
VIN: 1FMYU04151KB81785

[REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

Your concern has been thoroughly reviewed by the service manager at Atchley Ford.

We have been informed that he was not able to verify a manufacturer's defect which might have caused the accident. Based on this finding, we propose no further action.

Our experience has shown that insurance companies typically handle these types of situations. We suggest that you contact them for possible assistance. Your insurance company has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,

Thom W. Chabot  
Consumer Affairs

==>

VIN: IFMYU04151KB81785 Year: 2001 Model: ESCAPE  
 Owner Status: ORIGINAL WSD: 05/30/01  
 Name: MS SARA B BUCKENDAHL Hm Ph: (402)898-0208  
 Trmt: Case: 504821791 Day Ph: (402)898-0208  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP  
 Reason Desc: LEGAL - ACCIDENT  
 Dealer: ATCHLEY FORD INC  
 Issue Type: 07 LEGAL Issue Status: O OPEN  
 Comm Type: FX FAX Odometer Reading: 2039 MI  
 Analyst: ABEASLE1 ALICIA BEASLEY Document Number:  
 Action Date: 07/30/01 Action Data: N Action Time: 11:29:41 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY  
 Comments:

CUSTOMER ALLEGES THAT HIS VEHICLE IS DEFECTIVE.

\*\*CUSTOMER REQUEST THAT FORD REPAIR HIS VEHICLE.\*\*

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP  
 NO MORE COMMENTS AVAILABLE

LPREL901

VIN: 1FMYU04151KB81785 Year: 2001 Model: ESCAPE  
 Owner Status: ORIGINAL WSD: 05/30/01  
 Name: [REDACTED]  
 Case: 504821791  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP  
 Reason Desc: LEGAL - ACCIDENT  
 Dealer: ATCHLEY FORD INC  
 Issue Type: 07 LEGAL Issue Status: 0 OPEN  
 Comm Type: FX FAX Odometer Reading: 2039 MI  
 Analyst: ABEASLE1 ALICIA BEASLEY Document Number:  
 Action Date: 07/30/01 Action Data: N Action Time: 11:29:41 EST  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY  
 Comments: \*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\*  
 REC'D 07/30/01

DEALERSHIP CONTACT: MIKE SHANEYFELT 402 571-8832  
 ALLEGES

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP  
 MORE COMMENTS AVAILABLE

LPREL901

==>

VIN: 1FMYU04151KB81785 Year: 2001 Model: ESCAPE  
 Repair Date: 06/18/01 WSD: 05/30/01  
 Repair Order: 214037 Odometer: 2065 MI  
 Causal Code: 82 FREIGHT/POSTAGE/MAIN  
 Rpr Dealer: F53022 ATCHLEY FORD INC

A

C	Part Number	Part Description	Part Qty	Labor Operation
-	-	-	-	-
	NPF-			NPF

F1=Help F4=PrevVisit F5=NextVisit F7=Prev F8=Next  
 F9=PrevRepair F10=NextRepair F11=Menu F12=Return  
 NO MORE RECORDS AVAILABLE LPREL901

==>

VIN: 1FMYU04151KB81785 CASE: HOME PHONE:  
LAST NAME: ZIP/POSTAL: CTRY:

C	CUSTOMER NAME/ City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	OMAHA	NE		USA	

F1=Help      F2=VehicleList      F4=UpdCustInfo      F5=AddCustIssue  
 F7=Prev      F8=Next      F11=Menu      F12=Return  
 NO MORE RECORDS AVAILABLE

LPREL901

==>

Name: [REDACTED]  
 Address: [REDACTED]  
 Address: [REDACTED]  
 City: OMAHA State/Prov: NE  
 Zip/Postal: [REDACTED] Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	1FMYU04151KB81785	2001	ESCAPE	Individual Rtl
	ORIGINAL			Y

F1=Help      F2=IssueList      F5=AddIssue      F7=Prev      F8=Next      F9=ESP  
 F10=WarrHistory      F11=Menu      F12=Return      F13=Recall/ONP      F14=SpecialCoverage  
 NO MORE RECORDS AVAILABLE      LPREL901

=>

VIN: 1FMYU04151KB81785

Year: 2001

Model: ESCAPE

WSD: 05/30/01

Build Date: 05/23/01

-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date

F1=Help    F7=Prev    F8=Next    F11=Menu    F12=Return  
 NO DETAIL RECORDS FOUND

LPREL901



**- DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!**

*Thom*

0504 Y21791

**REPAIR REQUEST FOR CONSUMER AFFAIRS REVIEW**

Note: this form is for RETAIL vehicles ONLY\*\*\*  
is referred to the North American Fleet Service Office @ 800-343-5338\*\*\*\*

**DEALER INFORMATION:**

Requesting Dealer: Atchley Ford P&A: 07130 Region & State: KC53 NE  
Contact Person: Mike Shaneyfelt or Jim Baier Phone #: 402 521-8832

**CUSTOMER/VEHICLE INFORMATION:**

New or Used: New WSO: 5-30-01 Year/Model: 01 Escape  
VIN: 1FMYU04151KAR1785 Mileage: 2039  
Customer Name: [REDACTED]  
Address: [REDACTED]  
City: Omaha County: [REDACTED] State: NE Zip Code: [REDACTED]  
Home Phone: [REDACTED] Work Phone: [REDACTED]

**DETAILS of INCIDENT:**

Incident involves (circle all that apply): Accident:  Y  N Fire:  Y  N Injury:  Y  N Medical Attention Sought:  Y  N

Date of Incident: N/A  
Is customer alleging a component defect caused the incident?  Y  N If yes, what type & details: CUSTOMER STATES  
Vehicle Stalled. She Lost Control and Ran into a curb.

Was a police report filed?  Y  N If yes, where: \_\_\_\_\_

Has the insurance company been contacted?  Y  N What did the insurance company advise? \_\_\_\_\_

Name and phone number of owner's insurance company & agent's name: \_\_\_\_\_

If the vehicle is a conversion unit, who is the coach builder? NO

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**RESOLUTION that CUSTOMER is SEEKING:**

Have vehicle repaired.

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER - ATTACHMENTS?  Y  N PAGES: \_\_\_\_\_

Fax to: (313) 845-5668, (313) 845-5899 or (313) 845-5555  
PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

IC-11

**OASIS Results:1FMYU04151KB81785**

08/02/2001  
08:43:51

**VEHICLE INFORMATION**

Vehicle: 2001 ESCAPE      Body: 4DR XLT MPV 4X4      Engine: 3.0L EFI      Calib: 0M11A30A  
DOHC  
Trans: CD4E AUTO      Axle: AXLE CD: 89  
TRANSAXLE

**OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS**

There are no recalls associated with this vehicle

**GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 05/30/2001      BUILD DATE 05/23/2001  
START ODOM      Special Message: LESS THAN TWO DEALER APPROVED  
AWA REPAIR VISITS PAID TO DATE  
MORSII: \*THIS VEHICLE HAD A CUDLMORS  
CONTACT CLOSED WITHIN THE PAST  
180 DAYS

**EXTENDED SERVICE PLAN**

There is no Extended Service Plan information associated with this vehicle

**WARRANTY HISTORY**

06/18/2001 DEALER:Atchley Ford Inc

WARRANTY CLAIM NUMBER: 214037      ODOMETER: 002065 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
NPF	NO PROBLEM FOUND (NR)	000	NPF		

COMMENTS:ROAD TEST TO INTERSTATE AND 30TH STREET, EEC TEST NO CODES,  
UNABLE TO DUPLICAT E ANY LACK OF POWER. CONDITION CODE AND DESC = 82  
FREIGHT/POSTAGE/MAIN

**ESP PART NUMBER INFORMATION**

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for1FMYU04151KB81785

EM02-027.1 0025

**Papalia, Catherina (C.)**

---

**From:** Rhoda, Kevin (K.S.)  
**Sent:** Thursday, October 25, 2001 3:29 PM  
**To:** Papalia, Catherina (C.)  
**Subject:** RE: Legal Contact

Stuart Tiller should have responded by now. I believe a recorder from the PVT(plant) was installed. Let me know if you need further info.

Kevin Rhoda  
FSE Kansas City Region  
913-310-1001

—Original Message—

**From:** Papalia, Catherina (C.)  
**Sent:** Friday, October 19, 2001 2:58 PM  
**To:** Rhoda, Kevin (K.S.)  
**Subject:** Legal Contact

Hi Kevin I hope you're doing good!

Our office has received a legal case for our handling. If you have been previously involved with this customer and have information that you feel would be helpful in our review, please respond to this note. If you have not been involved, it is not necessary that you respond. Thanks!

MORSIII: 504821791

Dealer: Atchley Ford  
P&A: 07130

Vehicle: 2001 Escape  
VIN: 1FMYU04151KB81785

Concern: Customer has had vehicle to dealership several times for a stalling concern.

Thanks!

*Catherina A. Papalia*  
Legal Analyst - Kansas City Region  
Phone: (313)390-9957  
Fax: (313)845-5669  
cpapalia@ford.com

**Papalia, Catherina (C.)**

---

**From:** Papalia, Catherina (C.)  
**Sent:** Friday, October 19, 2001 2:58 PM  
**To:** Rhoda, Kevin (K.S.)  
**Subject:** Legal Contact

Hi Kevin I hope you're doing good!

Our office has received a legal case for our handling. If you have been previously involved with this customer and have information that you feel would be helpful in our review, please respond to this note. If you have not been involved, it is not necessary that you respond. Thanks!

Customer: [REDACTED]  
MORSII: 504821791

Dealer: Atchley Ford  
P&A: 07130

Vehicle: 2001 Escape  
VIN: 1FMYU04151KBB1785

Concern: Customer has had vehicle to dealership several times for a stalling concern.

Thankal

*Catherina A. Papalia*  
Legal Analyst - Kansas City Region  
Phone: (313)390-9957  
Fax: (313)845-5669  
cpapalia@ford.com

DM1ACEGA \*\*\* Ford ACES II Prior Approval Log Screen \*\*\* 2003/02/25 10:26:39

Aprvl Cd: J01NU Field Cd: Log Status: A=Approve P=Paid

Remarks Type: C D=Dealer C=Confidential D=Deny C=Close H=Hold

P&A Code: 02743 USA Dlr: Bill Macdonald Ford, Inc.

RO Nbr: 004607 Rpr Seq: 01 Pgm Code: Rpr Date: 2002/12/03

VIN: 1FMYU02181KA58324 Odom: 000001 M Causal Part:

ESPS Cover Cd Plan: Str Mile: Str Date:

ESPS Cover St Used: Exp Mile: Exp Date:

Aprvl Level: \*\*\*\*\* INFORMATION ONLY: Y \*\*\*\*\* DAWA Percent

Vst/Rqst Amt: Parts = Parts %:

Rpr/Aprv Amt: 0001410.37 Labor Hrs: 00063.70 = Labor %:

NADA/Max Amt: Misc Expr: = Misc %:

Remain Amt: 0001410.37 Loan Days: =

LPA HAS PROVIDED THE DEALERSHIP WITH AN AUTHORIZATION CODE TO PRESENT TO ACES II WARRANTY. THIS IS CODE IS BEING PRESENTED BECAUSE LPA AGREED TO REPAIR THE CUSTOMER VEHICLE AS A GOODWILL GESTURE, AND HAD THE DEALERSHIP PERFORMED THE REPAIRS. THIS CODE WILL SUBMITTED UNDER PROGRAM P-53.

Insp Rqst Date: Dlr Contact: Phone:

Customer Name: Model Year: Model:

Last Date Paid: Claim Pmt Amt: WSI: Market Code: USA

Creator: V\_KIRKSEY Date: 2003/02/25 Time: 10:26:39

F1=Help F2=ESPS Contract F3=End F4=AWA Scale F5=History F6=Repair Detail

F7=Prev F8=Next F9=Panel F10=Scroll Rmks F12=Return

5112: ADD SUCCESSFUL LPREL54

*Ford Motor Company*

Consumer Affairs

January 23, 2002

Ms. Melissa Allen  
2812 N. 3rd Street  
Lincoln, NE 68521

RE: 2002 Ford Escape  
VIN: 1FMCU0416KA16680

Dear Ms. Allen:

Thank you for contacting us regarding your Ford 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, however, that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they determine that there is manufacturer liability. Therefore, at this time, Ford proposes no further action.

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

Sincerely,

Catherine A. Papalia  
Consumer Affairs

*Alper*

VIN: 1FMCU04162KA16680 Year: 2002 Model: ESCAPE  
 Name:   
 Prnt:   
 Issue Type: 07 LEGAL Case: 1427873171  
 Comm Type: ML MAIL Issue Status: C ACKNOWLEDG  
 Dealer: 07192 ANDERSON FORD, INC. Odometer Reading: 3321  
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Odometer Type: MI  
 Reason Desc: LEGAL - ACCIDENT Document Number:   
 Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type:   
 Action Desc: FINAL CASE DISPOSITION CAN Court Code:   
 Comments: LPA INFORMED CUSTOMER THAT SINCE HER INSURANCE COMPANY HAS A  
 LREADY INSPECTED THE VEHICLE WE ADVISE HER TO CONTINUE WORKI  
 NG WITH HER INSURANCE COMPANY AND THE INSURANCE COMPANY CAN  
 SUBROGATE FORD IF FIND THAT THERE IS A MANUFACTURER'S DEFECT  
 THAT CAUSED THE ACCIDENT.

F1=Help F2=ActionList F5=Add F6=DealerInfo  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList  
 UPDATE SUCCESSFUL LPREL73

142 78 73171

*cat*

an\_marten@hotmail.com  
today, January 17, 2002 4:44 PM  
lcalp@ford.com  
aler Request For Consumer Affairs Review

erson Ford, Inc.  
isan Marten

P&A Code: 07192,07192  
Region: 53  
State: NE  
Contact Person: Susan  
Contact Phone: 402-458-9800

WSD: 21500.00  
Year: 2002  
Model: Escape  
VIN: 1FMCU04162KA16680  
Mileage: 3321

Customer Name: [REDACTED]  
Customer Address: [REDACTED]  
Customer City: [REDACTED]  
Customer County: Lancaster  
Customer State: Nebraska  
Customer Zip: [REDACTED]  
Customer Home Phone: [REDACTED]  
Customer Work Phone: [REDACTED]  
Customer Region: [REDACTED]

Accident: Yes

*No injuries*

Date of Incident: 11/12/01  
Is customer alleging a component defect caused the incident: Yes  
If yes, what type and details: Customer swtates vehicle stalled and locked up power steering and brakes resulting in her striking another vehicle  
Police Report Filed: No  
If yes, where:  
Has the Insurance Company been contacted: Yes  
What did the insurance company advise: Waiting to hear from Ford Motor Company  
Name and phone number of owner's insurance company & agent's name: All State/Larry Anderson  
4024743200  
If the vehicle is a conversion unit, who is the coach builder:  
City:  
State:  
Zip:

Resolution that customer is seeking: Customer is seeking reimbursement of all cost resulting from accident as well as a resolution as to why vehicle keeps stalling. Feels this vehicle may be a lemon as her heater has quit as well.  
Comments:



=>

VIN: \_\_\_\_\_ CASE: 1427873171 HOME PHONE: \_\_\_\_\_  
LAST NAME: \_\_\_\_\_ ZIP/POSTAL: \_\_\_\_\_ CTRY: \_\_\_\_\_

C	CUSTOMER NAME/ City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
-	LINCOLN	NE		USA	

F1=Help F2=VehicleList  
F7=Prev F8=Next  
NO MORE RECORDS AVAILABLE

F4=UpdCustInfo  
F11=Menu

F5=AddCustIssue  
F12=Return

LPREL73

==&gt;

Name:

Address:

Address:

City: LINCOLN

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: NE

Country: USA

A	VIN/ C Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
	1FMCU04162KA16680 ORIGINAL	2002	ESCAPE	Individual Rtl Y
	1FMYU041K1KE71987 ORIGINAL	2001	ESCAPE	Individual RCL
	1FAFP3830YW109823 ORIGINAL	2000	FOCUS	Individual Rtl

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next F9=ESP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL73

SFCHADMA

Action Detail

01/23/02 10:16:17

==>

VIN: 1FMCU04162KA16680 Year: 2002 Model: ESCAPE

Owner Status: ORIGINAL

WSD: 09/01/01

Name:

Unit:

Case: 1427873171

Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Reason Desc: LEGAL - ACCIDENT

Dealer: ANDERSON FORD, INC.

Issue Type: 07 LEGAL

Issue Status: 0 OPEN

Comm Type: ML MAIL

Odometer Reading: 3321 MI

Analyst: ABEASLE1 ALICIA BEASLEY

Document Number:

Action Date: 01/22/02 Action Data: N

Action Time: 15:38:04 EST

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Comments: \*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\*  
REC'D 01/22/02

DEALERSHIP CONTACT: SUSAN MARTEN 402 458-9800

ALLEGES

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData  
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP  
MORE COMMENTS AVAILABLE

LPREL73

==&gt;

VIN: 1FMCU04152KA16580 Year: 2002 Model: ESCAPE  
Owner Status: ORIGINAL WSD: 09/01/01  
Name: [REDACTED]  
Print: [REDACTED] Case: 1427873171  
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP  
Reason Desc: LEGAL - ACCIDENT  
Dealer: ANDERSON FORD, INC.  
Issue Type: 07 LEGAL Issue Status: O OPEN  
Comm Type: ML MAIL Odometer Reading: 3321 MI  
Analyst: ABEASLE1 ALICIA BEASLEY Document Number:  
Action Date: 01/22/02 Action Data: N Action Time: 15:38:04 EST  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY  
Comments:

CUSTOMER ALLEGES THAT HER VEHICLE IS DEFECTIVE.

\*\*CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO  
DISCUSS THIS MATTER.\*\*

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData  
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP  
NO MORE COMMENTS AVAILABLE

LPREL73

DEALER: F53025 ANDERSON FORD, INC.  
 Address: 2500 WILDCAT DRIVE P&A Code: 07192  
 City: LINCOLN Sales Region: 53 KANSAS CIT  
 State/Prov: NE ZIP/Postal: 68521 Sales Zone: C  
 Country: USA Trained: Y FCSD Region: 53 KANSAS CIT  
 Dlr Phone: 402 458 9800 Market: B1  
 Svc Phone: 402 458 9801 Market Area:  
 Svc Hours: 7:30 AM - 5:30 PM M-FRI SAT 8:00 AM - NOON  
 Directions:

A

C POSITION	Employee Name
CUST RELATIONS MGR	MARTEN, SUSAN
DEALER/PARTNER	ANDERSON, MIKE
FINANCE & INSUR MANAGER	SOTO, RAYMOND
GENERAL MANAGER	HEATON, SCOTT
PARTS & SERVICE DIRECTOR	MAHONEY, STEVE R
PARTS MANAGER	BROWN, SHANE A

F1=Help F2=IssueList  
 MORE RECORDS AVAILABLE

F7=Prev

F8=Next

F11=Menu

F12=Return

LPREL73

SFCHREMA

Recall/ONP Information

01/23/02 10:16:55

=>

VIN: 1FMCU04162KA16680

Year: 2002

Model: ESCAPE

ED: 09/01/01

Build Date: 08/17/01

		-----Campaign-----		Status	Dealer	
C	Number	Type	Description	Status	Date	Code

F1=Help    F7=Prev    F8=Next    F11=Menu    F12=Return  
NO DETAIL RECORDS FOUND

LPREL73

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMCU04162KA16680	Vehicle Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	035199067
Model Year:	2002	Market Derived:	T/P - FORD DIVISION DERIVATIVE	Body Style:	*
Vehicle Type:	T	Drive Code:	T/P - 4 WHL L/W FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI
Inv. Dealer:	07192	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/DJ - 4 SPD AUTO TRANS
		Version/Series:	T/SF - FORD SERIES		

## BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD  
 Country: USA - ##### Prod Date: 17-AUG-2001

## SALE INFORMATION:

Region: NA - ##### Selling Dealer: 153023 - \*  
 Country: USA - ##### Selling Dir B/Prov: NE  
 Buyer S/PProv: NE \*

Arrival Date: 24-AUG-2001 Red Carpet Lease: \*  
 Sale Date: 01-SEP-2001 Fleet/Beta/Ca. Lease: R  
 Warranty Start Date: 01-SEP-2001 Modified Vehicle: \*  
 Orig Warranty Date: 01-SEP-2001 Recquired Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

U042BA1668010337 6 4 2 31P1125 GP E 2469 83 N63 285 5 483A2W 530025R 2 L2 M23 6 3 2 1  
 1REV:655 120A6711MG 63

## INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	C	GVW Class Code:	C
Anti Lock:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [N/A]	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNNLW -
Brake Code:	* - [N/A]	Power Assisted:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELCTR PREM AM/FM STEREO/CD/6
Calibration Code:	0M(1A30A)	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Axle:	* - [N/A]
Color(Trim):	0002V -	Tire Brand:	AJ - MICHELIN - RECYCLABLE
Delivery Type:	0	Tire Size:	D3J1J - P235/70R-16 OWL A-5
Drivetrain Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Front Type:	* - [N/A]		

# STANDARD CLAIMS LIST

## AWS Online Report

Run Date: 23-JAN-2002

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 CDD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QTY	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FMCU04162KA16680	MI	T/M	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	17-08-01	01-09-01	153025	USA	3	T07	2004 *	DIAG *		513	V44	E29	42
<b>AWS Claim Key:</b>	324642	Doc #:	153330A	Trx Code:			1	Labor Hrs:	.7	Labor Cost:		44.43	Material Cost:	0	Total Cost:	44.43						
<b>Dir Cd-Sub Cd:</b>	07192-*	Name:	ANDERSON FORD, INC.	Ph:	402-4758821	St:	NE	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-NOV-2001	DIST(Mile):	3321							
<b>Cost Comments:</b>	CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND ENGINE STALLED WHILE DRIVING VEHICLE STARTED RIGHT BACK UP AND THE CHECK ENGINE LIGHT WAS OFF																					
<b>Tech Comments:</b>	3321 WDS DIAGNOSTICS FOR CODES KOED PASS, KOEC PASS, KOER PASS. THE TEST RESULTS GIVE NO INDICATION OF THE CHECK ENGINE LIGHT COMING ON AND THEN CAUSING THE VEHICLE TO STALL WHILE DRIVING.																					
1FMCU04162KA16680	MI	T/M	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	17-08-01	01-09-01	153025	USA	4	Q90	6Y05 *	MAINT *		900	V00	A9*	82
<b>AWS Claim Key:</b>	457290	Doc #:	158771A	Trx Code:			07125	Labor Hrs:	.5	Labor Cost:		19.85	Material Cost:	15.48	Total Cost:	34.53						
<b>Dir Cd-Sub Cd:</b>	07192-*	Name:	ANDERSON FORD, INC.	Ph:	402-4758821	St:	NE	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-DEC-2001	DIST(Mile):	5041							
<b>Cost Comments:</b>	LUBE OIL FILTER																					
<b>Tech Comments:</b>	5041 MAINTENANCE CHANGED OIL, FILTER, LUBED CHASSIS. PERFORMED MULTIPOINT INSPECTION.																					
1FMCU04162KA16680	MI	T/M	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	17-08-01	01-09-01	153025	USA	4	Q35	6F01 *	7823208 *		505	V09	G09	49
<b>AWS Claim Key:</b>	464219	Doc #:	158966B	Trx Code:			1	Labor Hrs:	.3	Labor Cost:		31.75	Material Cost:	0	Total Cost:	31.75						
<b>Dir Cd-Sub Cd:</b>	07192-*	Name:	ANDERSON FORD, INC.	Ph:	402-4758821	St:	NE	City Cd:	USA	Reg Cd:	NA	Repr Date:	28-DEC-2001	DIST(Mile):	3063							
<b>Cost Comments:</b>	CUSTOMER STATES DRIVER WINDOW MAKES A LOUD SCREECHING NOISE WHEN ROLLING UP																					
<b>Tech Comments:</b>	5063 C.C. 41 INSPECT AND VERIFY THE WINDOW MAKES NOISE. REMOVED THE DOOR PANEL AND INSPECT THE OPERATION OF THE DR DOOR GLASS. FOUND THE WINDOW REGULATOR HAD NO LUBE AND WAS SEALING IN THE UP POSITION. LUBED THE WINDOW REGULATOR AND RAN THE WINDOW UP AND DOWN SEVERAL TIMES THE VERIFIED THE NOISE IS NOW GONE. REASSEMBLED THE DOOR PANEL AND REVERIFIED THE NOISE IS STILL GONE WITH THE PANEL.																					
1FMCU04162KA16680	MI	T/M	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	17-08-01	01-09-01	153025	USA	4	Q40	7511 *	14489 *		512	V79	C07	XC
<b>AWS Claim Key:</b>	464218	Doc #:	158966A	Trx Code:			1	Labor Hrs:	.9	Labor Cost:		57.15	Material Cost:	0	Total Cost:	57.15						
<b>Dir Cd-Sub Cd:</b>	07192-*	Name:	ANDERSON FORD, INC.	Ph:	402-4758821	St:	NE	City Cd:	USA	Reg Cd:	NA	Repr Date:	29-DEC-2001	DIST(Mile):	5065							
<b>Cost Comments:</b>	CUSTOMER STATES BLOWER MOTOR IS INOP AND GET NO HEAT FROM HEATER																					
<b>Tech Comments:</b>	5065 C.C. 28 INSPECT AND VERIFY THE HEATER BLOWER MOTOR WAS INOP. RAN A PINPOINT TEST AND FOUND AN OPEN CIRCUIT AT CONNECTOR C2066. REPAIRED THE OPEN CIRCUIT AND VERIFIED THE BLOWER NOW WORKS ON ALL SPEEDS. VERIFIED THE HEATER IS BLOWING HOT AIR AT THIS TIME.																					

Any comments? You can contact

EM02-827.1 0038





# BILL MacDONALD FORD INC.

PHONE (810) 329-6601

1200 S. CARNEY DRIVE • P.O. BOX 496 • ST. CLAIR, MICHIGAN 48179-0496

FACSIMILE COVER LETTER

PLEASE DELIVER THE FOLLOWING TO:

NAME: Vincent Kirksey

COMPANY: Ford Motor Co.

FACSIMILE #'S: 810-329-2086  
810-326-2691

FROM: Dave Jones

REGARDING: Kim Vanderhagen

TOTAL NUMBER OF PAGES: 7 (INCLUDING COVER SHEET)

DATE: 11-21-02

MESSAGE: Thanks Vince

*[Handwritten signature]*



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1-800-343-5338

DEALER INFORMATION:

Requesting Dealer: Bill Macdonald P&A 02743 Region & State Detroit Mich

Contact Person Dave Jones Phone # (810) 329-6601

CUSTOMER/VEHICLE INFORMATION:

New or Used NEW WSD \_\_\_\_\_ Year/Model 2001 ESCAPE

VIN \_\_\_\_\_ Mileage \_\_\_\_\_

Customer Name \_\_\_\_\_

Address \_\_\_\_\_

City ALBONAC County \_\_\_\_\_ State MI Zip code \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident  N Fire  N Injury  N

Medical Attention Sought:  Y  N

Date of Incident 10-16-2002

Is customer alleging a component defect caused the incident?  N If yes, what type & details

The car stalled when I was backing up because of this I lost power steering and dumped a load

Was a police report filed?  Y  N If yes, where \_\_\_\_\_

Has the Insurance Company been contacted?  N. What did the insurance company advise? Get hard to cover it because the car has been in 3x for this problem.

Owner's Insurance Company Baxter Agency Agent's Name Jan

Insurance Company Phone Number (810) 794-4907

If the vehicle is a conversion unit, who is the coach builder? \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

RESOLUTION that CUSTOMER is SEEKING:

Because I called almost a week prior and said that the car was stalling bad and wasn't able to get a loaner I still had to drive it. I would like to pay for damage

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER

ATTACHMENTS?  Y  N PAGES: \_\_\_\_\_

Fax to: (313) 845-8668, (313) 845-5669 or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Please call me.

October 2001

Ford Motor Company - Ford Motor Vehicle Assurance Company

9-37

(38)

CLAUSEN COLLISION CENTER, INC.

6242 KING RD

MARINE CITY, MI 48039

OFFICE: 810-765-5390 FAX: 810-765-3779

STATE REG# Y-153020 SALES TAX # 38-3615814

*Adm:  
Dave Jones*

CD LOG NO 2454-1 DATE 11/12/02

SHOP: CLAUSEN COLLISION CENTER INC  
ADDRESS: 6242 KING RD.  
CITY STATE: MARINE CITY, MI  
ZIP: 48039-

INSP DATE: 11/12/02  
CONTACT: JOEY PRIMEAUX  
PHONE 1: (810) 765-5390  
FAX: (810) 765-3779

OWNER:  
ADDRESS:

HOME PHONE:

POINT OF IMPACT: 2

INS. CO: FORD MOTOR COMPANY

CONTACT: DAVE JONES  
PHONE 1: (810) 329-6601

LIC#: 9AR M94 STATE: MI  
BODY COLOR: YELLOW  
CONDITION:

VIN: 1FMYU02181KA58324  
MILEAGE: 15,254  
ACCTNG CTL#:

PROD. DATE: 01/01

PAINT CODE: BZ

\*-USER-ENTERED VALUE  
EC-REPLACE ECONOMY  
EU-REPLACE SALVAGE  
EM-PXN REMAN/REBUILT  
IT-PARTIAL REPAIR  
BR-BLEND REFINISH  
SB-SUBLET  
P-CHECK  
UP-UNRELATED PRIOR

E-REPLACE OEM  
UC-RECONDITIONED PRT  
EP-REPLACE PXN  
TE-PARTL REPL PRICE  
I-REPAIR  
TF-TWO-TONE  
N-ADDITIONAL LABOR  
AA-APPEAR ALLOWANCE

NG-REPLACE NAGS  
UM-REMAN/REBUILT PRT  
PC-PXN RECONDITIONED  
ET-PARTL REPL LABOR  
L-REFINISH  
CG-CHIPGUARD  
RI-R&I ASSEMBLY  
RP-RELATED PRIOR

2001 FORD ESCAPE XLS 4DOOR WAGON SCYL GASOLINE 3.0  
CODE: P7103B/A OPTMS C/24V3QR

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES  
4-WHEEL DRIVE  
AUTOMATIC TRANS

TWO-STAGE - INTERIOR SURFACES  
TRAILER HITCH  
CRUISE CONTROL

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ	B4	HOURS	R
I	0005		BUMPER, FRONT	REPAIR				2.0	*1
L	0005	13	BUMPER, FRONT	REFINISH				1.2	4
E	0047		COVER, FRONT BUMPER	YL8217757CAA	262.43			0.4	1
E	0433		BRKT, FRONT BUMPER W RT	YL8217B762AA	13.42			INC	1
RI	0042		HEADLAMP ASSY, HALOG RT	R&I ASSEMBLY				1.0	1
N	0973		HEADLAMPS AIM	ADDNL LABOR OPERA				0.5	1
BR	0083		PANEL, HOOD	BLEND REFINISH				1.8	4

2002 FORD ESCAPE XLS 4DOOR WAGON  
CD LOG NO 2454-1

I	0104	FENDER, FRONT	RT REPAIR			5.0*1
L	0104	FENDER, FRONT	RT REFINISH			2.2 4
E	0021	NAMEPLATE, FENDER	RT YL827842528AA	7.12		0.2 1
RI	0562	ANTENNA, ELECTRIC	RT R&I ASSEMBLY			1.0 1
E	0419	BRACE, FRONT FENDER	RT YL8216A023AA	12.23		1.1 1
BR	0210	PNL, FRONT DOOR COTE	RT BLEND REFINISH			1.2 4
RI	0322	MLDG, FRONT DOOR SEL	RT R&I ASSEMBLY			0.2 1
E	0033	W/PLATE, FRONT DOOR	RT YL827842528AC	17.80		0.2 1
RI	0244	MIRROR, OUTER R/C	RT R&I ASSEMBLY			0.3 1
RI	0283	CYL, FRONT DOOR LOCK	RT R&I ASSEMBLY			0.4 1
RI	0234	HANDLE, FRONT DOOR O	RT R&I ASSEMBLY			0.6 1
RI	0179	COVER, FRT DOOR HAND	RT R&I ASSEMBLY			0.5*1
SB	M60	HAZARD. WSTE. REM.	SUBLET REPAIR	5.00*		1
L	M66	COLOR, SAND & BUFF	REFINISH			0.5*4

21 ITEMS

MC MESSAGE(S)

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS	313.00
PAINT MATERIAL	117.30
PARTS TOTAL	430.30
TAX ON PARTS & MATERIAL @	6.000%
	25.82

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	36.00	5.9	8.5	518.40
2-MECH/ELEC	65.00			
3-FRAME	55.00			
4-REFINISH	36.00	6.9		248.40
5-PAINT MATERIAL	17.00			
LABOR TOTAL				766.80
TAX ON LABOR			0.000%	
SUBLET REPAIRS				5.00
TOWING				
STORAGE				

GROSS TOTAL	1,227.92
LESS: DEDUCTIBLE	UNKNOWN

NET TOTAL 1,227.92

ADP SHOPLINK U0850 ES CD LOG 2454-1 DATE 11/12/02 02:37:21PM R6.3 CD 10/02  
HOST LOG

(C) 1998 - 2002 ADP CLAIMS SOLUTIONS GROUP, INC.

2.1 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

THIS FORM IS FOR RETAIL VEHICLES ONLY, For FLEET VEHICLES call: 800-343-5338

DEALER INFORMATION:

Dealer Name: BILL MACDONALD PSA 02743 Region & State: Detroit Mich

Dealer Name: DOVE JONES Phone #: (810) 329-6601

VEHICLE INFORMATION:

Year/Model: 2001 Escape

Condition: NEW WSD Mileage

Country: USA State: MI Zip code

Work Phone ( )

INCIDENT:

Accident?  N Fine?  Y Injury?  Y

Police report filed?  Y  N

Date of incident: 10-16-2002

Is the dealer alleging a component defect caused the incident?  Y  N If yes, what type &

The car stalled when I was backing up  
part of this I lost power steering and  
had a hard time

Police report filed?  Y  N If yes, where

Has the insurance company been contacted?  Y  N What did the insurance company

not Ford to cover it because the car  
been in 3x for this problem.

Insurance Company: Dexter Agency Agent's Name: Jan

Insurance Company Phone Number: (810) 794-4907

If the vehicle is a conversion unit, who is the coach builder?

State Zip

ADDITIONAL INFORMATION THAT CUSTOMER IS SEEKING:

Because I called almost a week prior  
said that the car was stalling bad  
and wasn't able to get a loaner I still  
to drive it, I would like Ford to

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS?  Y  N PAGES

Fax to: (313) 845-5668, (313) 845-5669 or (313) 845-5566

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Please call me.

==>

VIN: \_\_\_\_\_ CASE: 0576743032 HOME PHONE: \_\_\_\_\_  
LAST NAME: \_\_\_\_\_ ZIP/POSTAL: \_\_\_\_\_ CTRY: \_\_\_\_\_

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	CLAY	MI		USA	

F1=Help    F2=VehicleList    F4=UpdCustInfo    F5=AddCustIssue  
 F7=Prev    F8=Next    F11=Menu    F12=Return  
 NO MORE RECORDS AVAILABLE LPRELS4

==&gt;

VIN: 1FMYU02181KA58324 Year: 2001 Model: ESCAPE  
 Owner Status: ORIGINAL WSD: 04/17/01 Mileage: 1  
 Name: [REDACTED] Hm Ph: [REDACTED]  
 Trmt: Case: 576743032 Day Ph:  
 Symptom: STALL/QUITS ACCELERATION ALL ENGINE TEMP  
 Reason: LEGAL - ACCIDENT  
 Dealer: BILL MACDONALD FORD, INC.  
 Issue Type: 07 LEGAL CAN Court: Legal Issue Type:  
 Issue Status: 0 OPEN CAN Award: MORSII Contact: N

A/C DATE Origin Description

-----  
 10/30/02 CALGFD OPEN LEGAL CONTACT - PRODUCT LIABILITY

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo  
 F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return  
 NO MORE RECORDS AVAILABLE LPREL54

=&gt;

DEALER: F46419 BILL MACDONALD FORD, INC.  
 Address: 1200 CARNEY DRIVE  
 City: ST CLAIR  
 State/Prov: MI ZIP/Postal: 48079  
 Country: USA Trained: Y  
 Dlr Phone: 810 329 6601  
 Svc Phone: 810 329 6601  
 Svc Hours: 7:30-5:00 MON-FRI

P&A Code: 02743  
 Sales Region: 48 DETROIT  
 Sales Zone: E  
 FCSD Region: 48 DETROIT  
 Market: C2  
 Market Area:

Directions:

A

C POSITION Employee Name

POSITION	Employee Name
DEALER/PARTNER	MACDONALD, WILLIAM
GENERAL MANAGER	CLARK, TERRY J
PARTS & SERVICE DIRECTOR	MANN, RICHARD J
PARTS MANAGER	THEEL, SCOTT A
SALES MANAGER	GELLASCH, MIKE
SERVICE MANAGER	JONES, DAVID

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return  
 NO MORE RECORDS AVAILABLE

LPREL54



==&gt;

VIN: 1FMYU02181KA58324 Year: 2001 Model: ESCAPE  
 Owner Status: ORIGINAL WSD: 04/17/01  
 Name: [REDACTED]  
 Rmt: Case: 576743032 Day Ph: [REDACTED]  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP  
 Reason Desc: LEGAL - ACCIDENT  
 Dealer: BILL MACDONALD FORD, INC.  
 Issue Type: 07 LEGAL Issue Status: 0 OPEN  
 Comm Type: FX FAX Odometer Reading: 1 MI  
 Analyst: CLEICH CHERIE LEICH Document Number:  
 Action Date: 10/30/02 Action Data: N Action Time: 16:01:14 EST  
 Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK  
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY  
 Comments: \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\*

\*\*\* FAX RECEIVED 10-30  
 -02 DEALER CONTACT: DAVE JONES CUSTOMER ALLEGES THE VEHI  
 CLE STALLED WHEN SHE WAS BACKING UP, SHE LOST POWER STEERING  
 AND HIT A FENCE. CUSTOMER REQUESTS CONTACT FROM FORD REPRE  
 SENTATIVE.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP  
 NO MORE COMMENTS AVAILABLE

LPRELS4

1FMYU02181KA59324

10/31/2002 08:42:56

2001 ESCAPE

4 DR XLS MPV 4X4

3.0L EFI DOHC

OM11A30A CD4E AUTO TRANSAXLE

AXLE CODE: 69

\*OPEN CAMPAIGNS

NO CAMPAIGN MESSAGE(S) FOUND

WARRANTY START DATE 04/17/2001 BUILD DATE 01/23/2001 START ODOM 00283

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

NO ESP INFORMATION AVAILABLE

\*THIS VEHICLE HAS AN OPEN CUDL\MORS LEGAL CONTACT

FOR MORE INFO <RTN>, M. MENU OR 99. BYE

## STANDARD CLAIMS LIST

## AWS Online Report

Run Date: 31-OCT-2002

Note: All Costs are in U.S. Dollars

1FMYU02181KAS8324	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	23-01-01	17-04-01	148405	USA	8 *	1F03 *	8287 *	S11	V42	D21	42		
AWS Claim Key:	5547669	Doc #:	02411301	Trx Code:	2	Labor Hrs:	1.1	Labor Cost:	68.24	Material Cost:	1.4	Total Cost:	69.64									
Dir Cd-Sub Cd:	02712-*	Name:	ALGONAC FORD-MERCURY, INC.	Ph:	810-7945557	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	26-NOV-2001	DIST(Mile):4648								
Cost Comments:	STALLS FOR NO REASON, WHEN IDLING.																					
Tech Comments:	NOISE TEST AND DIAGNOSIS, INSTALL HOSE CLAMP ON PCV SYSTEM.																					
1FMYU02181KAS8324	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	23-01-01	17-04-01	148405	USA	17 *	2C01	YSEZ	11002	AARM	S11	V43	D02	42
AWS Claim Key:	10589553	Doc #:	05335201	Trx Code:	8B4	Labor Hrs:	1	Labor Cost:	63.7	Material Cost:	151.62	Total Cost:	215.32									
Dir Cd-Sub Cd:	02743-*	Name:	BILL MACDONALD FORD, INC.	Ph:	810-3296601	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-AUG-2002	DIST(Mile):11829								
Cost Comments:	CHECK NO START NO CRANK, STALLING AT TIMES ON TURNS																					
Tech Comments:	STARTER RELAY GOOD, POWER TO STARTER AND S' TERMINAL ENERGIES WHEN IN START POSITION, STARTER WILL NOT CRANK, REPLACE STARTER.																					
1FMYU02181KAS8324	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	23-01-01	17-04-01	148405	USA	17 *	2E03	YF1Z	9F715	AA	S11	V42	D21	42
AWS Claim Key:	10589554	Doc #:	05335202	Trx Code:	S07	Labor Hrs:	.1	Labor Cost:	50.96	Material Cost:	44.55	Total Cost:	95.51									
Dir Cd-Sub Cd:	02743-*	Name:	BILL MACDONALD FORD, INC.	Ph:	810-3296601	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-AUG-2002	DIST(Mile):11829								
Cost Comments:	STALLING AT TIMES																					
Tech Comments:	WDS DIAG. REPLACE IAC, REPROGRAM PCM, ROADTEST, RETEST, PASS																					
1FMYU02181KAS8324	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	23-01-01	17-04-01	148405	USA	19 *	1703	2F1Z	9J460	AA	S11	V44	E29	42
AWS Claim Key:	11282212	Doc #:	05381601	Trx Code:	S07	Labor Hrs:	.1	Labor Cost:	50.96	Material Cost:	42.59	Total Cost:	93.55									
Dir Cd-Sub Cd:	02743-*	Name:	BILL MACDONALD FORD, INC.	Ph:	810-3296601	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-OCT-2002	DIST(Mile):13825								
Cost Comments:	CHECK ENGINE LIGHT ON, STALL AT TIMES																					
Tech Comments:	WDS DIAG, TEST & REPLACE DEFECTIVE DPFE SENSOR, CLEAR DTC'S ROADTEST RETEST, PASS																					

Any comments? You can contact

# Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN: 1FMYU021B1KA58324	Vehicle Line: T/M1 - ESCAPE (U204) (2001)	Eng Serial No: 756097087
Model Year: 2001	Market Derived: T/F - FORD DIVISION DERIVATIVE	Body Shell: *
Vehicle Type: T	Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE	Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 02934	Body Cab Style: T/WD - 4 DOOR WAGON	Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CDME
Vehicle Status Code: Y	Version/Series: T/EF - FORD SERIES	

**BUILD INFORMATION:**

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD  
 Country: USA - ##### Prod Date: 23-JAN-2001

**SALE INFORMATION:**

Region: NA - ##### Selling Dealer: 148405 - \*  
 Country: USA - ##### Selling Dir St/Prov: MI  
 Buyer St/Prov: MI

Arrival Date: 31-JAN-2001 Red Carpet Lease: \*  
 Sale Date: 17-APR-2001 Fleet/Retail/Co. Lease: R  
 Warranty Start Date: 17-APR-2001 Modified Vehicle: \* Vehicle Count Flag: Y  
 Orig Warranty Date: 17-APR-2001 Reacquired Vehicle: \* Vehicle Export Flag: N

**VOC/EOC:**

```

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
0021KAS8324103 7P6 V Z 05A8207 3A R 469 7A 563 26 5 862A F 4RAD10 0V BE A YNA 3 11
FMYS 1 914MI F 55
    
```

EMR2-027.1 0021

**INSTALLED OPTION INFORMATION:**

<b>Air Conditioning:</b>	T/B - MANUAL AIR CONDITIONER	<b>GVW Code:</b>	
<b>Alternator Amp Rating:</b>	C	<b>GVW Class Code:</b>	Y
<b>Audio Disk:</b>	* - [N/A]	<b>Instrumentation:</b>	* - [N/A]
<b>Axle Ratio:</b>	* - [N/A]	<b>Mirror(Driver Side):</b>	AD - DRIVER POWER MIRROR
<b>Axle Type:</b>	* - [N/A]	<b>Mirror(Passr Side):</b>	AD - PASS POWER CONVEX MIRROR
<b>Battery Amp Rating:</b>	A	<b>Paint:</b>	PNAFB - CHROME YELLOW
<b>Brake Code:</b>	* - [N/A]	<b>Power Antenna:</b>	* - [N/A]
<b>Brake Code(Service):</b>	* - [N/A]	<b>Radio:</b>	AQ - ELETR PREMIUM AM/FM STEREO/CD
<b>Calibration Code:</b>	0M11A30A	<b>Sound System:</b>	* - [N/A]
<b>Color(Accent):</b>	* - [N/A]	<b>Susp Tandem Axle:</b>	
<b>Color(Trim):</b>	* - [N/A]	<b>Tire Manufacturer:</b>	AB -
<b>Delivery Type:</b>	X	<b>Tire Brand:</b>	* -
<b>Drivetrain Code:</b>	D	<b>Tire Size:</b>	D3GT1 - P225/70R 15 BSW A-S OWL
<b>Front Seat:</b>	* - [N/A]	<b>Traction Control:</b>	* - [N/A]
<b>Fuel Type:</b>	* - [N/A]	<b>Wheel Base:</b>	

**TIRE DOT INFORMATION:**

LF: \* RF: \*

LR: \* RR: \*

LI: \* RI: \*

SPARE: \* DOT Plant Manufacturer: \* - \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

<b>ESP Code:</b>	* Emission Code:	T/B - T/B
<b>ESP Coverage(Miles):</b>	* Emission Cert Type:	5
<b>ESP Coverage(Thrs):</b>	* Emission Decal Suffix:	HKS
<b>ESP Plan Year:</b>	* Engine Family:	1FMOXT0301F6
<b>ESP Signature Date:</b>		

Any comments? You can contact

=&gt;

VIN: 1EMXU02161KDF0324 Year: 2001 Model: ESCAPE  
 Name: XXXXXXXXXX  
 Issue Type: 07 LEGAL Case: 576743032  
 Comm Type: FX FAX Issue Status: K OPEN  
 Dealer: 02743 BILL MACDONALD FORD, Odometer Reading: 1  
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Odometer Type: MI  
 Reason Desc: LEGAL - ACCIDENT Document Number: \_\_\_\_\_  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type: \_\_\_\_\_  
 Action Desc: MAKE OUTBOUND CALL TO DEALER CAN Court Code: \_\_\_\_\_  
 Comments: \*\*\*LPA COMMENTS\*\*\* CAN Award Code: \_\_\_\_\_

LPA SPOKE WITH THE S/M REGARDING THE CUSTOMER CONCERN. THE  
 SAYS THE CUSTOMER IS ALLEGING THE VEHICLE STALLED, AND THE  
 CAUSED THE VEHICLE TO SHUT-OFF. THIS CAUSED THE CUSTOMER TO  
 LOOSE THE POWER-STEERING IN HER VEHICLE. AS A RESULT OF THE  
 POWER-STEERING LOSE THE CUSTOMER RAN INTO A FENCE, AND  
 DAMAGED THE FRONT FENDER OF HER VEHICLE. NO INJURIES WERE  
 SUSTAINED, AND NO INSURANCE COMPANY INVOLVEMENT WAS INITIATE

F1=Help F2=ActionList F5=Add F6=DealerInfo  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList  
 LPREL54

==&gt;

VIN: 1FMYU02181KA58324 Year: 2001 Model: ESCAPE  
 Name: XXXXXXXXXX  
 Prmt: XXXXXXXXXX Case: 576743032  
 Issue Type: 07 LEGAL Issue Status: K OPEN  
 Comm Type: FX FAX Odometer Reading: 1  
 Dealer: 02743 BILL MACDONALD FORD, Odometer Type: MI  
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Document Number: \_\_\_\_\_  
 Reason Desc: LEGAL - ACCIDENT Legal Issue Type: \_\_\_\_\_  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: \_\_\_\_\_  
 Action Desc: MAKE OUTBOUND CALL TO DEALER CAN Award Code: \_\_\_\_\_  
 Comments: SUSTAINED, AND NO INSURANCE COMPANY INVOLVEMENT WAS INITIATE  
 D. THE CUSTOMER CURRENTLY HAS POSSESSION OF THE VEHICLE, AND  
 IS REQUESTING FMC INVESTIGATE THE MATTER \_\_\_\_\_  
 \*  
 THE S/M INDICATED THAT THEY WERE ABLE TO VERIFY THE VEHICLE  
 STALL CONCERN. \_\_\_\_\_

F1=Help F2=ActionList F5=Add F6=DealerInfo  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList  
 LPRELS4

==&gt;

VIN: 1FMYU02181KA58324 Year: 2001 Model: ESCAPE  
 Name:   
 Prmt:   
 Issue Type: 07 LEGAL Case: 576743032  
 Comm Type: FX FAX Issue Status: D ACKNOWLEDG  
 Dealer: 02743 BILL MACDONALD FORD, Odometer Reading: 1  
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Odometer Type: MI  
 Reason Desc: LEGAL - ACCIDENT Document Number:   
 Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type:   
 Action Desc: PAY FOR REPAIRS - ESTIMATE & R CAN Court Code:   
 Comments: \*\*\*LPA COMMENTS\*\*\* CAN Award Code:   
 LPA HAS REQUESTED THE DEALERSHIP PROVIDE FMC WITH AN REPAIR  
 ESTIMATE ON THE ABOVE VEHICLE.

F1=Help F2=ActionList F5=Add F6=DealerInfo  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList  
 NO PREVIOUS COMMENT LPRRL54



VIN: 1FMYU02181KA58324 Year: 2001 Model: ESCAPE  
 Name: XXXXXXXXXX  
 Issue Type: 07 LEGAL Case: 576743032  
 Comm Type: FX FAX Issue Status: DECISION  
 Dealer: 02743 BILL MACDONALD FORD, Odometer Reading: 1  
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Odometer Type: MI  
 Reason Desc: LEGAL - ACCIDENT Document Number: \_\_\_\_\_  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type: -  
 Action Desc: UPDATE/ADDCO CASE CAN Court Code: \_\_\_\_\_  
 Comments: \*\*\*LPA COMMENTS\*\*\* CAN Award Code: \_\_\_\_\_

LPA SPOKE WITH THE S/M REGARDING THE ABOVE CASE. THE S/M HAS BEEN TRYING TO REACH THE CUSTOMER BUT THEY HAVE NOT RESPONDED. THE S/M WILL RE-CONTACT THE CUSTOMER TODAY TO INFORMED THAT FMC HAS AGREED TO REPAIR THE VEHICLE, AND THAT A RELEASE FORM, AND OFFER LETTER WAS FOR THEM TO SIGN.

F1=Help F2=ActionList F5=Add F6=DealerInfo  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList  
 NO PREVIOUS COMMENT LPRSL54

=&gt;

VIN: 1FMYU02181KA56324 Year: 2001 Model: ESCAPE  
 Name:   
 Amt:   
 Issue Type: 07 LEGAL Case: 576743032  
 Issue Status: DECISION  
 Comm Type: FX FAX Odometer Reading: 1  
 Dealer: 02743 BILL MACDONALD FORD, Odometer Type: MI  
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Document Number:   
 Reason Desc: LEGAL - ACCIDENT Legal Issue Type:   
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:   
 Action Desc: UPDATE/ADDCO CASE CAN Award Code:   
 Comments: \*\*\*LPA COMMENTS\*\*\*

LPA IS STILL WAITING FOR THE SIGNED OFFER LETTER, AND RELEASE FORM TO BE SENT BY THE CUSTOMER. THE DEALERSHIP WILL CONTACT THE CUSTOMER SOMETIME TODAY FOR HER TO COME IN AND SIGN THE RELEASE.

F1=Help F2=ActionList F5=Add F6=DealerInfo  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList  
 NO PREVIOUS COMMENT LPREL54

=&gt;

VIN: 1FMCU02181KA58324 Year: 2001 Model: ESCAPE  
 Name: XXXXXXXXXX  
 Issue Type: 07 LEGAL Case: 576743032  
 Comm Type: FX FAX Issue Status: D DECISION  
 Dealer: 02743 BILL MACDONALD FORD, Odometer Reading: 1  
 Symptom Desc: STALL/QUITS ACCELERATION ALL S Odometer Type: MI  
 Reason Desc: LEGAL - ACCIDENT Document Number: \_\_\_\_\_  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type: \_\_\_\_\_  
 Action Desc: SEND RELEASE TO CUSTOMER FOR S CAN Court Code: \_\_\_\_\_  
 Comments: \*\*\*LPA COMMENTS\*\*\* CAN Award Code: \_\_\_\_\_  
 LPA SENT A RELEASE FORM, AND OFFER LETTER TO THE DEALERSHIP  
 FOR THE CUSTOMER SIGN.

F1-Help F2-ActionList F5-Add F6-DealerInfo  
 F9-PrevComments F10-NextComments F11-Menu F12-Return F13-DealerList  
 NO PREVIOUS COMMENT LPREL54

VIN: 1FMYU02181KA58324 Year: 2001 Model: ESCAPE  
 Name: XXXXXXXXXX  
 Issue Type: 07 LEGAL Case: 576743032  
 Issue Status: D DECISION  
 Comm Type: FX FAX Odometer Reading: 1  
 Dealer: 02743 BILL MACDONALD FORD, Odometer Type: MI  
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Document Number: \_\_\_\_\_  
 Reason Desc: LEGAL - ACCIDENT Legal Issue Type: \_\_\_\_\_  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: \_\_\_\_\_  
 Action Desc: RECEIVE SIGNED RELEASE CAN Award Code: \_\_\_\_\_  
 Comments: \*\*\*LPA COMMENTS\*\*\*  
 LPA RECEIVED SIGNED RELEASE FORM FROM THE CUSTOMER.  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

F1=Help F2=ActionList F5=Add F6=DealerInfo  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList  
 NO PREVIOUS COMMENT LPRELS4

=&gt;

VIN: 1FMYU02181XA58324 Year: 2001 Model: ESCAPE  
 Name: XXXXXXXXXX  
 Unit: XXXXXXXXXX Case: 576743032  
 Issue Type: 07 LEGAL Issue Status: P DECISION  
 Comm Type: FX FAX Odometer Reading: 1  
 Dealer: 02743 BILL MACDONALD FORD, Odometer Type: MI  
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Document Number: \_\_\_\_\_  
 Reason Desc: LEGAL - ACCIDENT Legal Issue Type: --  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: \_\_\_\_\_  
 Action Desc: CUSTOMER ACCEPTS OFFER CAN Award Code: \_\_\_\_\_  
 Comments: \*\*\*LPA COMMENTS\*\*\*  
 THE CUSTOMER ACCEPTS FMC OFFER TO REPAIR THE VEHICLE.

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F1=Help F2=ActionList F5=Add F6=DealerInfo  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList  
 NO PREVIOUS COMMENT LPREL54

=&gt;

VIN: 1EMYU02181KA58324 Year: 2001 Model: ESCAPE  
 Name: XXXXXXXXXX  
 Issue Type: 07 LEGAL Case: 576743032  
 Issue Status: C PENDING  
 Comm Type: FX FAX Odometer Reading: 1  
 Dealer: 02743 BILL MACDONALD FORD, Odometer Type: MI  
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Document Number: \_\_\_\_\_  
 Reason Desc: LEGAL - ACCIDENT Legal Issue Type: -  
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: \_\_\_\_\_  
 Action Desc: FINAL CASE DISPOSITION CAN Award Code: \_\_\_\_\_  
 Comments: \*\*\*LPA COMMENTS\*\*\*

NO FURTHER ACTION IS NEEDED RESOLVE. THE CUSTOMER HAS ACCEPT  
 ED FMC OFFER TO REPAIR THE VEHICLE. FOR ADDITIONAL INFORMATI  
 ON ON THE CASE PLEASE THE PREVIOUS COMMENTS.

F1=Help F2=ActionList F5=Add F6=DealerInfo  
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList  
 NO PREVIOUS COMMENT LPREL54

CQIS Report Number: 1GJGD008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 07/10/2001

REPORT SUMMARY

VEHICLE: 2001 ESCAPE 4X4,XLT ,WAGON VIN : 1FMYU04151KB81785
Engine : 3.0L DURATEC V6 Odometer: 2,065 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 6 07 6 93 DRIVEABILITY STALL/QUIT/RESTARTS
AT CRUISE ALL ENGINE TEMPERATURES
Additional Symptom: STALLS AT CRUISE/NO RESTART
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: Return Loc:
Vehicle Fixed?: NO Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT
REPAIR SD STS CUSTOMER STS THAT VEHICLE STALLED 3X AT CRUISE AND WOULDN'T RES
TART UNLESS THEY LET IT SIT AWHILE, SD HASN'T VERIFIED CONCERN, SEEKIN
G KNOWN/ADVICE
COMM ADV SD TO CHECK BJB CONNECTIONS, TAP ON RELAYS, CHECK PCM HARNESS, DIS
CONNECT IAC AND MAKE SURE ENGINE STILL IDLES, IF NOT RESET THROTTLE ST
OP SO ENGINE IDLES BETWEEN 500-550 RPM W/IAC DISCONNECTED, SUBMIT EDSR
ADD-ON 07/30/2001 02:17PM NORMAN CLAY MSS - FCSD - TECH SVC HOTLINE
SD CALLING BACK STATES HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.
STATES IS LOOKING FOR A DIRECTION. ADVISED TO CHECK FOR GOOD CONNECTIO
N ON GROUNDS 105 AND 104. ADVISED TO TRY TO DUPLICATE THE CONCERN.
ADVISED HARD TO MAKE A REPAIR IF NOT KNOWING WHAT IS GOING ON WITH THE
VEHICLE. ADVISED IF ABLE TO DUPLICATE AND NEED MORE ASSISTANCE TO CALL
BACK.
TECH/C 09/11/2001 09:38AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE
COULD NOT DUPLICATE CONCERN.

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 1GJGD008 Program Type: H Orig Rpt #:
Report Source: MSS - PCSD - TBCH SVC HOTLINE Report Date: 07/10/2001

VEHICLE DETAILS

Vehicle Build Date: 05/23/2001 Warranty Start Date: 05/30/2001
Date of Sale: 05/30/2001 Selling Dlr(Geo/Mkt, Dlr, Sub): USA 07130
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

ENGINE

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
Bld Dt: Calb: 0M11A30 A Serial #: 916709087

TRANSMISSION

Trans: CD4E O/D 4SPD (EURO) Part #:
Bld Dt: Serial #: YL8PFBU11381
Model: Plt: Shift:

ADDITIONAL

Tire : P235/70R-16 OWL A-S Brand :
Radio : AM/FM STR/CSTE/CD/CLK A/C : AC B-????????????????????????????
Paint : RED EXTERIOR PAINT FAMILY VERMILION SOLID C/C #2

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : JIM BAIER Title: SERVICE DIRECTOR
Phone :

Rpr Dlr:USA 07130 - Atchley Ford Inc Ph#: (402) 571-8832
City: Omaha State : Nebraska
Country: United States Region : Kansas City - 53

Specialist's Name : MARTIN PRICE

CQIS VIN HISTORY

Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part, Description, Dealer Id. Rows include 07/30/2001 and 10/10/2001 entries.

SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY

SURVEY HAS BEEN RECEIVED

VEHICLE'S WARRANTY HISTORY (365 days only)

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Caus Nr, Service Cond, Part Pfx, Number Base Sfx, Labor Operation. Contains multiple rows for repair history.



CQIS Report Number: 1G4AA665 Program Type: C3  
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00001768210M  
 Report Date: 07/30/2001

----- R E P O R T S U M M A R Y -----

VEHICLE: 2001 ESCAPE 4X4,XLT ,WAGON VIN : 1FMYU04151KB81785  
 Engine : 3.0L DURATEC V6 Odometer: 2,039 MILES  
 Operating Environ: NCC :  
 Vehicle Use : Rsp. Act:

SYMPTOM: 6 07 5 93 DRIVEABILITY STALL/QUIT/RESTARTS  
 ACCELERATION ALL ENGINE TEMPERATURES

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attachments: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

OWNREL \*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\* REC'D  
 07/30/01 DEALERSHIP CONTACT: MIKE SHANEYFELT 402 571-8832 ALLEGES  
 CUSTOMER ALLEGES THAT HIS VEHICLE IS DEFECTIVE. \*\*CUSTOMER REQUEST  
 THAT FORD REPAIR HIS VEHICLE.\*\*

OWNREL CONTACT JIM BAIER AT ATCHLEY FORD. STATES THIS IS A "GOOPY DEAL".  
 SEEMS TO HIM THIS IS BUYER'S REMORSE. STATES THAT CUSTOMER BROUGHT  
 VEHICLE IN ON 6/18/01, STATED SHE WAS ON THE INTERSTATE, VEHICLE LOST  
 POWER THEN STALLED, TOOK 45 MINUTES TO RESTART. DEALERSHIP CONDUCTED  
 ALL KINDS OF TESTS BUT COULD NOT DUPLICATE AND VEHICLE RETURNED TO  
 CUSTOMER. ON 7/24/01, 9:39, CUSTOMER BROUGHT VEHICLE IN WITH DAMAGE  
 RIGHTFRONT TIRE, SUSPENSION AND STEERING DAMAGE. STATES SHE  
 LOST CONTROL AFTER VEHICLE STALLED. STATES SHE WILL NOT TAKE IT BACK  
 UNLESS FORD FIXES DAMAGES. JIM FURTHER INFORMED THAT AFTER THE FIRST  
 VISIT, THEY RECEIVED CERTIFIED LETTER FROM THE CUSTOMER STATING SHE  
 WANTED TO RESCIND THE PURCHASE AND HER LAWYER WOULD CONTACT THEM. THEY  
 HAVE HEARD NOTHING FROM ANY LAWYER, JUST THE 7-24-02 VEHICLE BRING IN.  
 HE DID ASK THE CUSTOMER IF P/R WAS FILED, SHE STATED NO.

OWNREL CALLED CUSTOMER, L/M ON HOME ANSWERING MACHINE, CALLED WORK NUMBER,  
 EXT 3929, WOMAN STATED SHE WAS NOT THERE TODAY, SHE DECLINED TO TAKE  
 MESSAGE AS SHE WASN'T SURE CUSTOMER WOULD GET THE MESSAGE. (SUSAN)

OWNREL L/M AGAIN AT HOME ANSWERING MACHINE. CALLED WORK NUMBER, CUSTOMER NOT  
 IN TODAY, ONCE AGAIN DECLINED TO TAKE MESSAGE FOR THE CUSTOMER. NEED  
 TO FIND OUT CURRENT COMPLAINTS OR CONCERNS PRIOR TO RENDERING FINAL  
 DECISION. CHABOT

OWNREL L/M ON CUSTOMER HOME ANSWERING MACHINE TODAY AT 9:35AM, CALLED WORK  
 NUMBER, SHE IS NOT IN AGAIN. L/M WITH MAN WHO ANSWERED HER EXTENSION.  
 AS CUSTOMER HAS FAILED TO R/C ALL CALLS AND DEALERSHIP CANNOT FIND  
 ANYTHING WRONG WITH THE VEHICLE TO SUBSTANTIATE HER COMPLAINTS, I AM  
 DECLINING ANY ASSISTANCE AND ADVISING TO REFER TO INSURANCE COMPANY.  
 WOULD APPRISE HER OF DECISION. LETTER ISSUED DECLINING ANY ASSISTANCE  
 AND REFERRING HER TO INSURANCE COMPANY. TRIED TO CALL CUSTOMER BACK,  
 LINE BUSY. FILE REMAINING CLOSED. 14

CQIS Report Number: 1G4AA665 Program Type: C3  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00001768210M  
Report Date: 07/30/2001

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : SD Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOEO: KOEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----

Vehicle Build Date: 05/23/2001 Warranty Start Date: 05/30/2001  
Date of Sale: 05/30/2001 Selling Dir (Geo/Mkt, Dlr, Sub): USA 07130  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

----- ENGINE -----

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
Bld Dt: Calb: 0M11A30 A Serial #: 916709087  
----- TRANSMISSION -----  
Trans: CD4E O/D 4SPD (EURO) Part #:  
Bld Dt: Serial #: YL8PFBU111381  
Model: Plt: Shft:

----- ADDITIONAL -----

Tire : P235/70R-16 OWL A-S Brand :  
Radio : AM/FM STR/CSTE/CD/CLK A/C : AC B-????????????????????  
Paint : RED EXTERIOR PAINT FAMILY ----- VERMILION SOLID C/C #2

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Rpr Dlr: USA 07130 - Atchley Ford Inc Ph#: (402) 571-8832  
City: Omaha State : Nebraska  
Country: United States Region : Kansas City - 53

Customer name : SARA BUCKENDAHL City :

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
07/10/2001	1GJGD008	NHL	DRVABL			USA 07130
07/10/2001	1JJAC075	CACSFE	DRVABL			USA 07130

CQIS Report Number: 1G4AA665 Program Type: C3  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00001768210M  
Report Date: 07/30/2001

--- S U P P L E M E N T A L S U R V E Y: MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 01456	09/11/03	073907	34683	1		2P1	9J460	AA	02M01B
USA 01456	09/11/03	073907	34683	2	46	YL8	17508	AB	17508B
USA 01456	09/11/03	073907	34683	2	46	2L8	17526	AA	46404B
USA 01456	09/11/03	073907	34683	2	46				46404B2
USA 01456	09/11/03	073907	34683	2	46				17526B

COIS Report Number: 1JCGF011 Program Type: H Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 10/03/2001

REPORT SUMMARY

VEHICLE: 2001 ESCAPE 4X4,XLT ,WAGON VIN : 1FMYU04101KA79469
Engine : 3.0L DURATEC V6 Odometer: 7,677 MILES
Operating Environ: WCC :
Vehicle Use : Resp. Act:

SYMPTOM: 3 03 4 54 CHASSIS STEERING/HANDLING
NOISE WHEN TURNING

Additional Symptom: CLICKING NOISE

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

REPAIR SEEKING KNOWNS FOR A CLICKING NOISE FROM THE RIGHT SIDE OF THE
VEHICLE IN LEFT TURNS.
RECOMM PER VEHICLE SPECIALIST... REPLACE THE RIGHT HALF-SHAFT AND RETEST

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 03/01/2001 Warranty Start Date: 03/29/2001
Date of Sale: 03/29/2001 Selling Dlr(Geo/Mkt,Dlr,Sub): 02804
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
Bld Dt: Calb: 0M11A30 A Serial #:

TRANSMISSION

ans: CD4E O/D 4SPD (EURO) Part #:
Bld Dt: Serial #: No Read
Model: Plt: Shft:

CQIS Report Number: 1JCGF011 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 10/03/2001

--- ADDITIONAL ---

Tire : P235/70R-16 OWL A-S Brand :
Radio : AM/FM STR/CSTE/CD/CLK A/C : AC B-????????????????????????????????
Paint : RED EXTERIOR PAINT FAMILY ----- VERMILION SOLID C/C #2

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : MERLE NORWALK Title: TECHNICIAN
Phone : - -

Rpr Dlr:USA 02804 - Genoa Motors, Inc. Ph#:(419) 855-8366
City: Genoa State : Ohio
Country: United States Region : Detroit - 48

Claim #/Date : 79957

Specialist's
Name : SEAN REISDORF

----- C Q I S V I N H I S T O R Y -----

Table with columns: Date, Report #, Type, Symp, Cat, Causal, Part, Description, Dealer Id. Rows include reports from 06/02/2003 for CACVOC DRVABL.

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Nr, Caus Cond, Service Pfx, Part Base, Number Sfx, Labor Operation. Rows show repair history for USA 02804.

COIS Report Number: 1JJAC075 Program Type: C3  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00001894534M  
Report Date: 10/10/2001

----- R E P O R T S U M M A R Y -----

VEHICLE: 2001 ESCAPE 4X4,XLT ,WAGON VIN : 1FMYU04151KB81785  
Engine : 3.0L DURATEC V6 Odometer: 1 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 6 06 3 93 DRIVEABILITY CRANKS/HAS FUEL AND SPARK  
START ENG TEMP ALL ENGINE TEMPERATURES

Additional Symptom:  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT  
OWNREL \*\*\*\*\*ATTORNEY DEMAND LETTER\*\*\*\*\* REC'10/10/01  
ATTORNEY ALLEGES DEFECTIVE VEHICLE. ATTORNEY ALLEGES THAT HIS CLIENTS  
VEHICLE HAS SEVERAL PROBLEMS. \*\*ATTORNEY DEMANDS THAT A FORD  
REPRESENTATIVE CONTACT HIM TODISCUSS THIS MATTER.\*\*  
OWNREL LPA LEFT MESSAGE FOR ATTORNEY INFORMING WE HAVE RECEIVED HIS LETTER.  
OWNREL LPA SPOKE WITH DEALERSHIP AND HE INFORMED THAT THE FSE INSPECTED THE  
VEHICLE AND WAS UNABLE TO DUPLICATE A CONCERN WITH THE VEHICLE. THE  
VEHICLE HAS ONLY HAD 2 REPAIRS FOR THE STALLING CONCERN. LPA SENT  
OFFER OF AN ESP TO THE CUSTOMER'S ATTORNEY.  
OWNREL LPA CLOSING CASE DUE TO NO RESPONSE FROM THE ATTORNEY.  
OWNREL \*\*SENT COPY OF FILE TO OGC-KATHLEEN MUNOZ\*\*

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOEO: ROEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 05/23/2001 Warranty Start Date: 05/30/2001  
Date of Sale: 05/30/2001 Selling Dlr(Geo/Mkt, Dlr, Sub): USA 07130  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

CQIS Report Number: 1JJAC075 Program Type: C3  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00001894534M  
Report Date: 10/10/2001

- - - E N G I N E - - -

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
 Bld Dt: Calb: OM11A30 A Serial #: 916709087

- - - T R A N S M I S S I O N - - -

Trans: CD4E O/D 4SPD (EURO) Part #:  
 Bld Dt: Serial #: YL8PFBUI11381  
 Model: Plt: Shft:

- - - A D D I T I O N A L - - -

Tire : P235/70R-16 OWL A-S Brand :  
 Radio : AM/FM STR/CSTE/CD/CLK A/C : AC B-????????????????????????????  
 Paint : RED EXTERIOR PAINT FAMILY ----- VERMILION SOLID C/C #2

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Rpt Dlr: USA 07130 - Atchley Ford Inc Ph#: (402) 571-8832  
 City: Omaha State : Nebraska  
 Country: United States Region : Kansas City - 53

Customer name : SARA BUCKENDAHL City :

----- C Q I S V I N H I S T O R Y -----

Data	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Description	Dealer Id
07/10/2001	1GJGD008	NHL	DRVABL				USA 07130
07/30/2001	1G4AA665	CACSPZ	DRVABL				USA 07130

--- S U P P L E M E N T A L S U R V E Y: MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ( 3 6 5 d a y s o n l y ) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 01456	09/11/03	073907	34683	1		2F1	9J460	AA	02M01B
USA 01456	09/11/03	073907	34683	2	46	YL8	17508	AB	17508B
USA 01456	09/11/03	073907	34683	2	46	2L8	17526	AA	46404B
USA 01456	09/11/03	073907	34683	2	46				46404B2
USA 01456	09/11/03	073907	34683	2	46				17526B

CQIS Report Number: 1LSFJ002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 12/19/2001

R E P O R T S U M M A R Y

VEHICLE: 2001 ESCAPE 4X4,XLT ,WAGON VIN : 1FMYU04171KF17663
Engine : 3.0L DURATEC V6 Odometer: 15,272 MILES
Operating Environ: WCC : 2G01
Vehicle Use : Resp. Act:

SYMPTOM: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
Additional Symptom: ALLEGED REPEAT STALL
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 12A650 PROCESSOR ASSY
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: NO Customer satisfied?: Repair Effectiveness (%):

C O M M E N T S

--TYPE-- COMMENT TEXT
REPAIR TECH STS VEHICLE WAS BROUGHT IN MULTIPLE TIMES FOR AN ALLEGED STALLING CONCERN. SSM 15434 WAS PERFORMED TO REPLACE RELAY AND CHECK GROUNDS. TECH HAS NOT BEEN ABLE TO DUPLICATE CONCERN. OWNER STS VEHICLE STALLED TODAY, VEHICLE LOST POWER ASSIST, AND VEHICLE ALLEGEDLY STRUCK ANOTHER VEHICLE. OWNER OF VEHICLE DOES NOT WANT TO DRIVE VEHICLE UNTIL IT IS REPAIRED. SEEKING UPDATED INFORMATION.
RECOMM SSM 15434 R&R REC PWD RELAY W/ FOAZ-14N089-A, CK CONN PINS ALSO ISM 00-12-026 CK FOR STICKING SHUT OR STUCK OPEN BGR VALVE ADV TECH AFTER CONSULTING SME MARTI PRICE, REPORT WILL BE TARRED DUE TO CUSTOMER SATISFACTION, AND ALSO ALLEGED SAFETY CONCERN. ADV TECH FSE WILL CONTACT DEALERSHIP AT THIS TIME.
ADD-ON 12/20/2001 03:15PM RANDALL CORLEW(FSE) MSS - FCSD - REG - PITTSBURGH ADVISED SF TO REPLACE DPFE, IAC AND THROTTLE BODY. REPROGRAM PCM AND PERFORM ALL CHECKS ON WIRING.
ADD-ON 01/10/2002 10:32PM RANDALL CORLEW(FSE) MSS - FCSD - REG - PITTSBURGH PER SF THE VEHICLE HAS NOT RETURNED. CLOSING TAR.
TECH/C 01/25/2002 01:47PM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE INFO NEEDED NOT AVAILABLE.
REPAIR 10/03/2002 10:02AM ANDREW HARNES MSS - FCSD - TECH SVC HOTLINE TECH IS CALLING BACK AND HE REFLASHED THE PCM WITH WDS LEVEL B21.3 AND WANTS TO MAKE SURE IT IS THE LATEST. THE PCM IS AT LEVEL 1U7A-AXD.
RECOMM ISM 02-09-007 REPROGRAM PCM ADVISED THE TECH PER THE ABOVE ISM THAT THE PCM IS AT THE LATEST CAL.

C O N C E R N D E T A I L S

D I A G N O S T I C I N F O R M A T I O N

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : BD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:



CQIS Report Number: 1LSFJ002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 12/19/2001

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

S E R V I C E A C T I O N S

Table with 5 columns: Repair Type, Component Number, Number Type, Description, Causal Comp. Row 1: RPL, 12A650, SERVICE, PROCESSOR ASSY, YES

V E H I C L E D E T A I L S

Vehicle Build Date: 10/14/2000 Warranty Start Date: 10/25/2000
Date of Sale: 10/25/2000 Selling Dlr(Geo/Mkt, Dlr, Sub): USA 07467
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

E N G I N E

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
Bld Dt: Calb: 0M11A30 A Serial #: 631130087

T R A N S M I S S I O N

Trans: CD4E O/D 4SPD (EURO) Part #:
Bld Dt: Serial #: YL8PFBUL02851
Model: Plt: Shift:

A D D I T I O N A L

Tire : P235/70R-16 OWL A-S Brand :
Radio : ELCTR PREM STRO/CSTE/DISC/CLK A/C : AC B-????????????????????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

A F T E R M A R K E T M O D I F I C A T I O N S

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N

Orig/Caller : KEITH SHIFLET Title: TECHNICIAN
Phone :

Rpr Dlr: USA 07313 - Washington Ford, Inc. Ph#: (724) 223-5100
City: Washington State : Pennsylvania
Country: United States Region : Pittsburgh - 44

Specialist's Name : BLAINE HEISNER

C Q I S V I N H I S T O R Y

Table with 7 columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part, Description, Dealer Id. Row 1: 12/04/2002, 2LDAB573, CACBYB, DRVAHL, USA 07313

S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY

SURVEY HAS BEEN RECEIVED

V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only)

Table with 8 columns: Dealer ID, Date, Order (Miles), Nr Cond, Pfx Base, Sfx, Operation

CQIS Report Number: 1LSFJ002 Program Type: H Orig Rpt #:  
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 12/19/2001

USA 04076	12/23/02	057145	26112	1	82	RAV	RAV
USA 04076	12/23/02	057144	26112	2	42	DIAG	12650D
USA 04076	12/23/02	057144	26112	2	42		12650D84
USA 04076	12/23/02	057144	26112	2	42		12650D81
USA 04076	12/23/02	057144	26112	2	42		9000D
USA 04076	12/23/02	057144	26112	2	42		14200A1
USA 08888	10/07/03	308428	32543	1	42	18805	18805B
USA 08888	10/07/03	308428	32543	1	42		18805C
USA 67701	10/07/03	754504	32543	1	42	18C868	
USA 67701	10/07/03	754504	32543	1	42	PI10	

CQIS Report Number: 2AVAC636 Program Type: C3  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002067403M  
Report Date: 01/22/2002

----- R E P O R T S U M M A R Y -----

VEHICLE: 2002 ESCAPE 4X4,XLT ,WAGON VIN : 1FMCU04162KA16680  
Engine : 3.0L DURATEC V6 Odometer: 3,321 MILES  
Operating Environ: WCC :  
Vehicle Use : Rap. Act:

SYMPTOM: 6 07 5 93 DRIVEABILITY STALL/QUIT/RESTARTS  
ACCELERATION ALL ENGINE TEMPERATURES

Additional Symptom:  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----  
OWNREL \*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\* REC'D  
01/22/02 DEALERSHIP CONTACT: SUSAN MARTEN 402 458-9800 ALLEGES  
CUSTOMER ALLEGES THAT HER VEHICLE IS DEFECTIVE. \*\*CUSTOMER REQUEST  
THAT A FORD REPRESENTATIVE CONTACT HIM TODISCUSS THIS MATTER.\*\*  
OWNREL LPA SPOKE WITH MS. MELISSA ALLEN.  
OWNREL LPA INFORMED CUSTOMER THAT SINCE HER INSURANCE COMPANY HAS ALREADY  
INSPECTED THE VEHICLE WE ADVISE HER TO CONTINUE WORKING WITH HER  
INSURANCE COMPANY AND THE INSURANCE COMPANY CAN SUBROGATE FORD IF FIND  
THAT THERE IS A MANUFACTURER'S DEFECT THAT CAUSED THE ACCIDENT.  
OWNREL \*\*SENTCOPY OF FILE TO OGC - KATHLEEN MONOZ\*\*

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOEO: KOEC:  
KOBR: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 08/17/2001 Warranty Start Date: 09/01/2001  
Date of Sale: 09/01/2001 Selling Dlr(Geo/Mkt, Dlr, Sub): USA 07192  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

CQIS Report Number: 2AVAC636 Program Type: C3  
Report Source: MSS - PCSD - CUST ASST CTR

Orig Rpt #: 00002067403M  
Report Date: 01/22/2002

- - - E N G I N E - - -

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
Bld Dt: Calb: 0M11A30 A Serial #: 035399087

- - - T R A N S M I S S I O N - - -

Trans: CD4E O/D 4SPD (EURO) Part #:  
Bld Dt: Serial #: VL8PFBU112251

Model: Plt: Shift:

- - - A X L E - - -

Axle: 3800# FORD 2.73 LOCKE Id Tag Code: Bld Dt:  
Serial #: Plt:

- - - A D D I T I O N A L - - -

Tire : P235/70R-16 OWL A-S Brand :  
Radio : AM/FM STRO/CD CHANGER/CLK A/C : AC B-????????????????????  
Paint : PURPLE-BLUE EXT PAINT FAMILY A----- TRUE BLUE PEARL C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Rpr Dlr:USA 07192 - Anderson Ford, Inc. Ph#:(402) 475-8821  
City: Lincoln State : Nebraska  
Country: United States Region : Kansas City - 53

Customer name : MELISSA ALLEN City :

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y : M O R S I I I G E N E R I C B A T C H L O A D ---

SURVEY HAS BEEN RECEIVED

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ( 3 6 5 d a y s o n l y ) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 2HEAA167 Program Type: C1  
Report Source: MSS - ECSD - CUST ASST CTR

Orig Rpt #: 00002433296M  
Report Date: 08/26/2002

----- R E P O R T S U M M A R Y -----

VEHICLE: 2002 ESCAPE 4X4,XLT ,WAGON VIN : 1FMYU04182KD52059  
Engine : 3.0L DURATEC V6 Odometer: 4,400 MILES  
Operating Environ: WCC :  
Vehicle Use : Resp. Act:

SYMPTOM: 6 07 4 93 DRIVEABILITY AT IDLE  
STALL/QUIT/RESTARTS  
ALL ENGINE TEMPERATURES

Additional Symptom:  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT  
OWNREL VLC083TCUSTOMER SAYS: - LAST FRIDAY GOING 30MILES - BRAKES, STEERING  
ENGIEN FROZE UP - VEH SHUT DOWN - WANTS BREAK HIS LEASE WANTS TO GIVE  
BACK TO FORD - WOULD LIKE TO GET HIS MONEY BACK - WAS SHOWN 2 TSBS -  
LEFT VEH @ DLRSHIP - RENTED ANOTHER - HAS NOT FAITH IN THE VEH - DOES  
NOT CARE IF THE VEH IS REPAIRED PER CUSTOMER, DEALER SAYS: - COMMON  
WITH THIS VEH - FOUND NOTHIGN WRONG WITH THE VEH - DO YOU HAVE ANYMORE  
THAN 9 OUNCE ON THE KEY CHAIN - BECAUSE IF HAVE MORE THAN 9 OUNCE, THE  
IGNITION SYSTEM IS SENTIVE - THERE ISA VALVE THAT THEY CAN REPLACE D-  
IF IT IS FAULTY IT COULD CAUSE THE PROBLEM - THIS IS ON 01 &02 - CAC  
ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM  
DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT  
CRM/SERV MGR INFERENCE CASE ID: 4591  
OWNREL \*\*\*CSM STACEY LEVEY\*\*\* CUSTOMER STATES HE WAS TOLD BY THE CRC THAT HE  
WILL GET A VISIT FROM THE DEALERSHIP'S CSM. THIS DEALERSHIP IS A  
SELECT DEALER AND DOES NOT HAVE A CONTACT REP - PLEASE CLARIFY THIS  
BEFORE MAKING COMMITMENTS TO CUSTOMERS. IN ADDITION, CUSTOMER IS  
REFUSING TO ALLOW THE DEALERSHIP TO MAKE ANY REPAIRS TO HIS VEHICLE.  
IS ALSO NOT ALLOWING FOR ANY DIAGNOSIS. CAN NOT ASSIST CUSTOMER  
WITHOUT PROPER DIAG/REPAIR ATTEMPT. REQUEST FOR LEASE TO BE BROKEN IS  
DENIED.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOEO: KOEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: 2HZAA167 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002433296M  
Report Date: 08/26/2002

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 05/17/2002 Warranty Start Date: 06/26/2002  
Date of Sale: 06/26/2002 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 01417  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

----- E N G I N E -----

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
Bld Dt: Calb: 2M11A30 A Serial #: 404034087  
----- T R A N S M I S S I O N -----  
Trans: CD4E O/D 4SPD (EURO) Part #:  
Bld Dt: Serial #: 2L8PFB8121351  
Model: Plt: Shft:

----- A X L E -----

Axle: 3800# FORD 2.73 LOCKE Id Tag Code: Bld Dt:  
Serial #: Plt:

----- A D D I T I O N A L -----

Tire : Brand :  
Radio : A/C :  
Tint : -----

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Rpr Dlr:USA 01417 - Wayne County Ford Ph#:(570) 253-1557  
City: Honesdale State : Pennsylvania  
Country: United States Region : Philadelphia -16

Customer name : FRANK RISPOLI City :

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
09/09/2002	2IIAA396	CACVOC	DRVABL			USA 01417
09/16/2002	2IPAB082	CACVOC	DRVABL			USA 01417
06/10/2003	3PJAC646	CACVOC	ENGINE			USA 01417

--- S U P P L E M E N T A L S U R V E Y : M O R S I I I G E N E R I C B A T C H L O A D ---

SURVEY HAS BEEN RECEIVED

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ( 3 6 5 d a y s o n l y ) -----

VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 2I1AA396 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002454299M  
Report Date: 09/09/2002

----- R E P O R T S U M M A R Y -----

VEHICLE: 2002 ESCAPE 4X4,XLT ,WAGON VIN : 1FMYU04182KD52059  
Engine : 3.0L DURATEC V6 Odometer: 4,400 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 6 07 6 93 DRIVEABILITY STALL/QUIT/RESTARTS  
AT CRUISE ALL ENGINE TEMPERATURES

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attachments: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE--

----- COMMENT TEXT -----

OWNREL \*\*\*\*DEMAND LETTER DATED 8/30/02\*\*\*\*CI RECEIVED 9/9/02\*\*\*\* \*\*\*\*CUSTOMER STATES; VEHICLE STALLED WHILE DRIVING AROUND CURVE AT 30 MPH. \*\*\*\*CUSTOMER SEEKS: TERMINATION OF LEASE. \*\*\*\*CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW. SENT THE CUSTOMER A FADD LETTER OF ACKNOWLEDGEMENT\*\*\*\* \*\*\*\*PLEASE SEE CSM COMMENTS ON 8/27/02\*\*\*\*

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Base of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : SD Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOEO: KOEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 05/17/2002 Warranty Start Date: 06/26/2002  
Date of Sale: 06/26/2002 Selling Dlr(Geo/Mkt, Dlr, Sub): USA 01417  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

----- E N G I N E -----

Line: 3.0L DURATEC V6 Tag: 1G 754 AB  
Bld Dt: Calb: 2M11A30 A Serial #: 404034087

CQIS Report Number: 2I1AA396 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002454299M  
Report Date: 09/09/2002

--- TRANSMISSION ---

Trans: CD4E O/D 4SPD (EURO) Part #:   
Bid Dt: Serial #: 2L8PFB8121351  
Model: Plt: Shift:

--- AXLE ---

Axle: 3800# FORD 2.73 LOCKE Id Tag Code: Bid Dt:   
Serial #: Plt:

--- ADDITIONAL ---

Tire : Brand :   
Radio : A/C :   
Paint : -----

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Rpr Dlr:USA 01417 - Wayne County Ford Ph#:(570) 253-1557  
City: Honesdale State : Pennsylvania  
Country: United States Region : Philadelphia -16

Customer name : FRANK RISPOLI City :

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
08/26/2002	2HZAA167	CACVOC	DRVABL		USA 01417
09/16/2002	2IPAB082	CACVOC	DRVABL		USA 01417
06/10/2003	3FJAC646	CACVOC	ENGINE		USA 01417

--- SUPPLEMENTAL SURVEY: MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



CQIS Report Number: 2IPAB082 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002467657M  
Report Date: 09/16/2002

----- R E P O R T S U M M A R Y -----

VEHICLE: 2002 ESCAPE 4X4, XLT WAGON VIN : 1FMYU041B2KD52059  
Engine : 3.0L DURATEC V6 Odometer: 4,400 MILES  
Operating Environ: WCC :  
Vehicle Use : Rep. Act:

SYMPTOM: 6 07 6 93 DRIVEABILITY STALL/QUIT/RESTARTS  
AT CRUISE ALL ENGINE TEMPERATURES

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attachments: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

OWNREL

VLC083TCUSTOMER SAYS: \*\*CUST SENT LETTER TO MR. FORD DATED 8/30/02, REGARDING VEH STALLING. CUST STATES WHILE DRIVING DOWN A NEIGHBORHOOD ROAD ON THE WAY TO THE HIGHWAY AT APPROX. 30MPH, VEH TURNED A CURVE & STALLED. CUST SAYS VEH IS NOT SAFE. CUST LEFT VEH AT DLR & REFUSES TO HAVE DLR REPAIR IT. CUST IS SEEKING OUT OF LEASE. PER CUSTOMER, DEALER SAYS: \*\*SL CONTACTED SVM - TOM...HE ADVISED CUST HAD REFUSED REPAIR, EVEN THOUGH OWNER OF DLR HAD OFFERED TO TAKE NEW PARTS OFF OF ANOTHER NEW VEH. SVM SENT LETTER TO CUST ADVISING HIM TO HAVE VEH REPAIRED OR PICK UP VEH. CUST WILL BE CHARGED STORAGE FEES. SL HAD SVM FAXED COPY OF LETTER. CAC ADVISED: \*\*SL CONTACTED CUST TO DISCUSS CONCERN. SL NOTED CSM & CSR HAVE ALREADY ADVISED CUST THAT VEH MUST FIRST BE DIAGNOSED BY DLR & REPAIRED. CSM HAS DENIED CUST'S REQUEST TO BREAK LEASE & SL CONCURS. CUST WAS NOT SATISFIED W/SL'S ANSWER & STATED HE WOULD SEEK OTHER MEANS TO FIND A RESOLUTION.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Base of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : SD Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs ROEO: KOEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 2IPAB082 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002467657M  
Report Date: 09/16/2002

----- VEHICLE DETAILS -----

Vehicle Build Date: 05/17/2002 Warranty Start Date: 06/26/2002  
Date of Sale: 06/26/2002 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 01417  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

----- ENGINE -----

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
Bld Dt: Calb: 2M11A30 A Serial #: 404034087

----- TRANSMISSION -----

Trans: CD4E O/D 4SPD (EURO) Part #: Serial #: 2L8PFB0121351  
Bld Dt: Model: Plt: Shft:

----- AXLE -----

Axle: 3800# FORD 2.73 LOCKE Id Tag Code: Bld Dt:  
Serial #: Plt:

----- ADDITIONAL -----

Tire : Brand :  
Radio : A/C :  
Paint :

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Rpr Dlr:USA 01417 - Wayne County Ford Ph#:(570) 253-1557  
City: Honesdale State : Pennsylvania  
Country: United States Region : Philadelphia -16

Customer name : FRANK RISPOLI City :

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
08/26/2002	2HZAA167	CACVOC	DRVABL			USA 01417
09/09/2002	2IIAA396	CACVOC	DRVABL			USA 01417
06/10/2003	3FJAC646	CACVOC	ENGINE			USA 01417

--- SUPPLEMENTAL SURVEY: MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 2J4AB497 Program Type: C3  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002543287M  
Report Date: 10/30/2002

----- R E P O R T S U M M A R Y -----

VEHICLE: 2001 ESCAPE 4X4,XLS ,WAGON VIN : 1FMYU02181KA58324  
Engine : 3.0L DURATEC V6 Odometer: 1 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 6 07 5 93 DRIVEABILITY STALL/QUIT/RESTARTS  
ACCELERATION ALL ENGINE TEMPERATURES

Additional Symptom:  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Atchmnts: 0  
Component Test Status: Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT  
OWNREL \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\* FAX  
RECEIVED 10-30-02 DEALER CONTACT; DAVE JONES CUSTOMER ALLEGES THE  
VEHICLE STALLED WHEN SHE WAS BACKING UP, SHE LOST POWER STEERING AND  
HIT A FENCE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.  
OWNREL \*\*\*LPA COMMENTS\*\*\* LPA SPOKE WITH THE S/M REGARDING THE CUSTOMER  
CONCERN. THE SAYS THE CUSTOMER IS ALLEGING THE VEHICLE STALLED, AND  
THE CAUSED THE VEHICLE TO SHUT-OFF. THIS CAUSED THE CUSTOMER TO LOOSE  
THE POWER-STEERING IN HER VEHICLE. AS A RESULT OF THE POWER-STEERING  
LOSE THE CUSTOMER RAN INTO A FENCE, AND DAMAGED THE FRONT FENDER OF  
HER VEHICLE. NO INJURIES WERE SUSTAINED, AND NO INSURANCE COMPANY  
INVOLVEMENT WAS INITIATED. THE CUSTOMER CURRENTLY HAS POSSESSION OF  
THE VEHICLE, AND IS REQUESTING FMC INVESTIGATE THE MATTER \* THE S/M  
INDICATED THAT THEY WERE ABLE TO VERIFY THE VEHICLE STALL CONCERN.  
OWNREL \*\*\*LPA COMMENTS\*\*\* LPA HAS REQUESTED THE DEALERSHIP PROVIDE FMC WITH  
AN REPAIR ESTIMATE ON THE ABOVE VEHICLE.  
OWNREL \*\*\*LPA COMMENTS\*\*\* LPA SPOKE WITH THE S/M REGARDING THE ABOVE CASE.  
THE S/M HAS BEEN TRYING TO REACH THE CUSTOMER BUT THEY HAVE NOT  
RESPONDED. THE S/M WILL RE-CONTACT THE CUSTOMER TODAY TO INFORMED THAT  
FMC HAS AGREED TO REPAIR THE VEHICLE, AND THAT A RELEASE FORM, AND  
OFFER LETTER WAS FOR THEM TO SIGN.  
OWNREL \*\*\*LPA COMMENTS\*\*\* LPA IS STILL WAITING FOR THE SIGNED OFFER LETTER,  
AND RELEASE FORM TO BE SENT BY THE CUSTOMER. THE DEALERSHIP WILL  
CONTACT THE CUSTOMER SOMETIME TODAY FOR HER TO COME IN AND SIGN THE  
RELEASE.  
OWNREL \*\*\*LPA COMMENTS\*\*\* LPA SENT A RELEASE FORM, AND OFFER LETTER TO THE  
DEALERSHIP FOR THE CUSTOMER SIGN. DEALER SHIP FOR THE CUSTOMER SIGN.

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----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Syst. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:

CQIS Report Number: 2J4AB497 Program Type: C3  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002543287M  
Report Date: 10/30/2002

Prior Repair Attempts: Repair Prior to Call: NO

DTCs KOEO: KOEC:

KOER: CB:

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 01/23/2001 Warranty Start Date: 04/17/2001  
Date of Sale: 04/17/2001 Selling Dlr(Geo/Mkt, Dlr, Sub): USA 02934  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

----- E N G I N E -----

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
Bld Dt: Calb: 0M11A30 A Serial #: 756097087

----- T R A N S M I S S I O N -----

Trans: CD4E O/D 4SPD (EURO) Part #:  
Bld Dt: Serial #: YL8PPBU110171

Model: Plt: Shft:

----- A D D I T I O N A L -----

Tire : P225/70R 15 BSW A-S OWL Brand :  
Radio : AM/FM STR/CSTB/CD/CLK A/C : AC B-????????????????????  
Paint : YELLOW EXT PAINT FAMILY A CHROME YELLOW

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Rpr Dlr:USA 02743 - Bill MacDonald Ford, Inc. Ph#:(810) 329-6601  
City: St Clair State : Michigan  
Country: United States Region : Detroit - 48

Customer name : VICTOR VANDERHAGEN City :

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Repair Order ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus Nr	Service Cond	Part Pfx	Base	Number Sfx	Labor Operation
JSA 02743	12/03/02	054607	19200	1	82		OSP		OSL

CQIS Report Number: 2J4AB497 Program Type: C3  
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002543287M  
 Report Date: 10/30/2002

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 02743	12/03/02	054607	19200	1	02		OSP		
USA 02743	12/03/02	054607	19200	1	02		MISC		
USA 02743	03/06/03	055114	21466	1	42	1L8	8A080 BB		8080A
USA 02743	03/06/03	055114	21466	2	41	2L8	17526 AA		17526B

CQIS Report Number: 2LDAB573 Program Type: C2  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002595964M  
Report Date: 12/04/2002

----- R E P O R T S U M M A R Y -----

VEHICLE: 2001 ESCAPE 4X4,XLT ,WAGON VIN : 1FMYU04171KF17663  
Engine : 3.0L DURATEC V6 Odometer: 26,112 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 6 07 5 93 DRIVEABILITY STALL/QUIT/RESTARTS  
ACCELERATION ALL ENGINE TEMPERATURES

Additional Symptom:  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT  
OWNREL NO COMMENTS ADDED

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : SD Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOEO: KOEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 10/14/2000 Warranty Start Date: 10/25/2000  
Date of Sale: 10/25/2000 Selling Dlr(Geo/Mkt, Dlr, Sub): USA 07467  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

----- E N G I N E -----

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
Bld Dt: Calb: 0M11A30 A Serial #: 6311300E7

----- T R A N S M I S S I O N -----

Trans: CD4E O/D 4SPD (EURO) Part #:  
Bld Dt: Serial #: YL8PFBU102851

Plt: Shft:

----- A D D I T I O N A L -----

Tire : P235/70R-16 OWL A-S. Brand :  
Radio : ELRTR PREM STRO/CSTE/DISC/CLK A/C : AC B-????????????????????

CQIS Report Number: 2LDAB573 Program Type: C2  
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002595964M  
 Report Date: 12/04/2002

Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Rpr Dir:USA 07313 - Washington Ford, Inc. Ph#:(724) 223-5100  
 City: Washington State : Pennsylvania  
 Country: United States Region : Pittsburgh - 44

Customer name : KEITH VAN VARENBERG City :

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
12/19/2001	1LSFJ002	NHL	DRVABL	PROCESSOR ASSY	USA 07313

--- S U P P L E M E N T A L S U R V E Y : MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 04076	12/23/02	057145	26112	1	82		RAV		RAV
USA 04076	12/23/02	057144	26112	2	42		DIAG		12650D
USA 04076	12/23/02	057144	26112	2	42				12650D84
USA 04076	12/23/02	057144	26112	2	42				12650D81
USA 04076	12/23/02	057144	26112	2	42				9000D
USA 04076	12/23/02	057144	26112	2	42				14200A1
USA 08888	10/07/03	308428	32543	1	42		18805		18805B
USA 08888	10/07/03	308428	32543	1	42				18805C
USA 67701	10/07/03	754504	32543	1	42		18C868		
USA 67701	10/07/03	754504	32543	1	42		PI10		

CQIS Report Number: 3A4AC398 Program Type: C3  
Report Source: MSS - PCSD - CUST ASST CTR

Orig Rpt #: 00002706700M  
Report Date: 01/30/2003

----- R E P O R T S U M M A R Y -----

VEHICLE: 2002 ESCAPE 4X2, XLT , MPV VIN : 1FMYU03132KB75468  
Engine : 3.0L DURATEC V6 Odometer: 13,000 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 1 04 2 55 BODY RESTRAINT SYSTEMS  
FRONT BELTS - MAN LACK OF RRSTRAINT

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attachments: 0

Component Test Status:

Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

OWNREL CUSTOMER SAYS: - CUST SAYS 6TH. JAN 03 MET WIH AN ACCIDENT SEAT BELT DID NOT RESTRAIN CUST.. SEAT MAY BE BROKEN ALSO . CUST WAS THROWN BACK, HEAD WAS ON BACK ARM REST , LEG WAS OVER FRONT SEAT AND BODY ON BACK SEAT. SUFFERED BRUISES ON SHOULDER, BACK, TRUNK, NECK AND FEELS DIZZY. ATTORNEY ADVISED TO CALL FORD. INSURANCE CO. WILL TOTALL TH VEH. ASKING IF FORD WANTS TO SEE THE VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. - ADVISED WHEN CONTACTED IF VEH NEEDS TO BE EXAMINED CUST WILL BE INFORMED INFERENCE CASE ID: 5341

OWNREL SPOKE TO CUSTOMER, HAS MANY INJURIES. DESCRIPTION OF ACCIDENT BETWEEN 2 PARTIES INVOLVED DOES NOT MATCH, AND SHE HAS AN ATTORNEY TO GO WITH HER TO FIGHT IN COURT. SHE SLID ON ICE, THE VEHICLE TURNED AROUND FACING OTHER DIRECTION, HIT CURB, AND THEN WAS STRUCK BY ANOTHER VEHICLE. SHE WAS KNOCKED OUT, AND WHEN SHE CAME TO SHE WAS IN THE BACK SEAT WITH ONE LEG IN THE FRONT SEAT. THE DRIVERS ENTIRE SEAT WAS PUSHED BACK, AND THE BACK OF THE SEAT WAS BROKEN. SHE ALWAYS WEARS A SEAT BELT, ALTHOUGH SHE IS 5 FT AND THE SHOULDER STRAP IS HIGH ON HER. IS NOT PLANNING TO ASK FORD TO PAY FOR INJURIES, ALTHOUGH THEY ARE NUMEROUS, BUT WILL WORK THROUGH AN ATTORNEY IF SHE DOES. EXPLAINED SUBROGATION AND WORKING WITH INSURANCE COMPANY.

OWNREL CONTINUE TO WORK WITH INSURANCE COMPANY - SEND INSURANCE LETTER.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO

ROEO: KOEC:  
ROER: CB:



CQIS Report Number: 3A4AC398 Program Type: C3  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002706700M  
Report Date: 01/30/2003

Equipment/Procedure Used      Effective? Equipment/Procedure Used      Effective

----- S E R V I C E      A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E      D E T A I L S -----

Vehicle Build Date:      12/20/2001      Warranty Start Date:      01/05/2002  
Date of Sale:      01/05/2002      Selling Dlr(Geo/Mkt, Dlr, Sub): USA 02917  
Dealer Special Order:      Gross Vehicle Weight:  
LH/RH Drive:

----- E N G I N E -----

Engine: 3.0L DURATEC V6      Tag: 1G      752 AB  
Bld Dt:      Calb: 2M11A30 A      Serial #: 209696086  
----- T R A N S M I S S I O N -----  
Trans: CD4E O/D 4SPD (EURO)      Part #:  
Bld Dt:      Serial #: 2L8PEA7113500  
Model:      Plt:      Shft:

----- A X L E -----

Axle: 3800# FORD 2.73 CONVE      Id Tag Code:      Bld Dt:  
Serial #:      Plt:

----- A D D I T I O N A L -----

Tire : P225/70R 15 BSW A-S OWL      Brand :  
Radio : CDX6 RADIO WITH 6 DISC CHANGER A/C      : AC B-????????????????????????????  
Paint : GREEN-YELLOW EXT PAINT FAMILY      SATIN SILVER C/C

----- A F T E R      M A R K E T      M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T      O R I G I N A T O R      -      R E P A I R      F A C I L I T Y      -      C U S T O M E R      I N F O R M A T I O N -----

Rpr Dlr: USA 02917      - Classic Ford      Ph#: (440) 942-3898  
City: Mentor      State : Ohio  
Country: United States      Region : Pittsburgh - 44

Customer name : DONNA      FABINY      City :

----- C Q I S      V I N      H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
01/31/2003	3A5AA016	CACVOC	BODY		USA 02917
02/07/2003	3BGAA394	CACVOC	NONTEC		USA 02917

--- S U P P L E M E N T A L      S U R V E Y :      M O R S      I I I      G E N E R I C      B A T C H      L O A D ---

SURVEY HAS BEEN RECEIVED

----- V E H I C L E ' S      W A R R A N T Y      H I S T O R Y      ( 3 6 5      d a y s      o n l y ) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 3A5AA016 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002708003M  
Report Date: 01/31/2003

----- R E P O R T S U M M A R Y -----

VEHICLE: 2002 ESCAPE 4X2,XLT ,MPV VIN : 1FMYU03132KB75468  
Engine : 3.0L DURATEC V6 Odometer: 13,000 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 1 04 2 00 BODY RESTRAINT SYSTEMS  
FRONT BELTS - MAN OTHER (CODE NOT AVAILABLE)

Additional Symptom:  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0  
Component Test Status: Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT  
OWNREL CUSTOMER SAYS: - CUSTOMER IS CALLING TO UPDATE HER CONCERN ACCIDENT CONTACT - THE VEHICLE IS BEING TOWED BY STATE FARM - THE VEHICLE IS BEING BEING TOTALED OUT AS WELL BY THEM - CUSTOMER HAD SUFFERED FROM HEAD INJURY DUE TO THE SEAT BELT RELEASING. - CUSTOMER ASKED ABOUT REAR IMPACT IN REGARDS TO THE AIR BAG PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: THANK YOU FOR CONTACTING US IN RELATION TO YOUR ONGOING CASE. CONSUMER AFFAIRS INVESTIGATIONS MAY TAKE UP TO 7 DAYS TO INITIATE. LET ME ASSURE YOU THAT THIS TYPE OF SITUATION IS A HIGH PRIORITY FOR FORD MOTOR COMPANY. I HAVE VERIFIED YOUR CONTACT INFORMATION TO ENSURE WE CAN CONTACT YOU WHEN FURTHER INFORMATION IS AVAILABLE OR REQUIRED. ADVISE CUSTOMER OF IN FOUND IN SE. AIRBAGS SHOULD NOT DEPLOY WHEN VEHICLE IS INVOLVED IN A REAR IMPACT COLLISION. ALL AIRBAG SENSORS ARE LOCATED IN THE FRONT OF THE VEHICLE AND ARE DESIGNED FOR FRONTAL COLLISIONS ONLY. INFERENCE CASE ID: 1572  
OWNREL ADVISED CUSTOMER THAT THIS ISSUE WILL HAVE TO BE HANDLED BY FORD LEGAL

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : BD Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOEO: KOEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 3A5AA016 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002708003M  
Report Date: 01/31/2003

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 12/20/2001 Warranty Start Date: 01/05/2002  
Date of Sale: 01/05/2002 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 02917  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

----- E N G I N E -----

Engines: 3.0L DURATEC V6 Tag: 1G 752 AB  
Bld Dt: Calb: 2M11A30 A Serial #: 209696086

----- T R A N S M I S S I O N -----

Trans: CD4E O/D 4SPD (EURO) Part #:  
Bld Dt: Serial #: 2L8PEA7113500

Model: Plt: Shft:

----- A X L E -----

Axle: 3B00# FORD 2.73 CONVE Id Tag Code: Bld Dt:  
Serial #: Plt:

----- A D D I T I O N A L -----

Tire : P225/70R 15 BSW A-S OWL Brand :  
Radio : CDX6 RADIO WITH 6 DISC CHANGER A/C : AC B-????????????????????  
Paint : GREEN-YELLOW EXT PAINT FAMILY ----- SATIN SILVER C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Rpr Dlr:USA 02917 - Classic Ford Ph#:(440) 942-3898  
City: Mentor State : Ohio  
Country: United States Region : Pittsburgh - 44

Customer name : DONNA FABINY City :

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
01/30/2003	3A4AC398	CACSFE	BODY			USA 02917
02/07/2003	3BGAA394	CACVOC	NONTEC			USA 02917

--- S U P P L E M E N T A L S U R V E Y : M O R S I I I G E N E R I C B A T C H L O A D ---

SURVEY HAS BEEN RECEIVED

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ( 3 6 5 d a y s o n l y ) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 3BGAA394 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002727871M  
Report Date: 02/07/2003

----- R E P O R T S U M M A R Y -----

VEHICLE: 2002 ESCAPE 4X2, XLT ,MPV VIN : 1FMYU03132KB75468  
Engine : 3.0L DURATEC V6 Odometer: 13,000 MILES  
Operating Environ: WCC :  
Vehicle Use : Rep. Act:

SYMPTOM: 8 01 0 00 NON-TECHNICAL FLEET ENGINEERING  
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

---TYPE--- COMMENT TEXT

OWNREL CUSTOMER SAYS: -THE ENGINE CUT OUT.THE VEH. WAS IN AN ACCIDENT.THE VEH. WAS TOTALLED -CUST. FOUND FROM THE NHTSA WEBSITE THAT THE ESCAPE VEHs. HAVE THE ABOVE ENGINE PROBLEM -CUST. IS CONSIDERING BUYING A 2003 ESCAPE -CUST. WANTS TO KNOW WHETHER THE 2003 ESCAPE VEHs. WOULD ALSO HAVE A SIMILAR PROBLEM OR NOT PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - VEHICLE IS NOT INVOLVED IN ANY FIELD SERVICE ACTION/CUSTOMER SATISFACTION PROGRAM AT THIS TIME. - IF IN THE FUTURE YOU WISH TO CHECK AND SEE IF YOUR VEHICLE HAS ANY OPEN SAFETY OR EMISSIONS RECALLS PRESENT AND WOULD PREFER TO USE AN ELECTRONIC MEDIUM, THIS INFORMATION IS ALSO AVAILABLE AT WWW.FORD.COM, CLICK ON CONTACT US, THEN ASK KATE AND CHOOSE RECALLS AS THE TOPIC.

-ADVISED CUST. THAT NO RECALL/CSP ON THE ENGINE CUTTING OFF PROBLEM ON THE VEH.COMMON PROBLEM REFLECTED IN TERMS OF A RECALL/CSP ON THE VEH.ACCURATE INFO. ABOUT RECALLS/CSP CAN BE RETRIEVED ON THE VIN NO.TO CLARIFY WHETHER 2003 ESCAPE WHICH SHE IS PLANNING TO BUY IS INVOLVED IN ANY RECALL/CSP OR NOT ,VIN NO. IS NEEDED.EXPLAINED INVOLVEMENT OF NHTSA IN RECALLS INFERENCE CASE ID: 1040

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : SD Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOER: KOEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 3BGAA394 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00002727871M  
Report Date: 02/07/2003

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 12/20/2001 Warranty Start Date: 01/05/2002  
Date of Sale: 01/05/2002 Selling Dlr(Geo/Mkt, Dlr, Sub): USA 02917  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

- - - E N G I N E - - -

Engine: 3.0L DURATEC V6 Tag: 1G 752 AB  
Bld Dt: Calb: 2M11A30 A Serial #: 209696086

- - - T R A N S M I S S I O N - - -

Trans: CD4E O/D 4SPD (NURO) Part #:  
Bld Dt: Serial #: 2L8PEA7113500

Model: Plt: Shft:

- - - A X L E - - -

Axle: 3800# FORD 2.73 CONVE Id Tag Code: Bld Dt:  
Serial #: Plt:

- - - A D D I T I O N A L - - -

Tire : P225/70R 15 BSW A-S OWL Brand :  
Radio : CDX6 RADIO WITH 6 DISC CHANGER A/C : AC B-????????????????????????????  
Paint : GREEN-YELLOW EXT PAINT FAMILY ----- SATIN SILVER C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Rpr Dlr: USA 02917 - Classic Ford Ph#: (440) 942-3898  
City: Mentor State : Ohio  
Country: United States Region : Pittsburgh - 44

Customer name : DONNA FABINY City :

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
01/30/2003	3A4AC398	CACSPF	BODY				USA 02917
01/31/2003	3A5AA016	CACVOC	BODY				USA 02917

--- S U P P L E M E N T A L S U R V E Y : MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 3FBAB830 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00003024868M  
Report Date: 06/02/2003

----- R E P O R T S U M M A R Y -----

VEHICLE: 2001 ESCAPE 4X4,XLT ,WAGON VIN : 1FMYU04101KA79469  
Engine : 3.0L DURATEC V6 Odometer: 23,000 MILES  
Operating Environ: WCC :  
Vehicle Use : Resp. Act:

SYMPTOM: 6 07 7 92 DRIVEABILITY STALL/QUIT/RESTARTS  
DECELERATION HOT ENGINE

Additional Symptom:  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT  
OWNREL CUSTOMER SAYS: = CUST STATES THAT SHE HAS BROUGHT THE VEH INTO THE  
DLRSHP SEVERAL TIMES. CUST IS HAVING A PROB WITH THE VEH STALL WHEN  
MAKING TURNS. = CUST STATES THAT THE TRANSMISSION IS ALSO SLIPPING  
WHEN GOING FROM PARK TO REVERSE OR WHEN GOING FROM PARK TO DRIVE. =  
CUST IS ALSO HAVING A PROB WITH A NOISE COMING FROM THE FRONT  
PASSENGER SIDE TIRE. = CUST IS TAKING THE VEH INTO THE DLRSHP FOR THIS  
ISSUE. = CUST STATES THAT THE SHE IS GOING TO FILE FOR LEMON LAW IF  
THE DLRSHP DOES NOT RESOLVE THE ISSUE ON HER NEXT VISIT PER CUSTOMER,  
DEALER SAYS: = CANNOT DUPLICATE THE QUIT WHEN MAKING TURNS. = CANNOT  
DUPLICATE THE SLIPPING. CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED,  
THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD  
ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT  
DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT  
THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS  
(INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 6D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOEO: KOEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 3FBAB830 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 0000302486BM  
Report Date: 06/02/2003

----- VEHICLE DETAILS -----

Vehicle Build Date: 03/01/2001 Warranty Start Date: 03/29/2001  
Date of Sale: 03/29/2001 Selling Dlr(Geo/Mkt, Dlr, Sub): 02804  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:

----- ENGINE -----

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
Bld Dt: Calb: 0M11A30 A Serial #:

----- TRANSMISSION -----

Trans: CD4E O/D 4SPD (EURO) Part #:  
Bld Dt: Serial #: No Read  
Model: Plt: Shift:

----- ADDITIONAL -----

Tire : P235/70R-16 OWL A-S Brand :  
Radio : AM/FM STR/CSTE/CD/CLK A/C : AC B-????????????????????  
Paint : RED EXTERIOR PAINT FAMILY ----- VERMILION SOLID C/C #2

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Selling Dlr: USA 02804 - Genoa Motors, Inc. Ph#: (419) 855-8366  
City: Genoa State : Ohio  
Country: United States Region : Detroit - 48

Customer name : DICK KAPOTE City :

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/03/2001	1JCGP011	NHL	CHASS.			USA 02804
06/02/2003	3FBAB831	CACVOC	DRVABL			USA 02804

--- SUPPLEMENTAL SURVEY: MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus Nr	Service Cond	Part Pfx	Number Base	Sfx	Labor Operation
USA 02804	06/10/03	100311	25161	1	41	YF1	9F715 AA		12650D84
USA 02804	06/10/03	100311	25161	1	41	F7U	9P670 AB		12650D3
USA 02804	06/10/03	100311	25161	2	33	YL8	5K483 AA		5486A

CQIS Report Number: 3FBAB831 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00003024869M  
Report Date: 06/02/2003

----- R E P O R T S U M M A R Y -----

VEHICLE: 2001 ESCAPE 4X4,XLT ,WAGON VIN : 1FMYU04101KA79469  
Engine : 3.0L DURATEC V6 Odometer: 23,000 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 6 07 7 92 DRIVEABILITY STALL/QUIT/RESTARTS  
DECELERATION HOT ENGINE

Additional Symptom:  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT  
OWNREL. CUSTOMER SAYS: = CUST STATES THAT SHE HAS BROUGHT THE VEH INTO THE  
DLRSHF SEVERAL TIMES. CUST IS HAVING A PROB WITH THE VEH STALL WHEN  
MAKING TURNS. = CUST STATES THAT THE TRANSMISSION IS ALSO SLIPPING  
WHEN GOING FROM PARK TO REVERSE OR WHEN GOING FROM PARK TO DRIVE. =  
CUST IS ALSO HAVING A PROB WITH A NOISE COMING FROM THE FRONT  
PASSENGER SIDE TIRE. = CUST IS TAKING THE VEH INTO THE DLRSHF FOR THIS  
ISSUE. = CUST STATES THAT THE SHE IS GOING TO FILE FOR LEMON LAW IF  
THE DLRSHF DOES NOT RESOLVE THE ISSUE ON HER NEXT VISIT PER CUSTOMER,  
DEALER SAYS: CAC ADVISED: - WE HAVE DOCUMENTED YOUR CONCERN AND WILL  
FORWARD YOU A DSB (DISPOTE SETTLEMENT BOARD) APPLICATION INFERENCE  
CASE ID: 4735

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : SD Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOEO: KOEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 03/01/2001 Warranty Start Date: 03/29/2001  
Date of Sale: 03/29/2001 Selling Dlr(Geo/Mkt, Dlr, Sub): 02804  
Dealer Special Order: Gross Vehicle Weight:  
LH/RH Drive:



CQIS Report Number: 3FBAB831 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00003024869M  
Report Date: 06/02/2003

- - - E N G I N E - - -

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
 Bld Dt: Calb: 0M11A30 A Serial #:  
 - - - T R A N S M I S S I O N - - -  
 Trans: CD4E O/D 4SPD (EURO) Part #:  
 Bld Dt: Serial #: No Read  
 Model: Plt: Shift:

- - - A D D I T I O N A L - - -

Tire : P235/70R-16 OWL A-S Brand :  
 Radio : AM/FM STR/CSTE/CD/CLK A/C : AC B-????????????????????????????  
 Paint : RED EXTERIOR PAINT FAMILY ----- VERMILION SOLID C/C #2

----- A F T E R M A R K E T M O D I F I C A T I O N S -----  
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----  
Rpr Dlr:USA 02804 - Genoa Motors, Inc. Ph#:(419) 855-8366  
City: Genoa State : Ohio  
Country: United States Region : Detroit - 48

Customer name : DICK KAPOTE City :

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/03/2001	1JCGF011	NHL	CHASS.			USA 02804
06/02/2003	3FBAB830	CACVOC	DRVABL			USA 02804

--- S U P P L E M E N T A L S U R V E Y : MORS III GENERIC BATCH LOAD ---  
SURVEY HAS BEEN RECEIVED

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 02804	06/10/03	100311	25161	1	41	YP1	9F715 AA		12650D84
USA 02804	06/10/03	100311	25161	1	41	P7U	9F670 AB		12650D3
USA 02804	06/10/03	100311	25161	2	33	YL8	5K483 AA		5486A

CQIS Report Number: 3PJAC646 Program Type: C1  
 Report Source: MSS - PCSD - CUST ASST CTR

Orig Rpt #: 00003050027M  
 Report Date: 06/10/2003

----- R E P O R T S U M M A R Y -----

VEHICLE: 2002 ESCAPE 4X4, XLT , WAGON VIN : 1FMYU04182KD52059  
 Engine : 3.0L DURATEC V6 Odometer: 4,400 MILES  
 Operating Environ: WCC :  
 Vehicle Use : Rsp. Act:

SYMPTOM: 4 04 4 00 ENGINE FUEL SYSTEM CONCERNS  
 SLOW FILL OTHER (CODE NOT AVAILABLE)

Additional Symptom:  
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
 Causal Factor: Feature: Loc:  
 Causal Condition: Photo: Attachments: 0  
 Component Test Status: ---- Return Loc:  
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT  
 OWNREL VLC083TCUSTOMER SAYS: CUST NEEDS TO FIND OUT IF THERE WAS A COMPLAINT DOCUMENTED IN HIS VEHICLE CALLER SAID THAT THE CUSTOMER CLAIMS HE ALMOST DIED AND HE LEFT IT AT THE DLRSHIP AND DIDN'T WANT THE VEHICLE BACK AND WILL NOT ALLOW THE DEALERSHIP TO REPAIR THE VEHICLE UNDER FORD WARRANTY AND PER SRV ADVISOR HE HAS A ATTORNEY PER CUSTOMER, DEALER SAYS: DEBRA FORD CREDIT IS CALLING CAC ADVISED: "I HAVE REVIEWED YOUR FILE AND I CAN ADVISE YOU OF THE FOLLOWING: (NOTE TO CSR: REVIEW HISTORICAL INFORMATION AND PROVIDE CUSTOMER WITH SUMMARY OF INFORMATION/ACTIONS TAKEN)" INFERENCE CASE ID: 558

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
 Comp. Timing: Base Timing : MIL light on? :  
 Test Stand : Road Test : SD Number:  
 Prior Repair Attempts: Repair Prior to Call: NO  
 DTCs KOEO: KOEC:  
 KOER: CE:  
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 05/17/2002 Warranty Start Date: 06/26/2002  
 Date of Sale: 06/26/2002 Selling Dlr(Geo/Mkt, Dlr, Sub): USA 01417  
 Dealer Special Order: Gross Vehicle Weight:  
 LHD/RH Drive:

CQIS Report Number: 3FJAC646 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00003050027M  
Report Date: 06/10/2003

- - - E N G I N E - - -

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
Bld Dt: Calb: 2M11A30 A Serial #: 404034087

- - - T R A N S M I S S I O N - - -

Trans: CD4E O/D 4SPD (EURO) Part #:  
Bld Dt: Serial #: 2L8PFB9121351  
Model: Plt: Shft:

- - - A X L E - - -

Axle: 3800# FORD 2.73 LOCKE Id Tag Code: Bld Dt:  
Serial #: Plt:

- - - A D D I T I O N A L - - -

Tire : Brand :  
Radio : A/C :  
Paint : -----

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Rpt Dir: USA 01417 - Wayne County Ford Ph#: (570) 253-1557  
City: Honesdale State : Pennsylvania  
Country: United States Region : Philadelphia -16

Customer name : FRANK RISPOLI City :

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
08/26/2002	2HZAA167	CACVOC	DRVABL		USA 01417
09/09/2002	2I1AA396	CACVOC	DRVABL		USA 01417
09/16/2002	2IPAB082	CACVOC	DRVABL		USA 01417

--- S U P P L E M E N T A L S U R V E Y: MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ( 3 6 5 d a y s o n l y ) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 3G5AA031 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00003182471M  
Report Date: 07/31/2003

----- R E P O R T S U M M A R Y -----

VEHICLE: 2001 ESCAPE 4X2,XLT ,MPV VIN : 1FMYU03151KP92735  
Engine : 3.0L DURATEC V6 Odometer: 46,000 MILES  
Operating Environ: WCC :  
Vehicle Use : Resp. Act:

SYMPTOM: 6 07 6 92 DRIVEABILITY STALL/QUIT/RESTARTS  
AT CRUISE HOT ENGINE

Additional Symptom:  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchments: 0  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT  
OWNREL CUSTOMER SAYS: =YESTERDAY CUST WAS DRIVING ABOUT T 40 MPH AND THE  
VEHICLE LOST POWER AND CUST LOST CONTROL OF THE VEHICLE, THE POWER  
BRAKE FAILED AND CUST ENDED UP ON SOME ONE LAWN. =-LAST MONTH THE  
VEHICLE WOULD NOT START ABOUT 6 TIME IN 2 DAYS. THE BATTERY IS OK CUST  
TOOK THE VEHICLE TO WADE DLR AND PAID \$640. TO REPAIR THE VEHICLE TO  
THE CARBORATOR MAKE A KEY AND A 45000 MILES CHECK UP. =CUST IS TAKING  
THE VEHICLE TO JOHN BLEAKLY FORD FOR REPAIRS TODAY. PER CUSTOMER,  
DEALER SAYS: CAC ADVISED: PLEASE TAKE YOUR VEHICLE TO THE P/L/M  
DEALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED. THE  
FORD/LINCOLN/MERCURY SERVICE DEPARTMENT WILL DETERMINE WHETHER OR NOT  
THERE IS ANY POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR PRESENT CONCERN.  
CAN I LOCATE A DEALERSHIP IN YOUR AREA OR IS THERE A DEALERSHIP THAT  
YOU ARE ALREADY WORKING WITH? INFERENCE CASE ID: 5409

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : BD Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
DTCs KOEO: KOEC:  
KOER: CB:  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 01/17/2001 Warranty Start Date: 02/16/2001

CQIS Report Number: 3G5AA031 Program Type: C1 Orig Rpt #: 00003182471M
Report Source: MSS - FCSD - CUST ASST CTR Report Date: 07/31/2003

Date of Sale: 02/16/2001 Selling Dlr(Geo/Mkt, Dlr, Sub):
Dealer Special Order: Gross Vehicle Weight: 420 LBS
LH/RH Drive:

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
Bld Dt: Calb: 0M11A30 A Serial #: 748078087
Trans: CD4E O/D 4SPD (EURO) Part #:
Bld Dt: Serial #: YL8PEAT102360
Model: Plt: Shft:

Axle: 3800# FORD 2.73 CONVE Id Tag Code: Bld Dt:
Serial #: Plt:

Tire : P235/70R-16 OWL A-S Brand :
Radio : AM/FM STRO/CD CHANGER/CLR A/C : AC B-????????????????????
Paint : YELLOW EXT FAINT FAMILY B LT. PARCHMENT GOLD C/C

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Rpr Dlr:USA 00487 - JOHN BLEAKLEY FORD INC Ph#:(770) 941-9000
City: Lithia Springs State : Georgia
Country: United States Region : Atlanta - 21

Customer name : LYNNE VELLUCCI City :

CQIS VIN HISTORY

Table with columns: Date, CQIS Report #, Type, Symp, Cat, Causal, Part, Description, Dealer Id. Row: 08/05/2003 3HEAA517 CACVOC DRVABL USA 00487

SUPPLEMENTAL SURVEY: MORS III GENERIC BATCH LOAD

SURVEY HAS BEEN RECEIVED

VEHICLE'S WARRANTY HISTORY (365 days only)

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Caus, Service Nr, Part Pfx, Number Base, Sfx, Labor Operation. Rows include repair records for USA 00487 on 01/13/03 and 07/31/03.

CQIS Report Number: 3HEAA517 Program Type: C1  
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00003194016M  
 Report Date: 08/05/2003

----- R E P O R T S U M M A R Y -----

VEHICLE: 2001 ESCAPE 4X2,XLT ,MPV VIN : 1FMYU03151KF92735  
 Engine : 3.0L DURATEC V6 Odometer: 46,300 MILES  
 Operating Environ: WCC :  
 Vehicle Use : Resp. Act:

SYMPTOM: 6 07 6 92 DRIVEABILITY STALL/QUIT/RESTARTS  
 AT CRUISE HOT ENGINE

Additional Symptom:

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attachments: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE--

----- COMMENT TEXT -----

OWNREL CUSTOMER SAYS: CUST STATES THAT SHE IS VERY DISPLEASED WITH THE VEHICLE; CUST STATES THAT SHE EXPERIENCED A PROBLEM WITH THE VEHICLE STALLING OUT; CUST STATES THAT SHE HAS HAD THE VEHICLE BROUGHT INTO 2 DIFFERENT DLRSHP AND HAS SPENT ABOUT \$1000 TO FIX THE VEHICLE; CUST STATES THAT SHE DOES NOT FEEL SAFE AND IS LOOKING TO GET RID OF THE VEHICLE; CUST ALSO STATES THAT EACH REPAIR WAS NOT COVERED UNDER ESP; CUST STATES THAT THE PROBLEM IS WITH THE IAC; CUST IS CONCERNED ABOUT THE SAFETY OF THE VEHICLE AND KNOWS OF ANOTHER PERSON WHO IS EXPERIENCING THE SAME CONCERN. PER CUSTOMER, DEALER SAYS: CAC ADVISED: THANK YOU FOR PROVIDING FORD MOTOR COMPANY WITH YOUR THOUGHTS; YOUR OPINIONS ARE VALUABLE TO US. I HAVE DOCUMENTED YOUR FEEDBACK AND THE INFORMATION YOU PROVIDED REGARDING YOUR EXPERIENCE WITH OUR PRODUCT. THIS INFORMATION IS FORWARDED TO VARIOUS DEPARTMENTS WITHIN FORD TO CONTINUOUSLY IMPROVE OUR PRODUCTS AND SERVICES. YOU WILL ONLY BE CONTACTED IF A SPECIFIC DEPARTMENT REQUIRES ADDITIONAL INFORMATION OR CLARIFICATION. INFERENCE CASE ID: 857

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	SD Number:
Prior Repair Attempts:		Repair Prior to Call: NO
DTCs KOEO:	KOEC:	
KOER:	CB:	
Equipment/Procedure Used	Effective?	Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 3HEAA517 Program Type: C1  
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00003194016M  
Report Date: 08/05/2003

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 01/17/2001 Warranty Start Date: 02/16/2001  
Date of Sale: 02/16/2001 Selling Dlr(Geo/Mkt, Dlr, Sub):  
Dealer Special Order: Gross Vehicle Weight: 420 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.0L DURATEC V6 Tag: 1G 754 AB  
Bld Dt: Calb: 0M11A30 A Serial #: 748078087  
----- T R A N S M I S S I O N -----  
Trans: CD4E O/D 4SPD (EURO) Part #:  
Bld Dt: Serial #: YLSPEAT102360  
Model: Plt: Shft:  
----- A X I E -----  
Axle: 3800# FORD 2.73 CONVE Id Tag Code: Bld Dt:  
Serial #: Plt:

----- A D D I T I O N A L -----  
Tire : P235/70R-16 OWL A-S Brand :  
Radio : AM/FM STRO/CD CHANGER/CLK A/C : AC B-????????????????????????????  
Paint : YELLOW EXT PAINT FAMILY B ----- LT. PARCHMENT GOLD C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----  
Rpr Dlr:USA 00487 - JOHN BLEARLEY FORD INC Ph#:(770) 941-9000  
City: Lithia Springs State : Georgia  
Country: United States Region : Atlanta - 21

Customer name : LYNNE VELLUCCI City :

----- C Q I S V I N H I S T O R Y -----  
Date CQIS Prog Report # Type Symp Cat Causal Part Description Dealer Id  
07/31/2003 3G5AA031 CACVOC DRVABL USA 00487

--- S U P P L E M E N T A L S U R V E Y : MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----  
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Nr Cond Pfx Base Part Number Sfx Labor Operation  
USA 00487 01/13/03 020661 39340 1 30 YL8 3A130 GA 3130AB  
USA 00487 01/13/03 020661 39340 1 30 3001A  
USA 00487 01/13/03 020661 39340 1 30 3001A1T  
USA 00487 07/31/03 036781 46353 1 2F1 9J460 AA 02M01E